

Practical Decision Tools for Improved Decision-Making in Complex Situations



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What is the Problem?"

There is increasing pressure on agencies from larger-scale natural hazards, financial constraints and declining volunteer numbers

There is decreasing tolerance in the community and political spheres to emergency management coordination failure

What are the Implications?

One consequence of response and recovery becoming more complex is that people are more likely to become overwhelmed.

If people are overwhelmed they are more prone to errors and breakdowns, which impair the operational response.

It is important to develop ways to help people cope in these more complex situations and to provide strategies to facilitate operational recovery following breakdowns or errors.



How are we going to solve it?"

We are working with agencies to develop practical ways to help people cope in complex situations and better recover from breakdowns and errors.

Three Outcomes:

- Cognitive decision strategies: Practical cognitive decision strategies that can help people at strategic levels to better deal with complex situations
- Team monitoring strategies: Ways for strategic level supervisors to better monitor the performance of their teams
- Process based performance metrics: Process-based performance metrics that can be used to better examine the effectiveness of the response



An Australian Government Initiative