

MRM TRAINING

Training with a difference

This 3 day comprehensive Municipal Recovery Manager (MRM) 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.

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.

The impacts of disasters on affected individuals and communities can be profound, long lasting and life changing.

This MRM training course is delivered by two passionate emergency management specialists with over 30 years combined emergency management and lived experience working with communities pre and post disaster.

These practical hands-on experiences coupled with comprehensive research provides participants with best practice recovery initiatives and strategies that will enhance the way participants support community led recovery.

Uniquely this training takes participants on a journey that exposes the realities and complexities of working alongside disaster impacted communities. This training is delivered through reality-based training, simulations, practical scenarios, case studies and problem-based learning to develop participants into operationally ready MRM's.

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

- undertake the role of a MRM 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 and advocates of community led recovery.

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

- Exposes you to best practice emergency management techniques
- Skills you in effective communication methods
- Promotes the benefits of community-led recovery
- 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:

"I enjoyed my time immensely and feel I can carry out my role much better."

"The depth of knowledge and experiences shared has given me the confidence to tackle my job."

"I feel more confident and have a far better understanding of what is expected of me."

"Hearing the experiences from those that have been involved in a disaster was what I liked the most."



The Six C's
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Topics include:

- National Principles of Recovery
- Victorian Government's recovery outcomes
- Legislation and policy including the State Emergency Management Plan (SEMP) & Victorian Preparedness Framework
- Emergency management phases, tiers & structure
- Council's legislated emergency management roles and responsibilities
- Role of the MRM before, during and after emergencies
- Responding to single incidents
- Identifying & operating Emergency Relief Centres
- Planning for and deploying staff to conduct Municipal Secondary Impact Assessments (MSIA)
- Establishing and managing a Municipal Operations Coordination Centre
- Effective and proven briefing techniques
- Managing information (log books, Crisisworks & EMCOP overview)
- Techniques for communicating with affected communities
- Community-led recovery
- The importance of building social capital
- What is community?
- Planning for and delivering community meetings before and during emergencies
- Recovery pillars
- Recovery planning

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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 MRM Manual
- Emergency management kit bag
- Certificate
- All day tea & coffee
- Morning & afternoon tea
- Lunch