



G'Day and welcome to our October 2021 Newsletter.

To say it's been another interesting year, would be a bit of an understatement, on top of the pandemic that has seen lockdowns, curfews, home schooling, vaccination clinics, pop up rapid testing sites, Mother Nature thought it would be a good idea to throw in some storms, floods, power outages, and a couple of Earthquakes just to keep us on our toes.

You have no doubt had some battles along the way, but the good news is you have made it this far, and proved that you can handle whatever is thrown at you and the light at the end of the tunnel is getting brighter.

On that note we would like to thank everyone for your ongoing support! As we celebrate our business anniversary, we are grateful to have been given the amazing opportunity to provide training and EM consultation to local government, industry and community.

We are very excited to announce that we are able to hold our Municipal Recovery Manager (MRM) and our Municipal Emergency Management Officer (MEMO) courses in person at Warrnambool in November and December - details are below.

We also offer a range of other amazing training, exercise and consulting services that can be delivered in person or online and we would be happy to talk with you about how we can tailor our training to meet your needs.

Stay safe.

Cheers

*Mat and Sue*



With the recent increase of La Nina to Alert Status, organisations can start to prepare by:

- Dusting off those flood plans and reviewing them
- Ensuring your team are trained to perform their role
- Planning an exercise to test your plans
- Ensuring your critical and key contacts are up to date (Plant & equipment, ERC's, caterers, accommodation providers)
- Reviewing and restocking your MEMO/MRM kit (don't forget the snakes)
- Testing your internal operations coordination centre

## **Exercise your EM plans**

**Trust the award winning Six C's to develop and coordinate your next emergency exercise.**

Exercising is an integral part of preparing your team to ensure that systems and processes are tested before a real emergency occurs. The Six C's can develop and coordinate a tailored exercise scenario that meets your needs and builds staff confidence in performing their role.

We have the skills and expertise to plan and coordinate real time multi agency exercises to prepare teams to respond effectively to emergencies.

In 2018 our multi-agency field exercise, Exercise "Poldark" was awarded a Highly Commended certificate from LG Pro and we were first in the state to test the opening of an Emergency Relief Centre under COVID-19 restrictions.

Contact us to discuss how we can assist you in designing an emergency exercise to meet your organisations needs.



## MRM Course

24, 25 & 26 November

[MRM Course Overview](#)[Enrol today](#)

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.

Some of the topics we cover, 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

Your investment in this course includes:

1. Three full days of comprehensive learning delivered by two emergency management specialists with over 30 years practical experience working with emergency response agencies and local government.
2. Comprehensive MRM manual
3. Emergency management kit bag
4. Certificate
5. Morning & afternoon tea
6. Lunch



Having worked across Australia and receiving many awards for our work on the frontline, as well as, in ICC's and leadership roles for response agencies, local government and as consultants before, during and following significant disasters, combined with our extensive research and personal experiences has provided us with a unique and somewhat privileged insight into emergency / disaster management. One of the most fundamental and key aspects in any emergency is remembering that emergencies happen to people.

Regardless of the infrastructure that may be impacted by the disaster, it is crucial that we stop and consider the human aspect

and consider the needs of our communities. One of the simplest yet highly beneficial ways to assist the community during and post disaster is by effectively communicating and listening to their needs.

In 2018 we were privileged to walk alongside disaster affected communities. We designed a strategy based on the needs of the affected community that was mobile, it came to them and it adapted to meet their needs. Vantastic, or the van as it was commonly referred to, visited four locations for 40 weeks across two LGA's and two major fires. Click [here](#) to read more about this award winning recovery strategy.

This insight along with our on the ground experience with communities will be shared with you, along with our amazing, proven and award winning communication strategies, techniques, and learnings. You will get to discuss these and many other case studies in a safe, supported and encouraging environment that will leave you motivated and excited to perform your role.

## *Why enrol in our MRM training?*

We are award winning recovery managers.

Excellence in Emergency Communications (EMPA)

Resilient Australia Award

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### MRM TRAINING

24, 25 & 26 November 2021  
Warrnambool



The Six C's  
Emergency Management Specialists

[www.thesixcs.com.au](http://www.thesixcs.com.au)





# MEMO Training

**7, 8 & 9 December, 2021**

Lighthouse Theatre Meeting Room, Warrnambool

52 18 27 12

Days Hours Minutes Seconds

**"Great training. No other training like it!"**

That's what people are saying about this course.

[MEMO Course Overview](#)

[Enrol today](#)

Raise your performance level and enhance your ability to perform the role of MEMO by participating in the best skills training available. This 3 day training course will build your confidence in preparing for and responding to emergencies.

Through practical scenario based training, you will learn how to become an effective emergency management leader.

Participating in the course will leave you motivated and equipped with new skills on how to undertake and implement proven strategies.

Some of the topics we cover, include:

- State emergency management priorities & response principles
- Legislation and policy including the SEMP and the Victorian Preparedness Framework
- Emergency management phases and structure
- Council's emergency management roles and responsibilities
- Effective and proven briefing techniques
- Leadership styles & the importance of collaborative leadership
- Communication techniques
- Situational awareness, decision making, dynamic risk assessment and consequence planning
- Communication techniques
- Managing information

Your investment in this course includes:

1. Three full days of comprehensive learning delivered by two emergency management specialists with over 30 years practical experience working with emergency response agencies and local government.
2. Comprehensive MEMO manual
3. Emergency management kit bag
4. Certificate
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Our MEMO course in Colac was a huge success with participants saying it was "**Great training. No other training like it!**". During the training we ran a series of immersive scenarios that

brought together the skills, knowledge and confidence gained throughout the course.

There is no other course that will provide you with the practical skills needed to perform your role.

## THE SIX C'S

# Training Courses

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- 📍 Councils role in emergency management
- 📍 Emergency Management Administration
- 📍 Planning for and operating an Internal Operations Coordination Centre
- 📍 Opening and operating an Emergency Relief Centre
- 📍 Municipal Emergency Management Officer (MEMO)
- 📍 Planning & coordinating emergency management exercises
- 📍 Municipal Recovery Manager (MRM)
- 📍 Planning & coordinating an MSIA team

[www.thesixcs.com.au](http://www.thesixcs.com.au)

#training with a difference



# Support your team by engaging us.

We provide best practice emergency management advice during natural disasters.

*Our focus will be on supporting your team during complex and challenging times.*



The Six C's  
Emergency Management Specialists

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## Post Disaster

It is important that after all emergency events After Action Reviews are conducted to ensure learning and improvement occurs within your organisation.

Benefits of an AAR include:

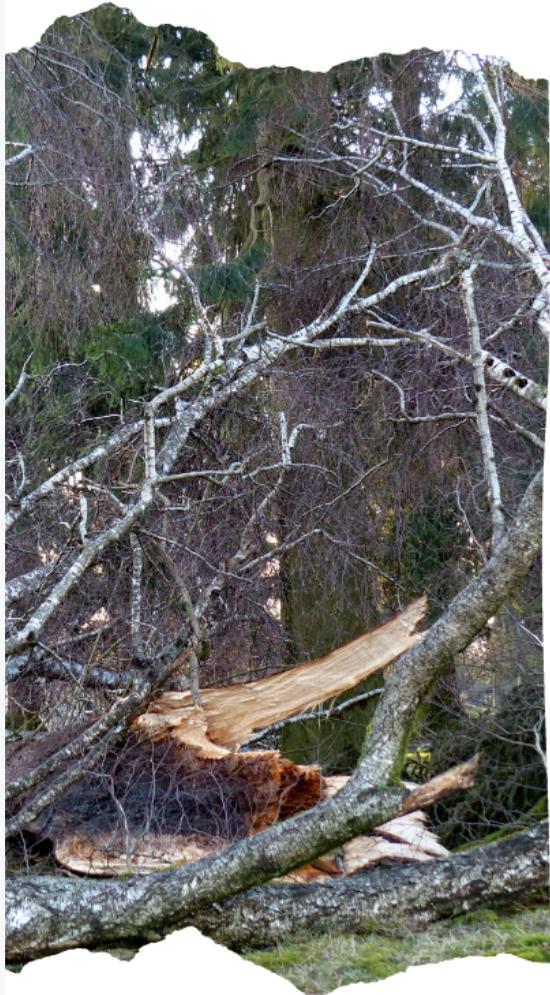
- Team members acquire a more complete knowledge of both the technical and human factors problems that they confront, enabling them to develop plans for doing better when faced with similar problems in the future
- Teams will be more adept at setting more realistic and achievable performance goals
- Team members gain confidence in themselves and their team mates knowing that corrective action is taken when problems occur
- Through discussions team members develop a common perspective or perception regarding the successes or problems that were encountered. This provides the team with a common reference point which they can build upon in the future.

**With over 15 years conducting AAR's for emergency response agencies during and post disasters The Six C's are best placed to facilitate AAR's**

for your organisation.

Discussions will be conducted in a safe and caring environment where participants feel confident to share their experiences therefore providing valued contributions resulting in better learning outcomes.

AAR's can be conducted via a mixture of group workshops and individual discussions.



## DON'T SKIP THE AFTER ACTION REVIEW

After Action Reviews analyse what happened, why it happened and how it can be done better.

**Capture lessons learnt and improve the way your team responds to emergencies**

Our AAR's are facilitated by two highly experienced emergency management practitioners that have a deep understanding of operational realities combined with a practical understanding of legislative responsibilities before, during and after emergencies.

### Why are we different to the rest?

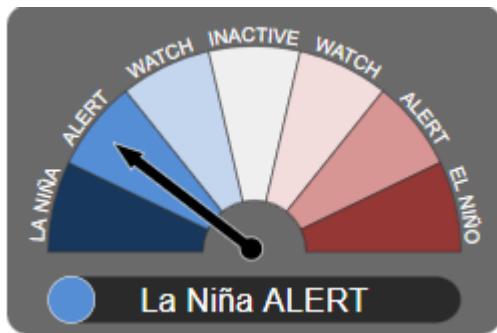
Discussions will be conducted in a safe and caring environment where participants feel confident to share their experiences therefore providing valued contributions resulting in better learning outcomes.

**Contact us to discuss your AAR today**  
**0448 822 285**



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## EM News



### La Niña ALERT activated

The ENSO Outlook has been



### Permit scheme for summer fire season

raised to La Niña ALERT. This means that the El Niño-Southern Oscillation is currently neutral, but the chance of La Niña forming in the coming months has increased to around 70%. This is roughly three times the normal likelihood of an event forming in any year.

**La Niña events increase the chance of above average spring and summer rainfall in northern and eastern Australia.**



## **Victorian Water Safety Strategy 2021-25**

In Victoria the number of drownings increased during 2020-21 and were significantly above those of previous years. In response to the rising number of drownings the Victorian government is working with key areas of the community, government and industry to develop a Victorian Water Safety Strategy 2021-25. This strategy will guide actions and investment to better prevent and respond to water-related incidents.

## **preparedness**

Victorians can soon start preparing for the upcoming fire season and complete fire prevention works around their properties in regional Victoria.

A permit system was announced today to allow Victorians to undertake fire preparedness activities at a second property in regional Victoria.



## **2022 Frontline Mental Health Conference**

The Frontline Mental Health Conference is designed to develop the knowledge and skills of first responders in leadership and management positions, so that you can actively promote positive mental health within your organisation.

Learn real techniques and practical solutions to implement into your agency.

# EMERGENCY MANAGEMENT CONSULTANCY

We are highly sought after to provide emergency management advice.



## Planning for the unimaginable

We can review your emergency management plans and procedures

## Exercising

We can conduct multi-agency exercises to test emergency management plans

## Systems Assurance

With recent changes to the EM Act, combined with ongoing challenges of COVID-19, we can review your emergency management systems and processes

## Training and Assessment

We offer training with a difference. Our training will increase confidence and organisational capability

**Contact us to discuss**



The Six C's

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## Stay in touch

We have some really exciting plans for this year with some big announcements to share so follow us to keep up to date.

[Facebook](#)

[LinkedIn](#)

### The Six C's

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