

PRESENTED BY: Dr Loren Miller and Nicky Hanson



Outdoors Climate Risk Report

28th March 2023



Thank you to Risk Resolve for hosting the webinar in Melbourne

Hosted by



AGENDA

- Acknowledgement of Country
- NatCORR Purpose & Principles
- Codesign Webinar #1 Survey Feedback
- Progress since then...
- Planned Program of Activities in 4 Hubs
 - Open ended survey link for input
- Next steps



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Outward Bound Australia
NatCORR Project Leader



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NatCORR Purpose

To help prepare Outdoor Practitioners to continue to safely operate in the face of hostile weather and environmental conditions face of a volatile, changing climate.

Activities and programs to support the industry in furthering knowledge, skills and response mechanisms to adapt professional practice to climate change impacts.

\$3.76m Federal Government grant, as a part of a \$8-10m project, initiated and lead by Outward Bound.

Nat
CORR





Nat
CORR

National Centre for
OUTDOOR RISK & READINES

Collaborative
& Generous

We will work across the outdoors sector and partner with experts in weather, climate change, risk management, emergency management, research and technology, to support outdoor education and recreation organisations to be best equipped with the knowledge, skills, tools and infrastructure they need to adapt to the impacts of climate change.

Inclusive

The outdoors sector is diverse and largely locally-centred, serving communities across Australia. We are committed to an inclusive approach to this work, including our Indigenous communities, who have much to teach us.

Adaptive
& Learning

We recognise that the environment we operate in is already complex. Climate change brings another dimension of complexity and uncertainty. We are committed to continuous learning and adaptation.

Guiding Principles

Pragmatic
& Efficient

The urgency and scale of the changing climate impacts on Australia's environment are such that we must act quickly, efficiently and pragmatically, utilising limited resources wisely to upskill and respond to impacts on our work and our communities.

We are committed to working together to enhance safe operations, protect communities and encourage Australians to continue to explore the outdoors for their health, well-being and enjoyment.

Committed

Earth-
centered

Our work in the outdoors is deeply connected with the earth and its natural ecosystems. In addition to sharing the natural environment with others, we are deeply committed to protecting, preserving and restoring.

Re-cap on Co-design Webinar #1

NatCORR's activities aim to be informed by industry needs through this webinar co-design process.

We are seeking your input



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Six Practice Areas

1. Monitoring flood, fire and weather conditions
2. Safe access in impacted areas
3. Risk Management & emergency response
4. Remediation skills & practice
5. Minimising ecosystem impacts & aid recovery
6. Insurance and financial planning

3 Sets of Survey questions...

X — Position your response

Challenges...

To what extent is this an issue?
No Issue ←————→ Big Issue
X

Goals...

Is this a priority?
Low ←————→ High
X

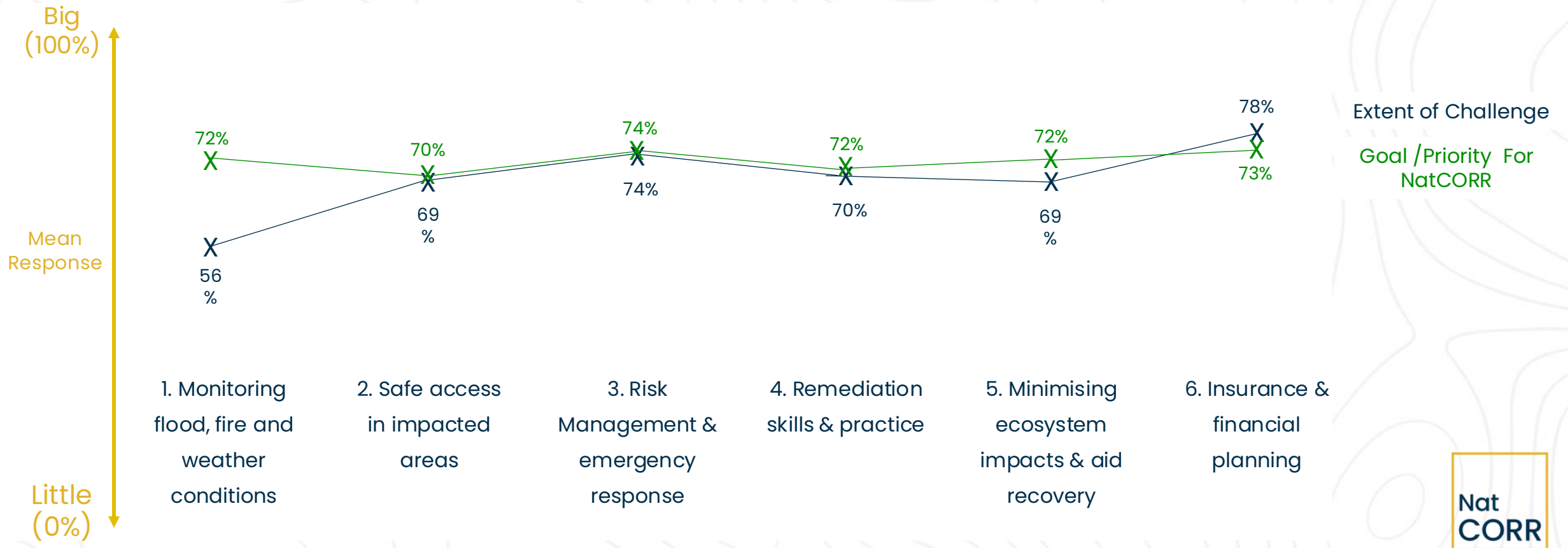
Actions...

Is this a priority?
Low ←————→ High
X

- Over 80 participants 'live' from across Australia
- Over 150 YouTube views of Webinar recording
- Survey remained open for a month
- Lots of emails and follow up conversations!



Survey ratings were consistently high



9 Highest ranked challenges

Extent of
Challenge
/100

Risk Management

- 79% Outdoor organisations aim to practice scenarios, but often lack time, resources and expertise for effective learning and application.
- 77% There are few mechanisms for cross-sector (outdoors, land management, research, govt) to support risk management and response for outdoor practitioners. Those that are emerging within the national disaster framework are challenging for small outdoor organizations to interact with.
- 76% When an incident occurs, an individual organisation has limited access to support from experts across the sector – and maybe isolated and resource depleted.

Finance & Insurance

- 79% It is increasingly difficult to access adequate, affordable insurance to protect business continuity and assets to mitigate risks in the outdoors from bushfires, floods and extreme weather events.
- 79% Access to government relief or grants differs by jurisdiction and is difficult to navigate. Red tape can be burdensome. Political influence can be expensive and outcomes inequitable.
- 76% Few outdoor providers, small organisations or not for profits have built up sufficient reserves or access to additional emergency cashflows to see through periods of disasters.

Remediating Impact

- 79% Workforce shortages, in particular at middle management level post COVID, have impacted organisational knowledge and expertise in this area.
- 76% Training for hazardous driving, vehicle retrieval, tree evaluation and lopping, chain-sawing and moving water are expensive, but the need for these skills is increasing.

Top Priorities for NatCORR

Priority
Rating
/100

Weather & Conditions

76%

Prepare training materials, run PD programs on weather, fire, flood and changing environmental conditions for outdoor practitioners. Provide input into training frameworks for outdoor training and qualifications requirements.

75%

Work with BOM, land managers, disaster management and other agencies to improve ease of access and usefulness of local information on weather and conditions.

Risk & Incident Management

75%

Develop scenario testing and review training services to support outdoor organisations with continuous improvement in their incident response practices.

74%

Sponsor industry sector groups (e.g OEA and OCA) to develop a risk management community of practice, promoting news, events and participation through networks.

74%

Collate a panel of experts and risk management service providers to be available to support incidents and disasters in the outdoors.

Finance & Insurance

77%

Track and identify issues and needs. Facilitate efforts to support access to adequate and affordable insurance for outdoor organisations.

73%

Improve knowledge and training support available to assist outdoor organisations to develop resilient financial management, and provide information on potential financial support available in times of crisis.

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Type of enabling activities needed

Need
Rating
/100

Highest rated activity needs

80% Networking & Collaboration

Bringing cross-sector stakeholders together. Developing relationships, trust & communication. Providing opportunities for collaborative problem solving. Increasing support for those in need at times of crisis. Supporting leadership development & decision making.

"The other stuff is great, but the best resources have no value if people aren't talking to each other."

"PD wins every time. Can't beat training"

Programs need staff in decision-making roles to have the skills to adapt. Is this a senior level issue? We spend most of our energies in training and development for the entry level staff."

76% Resources, Training & PD

Identifying training needs, collating & curating resources, facilitating access to professional development, & providing training programs.

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Valuable themes and questions

- ❖ Resistance to change – assumption that we can keep doing what we have always done
- ❖ Impact of workforce shortages, and loss of experienced people through COVID
- ❖ Impact of financial and reputational imperatives on decision making
- ❖ Land manager relationship issues with communication, decision making & different jurisdictions
- ❖ Challenge of local / place based – versus collaboration at National level
- ❖ How best to incorporate Indigenous voice and practice?
- ❖ Differences between outdoor providers, schools and community compliance and practices
- ❖ Can NatCORR play a role in the review of the AAAS?

Healthy level of
different opinions
and critique

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Since Then...

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Project Launch of NatCORR by Beau Miles in December 2022

Appointed Nicky Hanson as Project Manager in January 2023

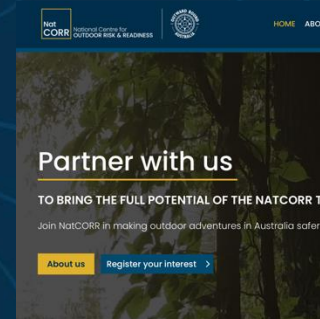
Developed NatCORR Website – now live!

First Newsletter published March 2023

OCA and OEA as sector engagement partners

Established a NatCORR Working Group for 2023

And started planning our program of work!



A Working Group is supporting 2023 set up

NatCORR Working Group:

An informal Working Group in 2023 to support fast pace, light touch advisory governance to set up and establish key stakeholders / interested people for a formal

Advisory Board. Members:

- Lori Modde: CEO Outdoors NSWACT
- Paul Horton: GM Safety, Risk & Compliance OEG
- Phil Harrison : Chief Commissioner Scouts Australia
- Robyn Fox: Associate Lecturer USC.
- Dom Courtney: EO Outdoors Queensland
- Clare Dallat: Director Risk Resolve, PhD
- Peter Kent: Pres OEA and Birrigai ACT

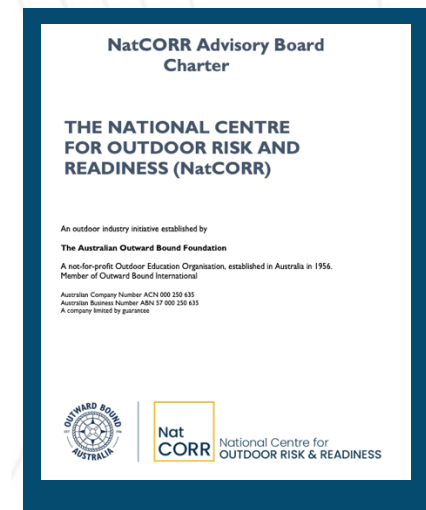
To meet ~ 4 times this year.

First meeting 27th March 2023

Formal NatCORR Advisory Board:

To be established for 2024

- Sector and jurisdiction based representation
- Sub-committees for HUBS or major projects
- NatCORR Advisory Board Charter drafted
- Formal reporting within Outward Bound project governance model
- Expressions of interest welcome



Planning 4 NatCORR Hubs of activities

1	Weather & Environmental Conditions	>>
2	Risk Management & Incident Response	>>
3	Impact & mitigation	>>
4	Economic & Social Resilience	>>

Today we will introduce each HUB:

- Providing survey feedback informing the planned activities
- Emerging ideas on NatCORR's potential program of work
- Request for your input via a survey link for feedback, suggested resources, ideas, considerations and expressions of interest to be involved in NatCORR

"Deciding what not to do, is just as important as deciding what to do!"

Survey for INPUT...

Provide input for each HUB via the survey link:

- Comment on survey feedback?
- Suggest resources, people, other organisations that might be helpful?
- Identify risks and considerations?
- Contribute other ideas?
- Express interest in being involved?



Survey will remain open until end of
April 2023

1

Weather & Environmental
Conditions



Survey Comments

"Australia's government body responsible for providing accurate weather, has been politicised and their predictions are now unreliable. I can't rely on the accuracy of the BOM weather any longer, and have to use multiple alternative weather sources."

"While in non-emergency periods whether information provided is sufficient, during fire / thunderstorms, when you need information to be timely and precise, the standard systems are insufficient."

CHALLENGES

"The experiences are getting more dangerous and our education lags behind."

"Training is too simplistic for field staff. Most programs rely on field staff for weather interpretation and decision making, with the coordinators in an office somewhere being detached from a go/no-go call. This abdicates responsibility from a company to an individual."

"Lack of mobile coverage in large areas of WA to be able to monitor."

"Cancelling programs that is reactive and not an appropriate mitigation as weather event does not occur."

"Flood warning and info systems need to be substantially improved."

1

Weather & Environmental Conditions



Survey Comments

"Timely updated and models with confirmed integrity."

"The information needs to be aligned to specific location (GPS) real time."

"There needs to be specific approaches to each potential risk e.g., flood, fire, weather all have different nuances."

"My experience is that there is not widespread uptake of AAAS in general and weather-related guidance as part of that. The AAAS itself is fantastic but more could be put toward educating and collaborating within industry to have adoption more widespread and consistent."

"Training staff to access and understand weather alerts."

"The level of detail required by outdoor education providers is higher than the simple BOM screen. We need something similar to weather forecast for mariners. It should be about 1/2 to 1 page in length, including synoptic chart information, wind strength, cold etc."

"Like the BOM puts out sheep graziers alerts, put out outdoor recreation alerts."

"Investigate alternative sources of information to BOM."

"Risk grading as to safety of individuals in the field and relationship to weather events."

NEEDS



1

Weather & Environmental Conditions



Emerging Ideas

Proposed Activities

Timing



Conduct a sector wide review and report:

- Understand current resources, tools and practices in weather and conditions monitoring and assessment, and their relationship to practice
- Conduct stakeholder mapping exercise to identify players within local, state and national contexts
- Identify good practice learning and issues, gaps and needs
- Recommend improvement opportunities

Second Half 2023



Design and deliver a series of weather and conditions professional development workshops in partnership with key experts & stakeholders

TBD ~ 2024

2

Risk Management & Incident Response



Survey Comments

"Inter connectivity of response due to lack of standardisation. It's a messy, confusing and overwhelming process to deal with an emergency."

"Saturation of information, guidance and directions. Creates confusion, uncertainty and chaos in decision making as situations unfold."

"Failure of communication and transport/access infrastructure in the event of natural disaster is definitely our biggest concern. My experience is that there is not widespread uptake of AAAS in general and weather related guidance as part of that. The AAAS itself is fantastic but more could be put toward educating and collaborating within industry to have adoption more widespread and consistent."

"When the system is down, do the staff have skills to manage dynamic risks?"

CHALLENGES

"The problem isn't so much access to information, it is about interpretation of information. At every level of the industry and of operations (management to field)."

"My experience suggests the agencies have a low level of understanding of our sector specific needs. We are diverse and warnings and advice requires a nuanced approach."

"Primary concern is always immediate safety implications of staff/groups in the field. Following this is quality of experience on the ground and ability to adapt program accordingly."

"Paperwork requirements are high, but translating to actual useful practices can be difficult."

"Not having the clear guidance to run programs in partnership with land managers to consider the hazards."

"Collaboration is difficult where operators are in direct competition. This needs to change."

2

Risk Management & Incident Response



Survey Comments

“Training of outdoor professionals regarding risk management in TAFE and Uni courses. Further advanced risk courses applicable to field work for management to continue to advance knowledge and approach to risk management.”

“Outdoors NSW has implemented effective incident support however the nature of incidents still typically result in isolating feelings.”

“Scenario based training - is certainly a big impost and takes a lot of time to develop for a given organisation and it's specific situation. Could a template for developing this training be created and support offered to assist organisations wanting to run this type of training? And/or - more widely available and regular PD opportunities in this area for organisational leaders/managers.”

“An informal network of people that are happy to receive a phone call and offer guidance and advice - facilitated by NatCORR might be useful.”

“UPLOADS - the sector really needs this!! Too many companies with no SOPs and exposing risk to the sector more broadly. ”

“Open reporting on incidents and near misses, application of internationally established good practice systems for the development of safety management systems for providing adventure activities ”

NEEDS

“Closing the gap between our internal world of operations, approach to risk monitoring and mitigation measures and that adopted (research underpinned) by broader external agencies to the sector. ”

“Enabling stronger links to other professional agencies who have expertise and broader data system access in real-time models. ”

“A strike team of people trained and able to assist.”

“Some form of expert advice working group for different activity areas - roping, bushwalking, water-based etc. That people could access when developing procedures and safe practices, could be very useful.”

2

Risk Management & Incident Response



Emerging Ideas

Proposed Activities

Design & deliver a National Incident Response Workshop Roadshow:

- International risk expert Deb Ajango with Dr Clare Dallat - incident scenario plus media training (with Sonia Zavesky)
- Two workshops – one at Program Co-Ordinator and another at Executive level
- Melbourne, Perth, Canberra, Sydney and Brisbane

Timing

July 2023

Confirmed Event!

Proposal for a future operational and development model for UPLOADS as a project within NatCORR

Consultation in process

Collate resources, research and information on expertise and services for sharing via HUB website

2023 ongoing

Consider potential models for advisory services and incident response support

TBD ~ 2024

3

Impact & mitigation



Survey Comments

"Underestimation of the degree of damage to areas."

"Spread of weeds and disease for fauna."

"Remediation is costly and Govt support post disaster is a key challenge."

"Lack of people allowed to assist land managers to aid recovery. Training would assist greatly here."

"Plenty of skills in clubs but reluctance for them to be utilised."

"Adequate knowledge and familiarity with place is increasingly challenged as workforce capacity has become more challenging. Getting accurate and up to date data from land managers is challenging."

"Finding out what is open and not open after a disaster is problematic and can encourage some people to access areas before they are deemed safe - mainly due to ignorance."

"Environmental sustainability should be front and centre. The tension here is real..."

"It's so inconsistent, even in the one area depending on who has management responsibility."

"Agency lack of resources and low priority to re-open and enable access."

"It is not the role of outdoor providers to become land managers and expert ecologists. We don't need to know how to make these decisions, we need to know how to work with land managers. The need isn't for the industry to push into already stressed ecosystems. The need is for industry to be adaptive for working in new landscapes."

"Attrition is a huge issue not just in information provision but also in capacity to maintain these areas so they don't become more degraded or bigger issues going forward."

"Familiarity with local context and relationships are key to risk management success, however risk personnel are few and cover broad areas, so risk adverse risk management staff with no local knowledge can be at odds with local knowledge local operators."

"Staff overestimating abilities or taking unacceptable risks for the sake of a program's continuation."

CHALLENGES

3

Impact & mitigation



Survey Comments

"While often we 'adventure' in the outdoors, there are times when as a industry we need to 'provide service' to the outdoor environment."

"Explore scope for engagement with indigenous land management experts."

"This is the domain of the land managers. Good communication (which does not currently exist) is key to returning safely to use."

"I'm hoping that the federal disaster agency leads the top down approach to creating a baseline for policy response."

"There is a lot of relevant training in these skills however these are not typically within outdoor practitioner training - connecting with other training and cross sector workforce is important "

NEEDS

"The Nature Stewards program berthed by Outdoors Victoria could assist nationally with tailored upskilling."

"Communicate to outdoor education or training institutes which remediation skills new graduates/trainees should be developing in their formative years."

"Having the capacity to inform stakeholders of how sites remediation has been carried out and also what other agency assessments maybe informed to make assessments of areas for re use. Particularly tree hazard, road classifications, comms zones."

"It's unrealistic to expect a single institution to provide the amount of training at the pace required. Becoming a networked touchstone and trusted resource is incredibly important and far more achievable."

"Consistency in return to use standards would allow public messaging to have a united front."

"Training and knowledge enhancement will always be an important focus, particularly as we manage a industry with a relatively high turn over of staff."

"Gaining industry access to external research and current practices in this aspect outside of the sector."

"Practice guidelines need to be in the AAAS format"

3

Impact & mitigation



Emerging Ideas

Proposed Activities

Timing



Scoping exercise to:

- Map stakeholders and discuss respective roles of industry associations, land managers and outdoor practitioners
- Understand status of issues in different local jurisdictions
- Investigate achievable ways to make a difference

Second Half 2023



Consider options for improved access to resources, skills and training for outdoor practitioners in this area

TBD ~ 2024

4

Economic & Social Resilience



Survey Comments

"Insurance is one of the biggest impacts of Climate Change now, and in the future. Cost and lack of access to it is likely to significantly impact on for-profit providers."

"In the view of underwriters our sector is too discrete and small scale. We are amalgamated with a range of other sub-sectors and hence the claims rate is perceived as high."

"Underwriters have limited informed understanding of our sector, our informed professional practices and standards we apply and operate to...insurance is our biggest future risk to access."

"Even just insurers that understand the outdoor sector, let alone the implications of climate change and natural disasters on the sector."

"Price will become out of reach in near future. Insurers pulling out if the industry."

"There is a lack of strategic thinking and future planning - this is a skill that needs to be taught."

"Business acumen of the industry is not good. Capacity building as commercial entities in planning and financial planning."

"Clubs have difficulties in cash flow as members reluctant to spend more."

"Insurance / cash flow is an issue. The insurance often comes too late."

"Heightened requirement to share documentation and systems with insurers .. very time consuming when this already occurs for accreditation."

"Navigating the insurers requirements for evidence."

"Need a compulsory scheme for Outdoor Education."

"Outdoor industry doesn't seem to have clout at political level to generate change and get real support."

CHALLENGES

4

Economic & Social Resilience



Survey Comments

"Insurance costs won't lower at any point in the future given the size and frequency of events. Best perhaps to build resources on how to build sustainably, manage land, and build resilience into processes as much as possible. Community capacity is increased by addressing the isolation felt post disaster. Again, communication forms the base."

"Improve the relationships between our sector and insurance entities to strengthen understanding liabilities and recognised measures to mitigate these."

"Opportunity for 'teaching' insurance providers about the outdoor/education sector and the huge amount of work being done in risk management."

"These are important issues but not sure NatCORR should be leading - they can provide the background data to support peak bodies prosecute the arguments."

"Industry association should be the focus of insurance. We need to avoid duplication of effort and erosion of limited resources."

"Access to grants is okay - people need to learn how to respond to them. We could use consolidated help across the sector to respond."

NEEDS

"Financial literacy training as part of business development."

"Mentorship programs, networking, asset sharing, formal training - important that the industry creates security from within."

"Resilience is the way to move forward, we cannot reverse the rate of events. We can hope to build a network of providers and information that gives users a place to turn and a means to move forward."

"This collaboration is critical. We all speak different languages post emergency and there are so many voices in a space that you lose any hope of meaningful communication. Standardisation of the foundation is the key in my mind."

4

Economic & Social Resilience



Emerging Ideas

Proposed Activities

Undertake a training / resources needs assessment survey to collate data analysis on:

- Status of insurance needs / issues
- Level of financial resilience in preparation for potential business disruption
- Confidence and capabilities for pursuing insurance claims, loans and grants in times of crisis
- Capacity for investment and growth

Timing

Second Half 2023

Design and deliver a series of professional development workshops on building financial literacy and resilience and pursuing insurance claims, loans and grants in times of crisis for outdoor organisations

TBD ~ 2024

Support industry associations with information and resources for political engagement and collaboration for system developments

Ongoing

Other considerations

Work In
Progress

- ❖ Question of a potential role in supporting the review of AAAS in 2024 ?
- ❖ Potential alignment with OEG Workforce Training Grant work to bring together elements of risk and mitigation management (e.g chainsaw, hazardous driving, rescue and retrieval practices) within VET workforce training for outdoor practitioners?
- ❖ Development of a bespoke program of work to support Indigenous outdoor practitioners and organisations?
- ❖ Other ideas???

More engagement work is needed to align with and leverage other disaster and risk management initiatives, both within and outside the outdoors sector

Next Steps...

- ❖ Webinar #2 Survey open until the end April 2023
- ❖ Further refinement and development of planned activities
- ❖ Enhance NatCORR resourcing
- ❖ Expand stakeholder engagement
- ❖ Promote the National Incident Response Workshops Roadshow



Series of two Professional Development Workshops for Co-ordinators and Senior Managers

National Incident Response Workshops Roadshow – July 2023

PD Opportunity
Limited Places!

Identify & respond to critical incident response thresholds; understand the impact of extreme stress on the brain; recognize & implement an effective field critical response plan; tailored template to design, plan & implement meaningful scenarios in your own context.

WorkShop 1

Targeted at middle management, program coordinators, outdoor education teachers, camp organisers

WorkShop 2

Targeted at senior management, organisation leaders, Principals, peak body leaders, board members

Includes media skills training; increase capability to respond to multiple external audiences; identify your organisation's strengths & areas for enhancement.

Melbourne: July 12th and 15th

Sydney: July 17th and 18th

Canberra: July 19th and 20th

Perth: July 24th and 25th

Brisbane: July 27th and 28th



Deb Ajango
Safety Ed Alaska



Dr Clare
Dallat
Risk Resolve



Sonia Zavesky
Media Trainer
(Workshop 2)

More information coming soon!

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THANK YOU!

ANY QUESTIONS?

Stay in touch via
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