



**TAFE** NSW

**NATIONAL CENTRE FOR  
EMERGENCY MANAGEMENT  
STUDIES**



# INTER-AGENCY LIAISON OFFICER

BE READY FOR THE WORST. BE TRAINED BY THE BEST.

Effective crisis management requires the coordination and command of resources and personnel from many different organisations and across jurisdictional areas. Liaison Officers are the conduit of information from one agency to another, and must be decisive, act with authority and communicate effectively.

This program is designed to build confidence and capability in those who represent their organisations to external stakeholders in times of crisis and day-to-day support.

## LEARNING OUTCOMES:

Following completion of this program, participants will be able to:

1. Understand the role and responsibilities of a Liaison Officer
2. Communicate and liaise with diverse stakeholders
3. Complete accurate and timely situation reports,
4. Deliver verbal briefings and provide an effective handover at conclusion of the shift
5. Maintain accurate records

## WHO SHOULD ATTEND?

Any interested persons working in organisations involved in emergency management, local government, community development, relief and/or recovery, and not-for-profit organisations with a community focus.

## COURSE ASSESSMENT:

This course is a professional development program and does not include a formal assessment task.

Participants will complete tasks linked to real-life scenarios and take part in group work in an environment simulating an Incident Management Team workplace and a Senior Leadership briefing. The focus of the program is on the tasks and responsibilities of the Liaison Officer and allows for practice of core skills in maintaining effective communication methods as well as negotiation and influence skills.

## CONTACT:

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## COURSE DETAILS

**Duration:**  
8 hours

**Delivery method:**  
Face-to-face

**Location:**  
National Centre for  
Emergency Studies  
TAFE NSW Wollongong  
Foleys Lane  
Wollongong NSW



**131 601**



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