

# Austrian Red Cross

## Communication & Information management

### What we have / What we need ...



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Head of Emergency Medical Service and Disaster Management, Styrian Red Cross



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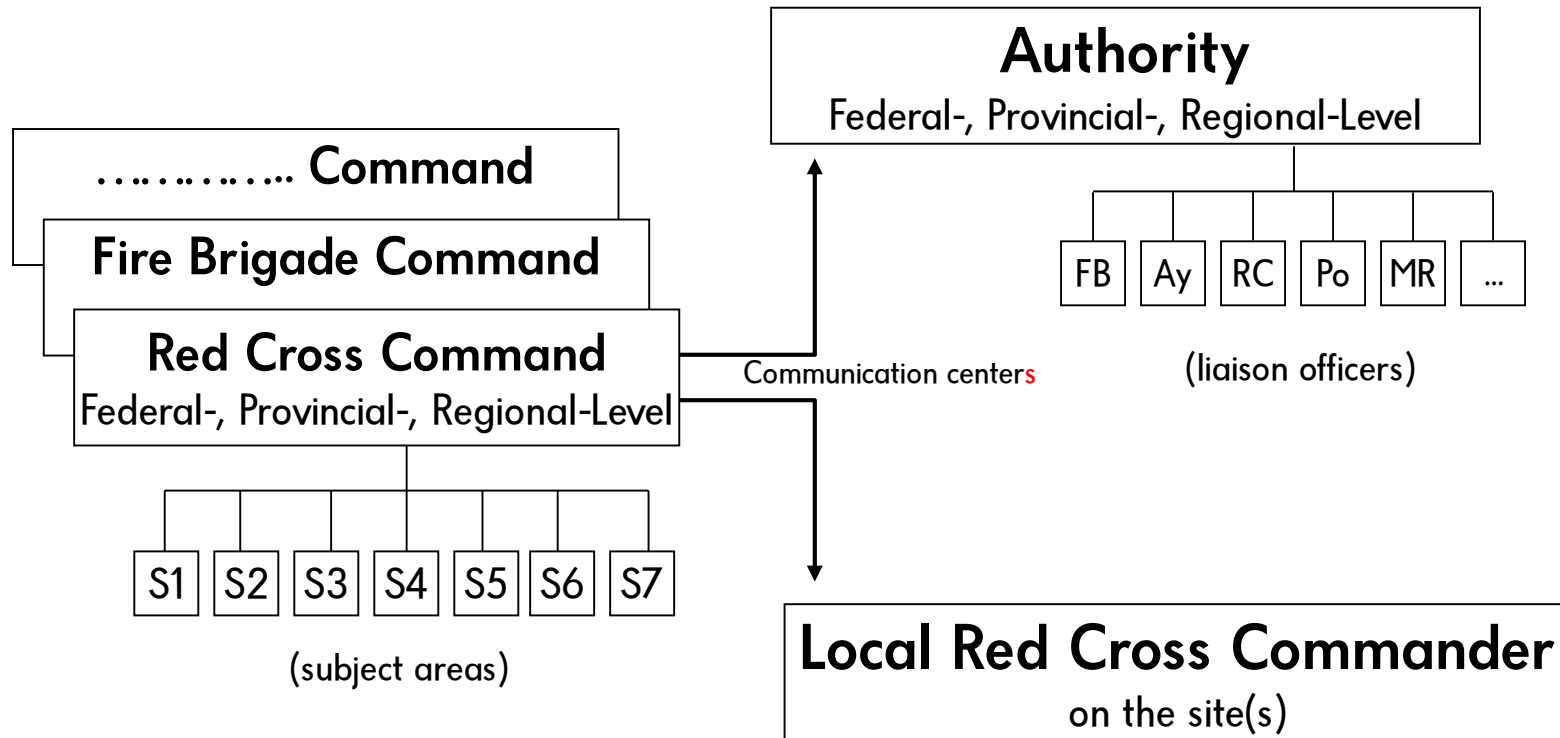
# The Austrian Red Cross

- Largest humanitarian aid organisation in Austria
- Largest provider of rescue, ambulance service and of psychosocial support
- Main actor in Austria's Civil Society
  - EMS
  - First responder
  - "Team Austria" etc.
- Competence:
  - Voluntary Management
  - Disaster Management
  - Strategies
  - Lobbying



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# Austrian National Command And Control Structure



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# Information Management Tools – national (and international)

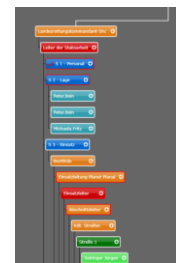
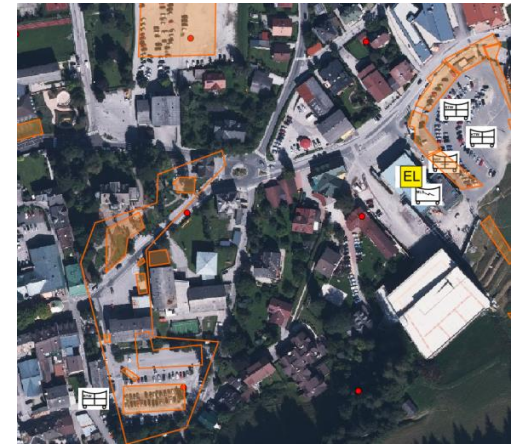
- Office Tools (E-Mail, Phone, Fax, MS Office, etc.)
- During operations: Radio Communication (TETRA, VHF, ...) and Satellite Communication (IRIDIUM, THURAYA, BGAN)
- Web-Based Systems (e.g. FÜIS, Ruatti Commander)
- Dispatch Software in our Emergency Call Centers



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# FÜIS (Command Information System)

- Financed and supported by the Styrian government
- Free access for all emergency organizations
- Training, planning and response, operation control and information
- Information sharing between different organizations in action (real time)
- Includes all necessary information of Styria for carrying out operation



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# (Emergency) Dispatcher Centers

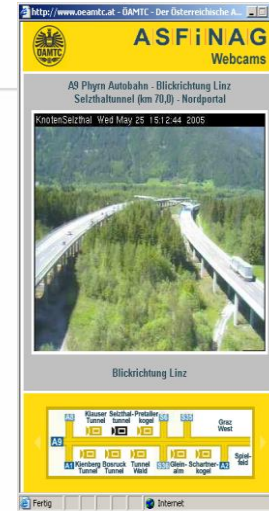
- Basis:
  - Telephone and radiocommunication
  - Dispatch Software
- Gateway to other information systems active and passive
  - Internet, Webcams
  - Linked operation and control centers
  - Smartphone Applications (!)
  - Automatic GPS alerting systems
  - .....



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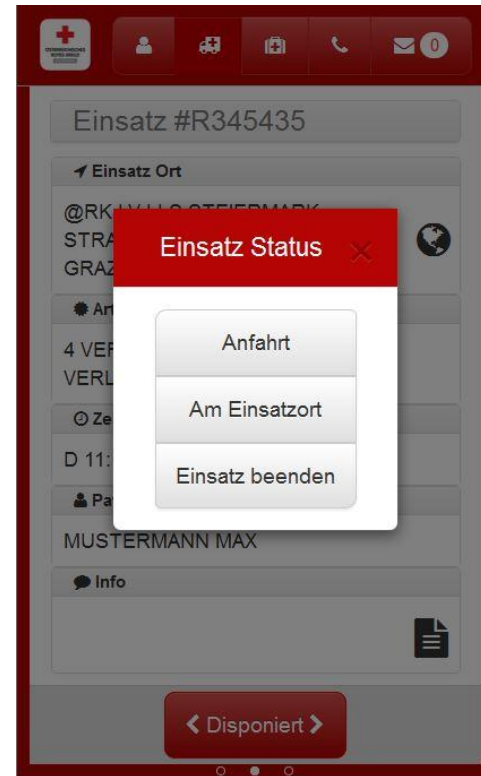
# Webcams and Control Centers

ASFINAG Verkehrskameras



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# Smartphone Applications



Dispatching First Responders in the same way as ambulance cars



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# IVENA (Interdisciplinary Patient-Centered Capacity Tool)

Bitte wählen Sie eine Stadt oder einen Landkreis aus, der angezeigt werden soll:

**Leitstelle Frankfurt**

Bitte wählen Sie ein Fachgebiet:

Augenheilkunde  
 Chirurgie  
 Frauenheilkunde u. Geburtshilfe  
 Geriatrie  
 Hals-Nasen-Ohrenheilkunde  
 Haut- und Geschlechtskrankheiten  
 Hyperbare Medizin  
 Innere Medizin  
 Kinderheilkunde  
 Mund-Kiefer-Gesichts chirurgie  
 Neurochirurgie  
 Neurologie  
 Nuklearmedizin/Hämатologie  
 Psychiatrie und Psychotherapie  
 Psychotherapeutische Medizin  
 Urologie  
 Besondere Aufgaben  
 Diagnostik/Geräte  
 Palliativ

Bitte wählen Sie einen Fachbereich:

Allgemein/Viszeralchirurgie  
 Chir. Intermediate Care  
 Chirurgische Intensivstation mit Beatmung  
 Chirurgische Intensivstation ohne Beatmung  
 Gefäßchirurgie  
 Handchirurgie  
 Kinderchirurgie  
 Orthopädie  
 Plastische Chirurgie  
 Replantationschirurgie  
 Traumatologische Intensivstation  
 Unfallchirurgie  
 Verbrennungschirurgie

Bitte wählen Sie eine Behandlungsdringlichkeit:

Notfallversorgung  
 Stationäre Versorgung  
 Ambulante Versorgung

Leitstelle Frankfurt		14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00
Bürgerhospital	DAV								
Elisabethen Krankenhaus									
Hospital zum Heilig Geist	DAV								
KH-Sachsenhausen									

	SR	HKU	ANG	SU	GEE	NFD	Rö	CT	MRT	CIS	CIB	IIS	IIB	NIS
Bürgerhospital														
Elisabethen Krankenhaus														
Hospital zum Heilig Geist														
KH-Sachsenhausen														

- Tool to optimize patient dispositions
- Open to the public
- Linked with all hospitals, their departments and resources
- Connected with ambulance services and dispatcher centers
- real-time access to disposable resources in hospitals



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# Information Management Tools - international

- Tools of IFRC - Field Assessment and Coordination Team (FACT), Emergency Response Units (ERU), International Response Teams (IRT), ....
- Tools of EU Civil Protection Mechanism – EU-Civil Protection Team (EUCPT), Technical Assistance Team (TAST), EU Modules,...
- Tools of UN - United Nations Disaster Assessment and Coordination Team (UNDAC), UN Cluster Approach, etc.



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# RCRC - DMIS (Disaster Management Information System)

- DMIS is a web-based internal working tool
- Available only to Red Cross and Red Crescent staff working in national societies, delegations and the Geneva headquarter
  - Real time information on disaster trends
  - Information on internal and external resources
  - Offers tools and databases

Date	Country	Disaster	Summary
20 May 15	<a href="#">Colombia</a>	Avalanche (Wet)	<a href="#">Avalancha por rem...</a>
20 May 15	<a href="#">Tajikistan</a>	Earthquake	<a href="#">Earthquake Tajik</a>
17 May 15	<a href="#">Iraq</a>	Population movements	<a href="#">Population Movem...</a>
16 May 15	<a href="#">Guatemala</a>	Floods	<a href="#">Efectos del Mar de</a>
15 May 15	<a href="#">Burundi</a>	Civil unrest	<a href="#">Burundi civil unres</a>
14 May 15	<a href="#">Tanzania, United Repu...</a>	Population movements	<a href="#">Burundian Refugee</a>
13 May 15	<a href="#">Tajikistan</a>	Floods	<a href="#">Floods and Mudslid</a>



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# RCRC - Appeals, Plans and Operation Updates

- Information tool open to the public and the red cross community
- Keep disasters in mind
- Fundraising

Appeals, p Learning | Education | Training  
 Become a volunteer  
 Asia Pacific Fundraisers' Network

Find documents

Year: 2014 | 2015

Location

Global/Zone: Africa

or Region: Select

or Country: Select

Type: Type

Appeal code:

Document title:  Search

Type of Disasters/ Categories

- Geophysical
  - Avalanche
  - Earthquake
  - Landslide
  - Rockfall
  - Subsidence
  - Tsunami
  - Volcano
- Meteorological
  - Cyclone
  - Hurricane

The total number of documents meeting the criteria is 196

Location	Appeal code	Name	Document name	Date
Nigeria	MDRNG017	Nigeria - Ebola Virus Disease (MDRNG017)	Operations Update No. 21	15 May 2015
Senegal	MDRSN010	Senegal - Ebola Virus Disease (MDRSN010)	Operations Update No. 19	15 May 2015
Africa	MDR60002	Africa - Ebola Coordination and preparedness (MDR60002)	Operations Update No. 22	15 May 2015
Guinea	MDRGN007	Guinea - Ebola Virus Disease (MDRGN007)	Operations Update No. 23	15 May 2015
Liberia	MDRLR001	Liberia - EVD Outbreak (MDRLR001)	Operations Update No. 23	15 May 2015
Sierra Leone	MDRSL005	Sierra Leone - Ebola Virus Disease (MDRSL005)	Operations Update No. 24	15 May 2015
Africa	MDR60002	Africa - Ebola Coordination and preparedness (MDR60002)	6 Month Summary ..	15 May 2015



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# RCRC – Trilogy Emergency Relief Application

- In cooperation with telecommunication providers
- Allows aid agencies and mobile phone users in disaster areas to interact in real time
- It is an SMS two way communication system between disaster affected people and aid agencies
- One mobile phone can give Information to a whole community by oral dissemination



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# Other (open source) Systems

- **GDACS** Global Disaster Alert and Coordination System
- **Virtual OSSOC** On-Site Operations Coordination Centre
- **ERCC Portal** Emergency Response Coordination Centre
- ...

25/4/15	7.9M Earthquake in Nepal on 25 Apr 2015 06:11 UTC
26/3/15	Chile - floods
11/3/15	Tropical Cyclone Pam
31/3/15	Typhoon Maysak - FS Micronesia



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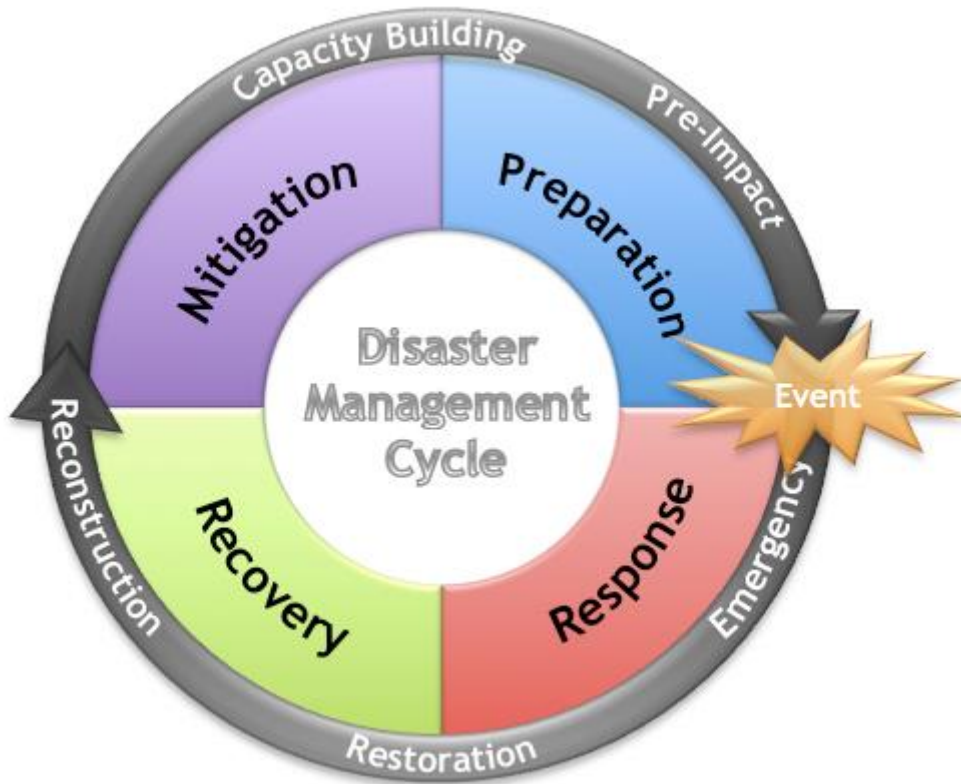
# Change of Perspectives

What do they need? How can we support that?



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# Holistic Approaches



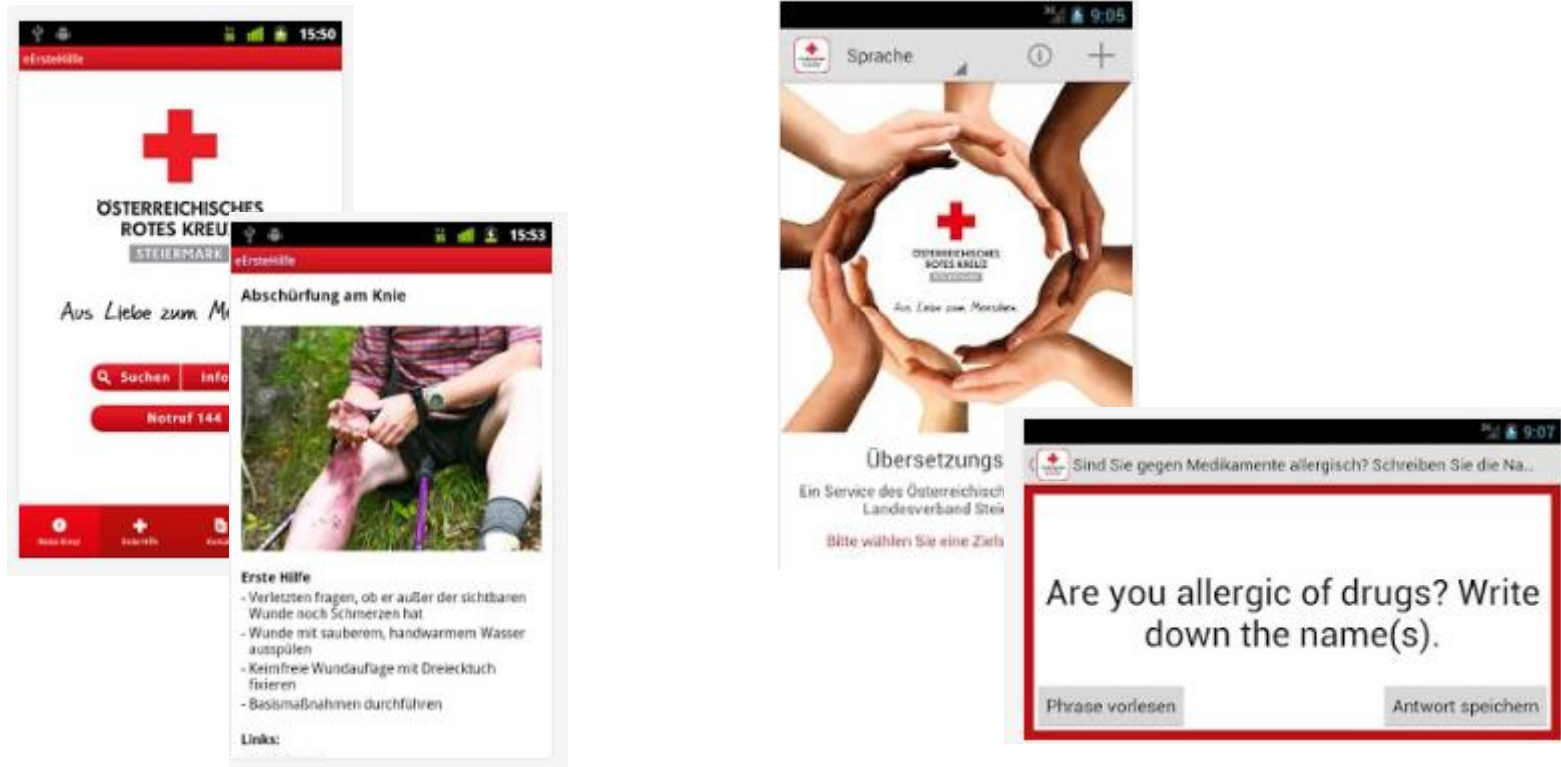
We have to think about every part of the disaster management circle to improve our impact. Information sharing is therefore most important!



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# Smartphone Applications



Helping people interact in emergencies



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# SMS Alerting Systems

- For People living in endangered areas
- SMS on the mobile phone
- indicates a hazard in case of an impending storm, hail, heavy rain, floods etc.
- Give measures for the protection of people and their property



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# Communication for raising resilience

- There is a need of communication ....
  - **Real time information**
  - Preparedness information
  - Activate help for small tasks
  - Give and get situation information up-to-date
  - Give specific recovery information
  - ...

... to get a more resilient population and not only customers!



& Co.



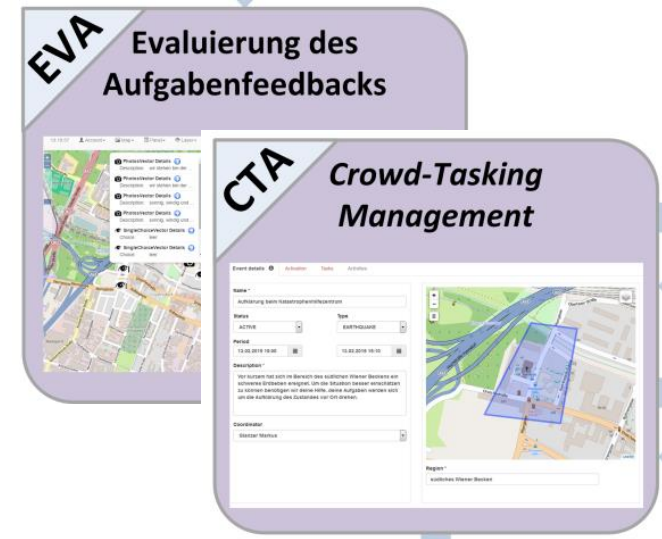
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# The re:acta concept

- Is a crowd tasking tool to strengthen resilience of the public and a utility for non-trained volunteers.
- It shall optimize and foster the operational power of volunteers recruited by the Team Austria.



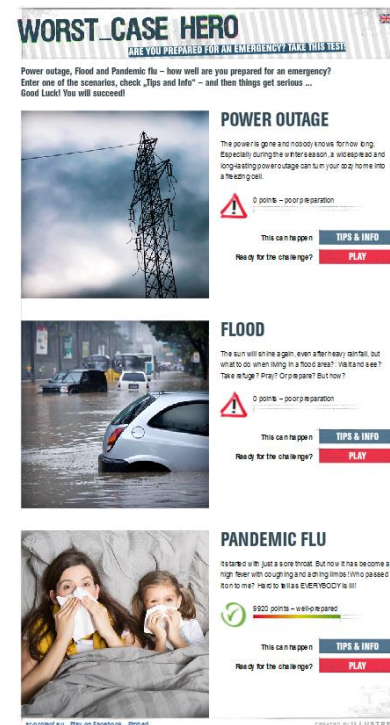
Resilience Enhancement  
by Advanced  
Communication  
for Team Austria



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# Online preparedness games

- On-line training applications as preparedness for disaster
- Following a serious gaming approach
- Collaborative learning promoted by embedding the application into 'Facebook'
- Stimulate users to share and compete their progress with friends



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# Easy Solutions

- Blog for storytelling
- Facebook based platform for in-kind-donation-exchange between donors and receivers
- 24/7 Community management and information in cooperation with radio Ö3

Team Österreich Helferblog  
Berichte von Menschen, die beim Hochwasser anpacken

Home  
RSS



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# Disastermanagement 2.0

- Interact on Social Media
- Listen to the crowd
- Ask the community
- Think about networks instead only of organigrams



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# There is a need of ...

- Common understanding of disaster management
- Common coordination structures
- Common language and data set
- Common communication strategy



**Any technical solutions has to support the end-users and raise the impact of disaster management.**

**Don't forget people without access to social media and telecommunication or who cannot deal with this kind of information sources.**



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# Thank you for your attention!



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