EMERGENCY MANAGEMENT LIAISON OFFICERS (EMLO): HOW DO THEY DO IT?

Steven Curnin and Christine Owen
Faculty of Education, University of Tasmania

Research question
How do stakeholders, who are responsible for state emergency management arrangements, fulfil the role of an EMLO?

Findings
Working in dynamic, complex and uncertain environments creates demands on the EMLO’s actions requiring collaboration, skill and knowledge.

Analysis of the data produced a typology of 9 boundary spanning activities that EMLO’s carry out (see Figure 1).

End user statement
“We have recently included this typology for our EMLO Role Statement in our operations manual and in the future we will use this research to form the basis of our EMLO training at the State Control Centre”.

Cain Trist – Manager State Control Centre Victoria

Data collected
Participants were recruited from the emergency services, critical infrastructure, and other agencies requested to work in this environment such as land-management agencies, the military and non government organisations.

39 semi-structured interviews were conducted with EMLO’s from Victoria and Tasmania who would be expected to perform this role at a state emergency operations centre.

Figure 1: A typology of EMLO’s boundary spanning activities at the state emergency management level

COLLABORATION
1. Representative
2. Communicator
3. Networker
4. Legitimate enabler

KNOWLEDGE
8. Organisational expert
9. Domain expert

SKILL
5. Information conduit
6. Information analyst
7. Resource coordinator

For further information please contact:
Steven.Curnin@utas.edu.au