



# Professional development and learning opportunities

Australian Institute for Disaster Resilience

📞 +61 3 9419 2388 ✉ [events@aidr.org.au](mailto:events@aidr.org.au) 🌐 [www.aidr.org.au/events](http://www.aidr.org.au/events)

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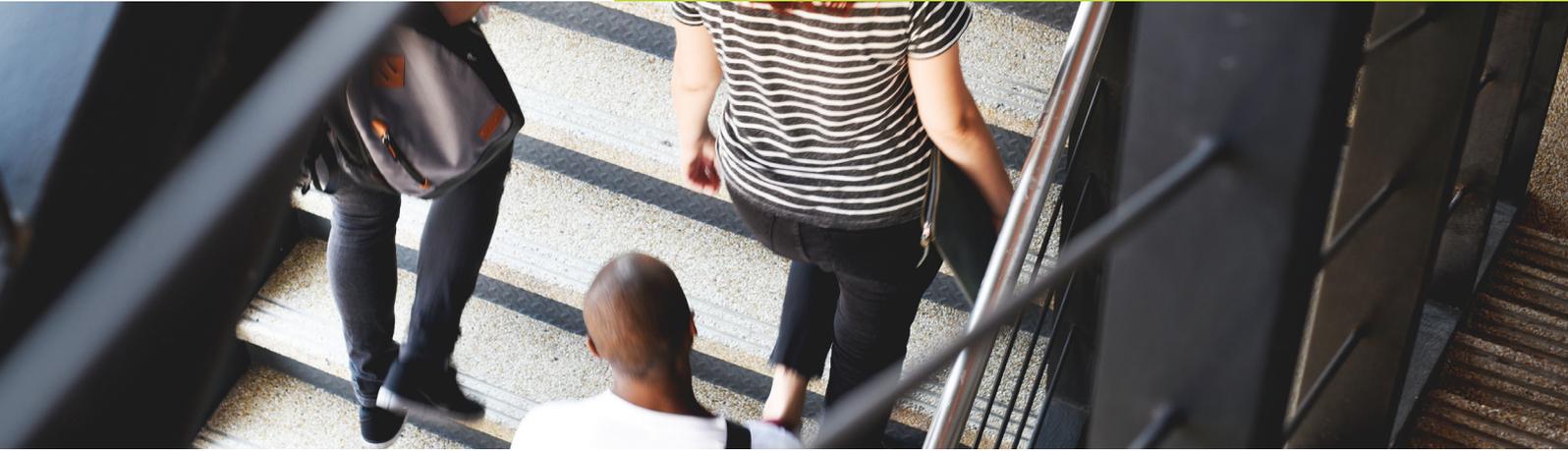
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About our facilitators





# About the program

Build knowledge, skills, and connections that support disaster resilience through a regular program of curated professional development events and learning opportunities.

AIDR's Professional Development Program aims to equip individuals and groups to achieve improved resilience outcomes in their organisations and communities.

AIDR offers regular professional development and learning opportunities to benefit those working and volunteering in disaster resilience across a range of sectors, including:

- Australian Disaster Resilience Conference
- Australian Disaster Resilience Index Workshop
- Decision Making Under Pressure: New Skills for the New Normal Masterclass
- Facilitating Debriefs Skills Clinic
- Leadership in Disaster, Crisis and Adversity Masterclass
- Leading Diverse Recovery Teams Masterclass
- Leading Multi Agency Teams in Deep Uncertainty Masterclass
- Lessons Management Forum
- Managing Organisational Crises Masterclass
- Meteorology for Disaster Managers Masterclass
- Planning for Spontaneous Volunteers Clinic
- Recovery Masterclass by Hummingly
- Recovery Matters Webinar Series
- Volunteer Leadership Program

## Delivery options

AIDR can deliver our range of professional development and learning opportunities either:

- by offering a program exclusively to an organisation
- by offering an organisation sponsored places in return for hosting the program
- by offering a program to AIDR stakeholders.

## Delivery method

There are three categories for the delivery method of the events, depending on the event we will try to accommodate you with your preference of presentation:



**In-person delivery** is the standard delivery method allowing people to interact face-to-face and at a venue.



**Hybrid delivery** is the delivery method where the event is conducted face-to-face at a venue, or attendees can also opt to attend virtually through an online platform.



**Online delivery** is the purely digital delivery method where the event is conducted via an online platform and attendees, event staff and speakers only participate virtually.

## More information

To organise these, or tailored opportunities in your organisation or jurisdiction, contact:

- AIDR Events Coordinator
- [events@aidr.org.au](mailto:events@aidr.org.au)



# Australian Disaster Resilience Conference



The Australian Disaster Resilience Conference is the nation's premier thought leadership event focused on contemporary disaster resilience practice and research. The conference brings together a diverse and passionate crowd from a range of sectors to share knowledge and build connections for a disaster resilient Australia.

The 2022 Australian Disaster Resilience Conference will focus on the theme *Resilience in a riskier world – adapting and transforming for the future*. The conference program will generate national conversations that look back and look forward to explore the ways in which we can build disaster resilience in an increasingly risky world, with a focus on adapting and transforming for the future.

## Past Australian Disaster Resilience Conference themes

**2018** – The rise of resilience: from the individual to the global. Enhancing recovery by supporting community resilience

**2019** – Are we future ready?

**2020** – Disaster risk reduction in action: pathways to impact

**2021** – Meeting in the middle: community voices and complex choices

## Audience

The conference is aimed at attracting a diverse audience of people engaged in disaster risk and resilience. Including representatives from all levels of government, policy makers, community organisations, non-government organisations, not-for-profits, volunteers and researchers.



# Australian Disaster Resilience Index Workshop



The Australian Disaster Resilience Index is an industry-first snapshot of the capacities for disaster resilience in Australian communities.

Understanding these capacities, and how they differ from place to place, will help communities, governments and industry work together to cope with and adapt to natural hazards such as bushfires, floods, storms and earthquakes.

Join the Lead Researcher for the Australian Disaster Resilience Index, Dr Melissa Parsons from the University of New England, for this hands-on, experiential workshop that will provide a customised exploration of the research and website tools in your local or agency context.

## Learnings

- Learn how to use the website tools to explore place-based disaster resilience, coping and adaptive capacities
- Work through a real-life example of using the website tools to enhance your planning and decision making, with expert guidance on hand
- Develop an understanding of the factors that enhance or constrain disaster resilience in your local area
- Connect with peers to share ideas and learn how the Index is being used in other organisations
- Find out more about the underpinning research

The Australian Disaster Resilience Index will support you with activities such as:

- Policy development
- Resource planning
- Recovery planning
- Community engagement
- Community profiling
- Urban planning
- Monitoring and evaluation
- Emergency planning
- Business development
- Research and modelling
- Strategic planning
- Risk assessment
- Community planning
- Regional development



# Decision Making Under Pressure: New Skills for the New Normal Masterclass



To assist participants to build individual and team capability in making decisions under conditions of high pressure, stress, and uncertainty.

This is a highly interactive, evidence-based, and practical two-day online masterclass. Participants will be introduced to a range of tools to improve their own decisions and those of their teams so they can best meet their obligations and accountabilities as a leader.

The online masterclass focuses on building and maintaining psychological safety for constructive dissent in high pressure environments and the resulting impact on thinking and

decision making. Group dynamics, encouraging multiple perspectives in sense making and recognising and managing drift to unsafe conditions are another focus of the masterclass.

## Audience

The online masterclass is intended for those who make decisions in high pressure environments and who are interested in how to improve their decision making and that of the teams they lead.

“

*A variety of tools that enable considered and thoughtful decision making with examples used against real-life scenarios.*

”

“

*The important lessons surrounding psychological safety, team work and thought processes during decision times can be utilised in day to day life, other skills will be great for times of critical decisions*

”



# Decision Making Under Pressure: New Skills for the New Normal Masterclass

## Learning Objectives

### Topic one: The impact of deep uncertainty – implications for disaster decision making

- Examining the features of contemporary events: volatility, uncertainty, ambiguity, and complexity
- The impacts of shifting values, societal norms, individual and group cohesion – turbulence and flux

### Topic two: Decision making under pressure

- The neuroscience of decision making
- The impacts of stress, time compression, and uncertainty on individual and group decision making
- Individual and team error traps
- The fallibility of judging decisions on outcomes

### Topic three: Uncertainty and decision making: new skills and tools

- Tools to assess volatility of an event, monitoring drift and coping ugly
- Features contributing to good leaders making bad decisions
- Identifying red flag conditions

### Topic four: Making sense of decision making under pressure

- Recognising sources of pressure
- Identifying cognitive bias and developing meta-cognitive thinking
- Tools to support individual decision making
- Group dynamics and organisational culture

### Topic five: Building and maintaining psychological safety

- Assessing communication climate and team culture
- Building and maintaining psychological safety for constructive dissent
- Meaning-making and multiple perspectives

### Topic six: Enhancing team decision making

- Elements that undermine and enhance team effectiveness
- Embracing diversity
- Facilitating authorising environments to enhance team capability



# Facilitating Successful Debriefs Skills Clinic



Debriefing offers a valuable opportunity to review activities undertaken.

This skills clinic will give participants resources to develop their capability for effective debriefing. It covers:

- the steps to prepare, build, and conduct a debrief
- strategies to ensure a debrief actively engages participants
- how to make both challenging and safe learning environments
- using effective techniques (and avoiding some common, ineffective ones)
- acquiring skills to overcome potential barriers that inhibit learning
- strategies to facilitate discussions of different perspectives to support lessons management characterised by mutual understanding
- linking debriefs to organisational learning.

## Audience

This clinic is designed for those with responsibility for facilitating debriefs, those with an interest in facilitating debriefs, and those involved in organisational learning and development, especially:

- operational personnel, including incident management teams and functional unit leaders
- exercise facilitators and managers
- emergency centre coordinators and managers
- those responsible for near-miss investigation reporting and after-accident reviews
- those responsible for after-action reviews (operational and non-operational)
- personnel involved in lessons management.

“

*Fantastic course that provided useful skills enabling me to provide better planned and outcome focussed debrief sessions.*

”

“

*The workshop/clinic was beneficial to a number of roles that may be undertaken within the emergency management arena.*

”



# Leadership in Disaster, Crisis and Adversity Masterclass



Explore the leadership skills required to work in increasingly volatile, uncertain, complex, sometimes chaotic and ambiguous (VUCCA) environments.

This masterclass has been expertly designed to elevate discussions about leadership in emergency management beyond routine structures. Participants will examine the challenges and demands that need to be managed to lead effectively and ethically. The neuropsychology of decision making and leadership in high pressure situations is also discussed.

With a strong emphasis on overcoming issues and challenges to lead with influence, participants will explore collaborative leadership and hone their skills in effectively leveraging networks and relationships to achieve successful outcomes.

The interactive masterclass encourages participants to reflect on crisis leadership issues, how human factors influence leadership, and their own practice. This enables participants to think and act as leaders in new and constructive ways.

## Audience

- Leaders of incident, emergency and disaster management multi-agency teams operating at a strategic level
- Experienced disaster leaders looking to enhance their own performance and increase their influence to bring the best out in their teams.
- For teams, this program will generate shared insights and provoke constructive conversations and exchange.

## Learnings

This Masterclass aims to provide leaders with the skills to:

- Create and maintain effective conditions to enhance team performance in times of crisis
- Manage competing perspectives, priorities and interests amongst stakeholders and consider effective communication strategies
- Optimise performance of self and others to support resilience in adversity
- Influence key decision makers to build and leverage networks and relationships to enable better community safety outcomes

## Topics covered

- Topic one — Leadership challenges and ethics
- Topic two — Leadership and the social impacts on team performance
- Topic three — Managing self and others in crisis and adversity
- Topic four — Leading effective teams
- Topic five — Meaning making, perspective taking and leading with influence
- Topic six — Governance and political layers



# Leading Diverse Recovery Teams Masterclass



This masterclass for recovery leaders focuses on enhancing the capability of recovery leaders to work with diverse stakeholders on complex issues to align cooperative goals and purposes.

Recovery leaders will explore how to mobilise, motivate and manage others and to maximise team empowerment through shared leadership.

The Masterclass explores:

- The contemporary landscape of relief and recovery leadership
- Links between recovery, resilience and the neuroscience of decision making
- Understanding impacts of stress and crisis on community members and related stakeholders
- Aligning diverse groups of stakeholders on complex issues to build and leverage networks and relationships to enable better community outcomes

## Audience

- Recovery coordinators
- Leaders of recovery teams and recovery projects
- Stakeholders involved with recovery roles and projects

- Community engagement professionals
- Personnel in liaison roles

## Learnings

- Understanding contemporary crises and relief and recovery leadership challenges
- The role of ethics and values on recovery leadership decision making
- Mobilising, motivating and managing others
- Tools to support recovery team success

## Topics covered

- Relief and recovery- capability and challenges
- The impact of deep uncertainty and stress on functioning and performance
- Creating enabling conditions to support recovery team effectiveness
- Managing team performance and developing capability
- Understanding stakeholder and community needs and facilitating network alliances
- Facilitating learning for continuous improvement



# Leading Multi Agency Teams in Deep Uncertainty



This masterclass focuses on enhancing the capability of leaders to launch and manage high functioning interdependent teams to operate effectively in disaster, crisis and adversity.

The Masterclass explores tools to analyse networks between interdependent teams in a disaster management context, to enable effective coordination through influence, and identifies strategies for facilitating team learning for continuous improvement.

This Masterclass aims to provide leaders of disaster management teams with the skills to:

- Mobilise their teams for success in a emergency management context
- Manage their teams to build capable teams to operate in disaster, crisis and adversity
- Diagnose barriers to effective team performance to support and enable team effectiveness
- Examine the ways in which team leaders can improve multi-team emergency management coordination
- Facilitate team learning from performance for continuous improvement.

## Audience

The Masterclass supports leaders of operational disaster management teams to build the skills and develop the strategies required to launch, cultivate and integrate teams to maximise capability and deliver results in high consequence environments. Participants will examine the core elements that can enable or undermine multi-disciplinary team effectiveness, and methods to diagnose and resolve dysfunctions in teamwork.

## Topics covered

### PART A – MOBILISE THE TEAM

- Topic one — Assess the context and launch the team

### PART B – MANAGE THE TEAM

- Topic two — Create enabling conditions
- Topic three — Build team effectiveness
- Topic four — Build commitment, accountability and results

### PART C – MOVE BEYOND TEAM OPERATIONS

- Topic five — Coordinating teams of teams in networks
- Topic six — Facilitate team learning for improvement



# Leading Multi Agency Teams in Deep Uncertainty

## Learning Objectives

### Topic one: Assess the context and launch the team

At the end of this topic participants should be able to:

1. Assess the effects of stress on team performance
2. Identify the characteristics of successful teams
3. Identify strategies to successfully launch the team

### Topic two: Create enabling conditions

At the end of this topic participants should be able to:

1. Critically reflect on the conditions that support team effectiveness
2. Assess team communication patterns
3. Consider the role of asking questions and listening for engagement and exploration

### Topic three: Build team effectiveness

At the end of this topic participants should be able to:

1. Identify the elements of team effectiveness and dysfunction
2. Apply some strategies to build vulnerability-based trust
3. Evaluate the obstacles to productive conflict

### Topic four: Build commitment, accountability and results

At the end of this topic participants should be able to:

1. Identify strategies to explore difference and expand perspectives
2. Explore the role of feedback in gaining commitment
3. Assess barriers to accountability and attention to results

### Topic five: Coordinating teams of teams in networks

At the end of this topic participants should be able to:

1. Map the interdependencies between teams
2. Develop strategies for stakeholder engagement
3. Assess the role of organisational culture on inter-team effectiveness

### Topic six: Facilitate team learning for improvement

At the end of this topic participants should be able to:

1. Assess the maturity of the team for crucial reflection and learning
2. Identify leadership communication styles for different levels of team maturity



# Lessons Management Forum



A yearly two-day event, targeted to the Lessons Management community.

Participants take part in a broad range of presentations and workshops from various jurisdictions and organisations, including military, health, and fire and emergency services. The program explores sharing lessons, including insights and lessons identified from experiences in an operational context. This may include outcomes from debriefs and outcomes from significant events. It will also explore implementing lessons and the different approaches taken by organisations in managing lessons. This may include development of frameworks, governance and processes.

The theme for the forum changes yearly.

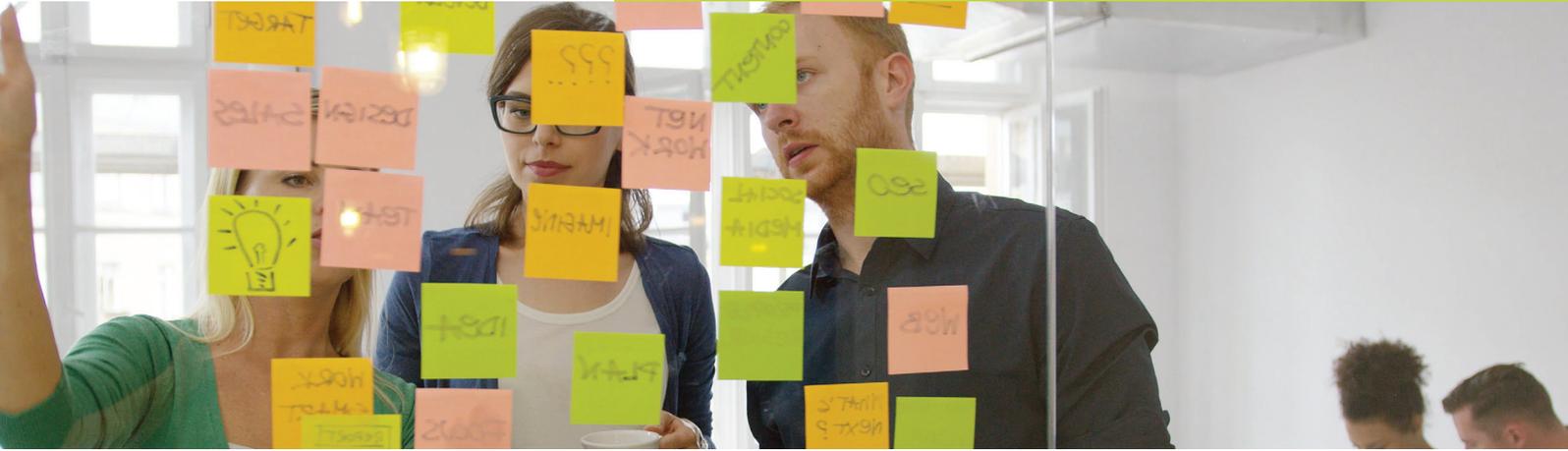
## The program includes:

- **Presentations**  
Will cover lessons that have been identified as well as how to manage lessons. There will be a broad range of presentations and workshops from various organisations, jurisdictions and sectors.
- **The Forum**  
Is open to everyone and will provide face-to-face networking opportunities to enhance the expanding community of practitioners working in the lessons management area, and new members are encouraged to join.

- **Workshops**  
In addition to the presentations, attendees have the opportunity to register for breakout workshop sessions which will be run on the morning of Day 2.
- **Networking Event**  
A networking event is held on the evening of Day 1 of the forum.

## Audience

The Lessons Management Forum, provides an opportunity for lessons management practitioners, those interested in this area, and those new to the area to share good practice, learnings and innovations.



# Managing Organisational Crises Masterclass



This Masterclass focusses on the key elements that enhance executive and board crisis leadership and what factors may undermine meeting goals and expectations.

In an organisational crisis Boards, executives and senior managers face a myriad of legal, political and social license challenges as they navigate a range of expectations and obligations. These come from a range of stakeholders including communities, regulators, shareholders and employees.

The session will engage members through experiential learning and interaction and use case study examples drawn from contemporary national and international crisis events.

Participants will have an opportunity to discuss and improve their understanding of:

- Regional and global trends that are contributing to conditions of volatility, ambiguity, complexity, chaos and uncertainty (VUCCA) and their implications for organisational leadership.
- The strategic issues that executives need to focus on in an organisational crisis.
- The interaction between a Board, Executive and an EMT required in an organisational crisis.
- The importance of storyline management in an organisational crisis.
- The difference between managing a complicated vs complex/wicked problem event.
- The factors influencing decision making and critical advice provided during an organisational crisis event.

## Audience

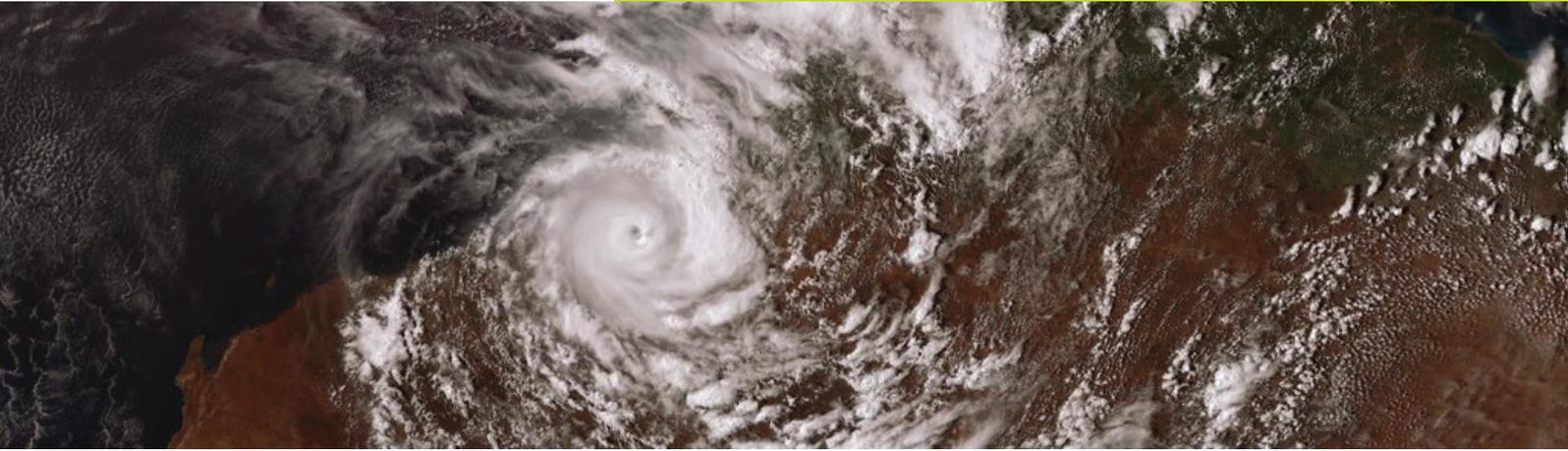
- Senior executives
- Board members
- Emergency managers who work with boards
- Crisis management team leaders

## Learnings

- Strategic issues in emergency/crisis management.
- Role of Executives and Boards in emergency/crisis management.
- Anticipating the impacts of turbulence and disruption challenges to the organisation's social license
- Role of stress and pressure on strategic advice in the context of turbulence and uncertainty
- Creating storylines in support of crisis management and expectations.
- Evidence base for ownership of blame and its implications for executive leadership.

## Topics covered

- Navigating organizational crises and their consequences
- Decision making, ethics and strategic advice.
- Enabling team-based critical thinking
- Leveraging networks for influence.
- The role of governance and political layers
- Leading in uncertainty and managing reputation



# Meteorology for Disaster Managers Masterclass



Learn the fundamentals of weather directly from the Bureau of Meteorology, Australia's official source of weather information.

Across the globe, 90% of major disasters are weather-related. Take your understanding of the weather and natural hazards to the next level by attending this strongly recommended masterclass.

The masterclass provides a practical overview of the science of meteorology, tailored to meet the needs of the disaster resilience sector. Attend the masterclass to learn about the fundamentals of weather and deepen your understanding of weather forecasts and warnings.

## Audience

- This masterclass is essential learning for all who work or volunteer in a disaster resilience-related role.
- This includes people working on disaster risk reduction, preparedness, planning, policy, response, recovery, community education, communication, business continuity and other areas.

## Learnings:

Learn from professional meteorologists about a range of topics, including:

- Basic principles of weather forecasting
- Global circulation, the atmosphere and synoptic weather charts
- Understanding rainfall forecasts
- Thunderstorms and severe weather
- Flood forecasts and warnings
- Fire weather and heatwaves
- How to use weather and warning information to make better informed decisions
- Navigating the Bureau of Meteorology website.

Developing a deeper understanding of how weather works will enable you to make more informed decisions and plans, as well as provide better risk and hazard information in the workplace and to the community. This masterclass is facilitated by a professional meteorologist, providing the opportunity to ask questions and clarify your understanding on important weather information relevant to your role.



# Planning for Spontaneous Volunteers Clinic



This clinic provides guidance on applying the principles to plan for spontaneous volunteers in disasters, as outlined in the **Communities Responding to Disasters: Planning for Spontaneous Volunteers Handbook**.

In these interactive clinics, participants are provided with the skills and resources to work with and plan for spontaneous volunteers.

In addition to the lead presenter, guest presenters in each jurisdiction provide context and information specific to the local setting. Participants collaborate to examine opportunities and barriers for their own organisations, and to identify how to effectively plan for and engage with spontaneous volunteers before, during and after an emergency.

## Audience

- These clinics are designed to benefit those working with, and planning for spontaneous volunteers before, during and after an emergency event.
- The clinic will support those working in volunteer management, recruitment and policymaking from organisations such as local, state, and Commonwealth governments; volunteering groups including emergency volunteers; community groups; and emergency services and emergency management organisations.

View the [Communities Responding to Disasters: Planning for Spontaneous Volunteers Handbook](#) on the AIDR Knowledge Hub.



# Recovery Masterclass



Learn from world-class expert facilitators at this experiential in-person masterclass.

## What will you learn?

Explore the typical patterns, impacts and strategies for recovery from disaster and mass disruption.

Build the knowledge to support communities to recover from disasters and continue operating well individually and collectively through prolonged stress and uncertainty.

Understand the complexity of working in a rapidly changing environment in order to respond well to the challenges and opportunities you can expect to encounter.

This masterclass covers the following topics:

- Understanding how secondary stress impacts those affected by disaster
- How the disaster-affected mind processes information differently
- Key recovery leadership learnings and benefits from the insights of more than 100 recovery leaders around the globe
- Supporting those with a recovery role and learning principles and strategies for supporting the supporters.

Each participant will receive a set of Hummingly's Cards for Calamity and guidance on how to use these to support community recovery.

## Who should attend?

This masterclass is highly recommended for anyone providing services to communities impacted by disasters. The maximum participant number is set to 15 due to the experiential nature of the event.

## Facilitated by

**hummingly**<sup>®</sup>

Hummingly is the creation of Elizabeth McNaughton and Jolie Wills, a duo who have worked in disasters around the world for more than two decades. The realisation that helping one person, one community, on disaster at a time was no longer enough, lit the spark that became Hummingly. Elizabeth and Jolie set about creating easy to use tools that people, communities and workplaces the world over could access to do well in tough times.



# Recovery Matters Webinars

How do you go about supporting communities in recovery? What can you expect on the journey ahead? What about the support needs of particular groups?

Through a series of informative webinars, AIDR invites expert speakers to share what their knowledge and help us move forward with disaster recovery. So many communities across Australia are now embarking on a journey of recovery from devastating bushfires. But when we talk about disaster recovery, what does that really mean?

The Recovery Matters webinars covers the basics and explores important aspects of disaster recovery in theory and practice.

Some of the topics the Recovery Matters Webinars have discussed:

- Introduction to the basics of disaster recovery
- Disaster recovery theory and practice
- Community-led recovery
- Tools for recovery leadership and supporting people working in recovery

“

*I believe it has made me more aware and understanding.*

- LGBTIQ+ experiences in disaster and recovery webinar response

”

- Disaster recovery impacts to children and youth
- Youth leadership leading community recovery.
- Family violence in recovery
- Recovery - it's a long story. Launch of the 10 Years Beyond Bushfires report
- LGBTIQ+ experiences in disaster and recovery
- Navigating the financial impact of disasters.
- Indigenous perspectives of disaster recovery

## Audience

- Community recovery workers (paid and voluntary) associated with community-based organisations, not-for-profits, NGOs, local government, state government in impacted areas.
- Staff of local organisations and businesses that aren't necessarily dedicated recovery workers but who find themselves working in or alongside recovery in impacted areas.
- Anyone else working or volunteering in disaster recovery who would like extra professional development.

“

*A very informative and valuable session. I liked how you broke it up with the speakers. It felt like short snippets of knowledge gain, that kept me engaged. Thank you.*

- 10 Years Beyond Bushfires Report webinar response

”



# Volunteer Leadership Program



The Volunteer Leadership Program (VLP) is a dynamic, immersive, residential two-day (two-night) program for emergency sector volunteers with aspiration and aptitude to support their organisation’s leadership.

The VLP is a personally challenging and rewarding experience aimed at providing participants with a foundation for capability and confidence in leadership. Participants engage in a collaborative learning experience, alongside volunteer leaders from other emergency management-focused agencies; generating knowledge and sharing experience.

The VLP introduces practical leadership frameworks through interactive activities led by engaging and experienced facilitators.

The program covers skills for participants to improve awareness of their team, themselves and others including:

- leadership and management strategies in the volunteer agency context
- contemporary issues facing the emergency management sector
- leading change in an organisation
- building and maintaining motivation of volunteers
- identifying (and working with) different personality types
- resolving conflict, addressing performance issues and giving critical feedback
- identifying stress and self-care strategies.

AIDR delivers VLP courses across Australia, open to volunteers from member agencies of the Australian Emergency Management Volunteer Forum.

AIDR can deliver a tailored version of the VLP based on organisational requirements.

“

*A useful resource for the volunteering sector to encourage up and coming leaders of the future.”*

”

“

*Very grateful for the opportunity to attend. The training was excellent. I also appreciated the opportunity to learn from different teams in the CFS and the Red Cross. It was valuable to interact and learn from each other. The diversity of perspectives enabled us to learn from each other.*

”



## About our facilitators

### Anne Leadbeater, OAM

Anne is an independent national consultant specialising in disaster recovery and community resilience. Her background is in community development and adult education, working first in the neighbourhood house sector and then for 16 years in local and state government.

Anne has worked with communities recovering from drought, fire, flood and cyclone in Victoria, New South Wales, South Australia and Queensland, and in 2014, she headed an international team to evaluate the Christchurch Earthquake Appeal for New Zealand Red Cross.

An experienced community engagement practitioner, Anne was a judge of the 2017 and 2019 Core Values Awards for the International Association of Public Participation Australasia (IAP2). She is a current member of the Australian Red Cross 2019/20 Bushfire Appeal Panel and the Melbourne University Beyond Disasters Research Advisory Group.

Anne designs and delivers national training for recovery practitioners and in 2018, she completed a review of the Community Recovery Handbook for the Australian Institute for Disaster Resilience. Anne lives in Kinglake, Victoria and was awarded a Medal of the Order of Australia for her work in the aftermath of the 2009 'Black Saturday' bushfires.

**Anne facilitates:** Planning for Spontaneous Volunteers Clinic

### Bonnie Haselgrove

After completing a Bachelor of Mathematical and Computer Sciences with Honours and a Graduate Diploma in Education, Bonnie had a brief stint as a high school mathematics teacher before joining the Bureau in 2014 where she gained a Graduate Diploma in Meteorology. She has spent most of her career as an operational weather forecaster, delivering services for the public, aviation customers, and Emergency Services. Bonnie recently joined the Bureau's Training Centre, conducting training and competency assessments for forecasters, working on the implementation of the Australian Fire Danger Ratings System, and helping manage and deliver the Bureau's Introduction to Meteorology courses.

**Bonnie facilitates:** Meteorology for Disaster Managers Masterclass



**CS** Cameron Scott

Cameron is the National Network Emergency Manager at the National Broadband Network (nbn), where he is responsible for controlling and coordinating the response to emergencies.

He is also responsible for developing and maintaining relationships with emergency management agencies across the country as well as the development of emergency management capability including planning, training and exercising. Cameron represents nbn on the national Communications Sector Trusted Information Sharing Network (TISN).

Cameron has had a number of emergency management roles in state and federal government, including the Department of Economic Development, Jobs, Transport and Resources in Victoria and the Australian Emergency Management Institute within Emergency Management Australia. He served as a sworn officer with the Western Australia Police for over 13 years, working in the emergency management and counter terrorism sections with responsibility for emergency response, capability development and emergency planning.

Cameron is employed as a casual academic at Charles Sturt University where he coordinates units in the Bachelor of Emergency Management program.

**Cameron facilitates:** Facilitating Successful Debriefs Skills Clinic

**CD** Chris Davies

Chris joined the Bureau of Meteorology in 2007 after completing a Bachelor of Science and Bachelor of Computer Science. After completing the Graduate Diploma in Meteorology, Chris was posted to Darwin for 8 years covering a number of roles, including Tropical Cyclone Lead Forecaster, Volcanic Ash Advisory Centre Manager and Senior Forecaster. After gaining mid-latitude meteorology experience in the Adelaide office, Chris became a full time meteorology training specialist holding a Certificate IV in Training and Assessment and a Graduate Certificate in Adult and Vocational Education. Chris is currently the manager of in-service meteorologist training, based in Melbourne.

**Chris facilitates:** Meteorology for Disaster Managers Masterclass



**CO** Dr Christine Owen

Christine Owen's career history spans engagement in academia and industry to help people and organisations engaged in safety critical work to inquire into, learn from and, if needed, change their work practices. Christine has worked with safety critical organisations for over 25 years, including the aviation field, emergency medicine, the fire and emergency services industry and more recently with the Australian Institute of Police Management.

Christine researches and facilitates professional development in the areas of human factors and organisational culture; decision making under pressure; debriefing; and leadership and adversity, as well as coaching and mentoring. She has been engaged by industry in a number of practitioner reviews and evaluations.

Christine is passionate about supporting organisations to utilise research outcomes and establish evidence-informed practice. She contributed to the development of the Emergency Services Professionalisation Standards for Level 3 AIIMS capabilities, including Incident Controller for AFAC and the Leadership Development Framework for Victorian emergency services organisations.

Christine is currently an Associate Professor and Research Fellow in emergency management with the Tasmanian Institute of Law Enforcement Studies (TILES) at the University of Tasmania. She has over 70 publications and has been cited in over 350 peer review publications.

**Christine facilitates:** Building Multi-functional Team Effectiveness Masterclass, Decision Making Under Pressure: New Skills for the New Normal Masterclass, Facilitating Successful Debriefs Skills Clinic, Leadership in Disaster, Crisis and Adversity Masterclass, Leading Diverse Recovery Teams Masterclass and Managing Organisational Crises Masterclass

**DP** David Parsons

David has a passion for creating world class programs in the organisational resilience areas of risk, crisis decision making, emergency and business continuity management. He has served for more than 40 years with the New South Wales State Emergency Services as a volunteer and paid officer, and as a Regional Emergency Management Officer. He managed Sydney Water's Emergency Management and Counter Terrorism Program, as well as being a member of the Australian Government's Critical Infrastructure Council for 14 years where he wrote the guide to Adversity Leadership.

David is also a Fellow of the Australian Institute of Emergency Services, the Business Continuity Institute, and the Emergency Management Academy of New York, a member of the International Association of Emergency Managers, and an Assessor with the Emergency Management Accreditation Program.

David is an Adjunct Lecturer with the Australian Graduate School of Policing and Security Studies at Charles Sturt University, and a senior fellow with the Joint Centre for Disaster Research at Massey University. He has published a number of publications and handbooks, including Chaos to Teamwork – a leader's role in crisis.

David holds a Masters of Emergency Management and degrees in Social Science and Education. David has completed an Emergency Management Fellowship with the Emergency Management Academy in New York, the Leadership in Crises Program with the Harvard Kennedy Business School and the Lessons Learned Staff Officer Course with NATO.

**David facilitates:** Building Multi-functional Team Effectiveness Masterclass, Decision Making Under Pressure: New Skills for the New Normal Masterclass, Leadership in Disaster, Crisis and Adversity Masterclass, Leading Diverse Recovery Teams Masterclass and Managing Organisational Crises Masterclass



**EM** Elizabeth McNaughton

Elizabeth will tell you, “My career has quite literally been a series of disasters” as she has worked on many disasters around the globe. Elizabeth is co-founder and director of Hummingly and has a Bachelor of Arts with a Masters in development studies. Elizabeth has led multi-million-dollar recovery programmes for New Zealand Red Cross and was the Executive Director at the Department of Prime Minister and Cabinet leading work to create a learning legacy from the Canterbury earthquakes. Internationally, Elizabeth has worked for the International Federation of the Red Cross and Red Crescent Societies in the Asia-Pacific region. She is a Winston Churchill fellowship recipient, a Leadership New Zealand alumna, an Edmund Hillary Fellow and a co-author of *Leading in Disaster Recovery: A Companion through the Chaos*.

**Elizabeth facilitates:** Recovery Masterclass

**GL** Gina Lawrie

After completing a Bachelor of Science with Honours in Maths, Gina joined the Bureau in 2003 where she gained a Graduate Diploma in Meteorology. She has spent most of her career as an operational weather forecaster, delivering services for the public, marine and aviation customers, Defence and Emergency Services. She has worked in Melbourne, Sydney, Canberra and the Williamstown RAAF base. More recently she joined the Bureau’s Training Centre, where she currently works, conducting training and competency assessments for forecasters. Gina also manages and delivers the Bureau’s Introduction to Meteorology courses for members of the public, disaster managers and those whose workplace decisions require a level of knowledge about the weather.

**Gina facilitates:** Meteorology for Disaster Managers Masterclass



**JW** Jolie Wills

Jolie has a Masters in Cognitive Psychology and is a leading psychosocial expert in disaster and disruption, as well as being the co-founder and director at Hummingly. Jolie has studied how the mind works under prolonged pressure, how we make decisions and how our reactions and behaviours are impacted by stress. Jolie is a survivor of the Christchurch earthquake and has lived disaster recovery with her family first-hand. She led the psychosocial recovery program for New Zealand Red Cross in response to the earthquakes and has supported those working in disasters around the world. Jolie is a Winston Churchill fellowship recipient, a Leadership New Zealand alumna, an Edmund Hillary Fellow, a co-author of *Leading in Disaster Recovery: A Companion through the Chaos* and is an advising member to the global Counter Terrorism Prevention Network.

**Jolie facilitates:** Recovery Masterclass

**MP** A/Prof Melissa Parsons

Melissa Parsons is a river scientist with broad-ranging research interests in river monitoring and assessment, large flood disturbances, river ecology, river and floodplain resilience, building resilience to natural hazards, public policy, psychological responses to environmental change, and water resource management. Melissa works at the interface between theory and practice, and examines the ways that concepts such as resilience, scale and adaptive management can advance environmental and natural hazard management outcomes.

Melissa led the development of the Australian Disaster Resilience Index. In conjunction with the Bushfire and Natural Hazards CRC and Australian emergency service agencies, the index was used to conduct the first national-level assessment of disaster resilience in Australia ([www.adri.bnhcrc.com.au](http://www.adri.bnhcrc.com.au)). Melissa teaches courses in natural hazards and has supervised PhD students in areas of river and floodplain science, psychology and natural hazards. Prior to joining UNE, Melissa worked on several large-scale environmental assessment programs, including the National Carbon Accounting System, the Sustainable Rivers Audit and the AUSRIVAS river health assessment. Her post-doctoral research examined the ecological effects of the February 2000 floods across southern Africa on the rivers of Kruger National Park.

**Melissa facilitates:** Australian Disaster Resilience Index Workshop