INCIDENT LEVEL RESPONSE

INCIDENT CONTROLLER

Directs the incident level response to the incident



RESPONSIBILITIES INCLUDE

- Direct and monitor the incident level response; delegate and prioritise duties and tasks
- · Uphold and discharge legislative responsibilities
- Make decisions within limits of delegated authority and clearly record, communicate, and review them
- Provide (or review) the incident Action Plan and ensure it can be executed within timeframes and resource availability
- · Maintain situational awareness
- Confirm and maintain the area of operations, area of interest, and area of consequence for the response element and deconflict (as required)
- Ensure responder, public, and animal wellbeing and safety
- Determine / obtain / broker critical resources, materials, and facilities to support the response element
- Ensure the response element stays within prescribed resource and budget limits
- Determine gaps in response and manage risks to 'stay ahead of the game'
- Ensure response structure reflects response scale, priorities, and needs

KEY RELATIONSHIPS

- Senior management
- The IMT
- Controllers (and deputies) at local level (if applicable)
- · Other Controllers at incident level (if applicable)
- Iwi/Māori, community, media

KEY OUTPUTS

- · Controller's intent and supporting response objectives
- Action Plan
- · Reporting schedule
- Confirmed response structure
- Incident classification
- · Delivery of assigned outcomes

CONSIDERATIONS

- · Whether unified control should be established
- Being clearly identifiable, present, and available for questions, approvals, authorisations, and direction
- · Legislative powers and duties
- Political, economic, social, technological, legal, and environmental influences on the response
- Balancing the needs for accurate advice and information against the need for timely decisions
- How to factor operational and strategic risk into planning and execution
- Making do with what is available in the early stages
- · Immediate, mid-term, long-term actions required
- Competence of personnel in relation to the scale and complexity of the incident
- Escalation of complex or unresolvable issues to local level (if applicable)
- Link between the Action Plan and application of agency procedures
- Alignment of responder team activities

INCIDENT CONTROLLER

INITIAL TASKS

- · Notify stakeholders of appointment
- Establish the Incident Control Point (ICP)
- · Assume and document control, receive handover
- · Lead the response element
- Assess the situation
- · Establish the IMT; hold and chair initial IMT meeting
- Set incident-level response objectives and gain approval from EOC/senior managers
- Develop the initial Action Plan and determine incident classification
- Establish key relationships

DEMOBILISATION

- · Confirm response is terminating
- Handover to Recovery (if required)
- Conduct debrief
- Identify and circulate lessons

Refer to *Appendix F Demobilisation* in page 96 of the 3rd edition of the CIMS Manual for more information.

ONGOING TASKS

- · Lead, control, and direct the response
- · Record decisions, actions, and other activities
- Ensure the ICP is functioning properly
- Monitor Action Plan implementation and commence development of further Action Plans (as required)
- · Chair IMT meetings
- Act as spokesperson (if required)
- Maintain key relationships; ensure key stakeholders are kept updated
- Ensure personnel briefings and handovers are conducted effectively
- Maintain oversight of the response
- Continuously review direction and adapt accordingly
- Determine ongoing incident classifications and ensure they are recorded in subsequent Action Plans
- · Conduct personnel briefings
- Promote effective information flow and communication across the response

