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NT Government Surge Workforce Project

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NT Emergency Service



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NTG Surge Workforce

What is it?

- It's a group of NTPS employees who can be called on to support response and/or recovery operations after major emergencies for hazards identified in the Territory Emergency Plan.
- This isn't a full-time role; you'll continue in your normal job and only be called on for short periods when extra help is needed.
- Anyone working in the NTPS can apply, roles will be dependent on training, skills and conditions of employment



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NTG Surge Workforce - Guideline

The purpose is to assist agencies in facilitating consistent processes for workforce mobility across the NT Public Sector in the response to, and recovery from extraordinary events

The objectives of the Guideline are to:

- Articulate the roles and responsibilities in managing and utilising the surge workforce
- Provide guidance on how to activate the surge workforce
- Describe the governance around using the surge workforce
- Provide guidance on human resource, training and financial management of the surge workforce
- Comply with the *Public Sector Management Act* 1993 enterprise agreements (EA) and safe work legislation.

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NTG Surge Workforce – Example Functions

Administration support	Administrative skills eg- minute-taking, record-keeping, reception, data entry, keyboard, photocopying, etc.
Contact tracing	To slow the spread of infections by identifying people, animals, plants or equipment that may have been in contact with an infected entity.
Inbound call centre	Inbound call centres are where the general public or specific group of people contact a single phone number that traditionally provide pre-determined information and/or answer questions.
Outbound call centre	Outbound call centres make calls, contacting a target audience to either seek information or provide specific information.
Blended call centre	Blended call centres are a mix of both functions, where the call centre staff have the option of answering or making calls, pending on the demand or operational priority.
Welfare staff	Establishment of evacuation centres, provision of psychological first aid and basic immediate essential goods, quarantine centres (under Public Health planning) and the payment of Disaster Recovery Funding Arrangements (DRFA) Category A to individuals. A 24/7 workforce is required and can include deployment to regional and remote communities during the response and recovery phases.
Emergency Shelter Group	Coordination of personnel to staff and operate emergency shelters when they are activated and assisting with the staffing and operation of such shelters as they may be designated evacuation centres and welfare assembly centres in a post event phase.
Field staff	Employees working outside of office settings, often in remote locations, which could include performing a range of functions in support of an incident
Vaccination centre staff	Trained employees who administer vaccines to the public and may include nurses, general practitioners, pharmacists plus general staff who assist in the efficient operation of a vaccination centre.





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NTG Surge Workforce - Activation





Incident escalates

▼

Incident Controller or Functional Group Lead (Requesting Officer) identifies need for additional NTG resources

Request submitted to Chief Executive

▼

Chief Executive requests activation of the NTG Surge Workforce from TEMC

▼

TEMC approves activation

▼

Territory Administrator (NTES Manager Northern) requests workforce data from DCDD Data Warehouse

▼

Territory Administrator provides workforce data to Agency Administrator

▼

Agency Administrator provides workforce information to Requesting Officer

▼

Logistics/Resource Functions tasked to coordinate and manage surge personnel

▼

Agency and Territory Administrator's to undertake reporting regarding the deployment and management of resources as required

▼

Incident de-escalates

▼

NTG Surge Workforce stood down and returned to normal duty (under a fatigue management plan if required)

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NTG Surge Workforce - Policy

The purpose of this policy is to facilitate surge workforce mobility across the Northern Territory Public Sector in the preparation for, response to and recovery from emergency events.

The objectives of the surge workforce policy are to enable:

- Efficient and effective surge workforce sharing arrangements
- Compliance with *Public Sector Employment Management Act 1993 (PSEMA)*, enterprise agreements and safe work legislation
- The establishment of a centralised across government staff register
- Documented financial arrangements and responsibilities in relation to surge workforce.

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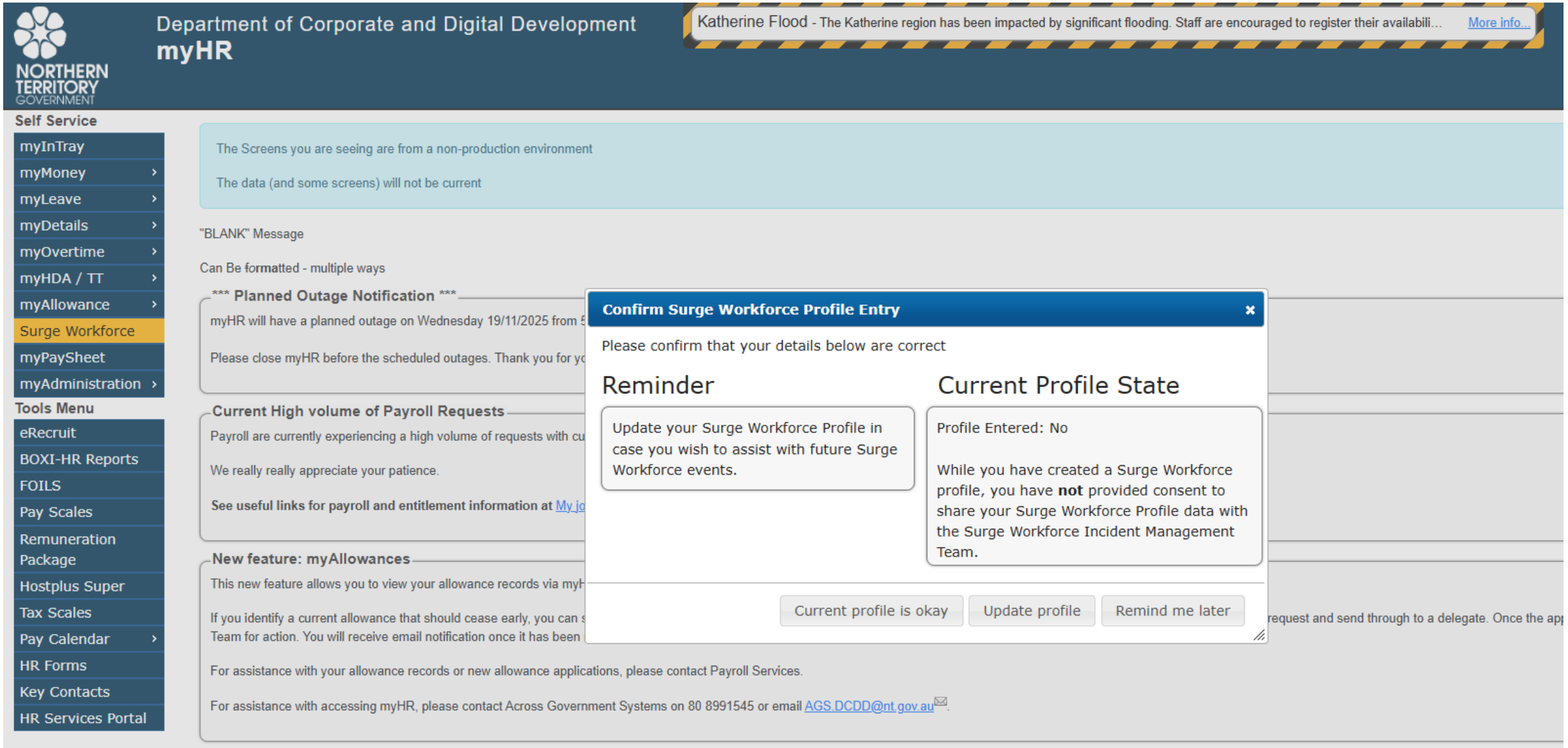
NTG Surge Workforce – Communications Plan

The purpose is to ensure all public sector employees and supervisors to understand the purpose, process and benefits of the initiative, providing clear direction on how to participate, prepare and contribute to emergency operations across the Territory.

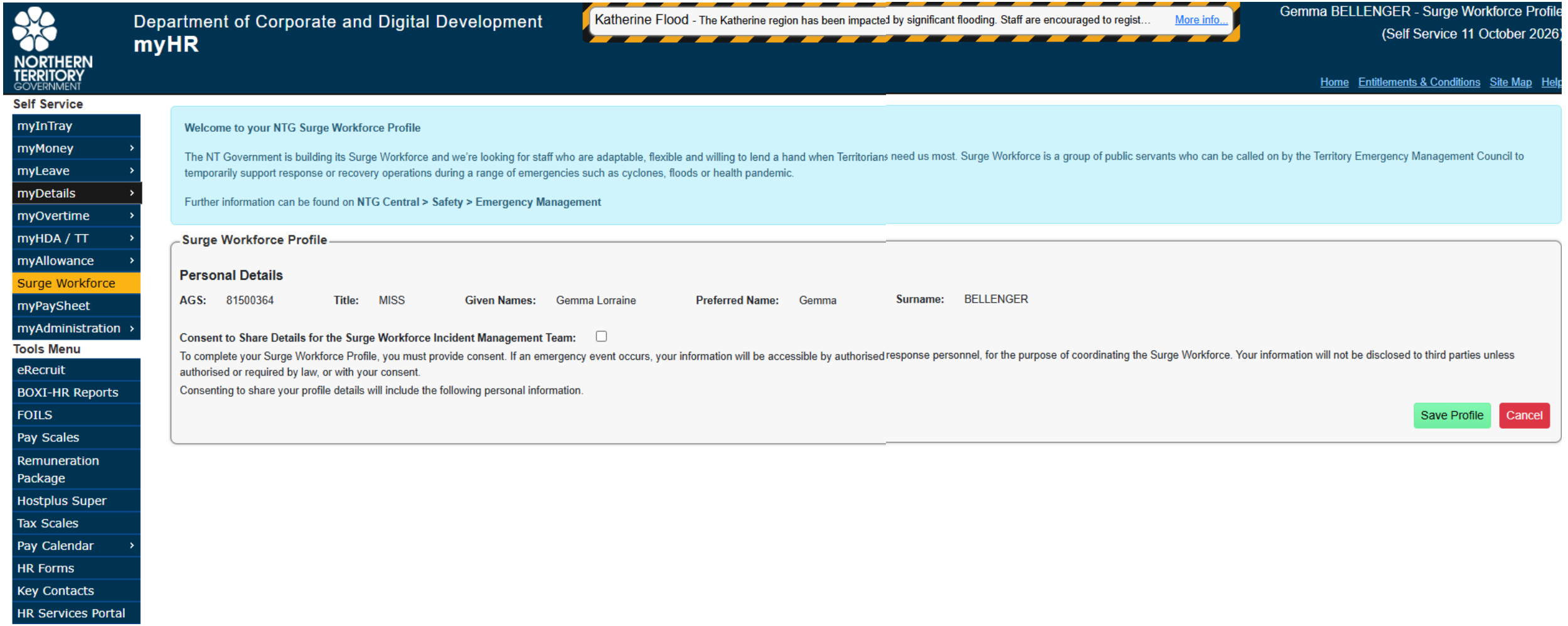
The objectives of the surge workforce policy are to:

- Increase awareness of the Surge Workforce and its importance.
- Encourage participation in the Surge Workforce.
- Communicate the benefits of being involved.
- Employees know how to register.
- Ensure employees update their details annually prior to the higher risk weather season (October)
- Embed consistent Surge Workforce messaging into annual preparedness communications led by the NTES and supported by the Public Information Group.

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Surge Workforce Profile

Personal Details

AGS: 81500364 **Title:** MISS **Given Names:** Gemma Lorraine **Preferred Name:** Gemma **Surname:** BELLENGER

Consent to Share Details for the Surge Workforce Incident Management Team: ☑

To complete your Surge Workforce Profile, you must provide consent. If an emergency event occurs, your information will be accessible by authorised response personnel, for the purpose of coordinating the Surge Workforce. Your information will not be disclosed to third parties unless authorised or required by law, or with your consent.

Consenting to share your profile details will include the following personal information.

Updating your contact details here will update your Work contact information in the *myDetails* > *Contact* form automatically.

Work Address: DCIS HR System Support
Jacana House
38 Woods Street
Suburb: DARWIN
State: NT
Postcode: 0800
Country: Australia (AU)

Work Telephone: 89943892
Work Mobile: 0400123456
Work Email: testing.hrsystems@nt.gov.a

This data will also be provided if you have consented to share your details

Gender:	Female
Agency:	
Position:	
Classn:	
Remote Location:	Darwin
Employment Status:	Permanent
Contract Type:	Full Time
Shift Worker:	No
Days Per Week:	5
Hours Per Week:	36:45
Separation Date:	
Expected Separation Date:	

Have you participated in an emergency event before? **Yes:** ○ **No:** ○

Dates for which you may be available to work as part of a Surge Workforce. Leave the Available To date blank if you don't have a specific end date.

Available From: 11 Oct 2026 **Available To:** optional

Functions relevant to your skills/qualifications that you are interested in assisting with as part of a Surge Workforce.

Functions:

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Functions relevant to your skills/qualifications that you are interested in assisting with as part of a Surge Workforce.

Functions:

- Administration
- Call Centre
- Communication
- Data Analysis
- Data Entry
- Deputy Shelter Manager

Qualificatio

Please enter be ...force. You can register some qualifications in myLearning. To find out more visit myLearning.nt.gov.au.

Qualification N | **Qualification Year:** format: YYYY | **Registered in myLearning?:** | Delete Qualification

Add another

Clearances

Please list any clearances you hold that may be relevant to participation in a Surge Workforce - e.g: police check or Working with Children clearance.
Note: National Security Clearances should not be included.

Clearance Name: Select a clearance | **Clearance Expiry Date:** | Delete Clearance

Add another Clearance

Licences and Work Permits

Please enter below any licences or permits you have that may be relevant to Surge Workforce.

Licence/Permit Name: Select a licence or permit | **Licence/Permit Expiry Date:** | Delete Licence/Permit

Add another Licence or Permit

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Qualifications

Please enter below any qualifications you have that may be relevant to a Surge Workforce. You can register some qualifications in myLearning. To find out more visit myLearning.nt.gov.au.

Qualification Name: Select a qualification

Qualification Year: format: YYYY

Registered in myLearning?:

Delete Qualification

Add another Qualific

- AIIMS Level 2 Incident Control
- AIIMS Level 2 Logistics
- AIIMS Level 2 Operations
- AIIMS Level 2 Planning
- AIIMS Level 2 Public Information
- Evacuation Centre Manager Training

Clearances

Please list any clearanc … or Working with Children clearance.
Note: National Security

Clearance Name:

Clearance Expiry Date:

Delete Clearance

Add another Clearar

Licences and Work Permits

Please enter below any licences or permits you have that may be relevant to Surge Workforce.

Licence/Permit Name: Select a licence or permit

Licence/Permit Expiry Date:

Delete Licence/Permit

Add another Licence or Permit

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Is English your main language?

Other languages spoken fluently (including English if NOT your first language):

Select Language/s...

What is your availability?

Work Hours: ☐ **After Hours:** ☐ **Weekends:** ☐

Are you willing to travel? **Yes:** ○ **No:** ○

Do you have a current Flexible Work Arrangement that could impact your ability to support emergency response activities? ⓘ **Yes:** ○ **No:** ○

Additional Notes:

Any additional notes/special considerations that event managers should be aware of when assessing your suitability for Surge Workforce placement.

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Select Supervisor

This form is not submitted to a supervisor and no approval is required to submit your profile. The information entered will be used to populate Surge Workforce data only. Enter a Surname, AGS, or Position Number and select **Person Search**. Searches default to your agency, but you can choose another agency from the drop-down menu.

Surname:

AGS Number:

Position:

Person Search

Change Surname Search to Agency:

Save Profile | Cancel



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Questions?

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