

Introduction

Protecting Australia's animal/plant health requires competent, capable, and knowledgeable people. Animal Health Australia is the not-for-profit organisation that has taken on the role of building these capabilities through education and training.

A specific area of biosecurity is the response to and coordination of an emergency animal, plant disease or invasive pest. Effectively preventing and managing these types of emergencies requires a very specific set of skills, tools and processes, especially with the vast number of potential diseases/pests; Particularly where responses cross state borders and impact several communities, levels of government, interest groups and industry sectors.

The training for the National Biosecurity Response Team (NBRT) is addressed in the Biosecurity Emergency Response Training Australia (BERTA), which is a national program being undertaken as a cooperative effort between State and Territory governments and Australian Biosecurity agencies. BERTA aims to deliver national biosecurity emergency response training, and an assessment system and support structure. BERTA has developed a national suite of training and assessment materials, which will support the delivery of the three biosecurity response qualifications and seven skillsets described in the Public Safety Training Package.

As part of the validation process and continuous improvement program the evaluation of the training program is crucial.

This report covers the evaluation of PLANBER, held in Darwin from the 21st - 24th of May 2019. The findings and recommendations are based on the feedback collected in two evaluation forms that were completed by the participants. Also included in this report are observations and notes made by the facilitators. Finally, Annexes A and B reflect the unprocessed written feedback data from the workshop participants.

PLANBER is the face-to-face training and assessment component for the delivery of PUAOPE025A *Manage Planning for a Level 2 incident* unit of competency from PUA52412 Diploma in Public Safety (Biosecurity Response Management). It aims to build the knowledge and skills of participants and support them to undertake their role effectively during a biosecurity emergency response.

Prior to undertaking the PLANBER workshop, participants are required to satisfactorily complete the following:

- Animal Health Australia Emergency Animal Disease Foundation Course, Parts 1 and 2;
- Plant Health Australia Foundation Course; and
- PLANBER online module covering several aspects of the unit of competency.



Workshop

The facilitators of the course were Malcolm Anderson and Jason Cameron, with additional local support, expertise guest speaking provided by Jessica Arnold DPI&R, NT.

Participant guest speakers included Lloyd Kingham, NSW (Discussing Resource Planning) and Robert Dalton, NT (Discussing Local Context in Planning – Aboriginal perspective).

The workshop also included a site visit to the Department of Primary Industries and Resources (DPI&R), Biosecurity State Coordination Centre (SCC) East Arm, Darwin.



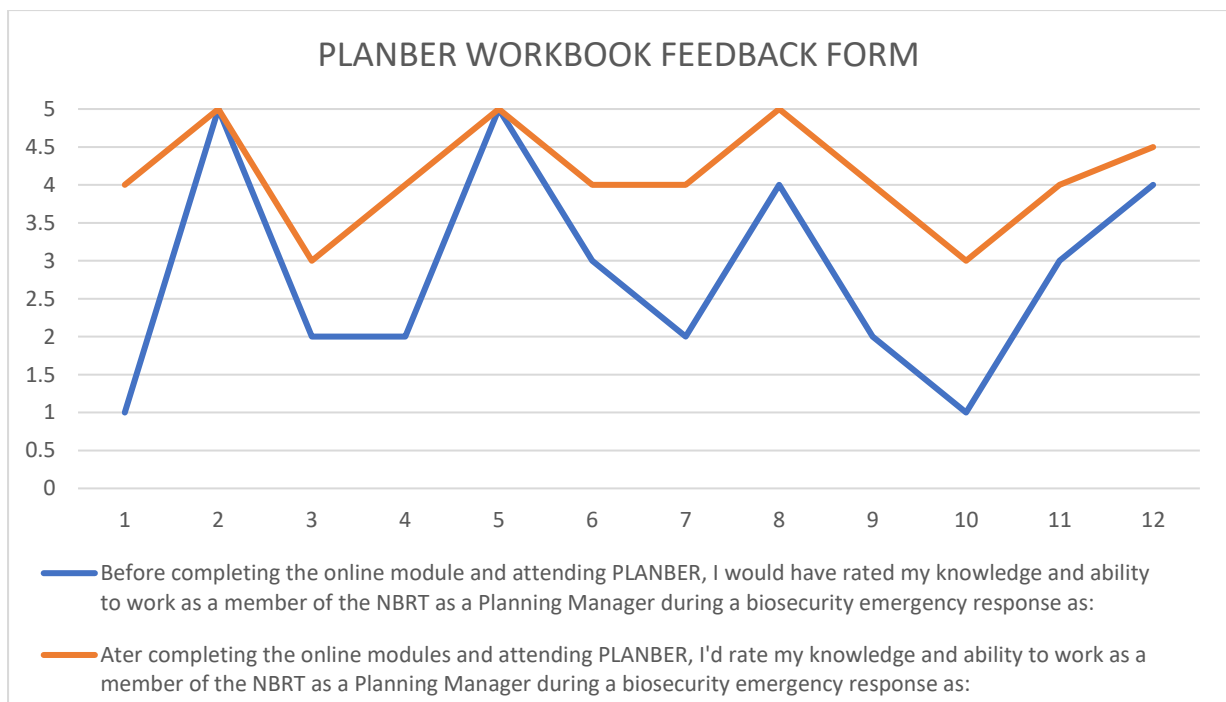
PLANBER was delivered in accordance with the *PLANBER, Managing Planning for a level 2 biosecurity emergency response - Trainer and Assessor Guide (2019)* and accompanying MS PowerPoint slides, which were contextualised and sequenced by the facilitators.

Evaluation outcomes

This Section describes what aspects the participants found valuable and what the participants/facilitators suggest can be improved.

Firstly, there was extensive experience in the room (facilitators and a few of the participants) and the participants found enormous value in the knowledge/experience sharing and interactive components.

The participants were asked to rate their knowledge and ability prior to and after the course. The outcomes of this is depicted in the graph below. All participants felt the course contributed positively to their knowledge and ability, although two participants rated their knowledge and ability prior to the course already at 'excellent' with a maximum value of 5.

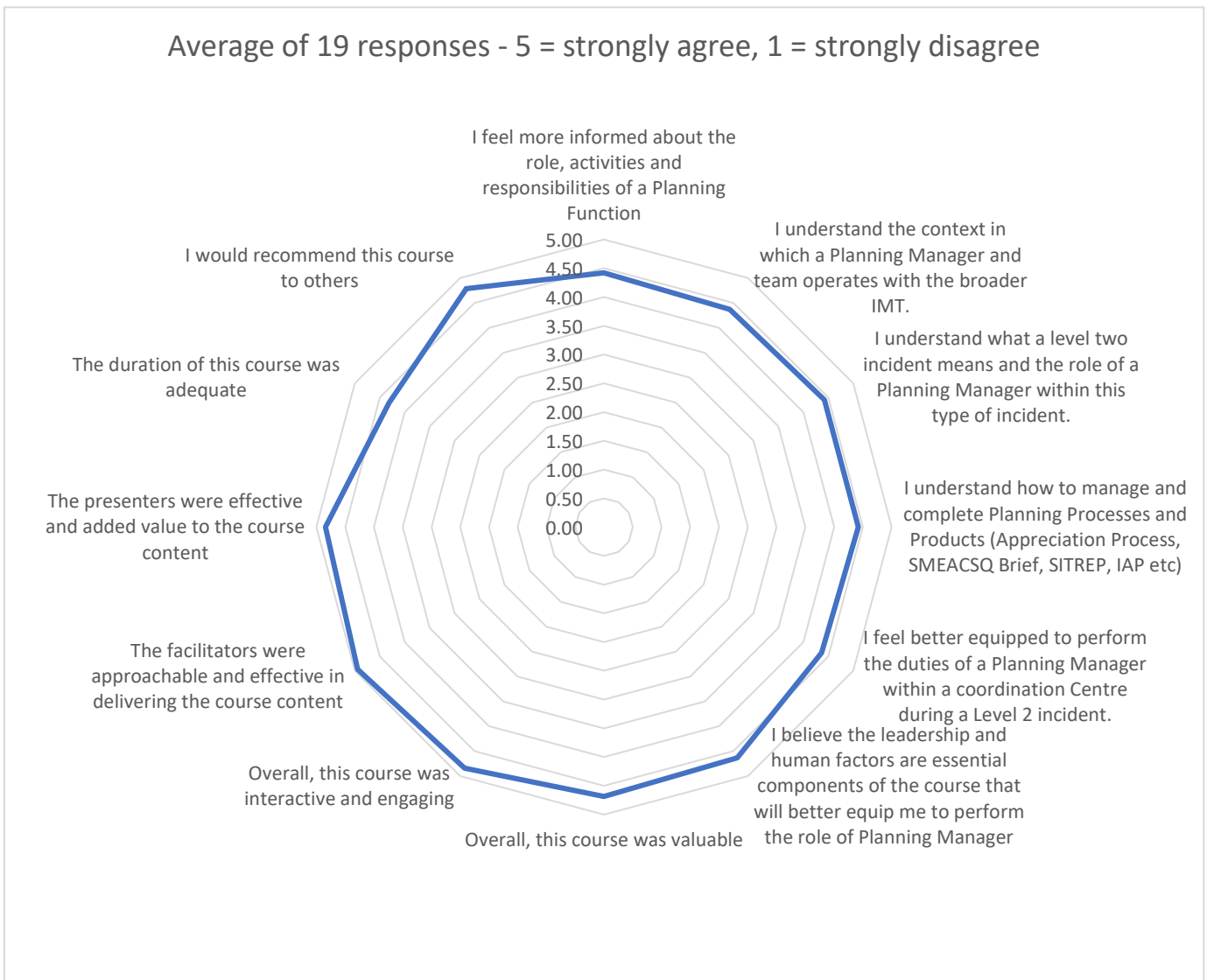


On the Phoenix Resilience feedback forms the participants were asked to rate statements 1 (strongly disagree) to 5 (strongly agree). The outcomes of this data is depicted in the below radar diagram.

From the feedback the highest rating statements are:

- The facilitators were approachable and effective in delivering the course content;
- The presenters were effective and added value to the course content;
- Overall, this course was interactive and engaging; and
- I would recommend this course to others.

The lowest rating statement is ‘the duration of this course was adequate’.



Suggestions provided by the participants to improve the course going forward are to phase the activities throughout the course. Some participants felt that the time made available to cover the content and assessments was not enough.

However, it was noted that several participants had not completed the online component of the course prior to attending the workshop and subsequently had insufficient base knowledge from the outset. Although, it is noted that the participants had a relative short time to complete the online component with units rolled out quite quickly. Furthermore, aside from NBRT participants, there were several locally based (NT) personnel with minimal Planning (and in some cases, Response) experience or training.

Consequently, these factors combined led to significantly mixed levels of knowledge and expertise within the participant group that the facilitators needed to address in addition to covering the workshop content. In short, more time was spent by facilitators recapping online content, fundamental concepts and principles than was expected.

Recommendations

The facilitators' recommendations are:

- Align workshop sequence to link more explicitly to the online content and to improve flow;
- Allocate more time to planning 'Appreciation Process';
- Develop step-by-step activities for participants to go through each of the nine steps of the appreciation process, rather than a focus on templates. Input of the process into two different templates would be beneficial to replicate adaptability to jurisdictional-specific templates and proformas
- Participants to undertake briefing activities prior to the workshop (such as BRIEFBER) or at least highlight that they will be required to conduct individual briefings during the course; and
- Provide templates with guidance and instructions contained within the templates, to compliment student activities.
- Continue to include guest speakers and site visits where possible. These activities proved as effective and relevant learning experiences for participants and were well received by all.
- Continue to include two facilitators. The skillsets and experience of the facilitators for PLANBER proved extremely valuable for the participants, efficient for class management and effective in delivery of content and assessment.
- Ensure participants have successfully completed the online component prior to attending the workshop by enforcing the mandatory requirement where possible.



Annex A – Phoenix Resilience Feedback Form – written outcomes
What aspects of this course did you enjoy and found to be of most benefit?

- Whole course was enjoyable
- Engaging and interesting content
- Scenario examples of other emergency situations along with a group analysis of the inquiry
- Personable and approachable presenters
- Varied examples and not just biosecurity examples
- The majority of the work is group based and collaborative
- There is a good mix of experience in the course
- Multiple presenters
- Group discussions very enjoyable
- Exercise eg IAP was tough, but did us good
- Hearing the stories of experiences of the trainers
- The group activities
- The detailed videos
- Robbie's presentation provided great context for situational awareness in situations I have not previously been exposed to
- The first steps information was particularly useful – what to do from the very start
- I have a great grasp on how to prepare a detailed IAP and Sitrep
- Working in the groups is the most beneficial part – learning from other people's experience
- I really enjoyed the discussions around the topics varied through the training. Hearing different perspectives from the group was really valuable
- Discussions about aspects of management, IAP's
- Learning from each other's experiences
- Learning from the experience of the presenters and the other course participants
- The material presented was very well prepared
- Interactive, use of videos and personal experience
- Mixing up of presenters to change pace and deliver the different parts of the course
- Listening to a variety of experienced response personnel
- The field visit to the LCC was great
- The skills taught here were shown to be effective and beneficial in a variety of scenarios
- This course was realistic to the scenarios that many would find themselves in on the field
- The wider experience of the group was really valuable and the discussions and shared experiences helpful
- Lloyd's presentation on resource planning was excellent
- Having templates in one location (eg IAP, Event Log etc) is helpful
- Good opportunity to share experiences and reinterpret the experiences with our peers
- Really liked the way facilitators encouraged people by positive affirmation
- All informative aspects
- I liked the topics that were discussed openly and all things can be discussed without criticism etc. There was no 'my way or the highway' type processes
- Planning principles from emergency management, POV/ military
- Guest speakers – Lloyd, Jess and Robbie added great value and context to working considerations as a planning manager
- Site visits and online content
- Anecdotes and war stories
- Case studies
- Experience of NBRT that added to the depth of discussions
- Additional non-accredited info that was provided (and clearly stated as non-assessed)

What aspects could be improved in delivery?

- Assessment spread out during the course more than the last day
- The online component could be completed after, it makes more sense to complete it after the face-to-face learning

- I felt like you were still working out your 'run sheet' and still not comfortable with how long things would take, but did very well for a course 'in development'
- Material was complex and as a person with little exposure to planning, like more time to work through pre-regs would have helped immensely – noting that technical issues at TOCAL end were the root cause
- Honestly all good!
- I am very happy with the training. It was very informative and relevant!
- More time to discuss
- The delivery was great
- Resources could be more organised
- More ability to work through appreciation process as a group before the assessment
- Nil- all very good
- No suggestions I found it all very useful
- More examples pf completed SITREPS, IAPs and other briefings
- Role play of what the IMT meeting involves
- At times the Powerpoint was disjointed. With a mixed audience with varying experience levels I felt some of the less experienced learners were at times lost, unclear of deliverables as part of group exercises.
- It would be good to receive full comprehensive copy of all slides presented not just Tocal slides, a lot of Jason's slides are not included in the workbook that are good reference material
- A more structured agenda prior to the day maybe
- Once this course is ran a few more times the flow will improve and match with what is on the screen and in our notes
- I'd like some role playing audience participation
- Overview of planning outputs provided earlier in the workshop and how they relate to each other (eg as a visual aid)

Linking delivery to online content

What aspects could be improved in content?

- An extra day of training to ensure concepts are thoroughly discussed
- Could use some graphics, flowcharts or other content to help (especially movies, navigate al the document types planners need to produce + their relationships, but also to guide us on all the policy docs, SOP's, resources – Breakdown by animal, plant, DAWR, State based. I think an overview chart would help us see the whole picture
- I think it was comprehensive the way it is
- A list of acronyms
- Good – lead into passionate, intelligent discussions
- Nil – course content was very well prepared and organised
- Content was highly relevant to the training material
- No suggestions, content was very good
- I'm still not 100% clear on what planning outputs are required when – maybe something about change/transition through response phases from a planning point of view could be included
- It is essential that online content is studied previously to get the most out of the course
- Have notes available in course notes folder
- Maybe more on the appreciation process
- I still have some confusion about what information and level of detail is required for the IAP
- Very comprehensive!

Any additional comments

- Catering was good
- Well done presenters!
- I really enjoyed it, thanks!
- Brilliant course and opportunity to learn and be challenged by each other
- Thank you, great job!
- Great training! Congratulations! 😊
- Congratulations on delivering a course that threatened to be dry and boring in an engaging and interesting way
- More guidance on what systems could be beneficial and which are used in which states/Agencies
- Provide a model for information flows, particularly establishing clear pathways

- The briefing could be expanded, maybe have participants prepare a SMEAC briefing in the pre-course work sometime to deliver over the course of the three days.
- Cheers for an engaging three days, very informative and it has helped me understand some of the complexities and challenges that present to planning managers and has given me tools to manage them

ANNEX B PLANBER Evaluation – Workbook – written feedback

In terms of working in a biosecurity emergency response, what were the most useful part of PLANBER for you?

- Online materials
- Great facilitators
- Anecdotes, case studies and range of experience in the room
- Extra materials and templates shared by participants and trainers
- Outline of steps in initial response phase
- Role of IAP and Appreciation documents
- Getting ideas from members from other jurisdictions
- Discussing the learnings with my cohorts
- Giving a briefing
- Learning how to fill out the templates
- Requirements and forms required to fulfil responsibility of position
- Experience of other participants
- Interactive components
- Explanations and experience delivered by the experienced participants
- Practicing completing various deliverable documents
- Discussion of application of theories
- Activities and group discussions
- Templates
- Contacts
- Lots of information
- Discussions and being challenged
- Appreciation process
- Setting up a planning section
- Face to face component of the workshop

What could be improved?

- If providing a template ensure links/examples provided are in the same format
- Inconsistency in info on scenario
- Do the assessment after each session, it was a bit too much to do it all at the end
- Make sure presentations match notes
- More time for final assessment
- Still have some work to do re time taken to complete activities
- Work on 'sign-posting' key elements/documents/resources for emergency response/biosecurity work
- Many sources, was confusing
- Spreading assessments over the three days
- Flow of the PP slides
- Weave scenario through delivery and stage assessment throughout the 3 day workshop
- Start some of the activities as we go through the training session
- Working through the appreciation process
- More time allowed to complete the activities
- More time, felt rushed
- Online options after face-to-face
- More time
- Working through the appreciation process as a group
- More example scenario's of completed IAP's and SITREP's, during a hypothetical response

What additional information or training would you like?

- Field Ops may be a useful addition
- Some industry engagement activity
- Refresher – short course to remind/clarify
- Opportunity to practice in a response (preferably mentored)
- I would like to have an example appreciation process in group as part of the training
- Library suggestions

- Further manager functional group courses in Darwin

Other comments

- Would like a book list for further reading/interests
- Well presented with lots of detail.
- Enjoyed the different presenters and their approach
- Great group
- Great training
- Great course, probably the best I have been to!
- Need more time to complete the tasks at the end