

NEGOTIATING THE PATH OF MULTI-AGENCY COORDINATION

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Context

As part of the Bushfire CRC project: *Organising for Effective Incident Management*, this research specifically investigated strategic level multi-agency coordination arrangements.

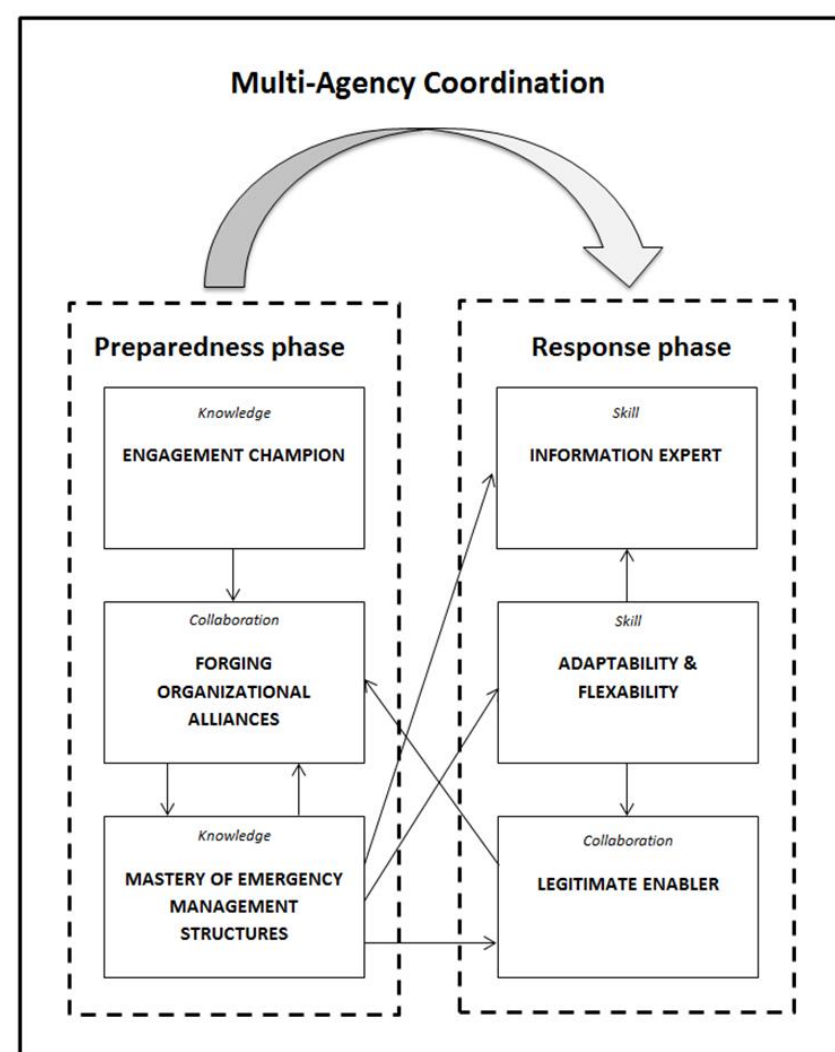
Research question

How do liaison officers operating within multi-agency coordination arrangements overcome the social, organizational and technological complexities associated with strategic level emergency operations centres?

Data

Using a core-task analysis methodology empirical research was conducted over a 2 year period within 3 state level emergency operations centres in Australia. This included 43 individual interviews, 39 hours of observational studies and 3 focus group interviews.

Participants were from the emergency services, land management agencies, military, non-government organizations and critical infrastructure agencies.



Findings

The framework above offers direction for agencies to understand the requirements for liaison officers working within strategic level emergency management arrangements and the activities they depend upon to perform this role.