Australian Institute for
Disaster Resilience

Managing incident recovery

Speed read

- Incident response and recovery activities may be occurring at the same time.

- Recovery is a long complex and dynamic process includes restoration, betterment, repair, restocking and insurance, staff welfare support and implementation of continuous improvement processes.

- Incident response and recovery activities have clear communication and coordination between agencies, service providers and the community to achieve the best outcomes.

Key points

- The transition from response to recovery should be done in an integrated and concurrent manner. The effective coordination of recovery activities may require someone to be appointed to lead the recovery effort. Recovery activities may include:

  » providing medical and psychological support

  » repairing damage

  » rebuilding housing and infrastructure

  » restoration of the natural environment

  » managing financial support, including insurance, government and non-government assistance

  » rebuilding confidence or trust

  » supporting communities through the process.

  » coordination of needs assessments and service provision

  » preparing for an inquiry

- The transition of overall coordination from response to recovery can vary between the different states and territories and is usually influenced by a number of considerations, including:

  » the nature of the incident and whether there is a risk of a recurring threat

  » secondary impacts, which may require the continuing role of response agencies and may result in a prolonged transition period

  » the level of information and analysis about the known impacts, loss and damage

  » considerations for the resources required to be activated for effective recovery arrangements

  » the number of fatalities and injuries and retrieval and identification of bodies (which may result in restricted access to some locations and communities).

- The transition from response to recovery requires planning for:
  - » engaging the local community, as well as regional and national communities
  - » understanding the capacity of the impacted community, and identification of physical and social assets that may contribute to the recovery efforts
  - » establishing a recovery committee or other governance structures
  - » a clearly stated mission and purpose of recovery services that is communicated to the community and significant stakeholders
  - » consideration of the service methods that are best for the particular event
  - » consideration of how those services should be provided and coordinated
  - » consideration of which people/agencies are best equipped to provide the necessary services
  - » consideration of how and when recovery services should be downscaled, transitioned to normal business or withdrawn.

Take action

- Identify what recovery activities may begin to occur while managing an incident.
- Review the _National Principles for Disaster Recovery_
- Consider what resources might be needed to support recovery arrangements.

More information

- Incident Management, Chapter 5 (AIDR 2023)
- Community Recovery (AIDR 2018)
- ISO 31000: 2018 Risk management – Guidelines
- Australasian Inter-service Incident Management System