



RESOLVE
EMERGENCY MANAGEMENT

CAPABILITY STATEMENT | 2026

READY • RESPOND • RESOLVE



About Us.

Who We Are

Resolve Emergency Management prepares organisations to manage emergencies in complex, high-consequence environments.

We work across emergency management, incident management, crisis leadership, major events and operational preparedness to develop practical systems that support people responsible for making decisions when conditions are uncertain and consequences matter.

Grounded in Emergency Services

Resolve was built from experience in emergency services and emergency management; not from generic leadership theory.

Our work reflects the environments emergency leaders actually operate in: distributed authority, incomplete information, competing priorities and decisions with immediate consequences.

Our Capabilities.

Practical emergency management capability built for complex, high-consequence environments.

EMERGENCY MANAGEMENT ARRANGEMENTS

Planning, governance and review of emergency arrangements designed for real operational conditions.

INCIDENT MANAGEMENT & COMMAND

Command, control and coordination systems that support effective incident response.

CRISIS LEADERSHIP

Leadership, communication and decision-making capability for people operating under pressure.

EXERCISES & CAPABILITY DEVELOPMENT

Scenario-based training and exercises that test systems, people and organisational readiness.

MAJOR EVENTS & MASS GATHERINGS

Emergency planning and operational preparedness for complex events and large gatherings.

BUSHFIRE & OPERATIONAL READINESS

Bushfire planning, preparedness, mitigation and response capabilities.

Emergency Management Arrangements.

Effective emergency management is more than a plan. It is the interactions between **authority, people, systems, information** and **decision-making**.

OUR ARRANGEMENTS APPROACH



GOVERNANCE

Establish clear frameworks, authority and accountability.



COMMAND

Define command structures, roles and delegations.



COORDINATION

Strengthen internal integration and partner collaboration.



DECISIONS

Mature systems for evidence-based decision-making.



ASSURANCE

Review, test and assess for continuous improvements.

WHAT WE DELIVER

01 EMERGENCY MANAGEMENT PLANS

Risk based arrangements developed around the operating environment and credible consequences.

02 INCIDENT MANAGEMENT STRUCTURES

Command, control and coordination structures that establish how incidents are managed and resolved.

03 ROLES, DELEGATIONS & ESCALATIONS

Clear responsibilities, decision authority and escalation pathways that reduce uncertainty when time matters.

04 REVIEW, EXERCISE & ASSURANCE

Targeted reviews, exercises and validation activities that test arrangements and identify the opportunities for improvement.

BUILT FOR REAL CONDITIONS



Risk Based

Grounded in the risks that matter most to your operations.



People Focused

Designed for the people who lead, respond and support your organisation.



Adaptable

Flexible and scalable for changing risk, resources and environments.

READY • RESPOND • RESOLVE

Leadership & Capability Development.

We build the capability of leaders and teams to think **clearly**, decide with **confidence** and **lead others** when consequences are high.



Command & Leadership

Leading effectively when authority is distributed and conditions are changing.

- Establishing intent and priorities
- Building effective teams
- Managing workflow and span of control
- Leading with presence, composure & credibility



Decision Making Under Pressure

Maintaining judgement when information is incomplete and time limited.

- Risk & consequence thinking
- Rapid decision cycles
- Managing uncertainty and change
- Avoiding cognitive traps & biases
- Learning and adaptation



Communication & Influence

Creating clarity, trust and alignment across teams, agencies and stakeholders.

- Clear & concise communications
- Active listening and feedback
- Influencing without positional authority
- Difficult conversations
- Building trust and team cohesion



Exercises & Development

Building capability through realistic scenarios, reflection and feedback.

- Scenario based learning outcomes
- Realistic, adapted exercises for cohorts
- Debriefing and after action review processes
- Sustained capability growth frameworks.

OUR DELIVERY APPROACH

01

Assess



Gain the understanding of the operational environment, gaps and development needs.

02

Design



Build contextualised scenarios around real world emergency management conditions.

03

Deliver



Facilitate practical, scenario-based development that requires active engagement.

04

Measure



Debrief, evaluate performance and identify where capability needs to improve.

Resolve Emergency Management.

Specialist emergency management support for organisations operating in complex, high-consequence environments.

We work with clients to strengthen emergency arrangements, incident management capability, leadership and operational readiness with a practical focus on systems that work when they are needed.

For project enquiries, capability discussions or specialist support:

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SCAN TO LEARN MORE





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