



# Major Hazards and Emergency Management



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## Preparing for Emergencies and Crises

IFAP's Major Hazards and Emergency Management Centre (MHEM) provides practical training and consultancy solutions to clients across all industries and operations. Training can be conducted at IFAP's Fremantle facility with state-of-the-art computer simulation equipment, or at an organisation's premises anywhere in Australia or overseas.

IFAP's Major Hazards and Emergency Management team offers:

### Emergency Response Training

- Telephone Skills in an Emergency
- Emergency Plans and Procedures Review and Development
- Exercises and Performance Audits
- Australasian Inter-service Incident Management System
- On Scene Commander

### Emergency Management Training

- Risk Assessments
- Emergency Management Team Training and Exercises
- Coordinate Incident Response
- Human Resources Management in Emergencies
- Media Management in Emergencies

### Crisis Management

- Crisis Management Team Training
- Manage a Crisis Training
- Emergency Business Continuity Planning

Most courses include both practical activities and assessments. IFAP's MHEM prides itself on developing assessment activities where people are encouraged and coached to ensure they become competent in each subject area.

### Global Mobility

IFAP can provide training and consultancy services on demand to any location around the world. Our commitment to customised service delivery ensures meaningful training is provided based on our clients' subject operations and culture.

IFAP's extensive network of consultants allows us to source expertise from anywhere in the world. This global approach ensures that client requirements are matched to the best possible resource at an affordable price by minimising travel costs.

Alternatively, clients can travel to IFAP's customised training centre located in North Fremantle, Western Australia.



### Our Capabilities

IFAP has documented plans and procedures for a wide range of clients across a large number of diverse industries and from a wide range of business sectors. Clients can be guaranteed that they are receiving quality training, as IFAP's consultants are Internationally Accredited Workplace Trainers and Assessors.

IFAP's training materials are only developed once an understanding of the clients' total business culture and operations is obtained. We are also able to tailor our two set-curriculum public courses to our clients' needs.

### Our Training Solutions

#### Introduction to Emergency Management - 1 day

This course will provide personnel with an overview and understanding of the concepts, principles and processes involved in emergency response, emergency management and crisis management in a corporate environment.

*Designed for: All emergency team members*

#### Introduction to AIIMS - 2 days



This course aims to provide participants with a comprehensive overview of the Australasian Inter-service Incident Management System (AIIMS) framework. Participants learn through a mix of presentations, scenario sessions and course material how AIIMS is applied during emergency events.

*Designed for: Organisations which have adopted or intend to adopt AIIMS and their emergency teams or those who will respond with emergency service*

#### Telephone Skills in an Emergency - 1 day

This course is designed to provide the necessary knowledge and skills to manage calls in an emergency situation. Participants undertake practical and theory sessions, which provide them with the background knowledge to handle a range of emergencies and the opportunity to apply this knowledge in a series of simulated scenarios.

*Designed for: Administrators, Receptionists, Telephone Operators*



## The Safety Case - 1 Day

This course provides participants with the knowledge and experience necessary to recognise and create a safety case argument that is reasonable, practicable and sufficient for application to any industry, facility or activity. Trainees will recognise and differentiate the need for consideration of emergency and crisis management beyond the day to day control of operational hazards.

**Designed for:** Any person responsible for the development, review, coordination or management of a safety case or for operations/facilities regulated under a safety case.



## Safety & Health Representative, Introductory (Oil & Gas Industry) - 5 Days

This course is designed to enable elected Safety & Health Representatives to effectively represent their fellow employees in matters relating to the Occupational Safety & Health in the workplace. The training aims to give Safety & Health Representatives, and, if appropriate, supervisors, managers and others, the basic knowledge and skills to effectively perform their roles and functions under legislation. NOPSA approved.

**Designed for:** Elected Safety & Health Representatives in the offshore oil and gas industry.

## Safety & Health Representative, Refresher (Oil & Gas Industry) - 2 days

This course applies to all elected Safety & Health Representatives from the oil and gas industry that have previously completed the full NOPSA approved Safety & Health Representatives course. It aims to provide a review of all subjects covered in the full Safety & Health Representatives course.

**Designed for:** Elected Safety & Health Representatives in the offshore oil and gas industry.

## Media Management in Emergencies - 1 day

This course is designed to provide personnel with the necessary knowledge and skills to successfully present a company's point of view to the media in an emergency situation. This course includes practical sessions in conducting media conferences, and giving radio and television interviews.

**Designed for:** PR staff, External Affairs representatives, Managers and company spokespeople

## Manage a Crisis - 4 days

This course will provide the skills and an understanding of the concepts, principles and processes involved in managing a crisis. Trainees will gain an understanding of the various levels of management and delineation of corresponding roles and responsibilities; identify some basic tools and processes that will better enable participants to respond to an emergency at the appropriate level; and have an appreciation of an emergency management structure and the relevance of emergency management policy, plans and procedures.

**Designed for:** Managers and Emergency/Crisis team members

## Human Resources Management in Emergencies - 1 day

This course provides personnel with the necessary knowledge and skills to successfully manage human resources in an emergency situation. Participants in this workshop will learn to manage emergency contacts, friends and the human aspects of emergencies and crises. It includes a pressure management module which looks at ways to manage stress during and after a crisis or emergency, and any post incident trauma (critical incident stress).

**Designed for:** Human Resources personnel

## On-Scene Commander (OSC) - 2 days

This course aims to provide the necessary skills and knowledge to carry out the role of the person in charge at the scene of an incident.

**Designed for:** Any person that may be in charge of an incident site

## Co-ordinate Incident Response - 4 days

The aim of this course is to train candidates to implement and practice procedures required to manage emergencies that may be encountered at an operational facility. Participants will gain an understanding of the issues facing a command and control team and management strategies to deal with them.

**Designed for:** OIMs, PICs, Supervisors, Plant Managers, Site Managers and Command and Control team members

## Crisis Management Team (CMT) - 1 day

This course provides executives with the necessary knowledge and skills to successfully manage an emergency situation at the crisis level. Participants will gain an understanding of the issues facing a crisis management team and management strategies to deal with them.

**Designed for:** Executives, CEOs, Directors, Divisional Managers, Crisis Management Team Members and Emergency Management Team Members



## Our Training Centres

### IFAP North Lake

Centre for Workplace Safety Training Solutions

### IFAP Fremantle

Offshore and Maritime Training Centre

### IFAP Fremantle

Major Hazards and Emergency Management Centre

### IFAP Kalgoorlie

Goldfields Safety Centre

### IFAP Darwin

North Australian Safety Centre

### ICA/IFAP Induction Centres

Bibra Lake Induction Centre, Western Australia  
Gladstone Induction Centre, Queensland

## Our Mission

To provide our Members, Clients and Stakeholders with leading safety solutions; access to information and knowledge; partnering opportunities and a support network for practitioners.

## Contact us



Leading Safety Solutions

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