# Appendix 4E – Observers Checklist

Heatwave Functional Exercise

## Exercise [Name] – Observers Checklist

Exercise observers can use the below checklist to record observations during the exercise.

## Objectives & Standards / Measures

### Objective 1

Ensure that the LEMC/REMC has procedures in place for managing heatwaves.

1. Actions and decisions taken align with key response protocols in the local/regional emergency plan
2. Actions and strategies during the exercise align with protocols and procedures outlined in the State Emergency Sub Plan
3. Actions, strategies, and tactics demonstrate a clear understanding of the emergency plans

[Insert additional standard measures as required]

Objectives & Standards / Measures Met? YES / NO

Notes:

### Objective 2

Evaluate the adaptability and flexibility of LEMC/REMC team members in responding to challenging or unexpected developments during the exercise.

1. Relevant emergency procedures provide clear guidance to support decision-making in dynamic and evolving emergency situations
2. Procedures enable actions and decisions that are practical, adaptive, and realistic in response to the unfolding emergency

[Insert additional standard measures as required]

Objectives & Standards / Measures Met? YES / NO

Notes:

### Objective 3

Verify that the structure of any activated organisation (e.g., EOC) aligns with procedures and is logical, clearly structured, and communicated to all involved.

1. Team members collaborate to identify practical actions in response to scenario developments
2. Clear direction and intent are provided to enable rapid decision-making aligned with incident objectives
3. Strategies and tactics are adapted as needed in response to incident changes
4. Responses to changes are acknowledged quickly, with decisions made and implemented within a realistic timeframe for achievable outcomes
5. Effective communication and intelligence flow among team members occurs, to maintain situational awareness

[Insert additional standard measures as required]

Objectives & Standards / Measures Met? YES / NO

Notes:

### Objective 4

Evaluate participants' knowledge and awareness of emergency management, hazard specific and EOC procedures.

1. NSW Ambulance is designated and recognised as the combat agency for heatwave response, with roles assigned accordingly
2. Participants initiate and follow response strategies aligned with the Heatwave Sub Plan, reflecting the plan's methodology and content in their decisions
3. Resource requests and allocations are made in accordance with the Heatwave Sub Plan, without the need for external prompts or corrections
4. Decisions, strategies, tactics and actions demonstrate adherence to hazard-specific and local / regional emergency procedures

[Insert additional standard measures as required]

Objectives & Standards / Measures Met? YES / NO

Notes:

### Objective 5

Assess participants' knowledge, skills, and abilities in operating within an EOC.

1. Participants correctly implement EOC activation procedures, including setting up workstations, establishing communication lines, and initiating reporting protocols
2. Roles within the EOC are clearly assigned and understood by participants, with each individual performing tasks aligned with their designated role
3. Decisions are made using established EOC decision-making frameworks, demonstrating participants’ understanding of structured processes for prioritising and delegating tasks
4. Participants effectively use EOC communication systems, such as radios, digital messaging platforms, or reporting forms, to relay information both internally and externally
5. Situational awareness is maintained through regular updates and information-sharing, with participants contributing timely and relevant data to the common operating picture
6. Participants demonstrate the ability to analyse and interpret incoming information to adjust operational strategies and provide clear, actionable directives to team members
7. EOC functions, such as resource tracking, situation monitoring, and reporting, are managed efficiently, with participants following procedural steps without needing additional guidance

[Insert additional standard measures as required]

Objectives & Standards / Measures Met? YES / NO

Notes:

### Objective 6

Evaluate the effectiveness of decisions and actions in response to challenging and complex scenarios.

1. Decisions made align with EOC and incident objectives and result in measurable progress toward stabilising the scenario
2. Actions taken demonstrate adaptability and address unexpected developments without compromising operational priorities
3. Resource allocations are appropriate to the scenario's needs, with minimal resource wastage or duplication of efforts
4. Communication of decisions and actions is done so in a way that maintains situational awareness across all relevant functions within the EOC and LEMC/REMC

[Insert additional standard measures as required]

Objectives & Standards / Measures Met? YES / NO

Notes:

### Objective 7

Assess the suitability and adequacy of facilities, venues, and resources available during the exercise.

1. Facilities and venues support effective communication, collaboration, and operational flow, allowing participants to perform their roles without significant hindrance
2. Available resources, including equipment, technology, and supplies, are sufficient to meet the demands of the simulated emergency and exercise, with no critical shortages observed
3. Facilities and resources are adaptable to the exercise’s evolving needs, with adequate backup options in place for essential functions (e.g., power, connectivity, workspace)
4. The layout of the venue supports logical placement of teams, equipment, and EOC functions, minimising congestion and allowing clear access to necessary areas

[Insert additional standard measures as required]

Objectives & Standards / Measures Met? YES / NO

Notes:

### Objective 8

Identify knowledge, skill, and capability gaps among LEMC/REMC members and develop action plans to address these gaps.

1. Gaps in knowledge, skills, or capabilities are observed and documented during the exercise, with specific instances noted where performance was hindered by these gaps
2. Instances where additional training, resources, or procedural clarification would improve performance are identified and recorded

[Insert additional standard measures as required]

Objectives & Standards / Measures Met? YES / NO

Notes:

### Objective 9

Test interagency communication and coordination during the response.

1. Communication protocols among LEMC/REMC and EOC are established and followed consistently and in accordance with procedures
2. Inter team and agency communication is not hindered by barriers, challenges or protocols
3. Information is shared quickly and in a manner across team members, agencies, and functions with minimal need for repetition or clarification

[Insert additional standard measures as required]

Objectives & Standards / Measures Met? YES / NO

Notes: