



# ECM<sup>®</sup>

Effective Consequence Management (ECM<sup>®</sup>) Through the Australian Government Crisis Management Framework (AGCMF)

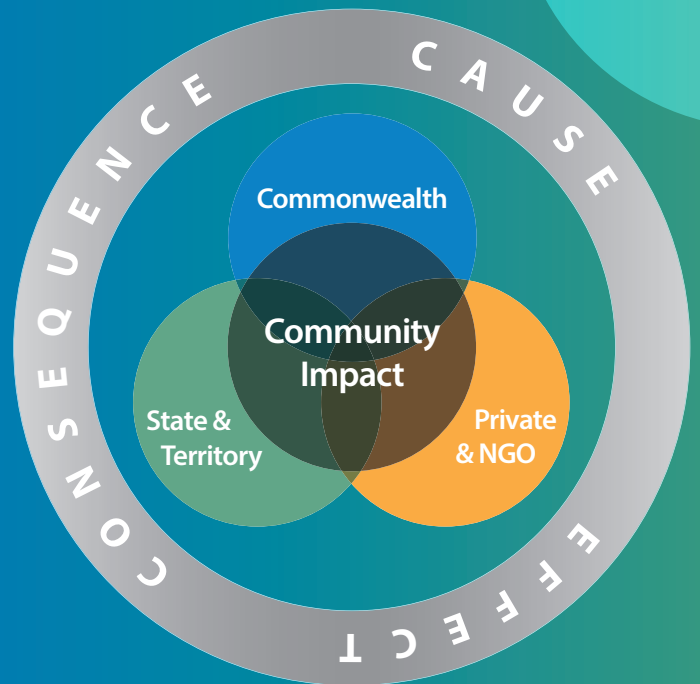
## COMMONWEALTH OF AUSTRALIA 2026 PROGRAM SERIES

The ECM<sup>®</sup> is a two-day, in-person immersive learning experience, outlining how the Commonwealth prepares for, responds to, and recovers from any crisis. The ECM<sup>®</sup> brings together scenario work, community speakers, leading subject matter experts, the [Australian Government Crisis Management Framework \(AGCMF\)](#), the National Coordination

Mechanism (NCM) and Crisis Appreciation and Strategic Planning Guidelines (CASP), to explore the **concurrent, consecutive and compounding** complex crises, in a National context. This includes the roles from State/Territory Jurisdictions as well as the engagement with NGO and Private Sector Organisations.

Department of Prime Minister & Cabinet; National Emergency Management Agency; Home Affairs; Department of Agriculture, Fisheries and Forestry; Australian Border Force; Department of Health and Department of Foreign Affairs and Trade all have deep understanding in managing crises as part of their day to day business. Other Departments and Agencies rely on staff to take up crisis coordination functions, as an adjunct to their regular role; this frequently occurs within high pressure contexts.

In addition, a range of organisational cultures exist and much of the language used when talking about crises can vary between Departments, Agencies, NGO's & the Private Sector. The aim is to have a common 'consequence response culture' to effectively coordinate a multi-agency response and effective engagement with NGO & Private Sector organisations who hold significant roles when dealing with Australian & Off-Shore Disasters and Crises.



# Why Choose to undertake the ECM® program?

When complex events occur requiring a Commonwealth response, there is little room for error. The effectiveness of consequence management rests on the ability of officials to coordinate and work collaboratively. There is a need to develop a cohort of policy makers who are not only experts in their technical field but are skilled in the complex interactions required for effective consequence management. Such a cadre of professionals would be a strategic asset for Australia.

⋮ The program brings together officials from a range of Departments and Agencies to build skilled professionals with an integrated approach to consequence management, a deeper understanding of emergency response mechanisms at both the State and Federal levels, and a collaborative response culture.

## Learning Outcomes

The ECM® is designed for those in leadership roles to:



Learn how to operationalise the Australian Government Crisis Management Framework (AGCMF) and National Coordination Mechanism (NCM)



Understand the construct of consequence management for policy development and crisis response at all levels within government and the communication with Industries across all sectors during crises



Create action plans, dialogue and debriefing mechanisms which embed consequence management in agency planning and thinking



Understand and utilise the broader contextual landscape within complex emergencies to include political, social, environment, diversity and economic factors



Identify the leadership skills required to effectively lead consequence management considerations



Experience first-hand from community members their reflections before, during and after complex emergencies



## Program Facilitators – Rhonda Andrews and Joe Buffone PSM GAICD

**Rhonda Andrews** is the Principal Psychologist and Managing Director of Barrington Centre since 1985, who delivers evidence-based leadership, resilience, and trauma-recovery strategies that support executive teams, high risk sectors and major disaster preparedness, response and recovery in Australia & Internationally.



**Joe Buffone** is the former Deputy Coordinator General at the National Emergency Management Agency Australia with over 30 years' experience in security and disaster management, overseeing disaster coordination and major event security and having led responses to significant emergencies across Australia and Internationally, supported by extensive executive roles, and operational deployments.



## Joe Buffone

Former Deputy Coordinator General,  
National Emergency Management Agency

This is the future of Emergency Management in dealing with complex disasters and crises. A focus on Consequence Management, Leadership, Empowering Community and Participatory Democracy that engages industry and governments to reduce harm and maintain confidence across our society during crises. The Australian Government Crisis Management Framework is focused on all hazards where we have crises of national significance. As we deal with the complexity of consecutive, concurrent and

compounding events, we need to have arrangements that work across society, share knowledge and understanding, organise ourselves in inclusive ways to inform our decisions that result in speed to action.

We need to reframe the future and give confidence that our leaders at every level to ask the tough questions, engaging with risk, looking to the future and be willing to engage in the much needed challenging conversations.”

## Collaboration and Application

Delegates are assigned to Syndicates to build their cross sectoral understanding of the roles and requirements of other government departments. The breadth of experience and varied perspectives are an integral part of the development and learning opportunity.

Delegates then have the opportunity to directly apply these learnings from the program into immersive scenario exercises.

## Program Details

### DELEGATES:

This program is designed for Band 1's, EL 1's, EL 2's and high performing APS 6's. Middle and Seniors Managers/Team Leaders.

### DETAILS:

In-person program delivered at:

**ThinkPlace Canberra**

**50 Blackall Street, Barton, ACT 2600**

### STRUCTURE:

Each program is a two-day non-residential professional development program for Commonwealth Professionals with crisis management responsibilities, based on the AGCMF. Representatives from State and Territory Jurisdictions are invited to participate, and to provide input from their operational & strategic perspectives.

June	2026
<b>DATES:</b> Tuesday 16th & Wednesday 17th June	
<b>Day 1</b>	9:00am to 5:00pm then continue for refreshments with our Keynote Speaker 5:00 - 6:45pm
<b>Day 2</b>	8:30am to 4:30pm

September	2026
<b>DATES:</b> Thursday 17th and Friday 18th September	
<b>Day 1</b>	9:00am to 5:00pm then continue for refreshments with our Keynote Speaker 5:00 - 6:45pm
<b>Day 2</b>	8:30am to 4:30pm

Registration fee: **AUD\$2,950 + GST**

**Register here** [↗](#)