

SA Health

# Disaster Resilience Glossary

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Government  
of South Australia

SA Health

## Document Control Information

<b>Document Owner:</b>	Emergency Management Unit
<b>Title:</b>	SA Health Disaster Resilience Glossary
<b>Description:</b>	Provides a glossary of terms relevant for all SA Health disaster resilience activities, including business continuity, emergency management and recovery.
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1.0	Emergency Management Unit	Original version, including feedback from BC & EM practitioners and HEMC members.	HEMC (Tier 1 Committee)	August 2018
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## Introduction

The *SA Health Disaster Resilience Glossary* (the Glossary) is an integrated and contemporary glossary of emergency management and business continuity management terms and definitions. Its purpose is to allow consistency and avoid ambiguity in the definition and use of words and terms associated with disaster resilience. Disaster resilience is the collective, contemporary term applicable to all policy, guideline and arrangements within SA Health that relate to the separate domains of disaster, emergency and business continuity management and SA Health's ability to absorb and adapt in a changing environment across these domains.

## Purpose

The purpose of the Glossary is to provide enterprise-wide consistency and avoid ambiguity. Where possible, the Glossary is not intended to present new or different definitions of terms, but brings together definitions from existing sources into a single, whole of agency resource. Sources have been prioritised as existing state based legislative sources, followed by national based regulatory/sector doctrine and lastly (where not covered by the previous-mentioned sources) from international regulatory or contemporary sources.

## Application

The terms outlined within the Glossary will be used for all disaster resilience activities, particularly during the development of policies, frameworks, guidelines, doctrine and other related arrangements for SA Health, as outlined and defined by the *SA Health Disaster Resilience Policy Directive*.

The Glossary will be available both on the SA Health website, but also in the Document Repository of SA Health Emergency Management System (SAHEMS).

## Annual review

The Glossary will be maintained by the Emergency Management Unit (EMU), SA Health.

The Glossary will be reviewed annually, at a minimum, by the EMU together with the relevant sub-committee of the Health Emergency Management Committee (HEMC) and other stakeholder engagement.

## Change management process

All amendments/updates to this document are to be emailed to the EMU mailbox at [HealthEmergencyManagement@sa.gov.au](mailto:HealthEmergencyManagement@sa.gov.au). All change requests must be accompanied by a clear explanation of the addition/amendment or removal.

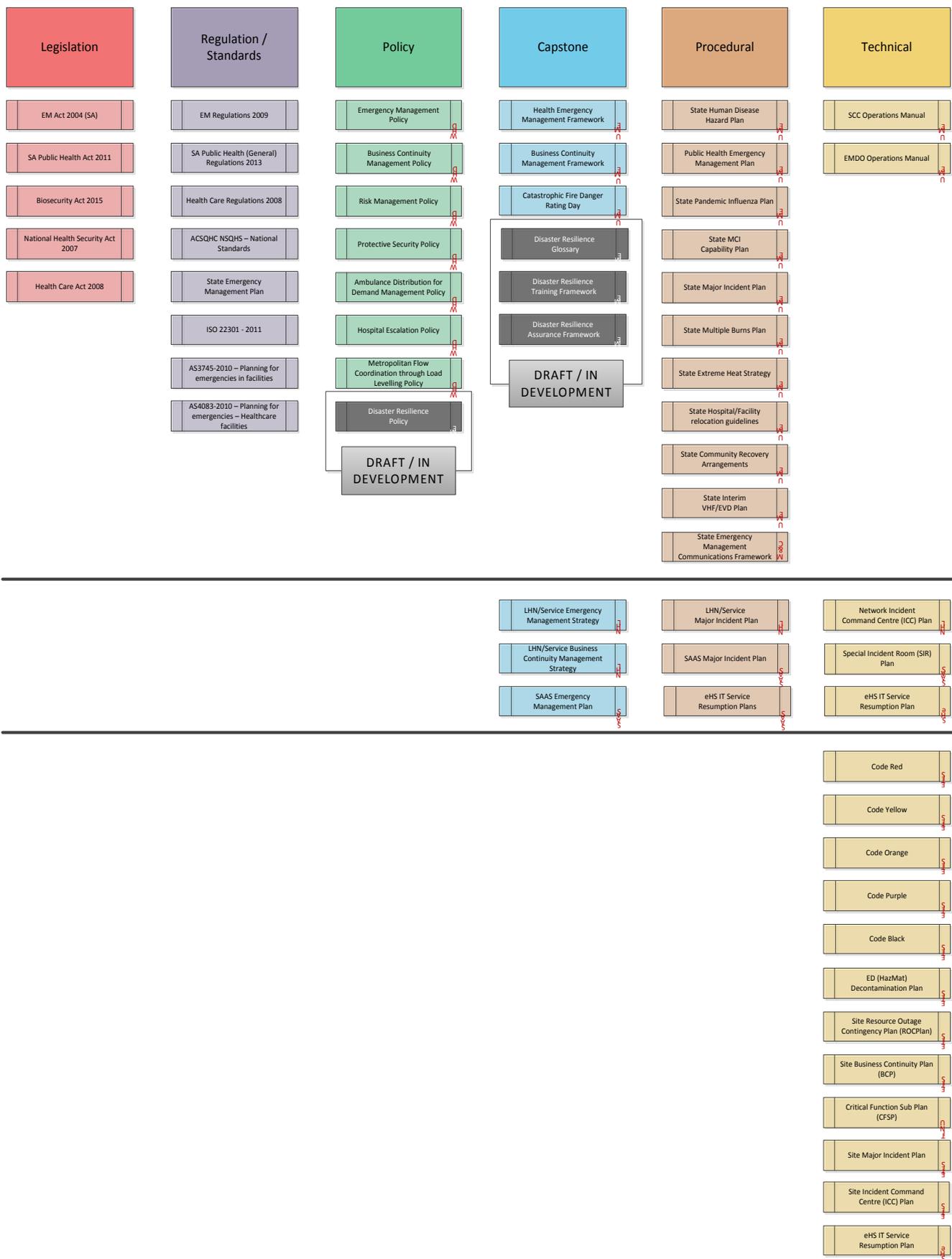
All change requests must be accompanied by a contemporary, relevant source and preferably in order of priority of source:

- > State - legislative based and/or contemporary sector origin
- > National – legislative or regulatory based and/or contemporary sector origin
- > International - regulatory based and/or contemporary sector origin
- > None of the above

A nominated EMU staff member will be delegated with overseeing the change management process, including stakeholder engagement with relevant committees and individuals.

Grievance – where someone wishes to lodge a grievance, they will do so via their respective HEMC member who will submit a briefing to the HEMC Secretariat for further discussion.

# Plan Framework



## Glossary Definitions

Term	Definition	Source
<b>agency state commander</b>	<p>A generic term meaning the person who has managerial responsibility or command of an agency's state resources.</p> <p><i>Note – This is equivalent to the State Commander – Health. Specific SA Health command information can be found in the “SA Health Emergency Management Command Structure – Roles and Responsibilities”</i></p>	<a href="#">SEMP Glossary</a>
<b>agency regional commander</b>	<p>A generic term meaning the person who has managerial responsibility or command of an agency's regional resources.</p> <p><i>Note – This is equivalent to the Network Commander – Health. Specific SA Health command information can be found in the “SA Health Emergency Management Command Structure – Roles and Responsibilities”</i></p>	<a href="#">SEMP Glossary</a>
<b>all-hazards</b>	Dealing with all types of emergencies or disasters and civil defence using the same set of management arrangements.	<a href="#">Australian Institute for Disaster Resilience</a>
<b>assembly area</b>	The designated place or places where people assemble during the course of an evacuation.	<b>AS3745-2010 – Planning for emergencies in facilities</b>
<b>authorised officer</b>	<p>(1) a person appointed to be a State or local authorised officer under <a href="#">Part 3 Division 5</a>; (SA Public Health Act 2011),</p> <p>(2) a police officer or a person appointed as an authorised officer under section 17; (Emergency Management Act, 2004)</p>	<p><a href="#">SA Public Health Act 2011</a></p> <p><a href="#">Emergency Management Act 2004</a></p>
<b>business continuity (BC)</b>	Capability of an organization to continue the delivery of products or services at acceptable predefined levels following a disruption.	<a href="#">ISO22300:2018 – Security and resilience – vocabulary</a>
<b>business continuity management (BCM)</b>	Holistic management process that identifies potential threats to an organization and the impact those threats, if realized, can cause on business operations, and provides a framework for building organizational resilience with the capability of an effective response that safeguards the interests of key interested parties, reputation, brand and value-creating activities.	<a href="#">ISO22300:2018 – Security and resilience – vocabulary</a>

Term	Definition	Source
<b>business continuity plan (BCP)</b> <b>resource outage contingency plan (ROCPlan)</b>	<p>Documented procedures that guide organisations to respond to, recover, resume and restore to a pre-defined level of operation following disruption.</p> <p><i>Note – SA Health uses several plan titles for different applications. Specific details regarding the scope, context and application of these plans can be found in the SA Health Business Continuity Management Framework.</i></p>	<a href="#">ISO22300:2018 – Security and resilience – vocabulary</a>
<b>business disruption incident (BDI)</b>	<p>An “incident” whether anticipated (e.g. a industrial action or prolonged scheduled downtime) or unanticipated (e.g. a blackout or loss of utility), that causes an unplanned, negative deviation from the expected delivery of products or services according to an organization’s objectives.</p>	<a href="#">ISO22300:2018 – Security and resilience – vocabulary</a>
<b>business impact analysis (BIA)</b>	<p>Process of analysing activities and the effect that a business disruption can have upon them</p>	<a href="#">ISO22300:2018 – Security and resilience – vocabulary</a>
<b>command</b>	<p>The internal direction of the members and resources of an agency in the performance of the organisation’s roles and tasks. Command operates vertically within an organisation.</p>	<a href="#">SEMP Glossary</a>
<b>commander</b>	<p>When an agency is supporting the Control Agency, its leader shall be known as the agency state/local commander</p> <p><i>Note – Specific SA Health command information can be found in the “SA Health Emergency Management Command Structure – Roles and Responsibilities”</i></p>	<a href="#">SEMP – S3.19 – Pp20</a>
<b>common incident management framework (CIMF)</b>	<p>A prescribed and endorsed framework designed to enhance incident management systems used by existing Control Agencies in SA. It comprises of 11 key elements and identifies 10 primary responsibilities that all Control Agencies must consider and fulfil when leading incident response.</p>	<b>Common Incident Management Framework – Control Agency Agreement – SA Government</b>
<b>comprehensive approach</b>	<p>The development of emergency and disaster arrangements to embrace the aspects of prevention, preparedness, response, and recovery (PPRR). PPRR are aspects of emergency management, not sequential phases.</p>	<a href="#">Australian Institute for Disaster Resilience</a>
<b>control</b>	<p>The overall direction of emergency management activities in an emergency situation. Authority for control is established in legislation or in an emergency plan and carries with it the responsibility for tasking other organisations in accordance with the needs of the situation. Control relates to situations and operates horizontally across organisations.</p>	<a href="#">SEMP Glossary</a>

Term	Definition	Source
<b>controller</b>	<p>The leader of a Control Agency shall be known as a state controller. The state controller of the Control Agency for an emergency will provide overall control to the operations at the emergency.</p> <p><i>Note – Specific SA Health command information can be found in the “SA Health Emergency Management Command Structure – Roles and Responsibilities”</i></p>	<a href="#">SEMP – S3.18.1 – Pp19</a>
<b>control agency</b>	The agency exercising control at an emergency. The agency will be appointed as per Section 20 of the Emergency Management Act 2004.□	<a href="#">SEMP Glossary</a>
<b>coordination</b>	The bringing together of organisations and elements to ensure effective response and recovery operations.	<a href="#">SEMP Glossary</a>
<b>coordinating agency</b>	Subject to Section 19 (2) South Australia Police will be the coordinating agency for all emergencies.□	<a href="#">SEMP Glossary</a>
<b>common operating picture</b>	Description of the shared and consistent understanding the incident management team and other stakeholders have of the incident to support decision making.	<a href="#">AIIMS 2017</a>
<b>critical business function (CBF)</b>	<p>A business function or part thereof identified for survival of the organisation and achievement of its critical objectives</p> <p><i>Note - A business function that has been identified through the SA Health BIA process and assessed using the BCM Criticality Matrix and subsequently rated as a Tier 1 or 2 business function.</i></p>	<b>AS/NZ 5050:2010 – Business Continuity – Managing disruption-related risk</b>
<b>critical objectives</b>	Objectives that must be achieved during a period of disruption.	<b>AS/NZ 5050:2010 – Business Continuity – Managing disruption-related risk</b>
<b>criticality analysis</b>	<p>Process designed to systematically identify and evaluate an organization’s assets based on the importance of its mission or function, the group of people at risk, or the significance of an undesirable event or disruption on its ability to meet expectations.</p> <p><i>Note – This is undertaken and captured as part of the business impact analysis process</i></p>	<a href="#">ISO22300:2018 – Security and resilience – vocabulary</a>
<b>debrief</b>	To gather information from the participants in an action so as to gauge the success or otherwise of the action at the end of the task, shift, tour or incident.	<a href="#">Australian Institute for Disaster Resilience</a>
<b>declared emergency</b>	An emergency that has been declared an identified major incident, major emergency or disaster by the State Coordinator or Governor; (Emergency Management Act, 2004)	<a href="#">SEMP Glossary</a>

Term	Definition	Source
<b>declared disaster</b>	If it appears to the Governor that a major emergency has occurred, is occurring or is about to occur and the Governor is satisfied that the nature or scale of the emergency is, or is likely to be, such that it should be declared to be a disaster under this section, the Governor may (whether or not the emergency has previously been declared to be an identified major incident under section 22 or a major emergency under section 23) declare the emergency to be a disaster. (Emergency Management Act, 2004)	<a href="#">SEMP Glossary</a>
<b>disaster</b>	A serious disruption of the functioning of a community or a society at any scale due to hazardous events interacting with conditions of exposure, vulnerability and capacity, leading to one or more of the following: human, material, economic and environmental losses and impacts	<a href="#">Australian Institute for Disaster Resilience</a> <a href="#">United Nations Office for Disaster Risk Reduction (UNISDR)</a>
<b>disaster resilience</b>	Collective, contemporary term applicable to all policy, guideline and arrangements within SA Health that relate to the separate domains of disaster, emergency and business continuity management and SA Health's ability to absorb and adapt in a changing environment across these domains.  <i>Note – see also disaster management; emergency management; business continuity management and resilience in this Glossary.</i>	
<b>disaster management</b>	The organisation, planning and application of measures preparing for, responding to and recovering from disasters. Disaster management may not completely avert or eliminate the threats; it focuses on creating and implementing preparedness and other plans to decrease the impact of disasters.	<a href="#">Australian Institute for Disaster Resilience</a>
<b>disruption related risk</b>	Risk arising from the possibility of disruptive events.  The potential loss of life, injury, or destroyed or damaged assets which could occur to a system, society or a community in a specific period of time, determined probabilistically as a function of hazard, exposure, vulnerability and capacity.	<b>AS/NZ 5050:2010 – Business Continuity – Managing disruption-related risk</b>  <a href="#">United Nations Office for Disaster Risk Reduction (UNISDR)</a>
<b>downstream</b>	Handling, processing and movement of goods when they are no longer in the custody of the organization in the supply chain.	<a href="#">ISO22300:2018 – Security and resilience – vocabulary</a>

Term	Definition	Source
<b>emergency</b>	<p>(1) An event that arises internally, or from external sources, which may adversely affect the occupants or visitors in a facility, and which requires an immediate response.</p> <p>(2) An event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response. Any event which arises internally or from external sources which may adversely affect the safety of persons in a building or the community in general and requires immediate response by the occupants. An unplanned situation arising, through accident or error, in which people and/or property are exposed to potential danger from the hazards of dangerous goods. Such emergencies will normally arise from vehicle accident, spillage or leakage of material or from a fire.</p> <p><i>Note - This is not limited to naturally occurring events (such as earthquakes, floods or storms) but would, for example, include fires, explosions, accidents, epidemics, pandemics, emissions of poisons, radiation or other hazardous agents, hijacks, sieges, riots, acts of terrorism and hostilities directed by an enemy against Australia.</i></p>	<p><b>AS3745-2010 – Planning for emergencies in facilities</b></p> <p><a href="#">SEMP Glossary</a></p>
<b>emergency management (EM)</b>	<p>A range of measures to manage risks to communities and the environment. The organisation and management of resources for dealing with all aspects of emergencies. Emergency management involves the plans, structures and arrangements which are established to bring together the normal endeavours of government, voluntary and private agencies in a comprehensive and coordinated way to deal with the whole spectrum of emergency needs including prevention, response and recovery.</p>	<p><a href="#">SEMP Glossary &amp; Australian Institute for Disaster Resilience</a></p>
<b>emergency officer</b>	<p>A police officer or a person holding an appointment as an emergency officer under Part 3 Division 6; (SA Public Health Act, 2011)</p> <p><i>Note – The Chief Executive may appoint, individually or by class, such persons to be emergency officers for the purposes of this Act.</i></p>	<p><a href="#">SA Public Health Act 2011</a></p>
<b>emergency response team (ERT)</b>	<p>Specialist personnel, appointed to attend specific incidents, to contain, control or eliminate the emergency using emergency response equipment</p>	<p><b>AS3745-2010 – Planning for emergencies in facilities</b></p>
<b>evacuation</b>	<p>The orderly movement of people from a place of danger (to a place of safety)</p>	<p><b>AS4083-2010 – Planning for emergencies – Health care facilities</b></p>

Term	Definition	Source
<b>external emergency (Code Brown)</b>	An event that arises external to the facility and may necessitate allocation of resources to an external site or preparation for reception of a significant number of victims (or both)	<b>AS4083-2010 – Planning for emergencies – Health care facilities</b>
<b>functional management</b>	The process of structuring an organisation into sections or units based on the type of work to be performed.	<a href="#">AIIMS 2017</a>
<b>functional support group (FSG)</b>	A grouping of participating agencies coordinated by a lead agency that performs a functional role as part of the State Emergency Centre arrangements to support response and recovery operations for an emergency.  <i>Note – In the SA Health context, this only applies to SA Ambulance Service (SAAS) as the lead for the “Ambulance and First Aid Functional Support Group”.</i>	<a href="#">SEMP Glossary</a>
<b>functional support group state manager</b>	The person appointed to head a Functional Support Group.  <i>Note – For SA Ambulance, this role will normally be performed by the Chief Executive Officer (or delegate).</i>	<a href="#">SEMP Glossary</a>
<b>hazard</b>	A source of potential harm or a situation with a potential to cause loss. A potential or existing condition that may cause harm to people or damage to property or the environment. An intrinsic capacity associated with an agent or process capable of causing harm.	<a href="#">SEMP Glossary</a>
<b>hazard leader</b>	The Hazard Leader is the agency which has the knowledge, expertise and resources to provide leadership for emergency management planning of activities pertaining to the prevention of, preparedness for, response to, and recovery from an appointed hazard.	<a href="#">SEMP Glossary</a>
<b>health care facility</b>	A hospital, nursing home, residential care or other facility that provides health care services	<b>AS3745-2010 – Planning for emergencies in facilities</b>
<b>identified major incident (IMI)</b>	If it appears to the State Co-ordinator that the nature or scale of an emergency that has occurred, is occurring or is about to occur is such that it should be declared to be an identified major incident, the State Coordinator may declare the emergency to be an identified major incident; (Emergency Management Act, 2004)  <i>Note – This is different to (and not to be confused with) an (internally) declared Level 1 or 2 Major Incident in accordance with the SA Health Major Incident Plan (MIP) or a declared Level 1 – 4 Major Incident in accordance with the SA Ambulance Service, Major Incident Response Plan (MIRP).</i>	<a href="#">SEMP Glossary</a>

Term	Definition	Source
<b>incident</b>	<ul style="list-style-type: none"> <li>• An event, occurrence, or set of circumstances that: <ul style="list-style-type: none"> <li>○ has a definite spatial extent;</li> <li>○ has a definite duration</li> <li>○ calls for human intervention</li> <li>○ has a set of concluding conditions that can be defined: and</li> <li>○ is or will be under the control of an individual who has the authority to make decisions about the means by which it will be brought to an end.</li> </ul> </li> </ul>	<a href="#">SEMP Glossary</a>
<b>incident action plan (IAP)</b>	<p>(1) A statement of objectives, actions, tasks and responsibilities to be undertaken to contain or resolve an incident. An IAP will generally have application for a single operational period.</p> <p>(2) The plan used to describe the incident objectives, strategies, resources and other information relevant to the control of an incident.</p>	<a href="#">Australian Institute for Disaster Resilience</a>
<b>incident command centre (ICC)</b>	<p>The venue from where an entity (Commander) exercises its command function.</p> <p><i>Note – This may apply to various levels and/or locations and is relevant to the following levels - State, Network/Service or Hospital/Site Command levels.</i></p>	<a href="#">SEMP Glossary</a>
<b>incident management team (IMT)</b>	<p>The group of incident management personnel comprised of the Incident Controller and any appointed Deputy Incident Controllers, the Safety Officer, and any appointed functional officers leading the sections of planning, intelligence, public information, operations, investigation, logistics and finance and administration. The Incident Controller has power to co-opt others as members of the Incident Management Team from time to time.</p> <p><i>Note – In the SA Health context, this is the appointment of individuals who assume a functional role(s) to support the respective (State/LHN/Service/Site) incident commander or state controller (where relevant).</i></p>	<a href="#">Australian Institute for Disaster Resilience</a> as taken from <a href="#">AIIMS 2017</a>
<b>information technology service resumption plan (ITSP)</b>	<p>Plans which govern the recovery of IT and network systems both during and after a disaster, and address each key application and the corresponding infrastructure – these are managed by eHealth Systems and not within the scope of this framework.</p>	<a href="#">SA Health Business Continuity Management Framework – V2.0, 2013</a>

Term	Definition	Source
<b>interdependency</b>	Occurs when one process or business function relies on another business function or relationship with an external entity (e.g. suppliers, outsourced service providers, customers, regulators) to operate effectively. In this way, outages of some business functions can adversely affect other business functions (the 'knock on effect').	
<b>internal emergency</b>	An event that impacts the facility and may be caused by an internal or external event and may adversely affect service delivery and/or safety of a persons, requiring a response.	<b>AS4083-2010 – Planning for emergencies – Health care facilities</b>
<b>local community reference group</b>	A group of local community members, including people affected by an event, and representatives of local organisations, who meet and provide input and guidance to local recovery committee.	<a href="#">SEMP Glossary</a>
<b>local health network recovery coordinator (LHNRC)</b>	A nominated Local Health Network representative who will lead the SA Health involvement at the Local Recovery Committee level.	<a href="#">SA Health Major Incident Community Recovery Arrangements</a>
<b>local recovery committee</b>	The strategic decision making body for recovery providing visible and strong leadership with a key role in restoring confidence to the community through assessing the consequences of the emergency and coordinating activities to rebuild, restore and rehabilitate the affected community.	<a href="#">SEMP Glossary</a>
<b>local recovery coordinator</b>	The public face of the recovery operation, providing leadership to the Local Recovery Committee and coordinating the recovery effort in accordance with agreed recovery plans.	<a href="#">SEMP Glossary</a>
<b>lockdown</b>	Lockdown is the process of controlling the movement and access, both entry and exit, of people (staff, patients, and visitors) around a site or other specific building/area in response to an identified risk, threat, hazard or crime scene preservation that might impact upon the security and safety of patients, staff and assets or, indeed, the capacity of that facility to continue to operate. A lockdown is achieved through a combination of physical security measures and the deployment of personnel.	<a href="#">NSW Health – Health Care Facility Lockdown – A framework for developing procedures</a>
<b>major emergency</b>	If it appears to the State Co-ordinator that a major emergency has occurred, is occurring or is about to occur, the State Co-ordinator may declare the emergency to be a major emergency (whether or not the emergency has previously been declared to be an identified major incident under section 22).	<a href="#">SEMP Glossary</a>

Term	Definition	Source
<b>major incident (level 1 or 2)</b>	<p>(1) An incident which has, or has the potential to, place the health system at the limit of its capacity and capability to manage and requires a coordinated, whole of system approach, or</p> <p>(2) An incident of state or national significance which is beyond the capacity and capability of the health system to manage and requires the application of extraordinary measures within a coordinated, whole of system response.</p> <p><i>Note – This is different to (and not to be confused with) an externally declared Identified Major Incident in accordance with the State Emergency Management Plan (SEMP).</i></p>	<a href="#">SA Health – Major Incident Plan</a>
<b>management by objectives</b>	<p>A process of management where the Incident Controller, consulting as appropriate with the incident management team and supporting agencies, determines the desired outcomes of the incident.</p> <p><i>Note – In the SA Health context, this relates to the objectives identified and communicated within the Incident Action Plan as developed by the highest level Incident Commander.</i></p>	<a href="#">AIIMS 2017</a>
<b>maximum acceptable outage (MAO)</b> <b>maximum tolerable period of disruption (MTPD)</b>	<p>Time it would take for adverse impacts, which can arise as a result of not providing a product/service or performing an activity, to become unacceptable.</p> <p><i>Note – MAO and MTPD can be used inter-changeably.</i></p>	<a href="#">ISO22300:2018 – Security and resilience – vocabulary</a>
<b>medical condition</b>	<p>(a) a medical symptom or pattern of medical symptoms, including symptoms discerned from any signs or results of investigations, that indicate a disease (whether defined or yet to be determined);</p> <p>(b) an illness or injury arising from a person being contaminated by 1 or more substances or biological pathogens;</p> <p>(c) an injury or any death that gives rise to a public health concern;</p>	<a href="#">SA Public Health Act 2011</a>
<b>minimum business continuity objective (MBCO)</b>	<p>Minimum level of services and/or products that is acceptable to an organization to achieve its business objectives during a disruption.</p>	<a href="#">ISO22300:2018 – Security and resilience – vocabulary</a>
<b>mitigation</b>	<p>Measures taken in advance of, during or after a disaster, aimed at decreasing or eliminating its impact on society and environment.</p>	<a href="#">SEMP Glossary</a>

Term	Definition	Source
<b>network commander</b>	A generic term meaning the person who has managerial responsibility or command of an agency's regional resources.	<a href="#">SEMP Glossary</a>
<b>service commander</b>	<i>Note – For SA Health, this role will normally be performed by the Group Executive Director, Executive Director or Chief Operating Officer.</i>	<b>SA Health Emergency Management Command Structure – Roles and Responsibilities</b>
<b>non-critical business function</b>	A business function that has been identified through the BIA process and assessed using the BCM Criticality Matrix and subsequently rated as a Tier 3 – 5 business function.	<a href="#">SA Health Business Continuity Management Framework – V2.0, 2013</a>
<b>notifiable condition</b>	A disease or medical condition that is a notifiable condition under Part 9; (SA Public Health Act, 2011)	<a href="#">SA Public Health Act 2011</a>
<b>personal emergency evacuation plan (PEEP)</b>	An individualised emergency plan designed for an occupant with a disability who may need assistance during an emergency	<b>AS3745-2010 – Planning for emergencies in facilities</b>
<b>preparedness</b>	All activities undertaken in advance of the occurrence of an incident to decrease the impact, extent and severity of the incident and to ensure more effective response activities.	<a href="#">SEMP Glossary</a>
<b>prevention</b>	All activities concerned with minimising the occurrence of incidents, particularly those of human origin.	<a href="#">SEMP Glossary</a>
<b>primary health network recovery coordinator (PHNRC)</b>	A nominated Primary Health Network representative who will liaise directly with the Local Health Network Recovery Coordinator	<a href="#">SA Health Major Incident Community Recovery Arrangements</a>
<b>public health</b>	The health of individuals in the context of the wider health of the community	<a href="#">SA Public Health Act 2011</a>
<b>public health emergency management plan (PHEMP)</b>	A plan (or a series of plans) prepared by the Chief Executive and approved by the Minister comprising strategies to be administered by the Department for the prevention of emergencies in this State and for ensuring adequate preparation for emergencies in this State, including strategies for the containment of emergencies, response and recovery operations and the orderly and efficient deployment of resources and services in connection with response and recovery operations	<a href="#">SA Public Health Act 2011</a>

Term	Definition	Source
<b>public health emergency</b>	<p>(1) If it appears to the Chief Executive that an emergency has occurred, is occurring or is about to occur, the Chief Executive may, with the approval of the Minister, declare the emergency to be a public health emergency (whether or not the emergency has previously been declared to be a public health incident under section 86).</p> <p>(2) A declaration under this section—</p> <p>(a) must be in writing and published in a manner and form determined by the Minister; and</p> <p>(b) remains in force for a period specified in the declaration (which must not exceed 14 days) and for such further periods (which may be of any length) as may be approved by the Governor.</p> <p>(3) The Chief Executive may, at any time, revoke a declaration under this section.</p> <p><i>Note - The principles set out in section 14 have particular application to this Part; (SA Public Health Act, 2011)</i></p>	<a href="#">SA Public Health Act 2011</a>
<b>public health incident</b>	<p>(1) If it appears to the Chief Executive that the nature or scale of an emergency that has occurred, is occurring or is about to occur, is such that it should be declared to be a public health incident, the Chief Executive may, with the approval of the Minister, declare the emergency to be a public health incident.</p> <p>(2) A declaration under this section—</p> <p>(a) may be made orally (but if made orally must, as soon as is reasonably practicable, be reduced to writing and a copy provided to the Minister); and</p> <p>(b) subject to this section, remains in force while response operations are being carried out in relation to the emergency (but not for a period exceeding 12 hours).</p> <p>(3) The Chief Executive may, at any time, revoke a declaration under this section.</p> <p><i>Note - The principles set out in section 14 have particular application to this Part; (SA Public Health Act, 2011)</i></p>	<a href="#">SA Public Health Act 2011</a>
<b>recovery centre</b>	A one-stop-shop [community based centre] that centralises local, state and Australian government and non-government services to support people affected by emergencies.	<a href="#">SEMP Glossary</a>
<b>recovery operations</b>	The coordinated process of supporting emergency-affected communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical well-being.	<a href="#">SEMP Glossary</a>

Term	Definition	Source
<b>recovery point objective</b> <b>(RPO)</b>	<p>Point to which information used by an activity is restored to enable the activity to operate on resumption</p> <p><i>Note - Can also be referred to as “maximum data loss”.</i></p>	<a href="#">ISO22300:2018 – Security and resilience – vocabulary</a>
<b>recovery time objective</b> <b>(RTO)</b>	<p>Period of time following an incident within which a product or service or an activity is resumed, or resources are recovered.</p> <p><i>Note – General</i></p> <p><i>(1) For products, services and activities, the recovery time objective is less than the time it would take for the adverse impacts that would arise as a result of not providing a product/service or performing an activity to become unacceptable.</i></p> <p><i>Note – eHealth specific:</i></p> <p><i>(2) Existing eHealth Systems service delivery arrangements may not meet the MAO requested during the BIA. The MAO and RTO need to be agreed at board level during any project which implements a new ICT service since there are major cost impacts such as duplicate infrastructure, higher levels of support and monitoring. It is expected that these requirements will be reviewed as part of the Service Level Agreement between the business owner of any system and eHealth Systems.</i></p>	<a href="#">ISO22300:2018 – Security and resilience – vocabulary</a>
<b>relief</b>	<p>The provision of material aid and emergency medical care necessary to save and preserve human lives and enable families to meet their basic needs for shelter, clothing, water, and food (including the means to prepare food).</p>	<a href="#">SEMP Glossary</a>
<b>relocation</b>	<p>A decision to undertake a controlled and managed movement of people ahead of a hazard impact (following the receipt of sufficient and reliable information)</p> <p><i>Note – The above definition is defined as “Pre-warned evacuation” in the State Emergency Management Plan, however the term “relocation” has been applied to this in SA Health.</i></p>	<a href="#">SEMP – Part 3 - Evacuation</a>
<b>resilience</b>	<p>The ability of a system, community or society exposed to hazards to resist, absorb, accommodate, adapt to, transform and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions through risk management.</p>	<a href="#">United Nations Office for Disaster Risk Reduction (UNISDR)</a>

Term	Definition	Source
<b>service commander</b>	A generic term meaning the person who has managerial responsibility or command of an agency's regional resources.	<a href="#">SEMP Glossary</a>
<b>network commander</b>	<i>Note – For SA Health, this role will normally be performed by the Group Executive Director, Executive Director or Chief Operating Officer.</i>	<a href="#">SA Health Emergency Management Command Structure – Roles and Responsibilities</a>
<b>shelter in place</b>	(1) Remaining and sheltering in place may be recommended by the agency managing the emergency for some or all the people in the expected hazard impact area, when it is considered safer to remain than to relocate and/or evacuate.  (2) Remain or take immediate refuge in a protected location relevant to the risk.	<a href="#">AIDR – Handbook 4 – Evacuation Planning</a>  <a href="#">ISO22300:2018 – Security and resilience – vocabulary</a>
<b>span of control</b>	A principle that must be applied in both the structuring and staffing of an incident management team. The concept relates to the number of groups or individuals that can be successfully supervised by one person.	<a href="#">AIIMS 2017</a>
<b>state commander – health</b>	A generic term meaning the person who has managerial responsibility or command of an agency's state resources.  <i>Note – For SA Health, this role will normally be performed by a senior medical officer or other suitably qualified person appointed by the State Controller – Health.</i>	<a href="#">SEMP Glossary &amp; SA Health Emergency Management Command Structure – Roles and Responsibilities</a>
<b>state controller - health</b>	The person nominated by the Control Agency to lead the activities of the Control Agency.  <i>Note – For SA Health, this has been determined to be the Chief Public Health Officer</i>	<a href="#">SEMP Glossary &amp; SA Health Emergency Management Command Structure – Roles and Responsibilities</a>
<b>state control centre (SCC)</b>	The nominated location from which a functional service coordinates the activities of its participating agencies. This centre may have a dual role if the agency responsible for a functional service is also undertaking response or recovery operations as a control or Support Agency.□	<a href="#">SEMP Glossary</a>
<b>state coordinator</b>	The person for the time being holding or acting in the position of Commissioner of Police and who has the strategic state level accountability for the management and coordination of declared emergencies.	<a href="#">SEMP Glossary</a>

Term	Definition	Source
<b>state emergency centre (SEC)</b>	A facility where the State Coordinator, Control Agencies, Support Agencies, Functional Support Groups and recovery staff come together to share information, coordinate the state's resources and address strategic issues in support of response and recovery operations.	<a href="#">SEMP Glossary</a>
<b>state recovery centre</b>	A facility that supports the State Coordinator – recovery or director of the State Recovery Office to coordinate recovery operations following an emergency event.	<a href="#">SEMP Glossary</a>
<b>south australian health emergency management system (SAHEMS)</b>	The centralised web based, information and incident management application utilised by SA Health to ensure a common environment for Incident Commanders and Incident Management Teams to capture, record and share incident information including new incidents, allocation of tasks and decisions made.	<a href="#">SA Health – SAHEMS internet page</a>
<b>supply chain</b>	Two-way relationship of organizations, people, processes, logistics, information, technology and resources engaged in activities and creating value from the sourcing of materials through the delivery of products or services.  <i>Note - The supply chain may include vendors, subcontractors, manufacturing facilities, logistics providers, internal distribution centres, distributors, wholesalers and other entities that lead to the end user.</i>	<a href="#">ISO22300:2018 – Security and resilience – vocabulary</a>
<b>tier 1 business function</b>	Critical business function that; has a 'critical' consequence in 0-24 hour outage or a 'major' consequence in < 2 hour outage.	<a href="#">SA Health Business Continuity Management Framework – V2.0, 2013</a>
<b>tier 2 business function</b>	Critical business function that; has a 'critical' consequence in >24 hour outage or a 'major' consequence in >2 hour outage.	<a href="#">SA Health Business Continuity Management Framework – V2.0, 2013</a>
<b>tier 3 business function</b>	Non-critical business function that; has a 'moderate' consequence in >2 hour outage.	<a href="#">SA Health Business Continuity Management Framework – V2.0, 2013</a>
<b>tier 4 business function</b>	Non-critical business function; has a 'minor' consequence in 0 - 72 hour outage or a 'insignificant' consequence 0 – 24 hour outage.	<a href="#">SA Health Business Continuity Management Framework – V2.0, 2013</a>

Term	Definition	Source
<b>tier 5 business function</b>	Means: Non-critical business function; has a 'minor' consequence in >72 hour outage or a 'insignificant' consequence in >24 hour outage.	<a href="#">SA Health Business Continuity Management Framework – V2.0, 2013</a>
<b>upstream</b>	Handling, processing and movement of goods that occurs before the organization in the supply chain takes custody of the goods	<a href="#">ISO22300:2018 – Security and resilience – vocabulary</a>
<b>zone emergency support team (ZEST)</b>	A support function within an emergency management zone, at which representatives of local agencies come together to share information and undertake tasks for the Control Agency or other Support Agencies in support of response and recovery operations. The ZEST may operate from a pre-planned facility or at a Control Agencies' incident management team location.	<a href="#">SEMP Glossary</a>

## For more information

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