

State Disaster Recovery Intelligence and Information Guidelines

Purpose

This document is to provide guidance to organisations accountable for gathering, analysing, and disseminating information about the damage and community loss across all environments that occurs during and immediately after a significant natural disaster or terrorist attack.

Scope

All emergency management arrangements in South Australia are governed by the *Emergency Management Act 2004* (the Act). The Act establishes the State Emergency Management Committee (SEMC) and lists its functions and powers.

This guideline is part of the *SA Disaster Recovery Coordination Framework* under the *State Emergency Management Plan* (SEMP) and is prepared under section 9(1)(b) of the Act.

Recovery partners include Commonwealth Government, state government departments, emergency management agencies, local government, non-government organisations (NGOs) and community groups, and, all play a part in responding to, or assisting in, the recovery of an incident.

This guideline is most likely to be used by those recovery partners working with affected communities in planning, developing, and implementing recovery programs.

Guideline detail

Intelligence and information are critical components of developing well-informed and evidence-based recovery plans that meet both the community needs and support broader government requirements.

Intelligence is gained through a damage assessment (eg lives and homes lost) and is a collection of raw data. Information is the evaluation of raw data to provide meaningful picture of impact – an impact assessment.

A data-driven needs assessment is seen as the first stage of the recovery project cycle (*Community Recovery Handbook, 2018*). Effective management of information supports the gathering, organisation, analysis, and dissemination of data to improve recovery effectiveness, better meeting the needs of the community. Data is critical to inform evidence-based decision-making throughout the emergency management life cycle and plays an important role in enabling continuous improvement.

To ensure a shared understanding of the disaster and the impact to the community, a single point of truth for impact information must be established and maintained. Data is collected and validated by numerous departments across South Australia, provided to a single system – a databank, and meaningfully displayed to add value.

Within South Australia, a damage assessment collects and details physical loss, such as houses, outbuildings, and vehicles. It also contributes to a broader impact assessment picture which details not just direct damage, but the impact on communities through displaced populations, power and telco losses, indirect economic loss, tourism, industry, and environmental impacts.

Table 1 articulates the features within the four domains impacted by a disaster and included in the impact assessment picture.

Table 1: The Four Established Recovery Domains

Domain
<p>Social</p> <p>The Social domain considers the impact an event may have on the health and wellbeing of individuals, families and communities. This domain is primarily concerned with:</p> <ul style="list-style-type: none"> • Safety • Shelter • Health • Psychological wellbeing
<p>Economic</p> <p>The Economic domain considers the direct and indirect impacts that an event may have on:</p> <ul style="list-style-type: none"> • Business • Primary production • Tourism • Broader economy
<p>Built</p>

The Built or Infrastructure domain considers the impact on essential infrastructure, including:

- Essential services
- Commercial and industrial facilities
- Public buildings and assets
- Housing

Natural

The Natural domain considers the impact that an event may have on a healthy functioning environment, which underpins the economy and society. Components of the natural environment include:

- Air and water quality
- Land degradation and contamination
- Plant and wildlife damage/loss
- National parks
- Cultural and heritage sites

Collection and analysis of recovery needs assessments should be repeated over time so that recovery needs continue to be met. The *Community Recovery Handbook* provides detail on how to conduct needs assessments, focusing on three general elements:

1. Within the first 48-72 hours of an event, emergency workers, first responders and relief workers collect a range of data and information through damage assessments, using evolving information on its impact.
2. The *National Impact Assessment Framework (NIAF)* provides high-level guidance on how to undertake disaster impact assessments in a local government area.
3. Acknowledging that, as recovery needs are not static and evolve over time, ongoing engagement and monitoring of disaster impacts as they unfold is required. This supports identification and a tailored approach to secondary and tertiary-level consequences of the disaster.

Damage Assessment

The process of collecting quantifiable data that enables the assessment of the impact of an event. Data collected could be used to inform Impact Assessments.

The control agency is responsible for reporting on information collected relating to a given emergency. For small incidents, the control agency may manage the damage assessment process utilising their own processes and resources.

For large and/or broad-scale incidents, the control agency will initiate SAPOL's *Capability Plan – Damage Assessment* to gather the required data.

A damage assessment collects and verifies data on the impact of an emergency within the first 48-72 hours of the event. This includes information on affected people, property, and community infrastructure.

Following the initial damage assessments, a more detailed impact assessment across all environments (social, built, natural and economic) is undertaken.

It is reasonable for agencies to have low levels of confidence in the accuracy of their data during early stages of collection. As time goes on, the level of confidence in the accuracy of the data will rise as damage impacts are verified.

Impact Assessment

The analysis of the consequences of an event, including psychosocial (emotional and social), economic, built, and natural environments.

For events of a larger scale and complexity, impact assessment data is required from multiple agencies or departments, and each agency is responsible for collecting, validating and sharing that information into the impact assessment databank.

Once collected, data is recorded and shared to inform a common operating view to improve decision-making and reduce the risk that data becomes ‘siloes’.

The needs of a community are variable throughout the course of an event and its aftermath. While not exhaustive, sources for ongoing recovery needs data are summarised in Table 2.

Table 2: Sources of Recovery Needs Information / Data

Government	Healthcare	Community	Media
Emergency Services Personnel	Hospitals	Community Agencies	Social Media
Police	Doctors	Affected Persons	Talkback Radio
Ambulance Service	Social Workers	Affected Local Communities	
Local Government	Mental Health Workers		
Essential Services Workers	Psychologists		
Psychologists			
Welfare Workers			
Recovery Agencies			
Relief and Recovery Workers			

Impact Assessment Data Management

Data collected and entered in the impact assessment databank will become the State’s single point of truth for reporting. This data must be managed and shared through the State Recovery Coordination & Planning Group or State Recovery Operations Group via the recovery coordinating agency (typically DPC) and observing the *Public Sector (Data Sharing) Act 2016* and *State Records Act 1997*.

Information shared will be used for developing and implementing recovery support programs and services, and for reporting. Recovery partners are only authorised to share their own data, not all recovery data unless express recovery authorisation is provided. Data sharing with non-government agencies and community organisations will be managed on an as-needs basis.

Once collated, the information can also be used to provide situational analysis or community profiles to outline:

- geographical areas and demographics that have been affected
- specific supports or intervention needed by communities
- direct and indirect impacts and vulnerabilities surrounding the disaster area and

communities

- key elements of recovery programming
- possible case management trends and opportunities.

Recovery partners may undertake intelligence gathering for their own business purposes to facilitate decision-making in planning, developing and implementing their own recovery support and programs.

Ongoing Data Reporting and Continuous Improvement

Recovery programs are improved through knowledge gained from past recovery evaluations and the delivery of future recovery programs. To support continuous improvement, qualitative and quantitative indicators should be defined during recovery program planning.

Throughout a recovery program, collection of defined data indicators should be undertaken to inform the program evaluation at various stages. This includes both monitoring and interim review phases.

In addition, recovery impact data informs national and jurisdictional reporting against the *Sendai Framework* goals and targets.

National Reporting

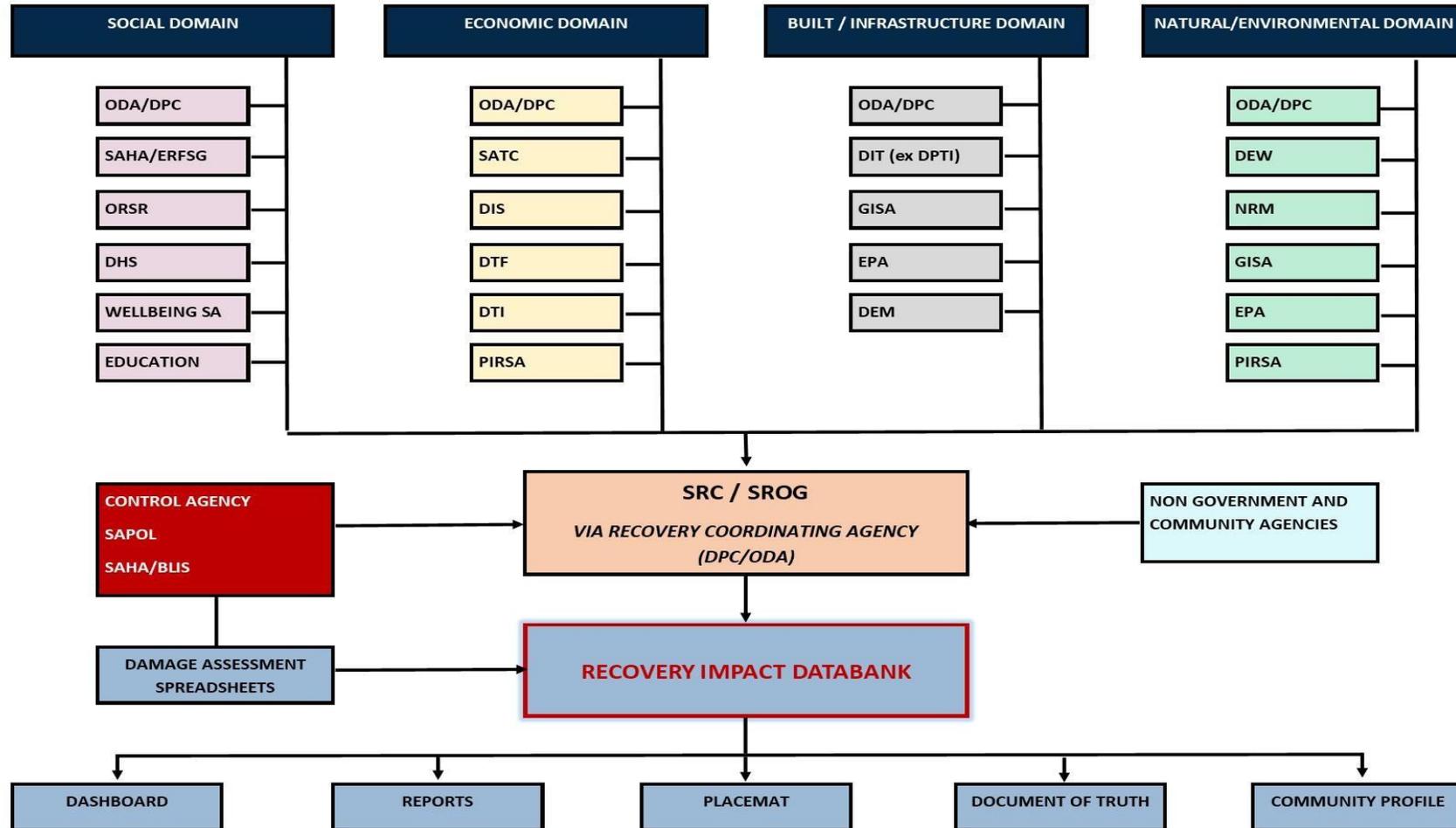
The **National Impact Assessment Framework (NIAF)** was established to enable a national consensus on the severity of significant events. It provides high-level guidance to ensure consistency in impact assessments that are conducted in the immediate aftermath of an event.

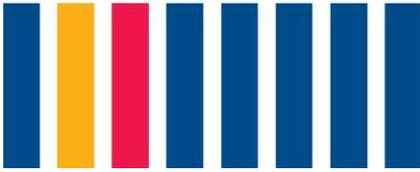
The **National Impact Assessment Model (NIAM)** records impact data and is a component of the NIAF. NIAM assesses the severity of an event and its impact. Events are categorised as 'insignificant', 'minor', 'moderate', 'severe' or 'catastrophic'. The model uses quantitative and qualitative data to produce an impact assessment against 50 impact indicators, which are aggregated into four established recovery domains (social, built, economic and environmental).

The **National Disaster Recovery Monitoring and Evaluation Framework and Database** is a key tool through which this knowledge is captured and made available to help those involved in the design of disaster recovery programs. It is critical that program staff (and others) consult the database early in the recovery planning phase to draw on the knowledge learned from previous recovery evaluations, supporting the design of activities in line with intended outcomes.



IMPACT ASSESSMENT REPORTING PATHWAY





Roles and Responsibilities

Responsibility for all aspects of emergency management, including disaster recovery, is shared between governments, individuals, industry, NGOs and communities. While the responsibilities may not be equal, they all have a responsibility to work collaboratively with the impacted community to provide a range of recovery activities, programs and services.

Table 3: Roles and Responsibilities

Name of unit/team	Listed responsibilities
DPC Office of Data Analytics (ODA)	<ul style="list-style-type: none"> On behalf of the State Recovery Coordinator and SROG, will develop an impact assessment databank and corresponding dashboard for comprehensive recovery planning and reporting.
Control Agency and supporting agencies (as per SEMP)	<ul style="list-style-type: none"> Will implement a damage assessment process immediately following a significant event as per SAPOL's <i>Capability Plan – Damage Assessment</i>. Will share early damage assessment intelligence with SRCPG/SROG. Will handover complete and validated damage assessment intelligence to SRCPG/SROG on transition from response to recovery. Refrain from sharing or publishing aggregated data collected and held by SRCPG/SROG without explicit permission of the State Recovery Coordinator.
State Recovery Operations Group via secretariat support of the Recovery Coordinating Agency (typically DPC)	<ul style="list-style-type: none"> Support the State Recovery Coordinator to fulfil their role and responsibilities under the <i>Emergency Management Act (2004)</i> and State Emergency Management Plan. Will receive damage assessment data from the Control Agency and add to the recovery impact databank. Will receive impact assessment intelligence from agencies, with recovery responsibilities through the SRCPG/SROG Status Report and add to the recovery impact databank. Will maintain the recovery impact databank as a 'single point of truth' and develop corresponding dashboards, reports, maps and publications. Will develop community profile reports. Will report to the Federal and state governments to assist with planning, developing and implementing recovery grants, funding and programs.

Name of unit/team	Listed responsibilities
	<ul style="list-style-type: none"> Will share information with relevant agencies and organisations working with affected communities for planning, developing and implementing recovery programs, in line with the <i>Public Sector (Data Sharing) Act 2016</i>.
State government and non-government agencies and organisations with recovery responsibilities across the four domains – social, economic, built and natural	<ul style="list-style-type: none"> Will collect and maintain impact assessment data for planning, developing and implementing their own recovery programs. Will ensure data integrity and uphold a realistic level of confidence in information shared or published. Will provide regular, updated and validated damage assessment data to SRCPG/SROG through the SROG Status Report for inclusion to recovery impact databank. Refrain from sharing or publishing aggregated data collected and held by SRCPG/SROG without explicit permission of the State Recovery Coordinator.

Related documents

- *Emergency Management Act 2004*
- *Public Sector (Data Sharing) Act 2016*
- State Emergency Management Plan (2019)
- State Disaster Recovery Coordination Framework (*parent document*)
- National Principles for Disaster Recovery
- National Recovery Framework
- National Impact Assessment Framework (NIAF)
- SA Capability Plan – Damage Assessment (*under review*)
- Community Recovery Handbook 2018
- Sendai Framework for Disaster Risk Reduction 2015-2030
- The National Disaster Recovery Monitoring and Evaluation Framework and Database

Definitions

Term	Definition
Control Agency	Agency responsible for managing the response operations and damage assessment.
Damage assessment	A damage assessment, collects and verifies data on the impact of an event within the first 48 hours of the event occurring.
Data confidence	Level of confidence of data integrity.
Impact assessment	Collection of data from multiple agencies or departments over the life cycle of the event.

Term	Definition
Information	Assessment of the raw data to provide a meaningful picture of the impact caused by the event.
Intelligence	Raw data collected through damage and impact assessments.
Recovery Impact Databank	Depository of all intelligence and information relating to the impact data.

Acronyms

Acronym	Words
ASC-R	Assistant State Coordinator – Recovery
DEM	Department for Energy and Mining
DEW	Department for Environment and Water
DIT	Department for Infrastructure and Transport
DIS	Department for Innovation and Skills
DHS	Department of Human Services
DPC	Department of the Premier and Cabinet
DTI	Department for Trade and Investment
DTF	Department of Treasury and Finance
EPA	Environmental Protection Authority
ERFSG	Emergency Relief Functional Service
GISA	Green Industries SA
NIAF	National Impact Assessment Framework
ODA	Office of Data Analytics
ORSR	Office for Recreation, Sport and Racing
PIRSA	Department of Primary Industries and Regions SA
SAHA	SA Housing Authority
SAPOL	SA Police
SATC	SA Tourism Commission
SEMC	State Emergency Management Committee
SEMP	State Emergency Management Plan
SROG	State Recovery Operations Group

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