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JOINT SOP

Title	Activation and Deployment of Real Time Monitoring and Evaluation (RTM&E)
Version	11.0
Purpose	The purpose of this Joint Standard Operating Procedure (JSOP) is to outline the high-level procedures and responsibilities for the activation, deployment and conduct of RTM&E. This JSOP is to be read with the *RTM&E Handbook* which provides further guidance.
Scope	This JSOP applies to all personnel involved in the activation and implementation of RTM&E. The RTM&E process will be applied during the readiness and response phases of Class 1 and 2 major emergencies and relief and early recovery phases of Class 1, 2 and 3 emergencies. RTM&E will not be applied to emergency management planning, preparedness, prevention, exercising, long term recovery and non-operational activities, except under exceptional circumstances as determined by the Emergency Management Commissioner (EMC) in consultation with the State Review Team (SRT).
Applicable Agencies	The following agencies will apply this JSOP due to legislative responsibilities or agency role defined within the State Emergency Management Plan: • CFA • DEECA (FFMVic) • EMV • FRV • VICSES Victoria Police discharge their responsibilities as per their agency policies and procedures. Other agencies may apply this doctrine as applicable.
Content	The procedural contents of this JSOP are: • Step 1: Activation • Step 2: Pre-deployment • Step 3: Deployment • Step 4: Post-deployment

Responsibilities	The following personnel have responsibilities within this procedure: **Emergency Management Commissioner** Responsible for activating RTM&E and has oversight of the deployment. **State Response Controller (SRC) (or Class 2 State Controller) and/or the** State Recovery Coordinator (SReC) Responsible for directing the RTM&E. **RTM&E Coordinator** Responsible for coordinating the RTM&E deployment. If this role is not activated, coordination of RTM&E deployments will be undertaken by the SCC State Lessons and Evaluation Officer. **RTM&E personnel** Trained personnel from a range of agencies who form the RTM&E Deployment Group and are recruited as a RTM&E Team for a deployment when required. **RTM&E Deployment Contact(s)** The primary point of contact for the RTM&E Team at the relevant location (e.g. Regional Controller or Regional Recovery Manager).
Definitions	Common Emergency Management terms and definitions can be found in EM-COP under Library > Definitions. The following definitions apply to this procedure: **Real Time Monitoring and Evaluation (RTM&E)** RTM&E is a systematic and objective function that monitors operational performance of systems and processes and evaluates the effectiveness of emergency management activities.

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PROCEDURE

1. Activation

   1.1. During days of predicted high risk or when an emergency has occurred, the RTM&E Coordinator (within the SCC State Lessons and Evaluation Unit) is responsible for undertaking an environmental scan to consider whether an RTM&E should be activated.

   1.2. When consideration is being given to activating RTM&E or a decision has been made, the RTM&E Coordinator will ask RTM&E personnel to indicate their availability for deployment. RTM&E personnel who have indicated they are available are required to remain available within the timeframes directed by the RTM&E Coordinator.

   1.3. RTM&E personnel are responsible for seeking approval from their agency line managers to be involved in a potential RTM&E deployment.

   1.4. The EMC may activate the RTM&E if one or more of the following have occurred or are likely to occur:

1.4.1. Readiness arrangements are in place for days of high risk

1.4.2. An emergency is a 'major emergency'

1.4.3. Depletion of resources (personnel or physical), including the potential to require a request for interstate/international resources

1.4.4. The emergency requires the activation of a plan which has not been recently tested or a new arrangement is being implemented

1.4.5. The emergency presents an opportunity to further examine state identified themes, insights and lessons

1.4.6. A specific need (e.g. suspected capability gaps) requires further monitoring and evaluation.

1.5. The EMC may receive a recommendation to activate RTM&E by:

- SRC (or Class 2 State Controller)
- SReC
- a member of the State Control Team (SCT)
- a member of the State Coordination Team (SCoT)
- a member of the State Emergency Management Team (SEMT)
- State Agency Commander
- Regional Controller on behalf of a member of the Regional Control Team (RCT) Regional Emergency Management Team (REMT) Regional Relief and Recovery Team a member of the Regional Recovery Committee via the Regional Recovery Coordinator
- a member of the Incident Management Team (IMT) or Incident Emergency Management Team (IEMT) via line of control
- SCC State Lessons and Evaluation Officer.

1.6. The EMC will determine whether the SRC (or Class 2 State Controller) and/or the SReC has responsibility for directing the RTM&E Coordinator to manage the RTM&E deployment depending on the scope of the RTM&E. Once a decision is made it needs to be recorded in the subsequent Terms of Reference (ToR).

1.7. The RTM&E Coordinator is responsible for preparing the RTM&E ToR. The RTM&E ToR is an important document which defines the specific scope of the RTM&E, outlines the key deliverables and timeframes. It is an important communication tool which should be circulated to RTM&E participants to ensure a shared understanding of RTM&E purpose, process and scope.

1.8. The EMC or their delegate is responsible for making the decision to activate RTM&E and approving the ToR.

1.9. The SRC (or Class 2 State Controller) and/or the SReC is responsible for advising the RTM&E Coordinator regarding the scope and key focus areas to enable the development of the ToR and appointment of the RTM&E Team.

1.10. Once a decision to activate an RTM&E has been made the RTM&E Coordinator will appoint the RTM&E Team in line with skills and areas of expertise required in the ToR. The RTM&E Team will consist of a Team Leader and at least one Team Member. Where the RTM&E ToR scope requires specialist expertise, a relevant Subject Matter Expert may also be appointed (i.e. such as Safety Advisor).

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2. Pre-deployment

2.1. The RTM&E Coordinator is responsible for briefing the RTM&E Team and for advising the RTM&E Deployment Contact(s) and other RTM&E participants that the RTM&E has been activated, including providing appropriate documentation to support deployment planning and communication of deployment process.

2.2. If the RTM&E was recommended via section 1.5, the RTM&E Coordinator is responsible for informing the appropriate personnel of the activation.

2.3. The SRC (or Class 2 State Controller) and/or the SReC are responsible for advising the SCoT and the SCT that the RTM&E has been activated.

2.4. The Deployment Contact(s) is responsible for advising RTM&E participants (personnel who may be observed, interviewed or requested to provide documentation during the RTM&E deployment) that the RTM&E has been activated. This may include representatives from response agencies, relief and recovery agencies and local government.

2.5. RTM&E personnel are deployed under their existing agency or organisation enterprise agreements/awards through their home organisations.

3. Deployment

3.1. Line management

3.1.1. The RTM&E Team will act as an independent agent of the EMC and SRC (or Class 2 State Controller) and/or SReC reporting through the RTM&E Coordinator for all matters regarding the RTM&E deployment including:

- RTM&E Team safety and wellbeing
- RTM&E resources
- RTM&E processes and procedures
- Any concerns or issues that may impact on the ability of the RTM&E Team to effectively undertake the RTM&E
- RTM&E progress.

3.1.2. During the deployment, the RTM&E Team can report to the RTM&E Deployment Contact(s) for matters relating to:

- RTM&E Team health and safety
- Coordination of RTM&E activities including access to personnel, information and locations
- RTM&E progress

3.1.3. Where the RTM&E Team attend an operational facility, the RTM&E Coordinator or RTM&E Team Leader are required to notify the facility manager (or delegate) and follow any required safety or resource management procedures.

3.1.4. Where any safety related issues are identified that pose an immediate threat to life, the RTM&E Team Leader or Team Member will immediately advise the person supervising that part of the operation and any relevant functional officers, including the Safety Officer where appointed.

3.2. Gathering observations

3.2.1. The RTM&E Team gathers observations through observing activities, reviewing documents and conducting semi-structured interviews.

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3.2.2. The RTM&E Team will analyse observations for trends and insights to inform real time feedback.

3.2.3. As far as possible, all observations will be deidentified to ensure confidentiality of individuals and will refer to functional areas rather than roles, positions or individual names.

3.2.4. The RTM&E Team is responsible for ensuring data captured and developed through RTM&E activities is uploaded into EM-Share.

3.2.5. RTM&E Team members are not to become involved in any of the operational activities that they are observing. The RTM&E Team will observe with as little disruption to the operational activities as possible.

3.3. Real time feedback

3.3.1. The RTM&E Team Leader, supported by the RTM&E Team, is responsible for providing feedback in real time and seeking validation.

3.3.2. The RTM&E Deployment Contact(s) are responsible for sharing the RTM&E feedback with the broader workforce and ensuring information is included in briefings and handovers, where appropriate.

3.3.3. The RTM&E Team Leader is responsible for preparing the Deployment Report with the support of the RTM&E Team. The Deployment Report will describe trends in the observations, including aspects to sustain and opportunities to improve.

3.3.4. The RTM&E Deployment Report should be completed and shared with Deployment Contact(s), RTM&E Coordinator and participants prior to the end of the RTM&E deployment for validation, if possible.

4. Post deployment

4.1.1. The SRC (or Class 2 State Controller) and/or the SReC is responsible for directing the RTM&E Coordinator regarding briefing requirements and timing.

4.1.2. The RTM&E Coordinator is responsible for providing all personnel activated to perform an RTM&E function with:

- wellbeing support
- the opportunity to attend any operational debriefing activities relevant to the deployment, where possible; and
- the opportunity to attend a RTM&E debrief.

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SAFETY

Protection and preservation of life is paramount. This includes:
- Safety of emergency response personnel
- Safety of community members including visitors/tourists
- Safety of deployed RTM&E team

In the application of this JSOP safety considerations apply:

- All personnel are to ensure that they follow all safety processes in accordance with the *Real Time Monitoring and Evaluation Handbook*.

REFERENCE	
Related Documents	Real Time Monitoring and Evaluation Handbook – located in EM-COP > Library > State Control (SCC) > Functions > State Lessons and Evaluation > RTME > Work Instructions
Environment	Nil

REVIEW	
Date Issue	23 October 2023
Date Effective	04 December 2023
Date to be Reviewed	October 2026
Date to Cease	N/A

AUTHORITY		
The Emergency Management Commissioner has issued this JSOP under section 50 of the *Emergency Management Act 2013*.		

Approved	**Signature**	**Date**
Rick Nugent Emergency Management Commissioner	Signed Copy on File at the State Control Centre	23 October 2023
Endorsed	**Signature**	**Date**
Jason Heffernan Chief Officer, CFA	Signed Copy on File at the State Control Centre	23 October 2023
Chris Hardman Chief Fire Officer, DEECA	Signed Copy on File at the State Control Centre	23 October 2023
Gavin Freeman Commissioner, FRV	Signed Copy on File at the State Control Centre	23 October 2023
Tim Wiebusch Chief Operations Officer, VICSES	Signed Copy on File at the State Control Centre	23 October 2023