

MEMO/MRM TRAINING

Training with a difference

This 3 day comprehensive combined Municipal Emergency Management Officer (MEMO) and Municipal Recovery Manager (MRM) training course is delivered by Mat and Sue, two emergency management specialists each with over 19 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 combined MEMO/MRM 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 emergency relief and recovery. 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's and 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 MEMO or MRM responding to a single incident
- deliver a SMEACS briefing to their team prior to deployment
- plan and deliver a community meeting during an emergency
- make safe decisions using a dynamic risk assessment during a simulated emergency
- 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.

"Best course ever!"

Success as a MEMO and MRM 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

Participant 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:

- Legislation and policy including the State Emergency Management Plan (SEMP) and the Victorian Preparedness Framework
- Emergency management phases & structure
- AIIMS overview
- Council's legislated emergency management roles and responsibilities
- Role of the MEMO and MRM before, during and after emergencies
- How to implement the National Principles of Disaster Recovery
- 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
- Overview of opening and operating a Municipal Operations Coordination Centre and Emergency Relief Centre and planning for and conducting Secondary Impact Assessments
- Managing information
- Planning for and delivering community meetings
- Debriefing and after action reviews
- Looking after yourself and your team

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 19 years practical experience with emergency service agencies and local government.
- Comprehensive MEMO and MRM Manual
- Emergency management kit bag
- Certificate
- All day tea & coffee
- Morning & afternoon tea
- Lunch

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