



NATIONAL EMERGENCY

R e s p o n s e

OFFICIAL JOURNAL OF THE AUSTRALIAN INSTITUTE OF EMERGENCY SERVICES

VOLUME 22 NO. 4 SPRING 2009
PRINT POST PUBLICATION NO. PP337586/00067

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PART II



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PUBLISHER

National Emergency Response is published by
Countrywide Media

[countrywidemedia](http://countrywidemedia.com.au)

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NATIONAL EMERGENCY R e s p o n s e

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Spring2009 • National Emergency Response

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FRONTCOVER

Beach houses on Galveston Island damaged
by Hurricane Ike, September 2009.



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AIES UPDATE

ANNUAL GENERAL MEETING

The postponed Annual General Meeting of the AIES was held at the Australian Maritime Safety Authority in Canberra on 25 June 2009.

Annual Reports presented at this AGM from the National President and General Secretary and Registrar are available below.

PRESIDENT'S REPORT

JOHN RICE FAIES

At the last General Council meeting held in Sydney on the 20 April 2009, long serving members Maurice Massie QPM, LFAIES (National President), Brian Lancaster ESM, LFAIES (National Vice President) and Alan Alder OAM, LFAIES (Board Member) did not renominate for executive positions on the General Council.

I would like to express to Maurice, Brian and Alan the sincere and heartfelt appreciation of the National Council, for the hard work and dedication given in service to the Institute and our members over many years.

I would especially like to thank Maurice for his hard work and commitment over the last 10 years in his capacity of National President. Maurice and Brian continue as members of the General Council and together with Alan all will remain on the executive of their own Divisions.

Alan Holley FAIES was elected as Vice President and Alan Marshall O.StJ, MAIES was appointed to fill the vacancy left by the resignation of Alan Alder.

The Institute has a number of interesting challenges ahead particularly in the area of membership. As the new President of the Institute, my main aim is to see how we can provide more services and support to members.

Any increase in membership is one immediate way to empower the Divisions and the General Council to provide more services through an increase in membership fees and a greater support at division level.

The General Council will also be working towards a centralised membership register to bring all membership records together in one place and in one format. It is intended that this register will be on-line and accessible through the Institute's website with each Division having access and control over their own membership records.

GENERAL SECRETARY/ REGISTRAR'S REPORT

ROBERT MAUL LFAIES

I regret to advise that the AIES at National level suffered a financial loss of \$3470 for the 2009 calendar year. This was to be expected as General Council, at its Annual Meeting in Hobart in 2007, resolved that all State Registrars were to attend the 2008 AGM of the Institute to be held on 16 April 2008 in Brisbane. General Council also agreed that there should be a Meeting of all State Registrars on 15 April 2008 so that matters of common national interest and state issues affecting the AIES could be discussed, resolved and recommendations made to General Council the next day. This proved to be a successful activity with many recommendations arising therefrom. However, substantial additional expenditure occurred in relation to travel and accommodation.

Notwithstanding the loss, the AIES continues to be a viable entity as is evidenced from the National Auditor's Report with its total assets

standing, as at 31 December 2008, at \$32,442.82, with its only outstanding liabilities being accrued charges arising from the audit of the Financial Report and other auditing services amounting to \$1035. The retained earnings of the Institute stood at \$31,412.82 at the end of the calendar year.

There was an appreciable drop in levy payments from Divisions due to declining membership levels which occurred in the previous year. Fortunately during 2008 these problems were addressed at Divisional levels. The total income to General Council decreased by an amount of \$2385.54 in comparison to the previous year, but expenses overall decreased by an amount of \$189.51.

A decision was made at the Annual Meeting of General Council that subscription fees be increased for members from \$30 to \$50 and Fellows from \$50 to \$60. Other rates remain the same. The reason for this was that extra revenue was needed by the Divisions to remain viable and be able to carry out the functions as ascribed in the Articles and Memorandum of Association of the Institute. It remains to be seen whether this decision will result in extra income in the coming years.

The journal of the Institute continues to be published quarterly and issued to members, and a large coloured calendar was also issued to members in the year. One of the disappointing features is the lack of enthusiasm by members to contribute articles for inclusion in their AIES journal, even though an annual attractive prize is awarded for the best article published in the journal. It is hoped that members will contribute articles for inclusion in their journal during 2009 and onwards.

AIES is pleased to announce the following emergency service people became members of the Institute between July and September 2009:

NAME	ORGANISATION	STATE
Danniel Kenner	Police/SEMC	NSW
Craig Ellery	Health Services	VIC
Richard Lodder	Police	VIC
Ben Crathan	SES	QLD
William Catterall	Police	QLD



FROM THE PRESIDENT'S DESK

John Rice, FAIES

National President

On Sunday 31 May 2009 I was pleased to attend celebrations at the Brisbane Water Police Complex, Lytton to mark the 150th anniversary of the Queensland Water Police.

In the company of many past and present water police officers, their families, and friends from all emergency services, Queensland Police Commissioner Bob Atkinson APM unveiled a commemorative plaque to mark the occasion. Also in attendance were Premier of Queensland The Hon. Anna Bligh MP and Minister for Police, Corrective Services and Emergency Services The Hon. Neil Roberts MP.

Commissioner Atkinson said the history of Queensland's Water Police featured numerous instances in which officers had shown outstanding bravery and dedication during a crisis. Many Water Police Officers have risked their lives to save others, including Senior Constable Ivan Adams who dived continuously for 10 hours to rescue 12 sailors from the capsized 3000 tonne Danish dredge (Kaptajn Nielsen – 18 September) in 1964 Commissioner Atkinson.

Premier Bligh said the plaque recognised the role water policing had played in Queensland's rich law enforcement history and remembered the first Water Police Officer to die while on duty, Constable George Young.

"Constable Young was assigned the task of flying with the Royal Australian Air Force Amphibian crew to assist in the search for Brisbane typist Marjorie Norval, who had been missing for 17 days," the Premier said.

"While travelling low over the Albert River at Beenleigh (28th November 1938), the plane struck power lines

which caused it to crash into the ground and explode."

It is the policy of the Queensland Police Service to name new Water Police vessels in honour and remembrance of officers who have given their lives in service to the people of the State. The service and death of Constable Young continues to be recognised through the Townsville police vessel GEORGE R. YOUNG, named in his honour.

The fact that 20 police vessels in Queensland carry the names of deceased officers of the Queensland Police Service is a sobering reminder of the dangers faced by all in the emergency services during their day to day jobs.

Congratulations go to the Queensland Water Police on their 150th anniversary.

PRODUCTIVITY PLACES PROGRAM

The Institute has been concerned for some time at the lack of professional development opportunities for Emergency Service workers under the Australian National Training Framework. There are few formal professional development and qualification programs, especially under the Public Safety Training programs at the Diploma and Advanced Diploma level, currently available within the individual emergency services and even fewer through external training providers.

This lack of training opportunities sees many of our members unsuccessfully competing for these limited training resources and opportunities for no other reason than the insufficient available training places.

The Institute has taken steps to promote training opportunities provided under the Commonwealth and State joint-funded Productivity Places Program. This program provides substantial Government funding that should see many more training places become available for emergency service workers.

The program, part of the Commonwealth Government's Skilling Australia for the Future Initiative, funds complete nationally endorsed qualifications, from Certificate to



Advanced Diploma, across many areas including the Health, Community Services, Correctional Services, Mining and Public Safety sectors. The program aims to deliver a total of 711,000 training places over five years.

There has been keen interest amongst our members in South Australia to secure training under this program especially through the existing worker category. The program provides for a total of 90% of the training costs to be met by the Professional Places Program and the remainder by employers, industry bodies or students.

The AIES fully supports any opportunity for Emergency Service members, retained and volunteer, to undertake formal qualification and professional development training and will continue to promote and lobby for these opportunities.

Second round funding is currently being considered and applicable courses should be available through State and Territory Registered Training Organisations throughout Australia.

For more information interested members should contact their local registered training organisation or State and Territory Departments responsible for training. The Australian Government Department of Education, Employment and Workplace Relations website at www.deewr.gov.au/Skills/ProductivityPlaces provides a link to search for more information on individual Qualifications or Training Providers involved in the program. ●



The first death of a Queensland Water Police Officer was remembered during the 150th anniversary celebrations of the service recently. Constable George Young died in the line of duty in 1938 and has been recognised with the naming of a Townsville police vessel in his honour.

WILL YOU COME HOME FROM WORK LOOKING LIKE THIS?



Join the Victorian Police Association's campaign against violence

Greg Davies

Sergeant Brett Ward was allegedly assaulted while on duty in Melbourne's CBD late at night in August 2009.

Constable Julie Lowe was punched to the face by a female at the Dandenong Railway Station, Melbourne on 29 April 2009, after asking the accused her name. She sustained a fractured eye socket and has since undergone plastic surgery. It is likely she will have serious eye damage in future as a result of this assault. Constable Lowe's accused attacker was charged with Recklessly Causing Serious Injury and at the plea hearing offered no apology and expressed no remorse. While the attacker had no formal prior convictions, she was awaiting court in Tasmania over assault police charges. Magistrate found the charges proven but the attacker was given no conviction.



The recent savage bashing of a police sergeant in the Melbourne CBD focussed further attention on the drunken and violent lawlessness that has become the unfortunate norm in the hours of darkness in Victoria.

Yet there remain many who are opposed to the idea of the perpetrators of sickening violence being held accountable for their own actions. Some are even opposed to the idea of a person who bashes an emergency services worker being sentenced to a term of imprisonment.

Mandatory, or minimum, sentencing is not new. It is not radical or Stalinist or unfair, nor does it undermine the discretion of the judiciary any more than restricting the upper limits of sentencing available to the courts, as is the case now.

Our drink driving legislation has had minimum sentences for years, because deaths and injuries on our roads had reached alarming levels. Those of us old enough to remember when there were 1034 deaths in one year on Victorian roads have no problem with a minimum sentence being legislated alongside a maximum sentence. Such parameters allow the judiciary to provide appropriate sentencing within the expectations of the community and we all accept that it is necessary and appropriate.

It does not matter that a person might be a professional driver, who relies on their licence for their income. It doesn't

matter whether you use your car to do good deeds for your community or to care for someone else – if you are found guilty of drink driving you must lose your licence for a minimum set period. And we all know that.

This raises three major questions:

1. Have deaths and injuries as a result of violent assaults on our city, suburban and country streets reached alarming levels?
2. Should people found guilty of violent assaults not have to wear the consequences of their own actions, regardless of their circumstances?
3. Is it unreasonable that a person convicted of bashing a police officer, who is there to protect the rest of the community, or any other emergency service worker performing their duties, be sent to gaol without exception?

Police ARE trained to deal with violent offenders and with drug or alcohol affected persons – but they are neither Supermen nor Wonder Women – they are ordinary people doing an extraordinary job... An attack on a police officer, firefighter or paramedic is an attack on the community itself.

The inclusion of a minimum sentence for anyone convicted by a jury of an indictable assault on police will go a long way to making those people, who believe they can behave in any sort of idiotic or criminal way they think fit, think twice.

Yes – police ARE trained to deal with violent offenders and with drug or alcohol affected persons – but they are neither Supermen nor Wonder Women – they are ordinary people doing an extraordinary job. Police, as do fireys and ambos, represent the community; they are the community's police and they are there to protect law abiding citizens and to apprehend those who break the law. An attack on a police officer, firefighter or paramedic is an attack on the community itself.

The maximum sentence that can be imposed by a magistrate under the *Summary Offences Act* for assaulting police is six months imprisonment. The maximum available to a judge

after a finding of guilt by a jury, pursuant to the *Crimes Act*, is five years. Incredibly, the sentencing principles used by our judiciary dictate that imposition of the maximum sentence on anyone, for any offence, is inappropriate – regardless of the Parliament having decided what maximum sentence is appropriate – so the idea of increasing maximum sentences without including a minimum sentence is farcical.

And before the bleeding hearts swarm into the fray, where were the cries of outrage from our civil libertarians and like-minded thinkers about the infringements of the human rights of Sergeant Ward, or any other of the countless recent assault victims, who (if they are lucky) will live with the effects of their injuries for many years and perhaps forever?

Their silence speaks volumes.

If the people of Victoria want realistic sentences imposed on criminal thugs – and, make no mistake, that is all they are – then there is a compelling argument for minimum sentences in legislation. Community expectations can and do change with altered circumstances and governments need to be kept in step by those who elect them to power. ●

Greg Davies is Secretary of The Police Association of Victoria. Other States and Emergency Services are urged to lobby their Local MP for tougher penalties for people who attack Police and other Emergency Services Officers, in their line of duty.

LEADERSHIP IN THE VOLUNTEER EMERGENCY MANAGEMENT ENVIRONMENT

A Paper by Major General HoriHoward

AO, MC, ESM (Retd), Chair of ACSES and AEMVF

Leadership can be one of the most frightening subjects which we need to study. We are either faced with a huge list of theoretical qualities which we are supposed to possess or develop, or we are required to read about really famous people with whom we couldn't possibly relate.

But don't despair, everyone can become an effective leader, because leadership can actually be learned. There are of course natural leaders, who possess the personality and personal qualities which attract others to them, and these people generally do very well in leadership positions. However, I say again, everyone can become an effective leader, because leaders are made, not born.

In this short paper I will concentrate on providing some practical tips on functional leadership, because this is what we need in the volunteer emergency management sector. I will leave the discussion of principles to others.

WHAT IS LEADERSHIP?

The US Army Leadership Handbook describes leadership as follows: *Leadership is influencing people by providing purpose, direction, and motivation – while operating to accomplish the mission of improving the organisation.* This is a good description, although I rather like the simpler: *Leadership is convincing your people to want to do what you want them to do.* I like the touch of making sure that your people want to do what you want them to do or as the Americans call it, 'motivation'. Let's face it, in a volunteer environment we can't actually force our people to do what they don't want to do, and we wouldn't want to anyway, because this style of leadership doesn't work for very long even in the disciplined services. Fear of

punishment is not a sound basis for leadership, and never will be.

If you have ever attended a leadership program, or read about leadership, you will have been exposed to lots of discussion about the relationship and management. I consider management to be simply an element of leadership. A good leader will ensure that his/her organisation is well managed. Poorly managed volunteers cannot be well led.

THE BASICS

Let's look at the basics of being an effective leader. They are not hard to acquire, and they will get you through.

Leadership is convincing your p

I think the most basic requirement of a good leader is to be competent at the job you have been given. But what do I mean by competent? I mean becoming familiar with the aims, policies, procedures and programs of your organisation, particularly as they are likely to affect your part of it. So the first of the basics is: **Know your job.**

Once you get to know your job, you must then do it. We assume that you have taken the trouble to learn your job, so now you must do it. Don't be seen by your volunteers to be slack in running the unit/group, or they will lose respect for you. Make sure that your meeting/training nights are well organised. Make sure that the accommodation you occupy is kept neat and clean, and that any equipment is clean and ready to use. Set a good example in dress and general behaviour, and it will rub off, as will poor dress and behaviour. This is pretty basic stuff, and there are many more simple examples of what I am getting at. I'll bet you can think of plenty

of them for yourself. This leaves us with our second basic: **Do your job.**

A key aspect of doing your job is not to do everyone else's job. A good leader delegates. There is nothing more frustrating than to have an immediate superior doing your job for you, or looking over your shoulder while you are trying to do something. So when you are in charge, allocate tasks clearly and simply and let those you have delegated the tasks to, get on with them. By all means check to afterwards to see that they have been done properly, but leave your people alone to do them. Talking about people brings me to the next of the basics.

The most important part of your unit/group is the volunteers who comprise it. Without their support, you will fail. Your first task will be to get to

How to be a good leader:

- Know your job
- Do your job
- Know your volunteers
- Care for your volunteers



know them. You will need to do this so that you can use their talents to help you. You will often find volunteers in your unit/group who have considerable expertise and experience, in some cases, more than yourself. Make sure that you use them. You may also encounter some resentment at your appointment. Be ready for this, and try to enlist the support of the individuals involved. This, then, is the third basic: **Know your volunteers**

Once you have got to know your volunteers, you must take care of them. They will all have needs, and expectations, so you must try to meet them. If you are seen to care about them, they will usually share any problems they have with you. They could relate to training, personal problems, or outside pressures such as with family or work. Always make yourself available to discuss their problems and do what you can to work through them with those involved. If you do, they will respect you for your efforts, even if you can't solve them all. Here then is the fourth of the basics: **Care for your volunteers.**

HOW TO APPLY THE BASICS

Most of what I have said so far will look very much like management rather than leadership, but good management is an essential part of good leadership. You can be the most charismatic individual in the world, but if your unit/group is badly managed, it will eventually fail. While ultimately everything must contribute to being successful in operations, remember that most of your time will be spent getting ready for operations, rather than actually conducting them, and this means managing the day to day situations well.

Where the leadership element comes in is how you carry out the four basics I have just listed, so I will now give you some tips on how to do so.

A good leader is a good communicator, so it is important to keep your volunteers informed of what is going on at your level and higher up within your organisation. Don't hide things from them, even if the news is bad, and be honest with them. You should set aside some time for monthly briefings and encourage feedback. Be careful though not to allow them to degenerate into bitch sessions,

as these are bad for morale.

Communications must work upwards as well, so it will be important to establish a good working relationship with those higher up in your organisation, in particular the paid staff. They can be of considerable help to you, and a good source of advice.

Whenever possible, involve your volunteers in decision making and listen to their views, while making it clear that ultimately the responsibility is yours. Involving your volunteers will give them a feeling of ownership of the decisions even if they don't completely agree with them. Make it clear though that there will not always be time for much consultation, particularly during operations.

A good leader is prepared to admit mistakes and to correct them. At times we all make bad decisions. A bad leader will stick with them, but a good leader will reverse them. This is not a sign of weakness, but is indicative of someone who is prepared to listen to good advice and act on it. If you believe that a bad decision has been made at a higher level, *Continued on page 22*

people to want to do what you want them to do.



Maj Gen Hori Howard believes leadership is what is needed in the volunteer emergency management and has provided tips on how to become an effective leader. Pictured is a group of VIC SES Volunteers heading north to assist with NSW storm tasks.

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TOWONG PILOTS BUSHFIRE DETECTION CAMERA

The learnings of Victoria's Black Saturday disaster has become the catalyst for better preparedness as Australian emergency services and rural and regional communities brace themselves for another bushfire season.

In the north-east Victorian town of Tallangatta, the introduction of a high speed wireless broadband internet link has enabled a wireless bushfire detection camera to be installed, controlling an area of 200 sq km.

The bushfire detection camera is currently on trial, after being installed at the Tallangatta lookout at the start of the 2008-09 bushfire season.

Towong Shire has innovation and technology at the core of most of its Major Projects and in 2005 deployed Australia's first town-wide wireless broadband network across the town of Tallangatta - home to almost 1,000 people.

Towong Shire is a bushfire prone area and with the wireless broadband network project now capable of delivering high speed wireless broadband to 95 percent of the Tallangatta township, council is keen to demonstrate how the expansion of the network could be used to detect bushfires.

Acting Director Development Services Dave Barry said an early detection system for bushfires was one of the motivating factors for bringing broadband to its region.

"We wanted to show that broadband in regional areas was critical not only for education and health but also to potentially deploy remote cameras for the early detection of bushfires" he said.

A lack of infrastructure to operate wireless cameras for the early detection of bushfires is one of the biggest hurdles to overcome in remote and regional Australia.

"While pursuing the deployment of a high speed internet network we found that we were developing infrastructure that was ideally placed to operate wireless cameras," he said.

Towong Shire demonstrated how a wireless early fire detection system could work by purchasing a camera and installing custom-built technology.

"We worked with a software developer who developed the change recognition system for the remote bushfire detection system" Mr Barry said.

The camera works by breaking down the image. If the image pixels are changing inconsistently it is potentially systematic of a bushfire.

"When the camera detects smoke or fire, it exaggerates the changes on the screen so they are readily apparent to the naked eye" Mr Barry said.

From the Tallangatta lookout, the camera can view the township and broader area.

Back at council headquarters, an interface to control the solar powered, full pan tilt zoom (PTZ) camera is available.

"A camera can potentially have much greater capability to recognise miniscule changes that the naked eye can't see and can assist where manned lookouts have to be evacuated."

"A camera can't replace a human operator in all circumstances but it can offer additional strengths to compliment them".

"What we are trying to do with our solution is show that these cameras can be readily deployed and not at a high cost if the appropriate infrastructure is in place."

Up to 10,000 square km of forests are destroyed by fire in Europe every year. In Germany, several hundred forest observation towers have been erected. After many attempts to develop a technical system for early detection, FireWatch has been deployed based on new concepts of both hard and software. It consists of a rotating high resolution digital camera with innovative electronics. Digital images are transmitted to the computer and analyzed. The software recognizes smoke almost in real time by analyzing its typical dynamic and stochastic features. Warnings are automatically passed on to a central monitoring unit, where an operator evaluates them. For this purpose user-optimized software was developed. Firewatch is adapted to the specific conditions of densely wooded regions and detects fire via the trail of smoke within less than 10 minutes of it



A wireless fire detection camera in this remote town in Victoria's north-east keeps a watchful eye over the picturesque landscape.

The shire is engaged in dialogue with the Victorian Government and will use the bushfire detection camera as further demonstration of the importance of broadband in remote areas.

For further details contact Dave Barry on 02 6701 5100. ●

becoming visible. The system controls an area of about 300 square kilometres and now 100% of endangered German forests are monitored by FireWatch, with about 180 systems operational in Brandenburg, Mecklenburg-Vorpommern, Sachsen, Sachsen-Anhalt and Niedersachsen. FireWatch has improved the working conditions of the staff and increased the reliability of fire detection. The false alarm rate due to weather and harvest activities remains below 1%. The forest authority that tested the system has confirmed that the system is mature for service and easy to use. It could also be shown that it saves costs. Due to the success in Germany, test installations have been made in Estonia, Greece, Czech Republic, Portugal, Mexico and the United States.

Information provided by the Institute of Planetary Research. For more information visit www.dlr.de

WINS FROM GOVERNMENT

A number of good news stories for emergency services personnel and volunteers came from the Federal Government recently. Attorney-General Robert McClelland and Deputy Prime Minister Julia Gillard made the following announcements:

INVESTMENT IN VOLUNTEERS

Attorney General Robert McClelland announced additional funding of \$3.3 million for 179 projects as part of the National Emergency Volunteer Support Fund (NEVSF).

NEVSF provides practical support for volunteers and has been successful in building and training volunteers to respond to a range of emergencies.

Mr McClelland said it was important to appreciate how vital volunteers are to our emergency management framework.

"Every year some 500,000 Australians volunteer their services, with 350,000 of them directly involved in emergency first response through State Emergency Services and rural fire services," Mr McClelland said.

"It is estimated that these emergency volunteers save taxpayers more than \$12 billion on wages alone – an amount that would be impossible to provide in their absence."

Projects will be funded to:

- Enhance training quality
- Improve recruitment campaigns
- Construct and fit-out dedicated training facilities
- Purchase infrastructure and equipment

Each project aims to boost recruitment, retention and training of volunteer organisations at the frontline of emergency management.

They represent a significant addition to the capability of volunteer agencies to prepare for, respond to, and recover from emergencies.

Details of projects funded through the NEVSF can be found at www.ema.gov.au

WORKERS COMPENSATION COVER

Minister for Employment and Workplace Relations Julia Gillard and Attorney General

Robert McClelland jointly announced in August that personnel engaged in a range of domestic and international disaster response activities will now be covered by workers compensation when teams are formed.

Australians who are part of emergency response teams deployed by the Attorney General's Department will now automatically be covered for the purpose of workers compensation under the *Safety, Rehabilitation and Compensation Act 1988*.

Teams may comprise personnel with expertise in search and rescue, fire-fighting, surgery and medicine, or other areas of technical or professional expertise.

The Deputy Prime Minister said it was appropriate that all members of these teams are covered as they are undertaking activities at the request or direction of the Australian Government.

"Putting this provision in place is important not only administratively, but in recognition of the important and often dangerous role that we have called on them to do." said Ms Gillard. ●

IN BRIEF

AIES CONGRATULATES QUEEN'S BIRTHDAY AWARD WINNERS



The AIES congratulates Brett Ellis ESM, MAIES and James Russell Read

AFSM, MAIES on receiving Queen's Birthday Honours awards in 2009. Mr Ellis was awarded the prestigious John Wishart Memorial Medal, an award that recognises a member who has made an outstanding contribution to the delivery and development of lifesaving in Victoria. He was further recognised as Australian Lifesaver of the Year. Mr Ellis has been a member of the AIES Victoria Division since March 1998. Mr Read is the 2009 recipient of the Australian Fire Service Medal. He joined the Victorian Country Fire Authority (CFA) in 1969 and has, for many years, been a dedicated training provider to CFA volunteers. Mr Read has served the CFA with distinction over many years, particularly as Captain

of the Scoresby Fire Brigade and as Deputy Group Officer within the Knox Fire Brigades Group. He concurrently manages the training portfolio across all eight brigades within Knox Group, as well as being an integral member of the CFA Region 13 Training Committee and course presenter. He has been particularly active and instrumental in ensuring that volunteers receive high level, pertinent and practical fire and safety training. Victorian President Alan Marshall said to both members, "It is very gratifying to see this honour being bestowed on a thoroughly deserving recipient such as (yourselves). It underscores the contribution being made by dedicated people in fulfilling a usually unsung role in ensuring the wellbeing of the community. This recognition, when it comes must engender a great feeling of pride among your fellow workers as well as your family."

NEW AWARD FOR YOUNG NSW VOLLIES

If you missed out on the AIES nominations, a new award for young volunteers has been launched by the NSW Government. The new Cadet of the Year award is open to participants in the NSW Rural Fire Service (RFS) and State Emergency Service (SES) cadet programs, in recognition of their valuable role in the State's emergency services. To date, more than 1500 students have completed the RFS cadets program and 80 students graduated from the SES cadet program in its first two years. The inaugural RFS and SES Cadet of the Year award will be announced later



this year. Winners will receive a trophy and a role as their service's cadet representatives. Keep an eye on www.ses.nsw.gov.au



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NSW WORKING SAFELY ON ROOFS

Chief Superintendent Gordon Hill

More than 200 NSW Rural Fire Service volunteers have undertaken Safe Working on Roofs training in the past 12 months.

Over 200 RFS volunteers have been trained in the Safe Working on Roofs package across NSW over the past year, with other courses planned during the latter part of this year.

Until September 2008, Rural Fire Services (FRS) brigades had fought structure fires, and assisted other agencies during major storm incidents, without the benefit of any formal training in working safely on roofs.

That all changed in January 2008 when the NSW RFS Commissioner requested that a project team be set up to examine the need for Safe Working on Roofs training, develop Standard Operating Procedures and

Guidelines, identify suitable equipment to allow brigades to work on roofs and prepare a training package for brigade use.

This project team consisted of RFS Region West Operations Manager Chief Superintendent Gordon Hill, RFS Homebush Learning and Development Project Officer Dan Meijer and Monaro District Learning and Development Officer Inspector Mick Holton.

All three project team members have a sound background in working safely on roofs due to their level of expertise and training, gained from previous work with other emergency service agencies.

A project brief was prepared for the Commissioner and, along with

a budget, was completed by the end of February 2008.

Work quickly commenced on establishing contact with the NSW Fire Brigade (FB) and NSW State Emergency Services (SES) and suitable equipment was identified that was effective and easy to use when working on roofs.

From these meetings, the project team put together two Safe Working on Roofs equipment kits, which were evaluated by a number of learning and development officers at the RFS Mogo Training Centre.

Valuable feed back was obtained from this evaluation and a final RFS Safe Working on Roofs Equipment Kit





for these trainers was drafted and distributed via regions and districts and placed on MyRFS intranet site during March 2008.

A total of 34 people responded to the EOI and 16 trainers from across the state were selected by the project team to attend a Train the Trainer workshop in July 2008.

All RFS districts across the state were then requested in April, via the four RFS regions, to identify selected Village 1 and 2 Brigades who met the criteria for Safe Working on Roofs training.

During May, work was undertaken in consultation with the RFS Occupational Health and Safety section, and others, to develop a set of Standard Operating Procedures and Guidelines for Safe Working on Roofs training and roll-out. These important documents were approved prior to the trainer workshop in July 2008.

A list of approved Safe Working on Roofs equipment kit items was also distributed to the districts at the same time.

By June 2008 eight equipment kits had been purchased by the project team for use initially during the trainer workshop. Later, two kits were issued to each of the four regions as a regional training resource.

Mr Meijer, assisted by Mr Holton, also developed a learning and assessment strategy, code of practice and a learner's workbook for the Safe Working on Roofs training program. These documents were completed in time for the trainer workshop in July.

Work also commenced to have the RFS Safe Working on Roofs course approved as a Vocational Education and Training Accreditation Board.

The 16 identified trainers successfully completed the trainer workshop, which was conducted at the Warringah Fire Control Centre and the NSW Fire Brigade Training Centre at Terrey Hills in July 2008.

The project team then advised all RFS districts across the state of the names of the trainers and requested details of the brigades identified to undertake the Safe Working on Roofs training.

About 180 brigades were identified across the state by districts for the Safe Working on Roofs training due to their status as a Village 1 or 2 Brigade

(completion of the Village Fire Fighter Course is a prerequisite for Safe Working on Roofs training).

The process of ensuring that all district learning and development, and operations, officers were familiar with the progress then commenced with project team members addressing a State Operations Officer's Forum at Homebush in August 2008, and attending several district group captains' meetings.

Detailed email instructions regarding the Safe Working on Roofs training course roll-out was sent to Safe Working on Roofs trainers and district learning and development officers.

Bulk copies of the Safe Working on Roofs Learners Workbook were delivered to Homebush by the beginning of September 2008 and a course guide and training DVD were made available to each trainer by the end of September 2008.

The first scheduled Safe Working on Roofs course was conducted in Irrewarra on 13 and 14 September 2008.

It was a busy eight months for the project team but they achieved an outcome that will ensure that RFS brigades can work safely in the future on the fire ground following structural fires and when called to assist other agencies following major storm incidents.

The project team met the requirements set by the Commissioner at the beginning of the year to produce and roll out a Safe Working on Roofs training course to RFS brigades by the end of August 2008.

Once trained in the Safe Working on Roofs package, brigades will be able to facilitate salvage and recovery operations following structural fires and will be also able to assist other agencies on requests following major storm incidents.

A total of five Safe Working on Roofs kits have been distributed by the project team to each of the four RFS regions to facilitate training at the district level.

Many RFS districts have also purchased their own Safe Working on Roofs kits to allow them to roll-out local training and to respond to operational incidents where crews are required to work on roofs. ●

Further enquiries please contact Chief Superintendent Gordon Hill on 0419 276 856.

was developed, which closely mirrored that already in use with the NSW FB.

The project team also met with representatives of the NSW FB and NSW SES to discuss training options and to set up a small interagency committee to map common competencies across agencies with regard to working safely on roofs.

Work also commenced to identify suitable Safe Working on Roofs trainers from within RFS brigade ranks across the state; these trainers would ideally be RFS trainers and assessors and have relevant experience in working on roofs in either the building industry or with another emergency service.

An expression of interest (EOI)



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SEMINAR: DEALING WITH DISASTER

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The speakers list includes:

WELCOME

The Hon. Fran Bailey MP

KEYNOTE ADDRESS

Bruce Esplin
Emergency Services Commissioner

PRESENTATIONS

Christine Nixon
Victoria Bushfire Reconstruction & Recovery Authority

Sgt Greg Barras
Victorian Police Search and Rescue

Peter Kueffer
VIC SES Emergency Service Clinical Psychologist

Craig Lapsley
Department Human Services Director, Emergency Management

Peter Weeks
UGFM Community Radio Station Manager

Tony O'Day
CFA Operations Officer

Steven Tong
Latrobe City Council Municipal Recovery Manager

Dr Stephen Luke
St. John Ambulance Victoria State Coordinator Operations

DETAILS:

Date: Saturday 24 October 2009
Venue: Melbourne University Private Hawthorn Campus
Address: 442 Auburn Rd, Hawthorn, Melbourne, Victoria (MEL REF 59 E2)
Cost: \$60 (includes morning and afternoon tea, lunch, speaker notes)
Registration: Online at www.cessci.com.au or

Contact Registrar Bob Wardzynski
Ph: 03 9436 8366
Fax: 03 9436 8377
Address: P.O. Box 416, South Morang, Victoria, 3752
Email: admin@cessci.com.au

Accommodation: Pathfinder Motel
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NATIONAL SERVICE 1951-1972 A NATION RESPONDED – *WERE YOU INVOLVED?*

Barry Presgrave OAM, JP, LFAIES

Member of the National Council of the NSAA & National Public Officer

More than 300,000 young men were called up to serve their country in two post-war national service schemes that played an important role in this country's defence.

In the 21 year period 1951-1972, 212 of these young men died on active service in Borneo and Vietnam and more that 1500 were wounded.

In the first scheme, 1951-1959, all young men aged 18 years were called up for training in the Navy, Army and Air Force. A total of some 227,000 served in 52 intakes and most later went on to serve a period in the CMF (later the Army Reserve).

The second scheme, 1965-72, was introduced following the confrontation with Indonesia from 1963-66, and the Vietnam War. Males aged 20 years were selected by birthday ballot for the Army. The Navy and Air Force did not use National Servicemen in Vietnam.

An alternative allowed those liable for conscription to elect, a year before ballot, to fulfill their National Service obligation by six years service in the CMF. Some 35,000 did so until the option was abolished. These members also qualify as National Servicemen.

Although this service was not popular with some, most who did serve their time look back on the benefits gained to further their lives and careers.

The National Servicemen's Association of Australia (NSAA) is now the second largest ex-service organisation in the country, next to the Returned Servicemen's League (RSL), and is represented in all states of Australia.

The Association members proudly march behind our banner every Anzac Day across the country.

Many former National Servicemen, both those who served overseas and in Australia, are still not aware that they are entitled to apply for, and be issued with, the Anniversary of National Service Medal. This medal was established in 2001, following a long and intensive campaign by the NSAA.

In 2006, a further medal was established, the Australian Defence Medal, and was approved to be issued to all

Regular and Reserve personnel who served an initial enlistment period of four years, whichever is the lesser.

Once again the Association lobbied the Federal Government, as initially they disqualified National Service time from this qualifying period. We won! And now anyone who served under the National Service Act qualifies for this medal.



If you were a 'Nasho', or a next of kin, you can now apply for your medals.

NSAA has also been working hard for a number of years to have our service recognised with a memorial in Canberra. Once again we have been successful. We have raised \$550,000 and our memorial construction is underway.

This memorial, which has been designed in conjunction with the Australian War Memorial Board, will be situated alongside the main entrance to the War Memorial,



Artist's impression of the NSAA Memorial, under construction in Canberra, which opens in September 2010.

and can only be described as magnificent.

The inscription on the memorial will read: *'Dedicated to all Australian National Servicemen and in memory of those who died'*

A dedication ceremony will be held on Wednesday 8 September 2010, following a parade of National Servicemen along Anzac Parade starting at 10.30am.



The Governor General will take the salute and the ceremony will follow.

The Australian War Memorial has designated the Dedication of the National Service Memorial in Canberra as one of its Days of National Significance.

Channel 7 will support the dedication and has offered to use its news, current affairs and Sunrise programs to assist in locating the relatives of the 212 National Servicemen who died on active service in Borneo and Vietnam to advise them of this ceremony.

Channel 7 Chairman Kerry Stokes has also donated \$150,000 to the Memorial appeal.

To be a part of this memorable occasion, you must register with your state branch of the Association to be able to obtain seating on the day. Disabled seating can be obtained by registering now.

For further details and updates on the dedication and design of the memorial or to become a member of the National Servicemen's Association of Australia, visit your state branch or log on to www.nashoaustralia.org.au ●



To apply for your National Service and/or Australian Defence Medals, fill out the forms available from your National Servicemen's Association of Australia state branch, local RSL, or contact the Directorate of Honours and Awards at the Department of Defence in Canberra.

THE LIFE OF IKE PART II

On Wednesday 10 September 2008, the Dallas Community Emergency Rescue Team (CERT) members rallied to the call to assist in the shelter operations. The teams were valuable assets in managing the login of operatives, registering and tracking volunteers, assisting with administration tasks and providing runners — established, maintained and trained by Cassandra Wallace and Joe Clark.

Chris Ainsworth

Emergency Management Consultant and Fulbright Scholar

WELCOME TO DALLAS

During the planning stages it was identified that security was going to play a major role in maintaining a trouble free and safe environment. An external security company was organised to provide screening of all guests entering the shelter complex. This had a two-fold effect. It gave the arriving guests the confidence that they were entering a safe environment. The screening also provided a secondary benefit in that everyone was scanned for metallic objects and bags searched. This also discouraged individuals who may have seen the shelter as a source of personal gain. The entrance was barricaded so people entering the complex would need to negotiate a maze-type entrance, which assisted in managing the crowded entrance in the early stages. The security measures were maintained throughout the shelter operations, and while some may consider it a costly extra, the investment certainly paid dividends.

Texas Medical Reserve played an important role in the early stages through manning the entrance with trained staff to assist identifying anyone in personal distress or in need of medical treatment. This provided the appropriate level of care at the first point of contact. It need to be remembered that many guests had spent several hours on busses evacuating Galveston, Houston and surrounding areas. It did not matter what time of day people arrived, there was always assistance available at the entrance to the shelter.

Once through stage one of the 'welcome to Dallas', the American Red Cross (ARC) registered everyone who entered the shelter. ARC is extremely professional in the way they managed the registration process. While there was some waiting, people were provided seating and water, with a small team of ARC personnel continually wandering through those waiting ensuring no one was in distress. This was a second point where Texas

Medical Reserve was providing medical support. For all concerned the wellbeing of the guests was paramount.

Once inside the shelter, people were escorted in small groups to their sleeping areas. Orientation was important for all concerned. Those that had medical conditions or identified as needing medical attention during the registration questionnaire were located closer to the medical centre. Meals were also a priority, and the Salvation Army managed the fluctuations in the numbers of meals in the early stages extremely well. No one went without, and there was always a good supply of healthy snacks and drinks located throughout the centre. These snack points were manned by a number of different volunteers from several organisations. For the first two days there was a steady flow of people arriving. By Friday morning there were some 800 guests registered in the shelter.

Background

Hurricane Ike was the third most destructive hurricane to ever make landfall in the United States. It was the ninth named storm, fifth hurricane and third major hurricane of the 2008 Atlantic hurricane season

Formed	1 September 2008
Dissipated	14 September 2008
Highest winds	230kph (145mph)
	1 minute sustained Category 4
Fatalities	103 direct, 92 indirect, 34 missing
Damage	\$US28.7billion
Affected areas	Florida Keys, Mississippi, Mississippi Valley, Ohio Valley, Great Lakes region, Louisiana, Texas, Eastern Canada





For the shelter teams, a typical day commenced at 6am. One fortunate part of the shelter operations was that meals were always provided. Breakfast was an important part of the day as most staff participated in informal briefings prior to the formal handover. This was the social connection between the day and night teams, invaluable in maintaining continuity.

In the shelter, morning briefings were always a priority, with Kwa Heri Heard and Cassandra Wallace running the Forward Command Post (FCP) briefings. They were extremely important in ensuring that everyone was on the same page with the daily activities. This is one component

of the Incident Command System that proved its value in incident management. It provided a common structure for all groups in the passing of critical and valuable information in a timely manner.

In the main Emergency Operations Centre, The City of Dallas OEM Director Kenny Shaw conducted the initial briefings. Like the FCP briefings, this was the most effective information distribution strategy.

At 10.30am, many gathered around speaker phones to listen to the infamous Chief of Texas Governor's Division of Emergency Management Jack Colley who leads these sessions with power and determination to ensure that Texans were

provided with the best support available.

Thursday 11 and Friday 12 September were long days, with much time spent fine tuning shelter operations. The medical centre was extremely busy during this time with many guests needing access to medications and treatment. Off-duty Parkland Hospital staff was the initial medical team. As the event extended over the two weeks, medical personnel from various hospitals and medical groups contributed to the efforts. The City of Dallas medical fraternity made an important and valuable contribution to the shelter operations.

As part of the shelter arrangements, Dallas made a conscious decision to include an animal shelter facility. This was pivotal in people deciding to evacuate knowing that could take their animals with them. Many of the disadvantaged own pets and in many cases their pet is a loved and cherished member of their family. Leaving a loved one behind during a major incident is devastating. The evacuation process included the transport of pets. Pet cages were provided for the evacuee's pets which enabled both evacuee and pet to travel together on any provided transport option.

The animal shelter was professionally managed by Dallas Animal Services and enabled evacuees to have access to their pets as well providing any veterinary services which may be required. All animals were

From Part 1

Volume 22 No.3 Winter 2009

This journey commenced with the gaining of a Fulbright Professional Scholarship in 2008 – in the specialist area of Vocational Education and Training, sponsored by the Australian Department of Education, Employment and Workplace Relations.

The scholarship project was "To increase professional respect between full time and volunteer emergency management staff through equitable access to training."

The primary activity was to integrate into key organisations and study their emergency and risk management activities. Unlike Australia, many US organisations do not have both full time and volunteers fulfilling functional roles during disaster operations.

The high level of professionalism of the US operatives is certainly reflective of both the education and training

undertaken, and the high number of incidents affecting significant numbers of the population. To gain a position, one needs to have completed at least an undergraduate degree, and in some cases, studies at the Masters level. Armed with a degree, this still only gains you entry into the emergency management professional ranks.

In contrast, Australia has relied upon personnel working their way through the volunteer ranks as can be demonstrated through the State Emergency Services and the Country/Rural Fire Services. Many appointments in the past have been made through personal networks and rarely based on the qualifications of personnel. This is further evidenced by the small numbers of personnel who hold an Australian Quality Framework Level 5 (Diploma) or Level 6 (Advanced Diploma) qualifications.

A review of the major disasters, the aftermath and recovery experienced whilst in the United States will provide a foundation for integrating lessons learned into Australian programs. The Advanced Diploma of Public Safety – Emergency Management and Community Safety qualifications will both be enhanced through incorporating emerging world practice standards.

This scholarship has provided the opportunity to develop a foundation for the establishment of the first Applied Undergraduate program in Emergency Management in Australia.

The first stop on this journey was the City of Dallas – Office of Emergency Management.

All I can say is that Dallas put on a show and true to their slogan – Texas does it BIG –Dallas just does it BETTER.



tagged with records linked to the evacuee. In the words of Chief Colley, "How do you tag a turtle?" Dallas' innovative solution – nail polish. At one stage the shelter was occupied by 69 dogs and one cat.

By Friday the shelter preparations and establishment were as complete as they could be and the Dallas based Texas Task Force 2 (TTF2) were in position for the ride of their life, staged inside the Reliant Sports Stadium in central Houston – in the direct path of Ike.

The Friday morning briefing highlighted a concern for the City of Dallas. The national Weather Service forecast indicated that some 500mm (20 inches) of rain could be expected in the City of Dallas and surrounding areas during the next 24 hours. Quiet and controlled planning. Kenny and Incident Commander and City of Dallas First Assistant City Manager, Ryan Evans assembled a small team to start looking at the impact of this volume of water and what impact it would have on the Trinity River Levi Bank system that protects downtown Dallas from high river flows. It was estimated that up to 1.5 metres (5 feet) of water could inundate downtown Dallas. The consequence would be many millions of dollars of economic impact and several weeks of city disruption. Flood maps were drawn up, reviewed, and strategic plans drafted on the best strategy to minimise the effect of the community. Several agencies commenced pre-event activities, pre-deploying equipment at strategic locations in case they were needed. Both Kenny and Ryan need to be recognised for their contributions in recognising the threat and complexity of this event and the coordinated planning of the operational scenarios, impacts and consequences. The City of Dallas was well prepared for

the impact, whilst still providing services and support to devastated parts of Texas in the Galveston and Houston regions.

IKE CROSSES THE US COAST

At 2.10am on Saturday 13 September Ike crosses the United States coast. All hell let loose. When the day team arrived Saturday morning, all we could do was wait for reports from Governor's Division of Emergency Management on the state of Galveston and Houston area and prepare for the impending impact on Dallas of rain. Come the end of a busy shift, we all took a sigh of relief when Ike's track slowly drifted further east from predictions. Dallas received only 12mm (half an inch) of rain as a direct result in the 24 hour period. While Dallas was spared, other communities were severely impacted from the heavier than expected rain and wind. Everyone rallied to support those communities.

Sunday 14 September, the State briefing brought the realisation of how devastating Ike had been. Parts of Galveston had been some 3.65 metres (12 feet) under water. The famous Hooters restaurant on the foreshore was now a pile of matchsticks. This was to be

the scene for many television broadcasts.

Reports also filtered through from TTF2 of the wild ride they experienced while sheltering inside Reliant Centre. At one point, they had backed up to the entrance doors six large army trucks to ensure the doors would not cave in: such was the power of Ike.

Hundreds of square kilometres were destroyed, an area that usually provides safe haven for 2.5 million of the Texas population – in effect an area the size and population of Melbourne. The immediate focus was on Points of Distribution where food was in the form of Meals Ready to Eat – army type rations, ice and water: basic commodities for survival. Arrangements were under way to bring in some 70,000 power workers from across the United States to restore power. Some estimates were that it would be two to three weeks before many areas would have limited access to power.

Sunday also saw the plea for assistance come from Houston. The focus of the state had progressed through the preparation, response and now into the long road to recovery. The City of Dallas again rose to the task with Sunday and Monday assembling a recovery team focussing on debris removal. In many cases rescue operations were hampered due to difficult access. By Sunday evening the basis of the Operation Ike Debris team was in place. All that remained was the administrative matters to be addressed and the order to move could be given.

Sunday afternoon brought a new personal challenge – a radio interview with 891 ABC Radio Adelaide. Phone lines were set up, and checked and at 3.55pm on Sunday (Dallas Time) the call from Adelaide was received and a few minutes side talk just before the 6.30 news and then into a five minute update – live from Dallas. The next jerk to reality, when across the



phone came - "we need to leave this interesting discussion to head to the 7 am news. Can we call back at 8.55am (Adelaide time) for a brief update?" I navigated through 25 minutes of live radio interview and was mentally drained. The City of Dallas' efforts were now on the international stage. Back into the planning role, and the 4.30pm Governors Division of Emergency Management conference call, time does not stop for anyone.

The City of Dallas needs to be

The City of Dallas needs to be commended for its belief in protecting its community and providing support to fellow communities in need.

commended for its belief in protecting its community and providing support to fellow communities in need. The enormous manpower in providing shelter operations, Texas Task Force 2, the City's own protections and business continuity, and the Operation Ike Debris team over the previous six days would tax any management structure.

For the next two weeks, life fell into a routine starting at 6am and finishing at 9pm with 15 hour days taking its toll. Some people become short on diplomacy, which in an operation like this is understandable. This is par for the course on major events and I am appreciative of the opportunity to have been a part of this team in such a strenuous and difficult operation. Again Kenny is a master and leader in diffusing issues as they arise and maintaining calm.

Daily life within the shelter was also strenuous for the guests. Health and safety were priorities. Dallas Police Department provided a presence inside the shelter and were ably supported by the Texas National Guard. Dallas Fire Department including Emergency Medical Services support all ensured

that the City ordinance regulations were adhered to in regards to accommodation of such large numbers of people. Only external people with an appropriate ID and authority were permitted within the shelter. Tracking of people became an important component of the operation, managed by the American Red Cross.

Support services, Verizon, provided a phone bank of mobile phones so people could call their loved ones, (restricted to 15 minutes per call).

Internet services with laptops were provided, allowing people 25 minute time frames in which to relax, send and answer emails, or just surf the web.

Pastoral care was also an important part of shelter operations. This was provided by the team of 'yellow shirts', Victim Ministries Relief team, a volunteer group run by Gene Grounds (professionally supported Pastoral care without boundaries or promotion of any faith). Their support within the shelter contributed to the wellbeing of the sheltered guests and support staff. ●

This journal article is part 2 in a three part series. Look out for The Life of Ike Part 3 - 3 The Lessons Learned from Ike and How Can We Apply Them in an Australian Context, in the Summer Issue of National Emergency Response.

ABOUT THE AUTHOR

Chris Ainsworth is an internationally recognised Emergency Management specialist, researcher and trainer, specialising in the recognition of an individual's skills, knowledge and demonstrated current competencies. His interest in equitable access to professional

training for Emergency Services operatives, both paid and volunteer, resulted in him being awarded a Fulbright Scholarship in 2008. Chris spent seven months in the United States researching Emergency Management practices. Chris was appointed the Planning Section Chief for the City of Dallas shelter operations in the 21 day Hurricane Ike operation. Chris also participated in a number of senior operational roles during several major US incidents in 2008. Chris gained qualifications as a Community Emergency Response Team (CERT / TeenCERT) instructor, Command and General Staff operations and is the first non-US citizen US Incident Command System Trainer.

Chris is an Emergency Management consultant and a qualified Australian Public Safety Training Package trainer. He was a validation candidate for the Advanced Diploma of Public Safety – Emergency Management gained via the Recognition of Current Competency (RCC) process through Swinburne University in 2005 and Advanced Diploma of Public Safety – Community Safety in 2008, and lead the delivery of the RCC program from 2006 to early in 2008. Chris is the first Australian emergency management specialist to gain a Fulbright Scholarship. Chris is currently undertaking an MBA at the University of Adelaide.

Contact Chris via email at chris@raemec.com.au

Key players

The City of Dallas relief centre was lead by Incident Commander Ryan Evans. The City opened its cheque book and offered resources. Various communities and businesses donated services and goods. Volunteer groups and citizens provided valuable support to the guests of Operation Ike. Kenny Shaw and the professional team at the Office of Emergency Management provided the core management structure for the operations. The team was well supported by the various City departments, businesses, volunteers and the community as a whole. I was privileged to have been involved with the team and given responsibilities equal to any member of the OEM team. This supports my philosophy that the training undertaken in Australia is of a standard to allow graduates to take on a senior role in a major incident.



Continued from page 7

you should be prepared to take the issue up to that level, although ultimately you may need to be prepared to accept it and get on with your job.

As a leader, you will often have to criticise and correct mistakes, and this is important if you are to set and maintain high standards. It is just as important to praise good work, something which can be neglected. Publicly acknowledge good work, and you will get even better results next time.

On a personal note, it is a nice touch to acknowledge birthdays and other significant events in the life of your volunteers. They will really appreciate it. If a member fails to attend a meeting without explanation, contact that person and find out what the problem is. There may be an illness or a problem in the family, so offer your support.

It is not unusual for families to know little about what your volunteers actually do, so family days are important. At least once every year, stage a family day when you invite partners and children

along to see how your unit/group operates. Social functions which involve families are also an essential part of building healthy relationships. Keep in mind that without the support of their families, you will lose your volunteers.

If your volunteers are likely to be absent from your home location on operations for extended periods it is a good idea to set up a support network of families, who will keep in contact with one another in case anyone needs assistance. Partners will usually be happy to be involved in such a network, and they will support one another. But it will take some organisation on your part and it is too late when they are already away.

It is inevitable that at some stage, you will encounter volunteers who, for whatever reason, won't do what is required of them. Such people can be difficult to deal with, because they are volunteers. On the other hand, they must ultimately come into line or leave. If you encounter problem volunteers, the first step should always be a friendly chat,

where you explain what their problems are from your point of view, and what you want them to do to overcome them. You should always allow them to explain themselves as well and it is a good idea to document what has occurred.

If this doesn't work, a formal warning should follow, including a timeframe within which you expect them to improve. It is a good idea to seek advice from someone more senior within your organisation before you do this, because the next step is formal and usually very unpleasant for everyone.

CONCLUSION

Always remember that leadership is simple. You don't have to try to be someone you are not. Be yourself, act naturally, get to know your job, do it to the best of your ability, use the expertise around you, be a team player in your organisation, care for your volunteers and treat them with the respect which you expect from them. If you do these things, your unit/group will perform very well when the need arises. ●

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SENATOR THE HON URSULA STEPHENS

PARLIAMENTARY SECRETARY FOR SOCIAL INCLUSION AND THE VOLUNTARY SECTOR

Mr Maurice E Massie QPM LFAIES
National President
Australian Institute of Emergency Services
14, No 159 Middle Head Road
MOSMAN NSW 2088

Dear Mr Massie QPM LFAIES,

I have been leading the development of a national compact between the non-profit sector and government since early 2008. A compact provides us with the opportunity to develop a framework for relationships based on partnership and respect so we can best work together on key social, economic and environmental challenges facing our community.

Consultations on a national compact began last year when the government engaged the Australian Council of Social Services to run a series of consultations around the country to gauge the sector's interest in embarking on the development of a national compact. Between May and July this year, the Compact Joint Taskforce made up of members from non-profit organisations, Commonwealth agencies and the ACTU met to develop a framework for the compact containing key priorities and principles. I have recently announced a second stage of consultations to consult on the draft principles and priorities which have emerged in the work to date.

I am writing to invite you to participate in two ways. Firstly, to register and lead discussions with your members in the online forum - www.socialinclusion.gov.au/forums - which has been built to create a free and open exchange of views on the content and priorities of the compact. I expect the forum will become the heart of the consultations and I would very much value your input.

Secondly, I would also like to invite your organisation to lead targeted consultations with your members and stakeholders using the consultation toolkit that will shortly be available. The toolkit will contain the draft compact, discussion paper setting out the key questions and a PowerPoint presentation.

To get things started, a consultation paper has just been uploaded to www.socialinclusion.gov.au. Please check website for regular updates, and for more information you can also contact the Department of Families, Housing, Community Services & Indigenous Affairs at www.fahscia.gov.au, or by telephone on 1800 607 839 Monday - Friday from 8.30am to 5.00pm. TTY users may phone 133 677 then ask for the phone number you wish to contact.

I welcome your involvement in the compact discussions and am keen to canvas the widest range of views from all parts of the sector. If you would like to meet with me to discuss the compact, please contact my Executive Assistant, Cassandra Johnson on telephone (02) 6277 3333 or email cassandra.johnson@deewr.gov.au.

Yours sincerely

Senator Ursula Stephens
7 August 2009



The Hon Jenny Macklin MP

Minister for Families, Housing, Community Services and Indigenous Affairs
and

The Hon Bill Shorten MP

Parliamentary Secretary for Disabilities and Children's Services

We are pleased to provide to you with a copy of the consultation report for the National Disability Strategy – *Shut Out: The Experience of People with Disabilities and their Families in Australia*. The report was launched by the National People with Disabilities and Carer Council and presented to the Australian Government on Wednesday 5 August 2009.

This report highlights that people with disability have the same desires as everyone else for a fulfilling and productive life, yet all too often struggle to access the things most people take for granted. It also demonstrates the determination and strength of people with disability, their resourcefulness and innovation.

The Australian Government commissioned this report because we wanted to hear what people with disability, their carers and families wanted to see in a National Disability Strategy. The report will inform the National Disability Strategy and help governments to identify the barriers and issues facing people with disability, their families and carers, and guide solutions.

The process of reform has already begun. We are investing over \$5 billion in funding over five years for specialist disability services through the National Disability Agreement, representing a significant growth in funding compared to previous agreements. We have increased the Disability Support Pension and Carer Payment as part of the Secure and Sustainable Pension Reforms and ratified the United Nations Convention on the Rights of Persons with Disabilities.

This work will continue through the National Disability Strategy, which is being developed by the Australian Government in partnership with state and territory governments, and with the advice and support of the Council.

For more information on the Strategy, and to download a copy of the enclosed report, please visit the FaHCSIA website at www.fahcsia.gov.au. To order a copy of the report in print, easy English, Braille or audio, please phone 1800 050 009 or email NDSMailbox@fahcsia.gov.au. TTY users phone 1800 555 677 and ask for 1800 050 009.

Yours sincerely

JENNY MACKLIN
Minister for Families, Housing, Community
Services and Indigenous Affairs

BILL SHORTEN
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Brian Lancaster LFAIES

SA Division



Brian LANCASTER was a founding member of the Australian Institute of Emergency Services and is a Life Fellow, National Director and Divisional Director (SA) of the Institute.

His work in emergency services began in 1959 as a SA Police Officer and continues today as a member of a number of emergency service organisations. Recognised for his work spanning 45 years in emergency services, Brian has a list of awards including the Emergency Service Medal in the Queen's Honours List (2000) and Australian Government Humanitarian Overseas Service Medal (2001) for duties in Northern Iraq and Balkans.

Brian seconded from the SA Police force in 1962 to the South Australian Civil Defence Organisation (later re-named SA State Emergency Service). He served with this organisation until resignation from the Police in 1979 and joined the Australian Red Cross Society (SA) as Director Branches and Regions.

In 1983 he was appointed the State Director of the SA SES and in 2004 became Director State Disaster Planning, Security and Emergency Management within the Department of Premier and Cabinet.

His work has taken him to the forefront of many national and international emergency disaster zones. As SES Operations Officer he coordinated emergency groups dealing with floods, storms, and other disasters including Cyclone Tracy in 1974.

While employed at the Red Cross, Brian was involved in local emergencies, including the horrific Ash Wednesday fires of 1980 and 1983.

During his time as Director of SA SES he was also involved in drafting the State Emergency Service Act.

He was seconded by the International Committee of the Red Cross (ICRC) to overseas appointments three times between 1982 and 1995. In the Middle East war zone of Lebanon, and later Iran, Brian was responsible for receiving and distributing Red Cross materials. In the former Republic of Yugoslavia, while working as Relief Coordinator, Brian re-established Belgrade as the logistical support base for Red Cross relief material destined for Bosnia Herzegovina and was responsible for the re-supply of warehouses operated by the ICRC in central and northern Bosnia.

As Director SES in 1996, he assisted the Australian Red Cross National office in a fact finding mission to Sumatra.

Brian holds the Australian Government National Medal and three Clasps, indicating 45 years service to the Community. He is the recipient of the SA Great Award for Services to the community, the Australian Red Cross Meritorious Conduct, and SA Police Service Medal and is a SA Justice of the Peace.

Robert (Bob) Maul, LFAIES, JP

National General Secretary and Registrar



Bob Maul has been the General Secretary and National Registrar of the AIES since 1995. Prior to that, he was Vice President of NSW Division. Bob was one

of the first members of the Institute, granted membership in 1977. He has had a long association with emergency management, civil defence and counter disaster operations, planning and administration in Australia. Bob joined the NSW Civil Defence Organisation and State Emergency Services (later renamed NSW State Emergency Service) in early 1961.

In 1978 he was appointed Chief Staff Officer Operations and Plans of the SES and CD organisation by then Director Air Vice Marshal Bill Townsend. He remained in that position even after the appointment of the NSW Police Commissioner as Director of SES and Counter Disasters in 1981, until the SES moved to Wollongong in March 1990 following the appointment of Major General Brian Howard as SES Director-General. From 1990 until his retirement from the NSW Police Force Bob held the statutory positions of District Emergency Management Officer for the Sydney Northern and Sydney Eastern Metropolitan Police Regions. In 2000 he was awarded Life Fellowship of the Institute by General Council for services rendered to the Institute.

In other areas of his life, Bob held the position of Treasurer of the NSW Teachers Club from 1977 to 2000 and is currently Treasurer of Mosman Returned Servicemen's Club, a position he has held since early 2007. He became a Life Member of the Teachers Club in 2000. He was awarded the National Medal with Clasp in 1989.

Born in the Netherlands East Indies in 1942, of Scottish and Dutch descent, Bob spent much of his early childhood (1942-1948) in various Japanese Imperial and Indonesian Terrorist concentration camps in

Java and the Celebes. He lived in Scotland, England and Holland when released from incarceration in 1948 and emigrated to Australia from Europe in 1952. During his imprisonment by the Japanese Imperial Forces and Indonesian Moslem terrorists he witnessed many atrocities committed on women by those administering the camps and was one of very few children to survive.

Bob's other interests in life include politics (having performed the duties of President, Treasurer and Secretary in many Local, State and Federal government branches during most of his working life) playing the piano, organ and accordion, and being an active member of the NSW Club Director's Association.

Robert Emmet Hegarty, FAIES

SA Committee Member



Robert Hegarty was admitted to the Institute as a member on 1 May 1994. After 12 years service to the Institute he was acknowledged with Institute Fellow status on 10 April 2006.

He was then further elevated as a 'Fellow' to the Institute on the 10 April 2006.

For 30 years Robert was involved in the Counter Disaster and Emergency Management Field with the SA Health Commission and Department of Health (1977-2007).

From 1974-1994 he was a member of the Royal Australian Air Force in both the Permanent Air Force and the Air Force Active Reserve.

Robert has been a member of numerous State Committees including the 2005 Wangary Bushfires Recovery Committee, Virginia Floods Recovery Committee and Clipsal 500 Emergency Services Committee.

Well known for his cryptic comments around the table at the (now) State Emergency Centre in Adelaide's Police Communications Centre, he said that during his 30 odd years in the emergency management field the most rewarding time was when he assisted with the successful deployment of South Australian Field Medical Team – 'Team Echo', to Banda Aceh, Indonesia, in response to the 2004 Boxing Day Tsunami.

He fulfilled a great desire to visit Gallipoli, in particular ANZAC Cove, by being a member of the 2008 Australian War Memorial Gallipoli Battlefield Tour.



USING CRIME PREVENTION TO REDUCE DELIBERATE BUSHFIRES IN AUSTRALIA

A report by Damon A Muller, Australian Institute of Criminology, February 2009



Although the primary function of a fire agency is to extinguish fires, it would be inaccurate to characterise fire agencies as purely reactive organisations.

Australian fire agencies play an important role in promoting community safety both through community education campaigns and through preventative efforts such as prescribed burns and working with stakeholders to develop fire prevention plans.

When considering deliberate fires, in addition to suppression, fire agencies provide expertise in investigating fires and in collaborating with police in order to prosecute offenders, as well as assisting in coronial investigations. It appears, though, that the role of fire agencies in preventing deliberate bushfires is underdeveloped.

There are numerous examples of fire agencies applying crime prevention principles that have been illustrated in the current report, even if these strategies have not been developed with a specific knowledge of crime prevention. The use of deliberate ignition patterns to inform fuel reduction by Victoria's Department of Sustainability and Environment, for example, was not directly informed by a knowledge of crime prevention, although it is consistent with crime prevention practice.

In contrast, the FESA arson prevention program was designed as a crime

prevention program, and was integrated into the work of the agency as part of its overall response to deliberate ignitions.

Although there are in place in Australian fire agencies a number of crime prevention strategies to reduce deliberate bushfires, there is little by way of comprehensive plans to tackle the problem.

Such programs should be tailored specifically to the problems of the local community, but they should also be funded and supported by the fire agency. By incorporating crime prevention strategies into the regular activities of the fire service and employing the expertise and resources of the service, such programs will gain more-widespread application.

The involvement of fire service personnel, including volunteers, will reinforce that prevention of deliberate fire is part of the core business of the fire service and allow personnel to feel a sense of ownership over the programs.

Crime prevention programs are usually focused very locally and involve partnerships between community stakeholders, and deliberate bushfire prevention should be no exception.

Fire agencies are particularly well-placed to be involved in community-based responses to deliberate bushfires, having regular contact with key parties such as local governments, police, land management agencies, local landholders

and citizens of the community. This is particularly true in rural and regional areas serviced by volunteer firefighters.

If fire agencies are to make the most of crime prevention strategies, they will need to provide support, in funding and training, for these strategies. Areas staffed primarily by volunteers, who do not have the agencies' capacity or their broad operational perspective on fires in their area, will be unable to institute crime prevention strategies without this support.

Although Australia does not have a central funding body like the United Kingdom's Arson Prevention Bureau, various sources of funding are available from all levels of Australian governments for crime prevention programs. Fire agencies that are unable to fund programs out of their core funding may be able to obtain additional funds from these sources.

These grants may possibly be used in order to conduct and properly evaluate pilot programs, and this evidence can then be used to seek continuing funding for the programs.

This is an extract from "Using Crime Prevention to Reduce Deliberate Bushfires in Australia," *The role of fire agencies in crime prevention* (pg42-43).

Read the full report online at <http://www.aic.gov.au/publications/current%20series/rpp/81-99/rpp98.aspx> ●

STATE, FEMA, VOLUNTEERS REBUILD NATIVE VILLAGE

When a wall of water overwhelmed Alaska's Yukon River town of Stevens Village on 8 May 2009, residents fled for their lives. Neighbours drove boats through the village rescuing those who were trapped in their homes by the rising waters. Houses floated off their foundations or were battered by huge chunks of ice.

About 40-50 residents of this Alaska Native village were evacuated to nearby Fairbanks. The Alaska Division of Homeland Security and Emergency Management (DHS&EM) established an Immediate Housing Needs Hotline to help evacuees from Stevens Village find accommodation.

Evacuees were helped with hotel costs by relief organisations like the Tanana Chiefs Conference and the American Red Cross. An outpouring of contributions from the Fairbanks community offered them food and clothing to replace supplies they had lost in the floods.

Meanwhile, about 25 men stayed behind in Stevens Village, to protect the homes as best they could and to oversee the re-building of the community as soon as the river and ice retreated. DHS&EM arranged for emergency supplies to be flown in, such as water, food, fuel, emergency power supplies, sanitation/hygiene supplies, a satellite phone, cots and sleeping bags, dog food, radios and pumping equipment.

It soon became obvious that if the village was to have its homes ready for the coming winter, it would need help. Mennonite Disaster Service (MDS) offered to bring in volunteers to re-build the houses that had been damaged in Stevens Village, even though it was already committed to helping the community of Eagle recover.

In all, volunteers from MDS did extensive repairs to nine houses. They raised most of these houses on stilts to prevent damage from future flooding. They also did necessary repairs to the houses, such as spraying insulation foam into the corners of drafty log homes.



Mennonite Disaster Service volunteer Amos Diener drills a handrail on a new handicap ramp for a home damaged by flood waters at Stevens Village, Alaska. The handicap ramp became necessary because Amos and his fellow volunteer raised the house two feet to prevent future flood damage. Photo: FEMA/Ben Brennan

Nearly all the houses in Stevens Village were damaged by the flooding. One house was moved 25 feet from its original foundation by the flood waters. MDS volunteers stabilised it in its new position and repaired the damage. Another house had all the insulation underneath washed away, so volunteers jacked up the house, to make the floor accessible and to protect it from future floods, then replaced the insulation.

Robert Joseph, a tribal elder who lives with his brother and their 90-year-old mother, had the most seriously damaged house in the village. Water swept through and covered the inside of the home to a depth of nearly three feet. The family lived in a tent outside the house for three months until MDS volunteers replaced the floor and walls and completed repairs.

Horace Smoke, second chief, stepped up to oversee the re-building of the village when the first chief was unable to stay. With his family in Fairbanks, his own home needing extensive repairs, and the responsibility for the entire village in his hands, Smoke felt overwhelmed. When MDS volunteers started working on

his house, he was filled with gratitude. "I feel like my house has been taken off my shoulders," he said.

After Stevens Village was declared part of a federal disaster on 11 June, the Federal Emergency Management Agency (FEMA) began helping residents in the village. Individual Assistance representatives came to the village to register applicants, rather than having them call or register online as is usually done after a disaster.

In addition, FEMA loaded a barge in Nenana, on the Tanana River outside Fairbanks, with supplies for re-building Stevens Village: 2x4s, plywood, sheetrock, insulation, tools, utility vehicles, gasoline and more. Residents re-building their homes had the option to receive assistance either as cash or as direct aid. Supplies on the barge were for those who chose direct aid.

In this crisis, this small village in need of re-building brought together voluntary organisations and state and federal agencies who braved the floods and ice jams of May to ensure the community could move back into their homes quickly. ●





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Email: registrar@aies.net.au National Web Site: www.aies.net.au

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THE INSTITUTE'S AIMS

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- To raise the status and advance the interests of the profession of emergency management and counter disaster services administration.
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Australian Government

Australian Maritime Safety Authority

In 30 knot winds this yacht, Narda II, reported a broken rudder and disabled rigging. Australian Maritime Safety Authority (AMSA) Rescue Coordination Centre was alerted when that the yacht was drifting 75 nautical miles south of Warrnambool, Victoria. AMSA's dedicated search and rescue aircraft, based out of Essendon, was in flight over the western Bass Strait when it intercepted a VHF call from the disabled yacht.

AMSA's Rescue Coordination Centre worked with Victoria Police to assist in the rescue operation. The Victoria Police vessel Fearless responded and successfully towed the yacht back to Apollo Bay.

Photo: AMSA 2009





Blue Light brings police and youth together to provide young people with positive lifestyle alternatives and strategies to avoid becoming an offender or victim of crime. Visit www.bluelight.com.au for more info.

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