

# MEMO TRAINING

*Training with a difference*

**This 3 day comprehensive Municipal Emergency Management Officer (MEMO) training course is delivered by Mat and Sue, two emergency management specialists each with over 15 years practical experience with emergency service response agencies and local government. They received a Resilient Australia Award for their innovative recovery strategy, an LGPro Excellence Award for their multi-agency field exercises and an "Excellence in Emergency Communications" Award from EMPA post the South West Fires.**

**They have comprehensive first hand experience on the front line and have led teams through a variety of major emergencies. Their knowledge and experience is comprehensively unique where they pride themselves on having successfully performed all the roles they teach.**

This MEMO training course has been designed to cater for all levels of experience. Uniquely this training takes participants on a journey that begins before an emergency right through to post impact and emergency relief. The training is delivered through reality-based training, simulations, practical scenarios, case studies and problem-based learning to develop participants into an operationally ready MEMO.

Participants are provided with opportunities to practice their newly learned skills in immersive interactive scenarios where they will:

- undertake the role of a MEMO responding to a single incident, in an incident control centre and in a MOCC/MECC.
- respond to requests from response agencies and community during a simulated emergency.
- experience managing real life complexities of impacted community during an emergency exercise run in real time.

This training will build leadership capabilities and increase participants confidence in becoming effective emergency management leaders.

## Want to double your confidence in undertaking your role?

Students that have participated in this course stated that they have doubled their confidence levels on completion of this course.

**Success as a MEMO requires commitment, knowledge and leadership skills. This training:**

- Exposes you to best practice emergency management techniques
- Skills you in effective communication methods
- Builds your confidence in making effective, informed decisions
- Increases your comprehension of legislative requirements
- Builds your confidence through practical and theatrical scenario based learning

### Student feedback:

*"Helped me understand my role within Council so I will be better prepared when something happens."*

*"Hands on experience!"*

*"The course was thorough and practical."*

*"Very good and relevant course."*

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## Topics include:

- State emergency management priorities & response principles
- Legislation and policy including the State Emergency Management Plan (SEMP) and the Victorian Preparedness Framework
- Emergency management phases & structure
- Incident control centre roles and functions
- Council's legislated emergency management roles and responsibilities
- Role of the MEMO before, during and after emergencies
- Municipal Emergency Management Planning Committees (MEMPC)
- Municipal Emergency Management Plan (MEMP)
- Responding to single incidents
- Effective and proven briefing techniques
- Leadership styles & the importance of collaborative leadership
- Communication techniques
- Situational awareness, decision making, dynamic risk assessment and consequence planning
- Techniques for communicating with affected communities
- Establishing and managing a Municipal Operations Coordination Centre
- Managing information (log books, Crisisworks & EMCOP overview)
- Planning for and delivering community meetings before and during emergencies
- Debriefing and after action reviews

**The training is delivered through reality-based training, simulations, practical scenarios, case studies and problem-based learning where lived experiences are shared to enhance your learning experience.**

## Investment Includes:

- 3 full days of comprehensive learning delivered by two emergency management specialists each with over 15 years practical experience with emergency service agencies and local government.
- Comprehensive MEMO Manual
- Emergency management kit bag
- Certificate
- All day tea & coffee
- Morning & afternoon tea
- Lunch

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