

# NATIONAL EMERGENCY

## RESPONSE

Official Journal of the Australasian Institute of Emergency Services



VOLUME 34 NO. 2 WINTER 2021  
PRINT POST PUBLICATION NO. PP100018976

## AIES welcomes newly appointed National President **MR ROBERT (BOB) MAUL LFAIES**





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#### WEBSITE CONTENT

The website has sections for each State as well as National Areas. If you have ideas for State Division content, please contact your State Secretary. For National content, email [web@aies.net.au](mailto:web@aies.net.au). Please be aware that all content must go past the National Secretary prior to web publication to ensure it meets required guidelines.

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# NATIONAL EMERGENCY RESPONSE



Official Journal of the Australian Institute of Emergency Services

Winter 2021 • National Emergency Response

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#### FRONT COVER

Killarney Vale, NSW, Australia –  
22 March 2021: State Emergency Service (SES) respond to a flooding event in a residential street of Killarney Vale on the Central Coast of NSW.

By Adam Marshal



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# NEW MEMBERS

The Australasian Institute of Emergency Services is pleased to announce the following emergency services people joined the AIES between 1 April and 24 June 2021.

NAME	DIVISION	ORGANISATION
Briony Coultman-Smith	VIC	SES (Port Melbourne)
Viney Joshi	SA/WA	Yorke & Northern Local Health Network
Rachel Fleming	NSW	SES & Rural Fire Service
David Flood	QLD/NT	Top End Health Service
James Heffernan	NSW	SES
Zacharia Leithhead	SA/WA	Alcoa of Australia
Warren Phillip-Clarke	NSW	ANSTO
Alex McAlpine Price	NSW	Police & Fire Rescue
Rory McKenzie	NSW	Rural Fire Service
Grant Reibel	NSW	Australian Defence Force (RAAF)
Arni Regtien	SA/WA	Police
Paul Seager	NSW	National Parks & Wildlife Service
David Windsor	SA/WA	Fortescue Metals Group



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<https://au.linkedin.com/company/australian-institute-of-emergency-services> or log in at [au.linkedin.com](https://au.linkedin.com) and search for 'Australian Institute of Emergency Services' under 'Companies'.



Articles, photographs and short stories are sought for the *National Emergency Response Journal*. Please submit items for the next edition to [editor@aies.net.au](mailto:editor@aies.net.au) by **25 October 2021**. There is an annual award for the best article submitted by an AIES member.

## MEMORANDUM OF PARTNERSHIP

### Between the International Association of Emergency Managers Oceania Council and the Australasian Institute of Emergency Services



The International Association of Emergency Managers (IAEM) Oceania Council and the Australasian Institute of Emergency Services (AIES) are composed of officials and professionals that deal first-hand with the demands of preparing for and managing response to and recovery from disasters that affect communities; and

**WHEREAS**, IAEM has stated its vision "Our vision is that IAEM be recognized as the premier international organization of emergency management professionals."

**WHEREAS**, AIES has stated "The Institute aims to provide a professional body for the study of the roles and functions of Emergency Services and Emergency Management Organisations throughout Australasia, and the promotion and advancement of professional standards in these and associated services."

**WHEREAS**, to accomplish this purpose, the AIES supports the sharing of information and the enhancement of emergency management efforts at every level and the continued participation of all agencies and departments involved in emergency management; and

**WHEREAS**, these two organizations recognize the need for increased emphasis on coordination of all aspects of emergency management worldwide;

**NOW, THEREFORE, BE IT RESOLVED, THAT** IAEM Oceania Council and the Australasian Institute of Emergency Services do hereby agree to develop a working relationship; and

**FURTHER, BE IT RESOLVED** that the intent of this Memorandum of Partnership is to symbolize out cooperation to enhance emergency management at all levels, and to include

communications and coordination with organizations throughout the world.

The IAEM Oceania Council and the Australasian Institute of Emergency Services names shall not be affiliated with any public policy positions without prior written approval of either party.

This Memorandum of Partnership can be cancelled by either party providing 30 days written notice to the other party.

This Memorandum of Partnership shall be reviewed after a period of two years from the date of signing, unless circumstances require that it be reviewed earlier.

**This Memorandum of Partnership was signed on 22 April 2021 by IAEM Oceania President Mr Clinton Naude, CEM and AIES National President Mr Steve Jenkins, FAIES.**



# FROM THE PRESIDENT'S DESK

Robert (Bob) **Maul**, LFAIES, JP (NSW)

*National President*

It is with a great deal of humility that I can report to members that on 1 May 2021, the AIES Board elected me National President of the Institute. I want to place on record my sincere appreciation to immediate past President Steve Jenkins for carrying out the duties of National President for the past six years.

Steve has steered the Institute through some difficult times and ensured it is now governed by a board of highly credentialed and academically qualified emergency management operatives. We all owe Steve a debt of gratitude for making his time available to ensure the continuance of the AIES as a viable emergency management sector institution.

Likewise, our state division management committees consist of highly qualified and skilled emergency management practitioners, many of whom are either full-time employed, volunteer, or retired state emergency services controllers, bush fire captains, senior health personnel, senior fire brigade officers, senior armed services commanders, senior police officers and senior ambulance officers. Some of our committee members also run emergency management consultancy businesses on a daily basis and lecture extensively on emergency management disciplines. Other members of the AIES, employed in the private sector of the emergency management industry, are equally credentialed emergency management operatives.

I would like to congratulate ACT President Christine Miller for taking up the position of National Vice President. Christine was a Queensland senior police officer and now resides in Canberra. In retirement, she is a director of a busy emergency management consultancy practice.

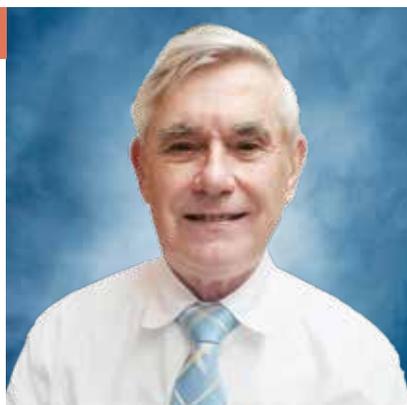
During my tenure as your National President, I will try to keep members abreast as often as possible about initiatives and policies that the Board

introduces to improve educational opportunities for our members such as web conferencing (webinars), virtual networking and live chat events involving qualified emergency management trainers and presenters. This will include seeking additional educational opportunities for our members to attend emergency management conferences and training courses conducted by other emergency management facilitators and providers, including the attendance of our members at master classes and similar events.

Furthermore, the National Board will pursue the initiative of signing memorandums of partnership with kindred organisations in Australia. One such memorandum we signed recently is the Memorandum of Partnership between the International Association of Emergency Management Oceania Council (see page 2 of this journal). Further endeavours in this regard are in train.

One of the policy areas that I am keen to revisit is a reevaluation of the Institute's vision and mission statements. We do not have to completely disregard our original concepts, aims and objectives that have served us well in the past. However, as some 44 years have elapsed since the Institute was established, I believe it is time for our organisation to have a fresh look at the original aim and objectives of the Institute, and whether there is time to consider the need for a new vision and mission statement.

The National Board has agreed that all state division committees and each member of the Institute will be invited to participate in a competition to determine what the future 'Vision' and 'Mission' statements ought to be, bearing in mind the original aim and objectives of the Institute which are published on page 23 of this journal. The winner/s of the competition will be presented with an AIES award based on the best answers/ definitions provided either individually or by a team.



We have recently changed our website provider. I would be grateful if you would access your section of the membership portal and ensure your details are correct. It is important that your details are correct when we send our notices, memorandums and reports.

To update your details, please contact our membership administrator, Wayne Coutts. His details can be found on page 24 of this journal.

I would like to thank Tony Cornish, proprietor of Countrywide Austral (CWA), and his wife Elizabeth, for attending the 2021 AIES AGM held in Hobart in May. CWA has printed and distributed *National Emergency Response* for many years and is a great supporter of the Institute. Tony makes time to attend our annual meetings to liaise with directors about our journal.

At the AGM, the Board was pleased to present our National Treasurer, Jenny Crump, with the Institute's highest award – the National Medal of Excellence. Jenny has been the Institute's National Treasurer for six years and was also the Queensland Division Treasurer/Secretary for a considerable period. The Board appreciates all the work that Jenny has carried out for the Institute at both National and Division levels for many years and believes the AIES' National Medal of Excellence is most deserving.

The Board also appreciates the time and effort that Tasmanian President Ron Jones, LFAIES, devoted to making the 2021 AGM a success.

I am always available for a chat, and if you wish to do so, my details are available on page 24. ●

## PROFILE OF NEW AIES NATIONAL PRESIDENT

# ROBERT (BOB) MAUL LFAIES, JP (NSW)

Introducing the National President of the Australasian Institute of Emergency Services.

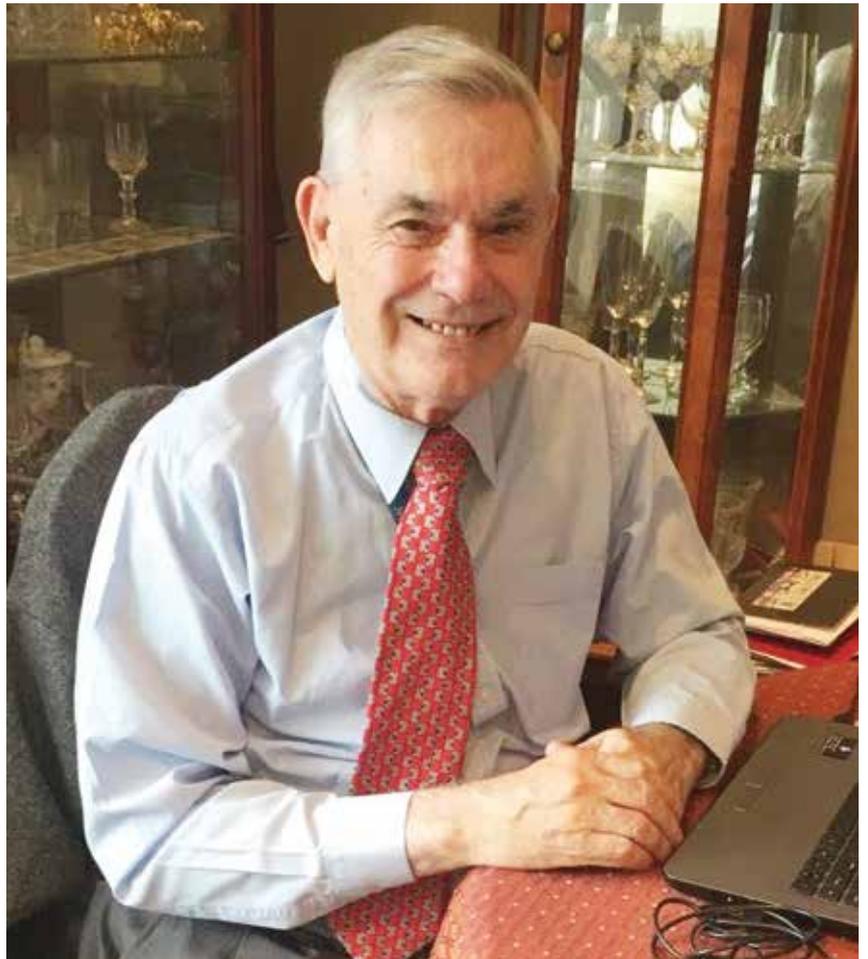
At its yearly annual meeting of the National Board of the AIES held on 1 May 2021, Robert (Bob) was elected by the Board of Directors as the new National President. He succeeds Steve Jenkins FAIES who performed the role with distinction for a period of six years.

Bob is a founding member of the Australasian Institute of Emergency Services, (formerly the Australian Institute of Emergency Services). The Institute was established in 1977 and was incorporated as a company in NSW in 1990. Bob is a Life Fellow of the Institute and holds many emergency management and other academic qualifications. These also include emergency management skills qualifications gained whilst undertaking training courses at the Australian Civil Defence School, Australian Counter Disaster College, and at the Australian Emergency Management Institute at Mount Macedon, Victoria, Police College at Manly and Police Academy at Goulburn, NSW.

Bob is the holder of the Institute's highest award, the National Medal of Excellence, which he received in 2015 following 38 years of service to the Institute. Prior to that he was presented with the Institute's second highest award, the Award of Excellence.

In the past, Bob was the NSW Division President, Executive Member of the NSW Division AIES Committee and the General Secretary/National Registrar of the organisation, occupying the latter position from 1996-2015.

In other walks of life Bob holds other directorships in the not-for-profit sector, among these being the Treasurer of the NSW Mosman RSL Club and a State Committee member of WIRES. He was also the Treasurer/Director of the NSW Teachers Club from 1977 to 2000.



*Bob is the holder of the Institute's highest award, the National Medal of Excellence, which he received in 2015 following 38 years of service to the Institute.*

Before his retirement from the NSW Police Service, he performed the duties of Chief Operations and Plans Officer for the NSW SES for a period of 13 years and, following that, 14 years as the Region Emergency Management Officer (a statutory appointment) for several NSW Police Service Sydney Metropolitan

Emergency Management Regions. He was also a lecturer/instructor on emergency management subjects at the University of Sydney, University of NSW, the Australian Emergency Management Institute, and he was also a senior instructor at the NSW Police Academy at Goulburn, NSW. ●

# PRESENTATION OF AIES AWARD OF EXCELLENCE TO DAVID PARSONS FAIES

It was with a great deal of pleasure that I was able to present David Parsons, FAIES and Secretary of the NSW AIES Division Management Committee, with the second highest award of the Institute late last year at the Masonic Club in Sydney.

Robert (Bob) **Maul**, LFAIES, JP (NSW)

*National President*

**A**lso present at this award presentation was long-time member of the AIES Mr Costa Zakis, FAIES and my wife, Dee Dee Maul, formally a permanent officer of the SES' HQ in Sydney.

David was presented with this award on behalf of the National Board for his long time and meritorious service to Institute, which spans over 40 years. He has served the Institute in several executive positions, with distinction, including Vice President, Secretary and Committee member of the NSW AIES Division Management Committee, as well as the editor of the AIES journal *National Emergency Response*. David is well deserving of this award, having developed various initiatives, including the founding of the Institute's journal in the early 1990s. David is currently both the Vice President and Secretary of the NSW Division and I am indeed appreciative to David for having carried out these roles for the past three years with a high degree of professionalism.

Other than his AIES roles David holds many other appointments, among them Deputy Director Training and Leadership – Response and Recovery Aotearoa (New Zealand), Adjunct Associate Professor – Queensland University of Technology, Adjunct Lecturer – Charles Sturt University, Senior Fellow-Massey University (Joint Centre for Disaster Research) and is the Senior Partner at Crisis Management Australia. Apart from these appointments David is a highly credentialed academic individual holding the qualifications of Master of Emergency



*(L to R): AIES National President Robert Maul and David Parsons.*

Management, Bachelor of Education and Bachelor of Emergency Management. He also holds the post nominals of FAIES, FEMA, FBCI and MIAEM.

I have known David for more than 35 years, first as the SES Controller for the City of Blue Mountains when I was the Chief Staff Officer Operations and Plans for the SES and Civil Defence Organisation, and later when David became the District Emergency Management Officer for the Blue Mountains Police Emergency Management Region, a period when the National President was the DEMO for the Sydney Northern, Sydney Eastern

and Sydney Western Police Emergency Management Districts – the DEMO appointments being statutory ones under the provisions of the *NSW State Emergency and Rescue Management Act 1990*.

David is also a member of other associations such as an Honorary Fellow of the Business Continuity Institute, Member of the International Association of Emergency Managers, and a Member of the Harvard Kennedy Business School Alumni (USA).

The National Board offers its sincere congratulations to David for gaining this award. ●



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# NSW POLICE AND PARAMEDICS' PAY BOOST

NSW paramedics and police who helped fight the pandemic are among the public sector workers who received a significant wage increase of up to 2.5 per cent in response to NSW's economic rebound from COVID-19.

The financial 'thank you' came into effect on 1 July 2021. This change in the Government's wages policy is forecast to cost approximately \$2.7 billion over the four-year forward estimates.

Premier Gladys Berejiklian said the Government's decision to boost pay came off the back of renewed confidence in the NSW economy following a year in which the country experienced its first recession in a generation severest post-war recession.

"The pandemic has meant making sacrifices and difficult decisions. This included wage restraint during the worst of the crisis," Ms Berejiklian said.

*"I would like to thank all of our public servants for the work they have done in protecting the people of NSW over the past 18 months."*

– NSW Premier Gladys Berejiklian

"We put all of our financial strength into protecting people, providing economic stimulus and boosting job-creating programs. The economy is back growing and we are now able to give a wage increase to government workers and their families.

"I would like to thank all of our public servants for the work they have done in protecting the people of NSW over the past 18 months."

The NSW Government's policy of up to 2.5 per cent remuneration increases was introduced in 2011. ●



NSW Police enforcing the current COVID-19 restrictions. Credit: Lisa Maree Williams/Getty Images



# Living with PTSD? We Can Help

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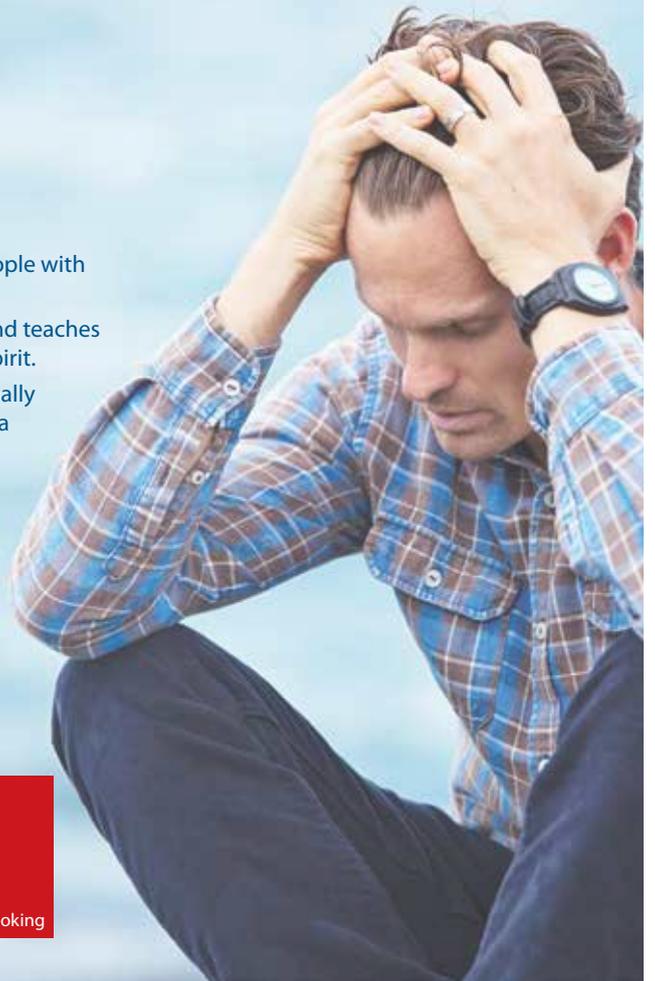
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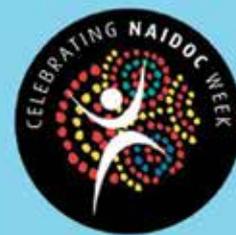
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4-11 JULY 2021

# CFA CELEBRATES NAIDOC WEEK 2021

National Aboriginal and Islanders Day Observance Committee (NAIDOC) Week celebrations are held across Australia each year to celebrate the history, culture, and achievements of Aboriginal and/or Torres Strait Islander people.

**N**AIDOC week officially starts on Sunday 4 July and runs until 11 July.

CFA's Cultural Heritage Adviser Michael Sherwen celebrated the start of the week and encourages all Australians to show their support.

"Today marks the start of NAIDOC week, which celebrates Aboriginal and Torres Strait Islanders' connection, culture and achievements," Michael said.

"This week's theme is healing country and CFA will be sharing a number of stories during the week that focus on Indigenous fire management and connection with country.

"I'd like to encourage members and the general public to learn and interact with Australia's history and I'd also like to say happy NAIDOC week. Let's enjoy this year's theme and events.

This year's theme, heal country, calls for all Australians to continue to seek greater protections for our lands, our waters, our sacred sites and our



*CFA's Cultural Heritage Adviser Michael Sherwen.*

cultural heritage from exploitation, desecration, and destruction.

Chief Officer Jason Heffernan promoted the week and encouraged members to connect with the history of Australia.

"Through our shared culture of fire, we can bring our Aboriginal communities and CFA closer together to really focus

on understanding culture, inclusion and community connections," he said.

"Let us use this week to celebrate the achievements of Aboriginal and Torres Strait Islanders."

The week is a great opportunity to participate in a range of activities and to support your local Aboriginal and/or Torres Strait Islander community.

- Undertake the CFA Learning Management System Inclusion Training
- Read CFA's Koori Inclusion Action Plan website (under review)
- Use the look-up tool to learn who the Traditional Owners are at your address
- Do an Acknowledgement of Country at the start of all your meetings
- Use the NAIDOC Week MS Teams backdrop during the week
- Attend one of the official NAIDOC Week activities.

To find out more information head to the official NAIDOC week website <https://www.naidoc.org.au/> ●



# NSW GOVERNMENT COMMITS FURTHER \$268.2 MILLION TO RESPOND TO NSW BUSHFIRE INQUIRY RECOMMENDATIONS

Firefighting drones, aerial firefighting, enhanced strategic fire trails and improvements to local emergency infrastructure and equipment will be funded by an additional \$268.2 million over four years as part of the NSW Government's response to the independent NSW Bushfire Inquiry.

**T**his takes the total amount committed by the Government in response to the Bushfire Inquiry, in partnership with the Commonwealth, to more than \$460 million.

Treasurer Dominic Perrottet said the funding will help roll out critical projects that will assist firefighters to protect communities right across NSW.

"This commitment will bolster the future of our fire agencies and preparedness of communities, many of whom have personally witnessed the devastating effects of fire," Mr Perrottet said.

"Highlights of the package include further funding for new and refurbished fire trucks, operationalising two Black

Hawk helicopters to replace existing NSW RFS helicopters and implementing the new National Fire Danger Ratings System."

Minister for Police and Emergency Services David Elliott said the NSW Government will continue to act on the learnings of its 'Black Summer' of bushfires.

"This second tranche of funding builds on our initial \$192.2 million commitment which has already made a difference to our state's preparedness for future disasters, and brings our total response to almost half a billion dollars," Mr Elliott said.

"Whether it's the continued funding for fleet upgrades, protective clothing,

maintenance of our roads and strategic fire trails or indeed funding for drones and bushfire research, this second package puts our frontline firefighters and the safety of our communities first."

RFS Commissioner Rob Rogers said fire agencies at all levels were working hard towards implementing the recommendations from the Inquiry.

"This commitment will assist by increasing mitigation crews on the ground, getting aviation assets in the sky, and most importantly, providing safer trucks for our firefighters."

Fire and Rescue NSW Acting Commissioner Jim Hamilton said the additional funding would go a long way



in ensuring emergency services are more prepared for the future.

"The funding will deliver state-of-the-art equipment, systems and appliances so our firefighters can better protect the NSW community in years to come," Acting Commissioner Hamilton said.

Commissioner of Resilience NSW Shane Fitzsimmons said resourcing local communities was paramount for an effective response.

"We know local communities and their efforts are the frontline of response, but also key to preparedness for the disasters that will most likely impact them," Commissioner Fitzsimmons said.

The NSW Bushfire Inquiry was commissioned by the NSW Government to examine the causes, preparation and response to the devastating 2019-20 summer bushfires. The NSW Government accepted the 76 recommendations. ●



## The \$268.2 million funding package includes:

- **\$50.9 million** to support firefighting tanker replacement and safety retrofits for frontline NSW RFS, FRNSW, NSW National Parks and Wildlife Service and Forestry Corps NSW fleet;
- **\$37.6 million** for the continued funding of additional mitigation crews in the NSW Rural Fire Service and NSW National Parks and Wildlife Service to deliver greater hazard reduction;
- **\$34.4 million** to accelerate the state-wide delivery of strategic fire trails;
- **\$22.7 million** for a personal protective clothing replacement program for FRNSW;
- **\$19.9 million** to upgrade the FRNSW dispatch systems;
- **\$17.2 million** to operationalise two Black Hawk helicopters to replace existing NSW RFS helicopters;
- **\$10.6 million** to assist with the implementation of the new National Fire Danger Rating System;
- **\$6.7 million** to enhance firefighter safety through fire ground tracking, training and accreditation of heavy plant machinery operators; and
- **\$5.2 million** for additional drones for firefighting operations.



# WESTERN AUSTRALIA POLICE BUILDS CURFEW APP TO CALL TIME ON CRIMS

When high-risk offenders are released back into the community on bail, a curfew is often imposed. They need to be at a specified address between certain hours. Checking whether or not they are adhering to the curfew falls to the local police.

Source: **Microsoft News Center**

In Western Australia this has previously been managed through a largely manual process that was handled differently by each individual police station.

Mark Cook is a constable with the Western Australia Police (WAPol) and has plenty of frontline experience of traditionally managed curfew checks.

First, a police officer needs to understand who in their beat has a curfew order. When they're working close by, and have the time, the officer visits an address on the curfew list, knocks on the door, checks the correct person is there and complying with the bail-related curfew.

Notes about whether the person was compliant or not could only be uploaded to the police database when the officer returned to the station.

There was little to no opportunity for police to report immediately when they were about to make a curfew call, or if one had been successfully

(or unsuccessfully) completed by other officers just a few minutes earlier. Meanwhile it was easy to end up duplicating records about curfew checks, injecting inefficiencies to the process.

Cook knew there had to be a better way, and after connecting to Acting Inspector Darren Henstock, the Innovation and Future Lead for WAPol's Digital Policing Division, he developed a Power App intended to manage the process end to end.

It's injecting massive efficiencies that Henstock says could stack up to as much as half an hour saved per curfew visit.

## CLICK TO CURFEW

The curfew app presents curfew addresses to local police officers on their mobile phone. When they plan to conduct a visit they click on the address so that everyone knows where they are going. If the person is at the right address at the time that the curfew specifies then the officer

can simply click to complete the check with all the information instantly available and accessible.

Henstock says that the app also has a dashboard allowing supervisors to see checks in real time, which in turn removes significant effort in adding individual curfew jobs on the dispatch system and thus provides more clarity on officers' availability for controllers.

The app has been tested in five stations and is now being rolled out across Western Australia. This has the additional benefit that now every police station and police officer will use the same language and system for curfew checks, reducing the risk of confusion or miscommunication.

As part of his push for innovation, Henstock is encouraging the entire police force to share their ideas for how technology could help them do their jobs more efficiently and safely. There are about 1,600 police officers who are now actively sharing ideas



A graphical mock-up of the curfew app that officers can access on their mobile phone (Source: WA Police)



Through Power Apps, the easy and simplistic navigation was an important requirement when building the solution (Source: WA Police)

via Microsoft Teams, with each project set up as a separate channel.

As the initiator of the curfew app, Cook has been an active participant. With the entire WAPol force equipped with mobile phones and access to cloud-based applications, Cook had seen Power Apps on his device and realised that it could be used to build an app to manage curfew checks.

Cook started to work with Henstock's team, and within eight weeks had a proof-of-concept app ready to test. After getting the thumbs-up from field tests, which were held with 200 officers in four police stations, the app has continued to be finessed and Henstock's developers continue to refine and manage the app based on feedback from frontline officers. Long term his ambition is to build much more functionality into the app.

"We just had a bit of feedback from South Hedland, up in the Pilbara," says Henstock. "They've taken it to court

*They've shown the Power App with the running sheet that sits behind it of all the visits that were done and the lack of compliance and, therefore, they kept the person in custody. Protecting the public is always a great result.*

with a regular offender who breaches bail on a regular basis, but who constantly gets let back out by the court.

They've shown the Power App with the running sheet that sits behind it of all the visits that were done and the lack of compliance and, therefore, they kept the person in custody. Protecting the public is always a great result.

Keeping the app simple is another good result says Cook. "From the get-go, I wanted to make it very, very easy to use and user friendly. It's very, very

simple to use and you wouldn't need to read a manual or user guide. You can pick up like any other app and know intuitively what you're doing.

"It's easy one-handed navigation. All the controls are on the bottom of the screen rather than the top so you can use it with a hand free. And a very, very simple colouring system to know who's been checked, who hasn't."

If someone is absent when they should be complying with a curfew, the officer can use the app to share additional information such as what the person was



The proof-of-concept mock-up when building the solution (Source: WA Police)

wearing, so that other officers can keep an eye out. In the past that information was stored in someone's pocket book and wouldn't be available to other officers until the details were typed up at the end of a shift on the station computers.

By freeing officers from paperwork, the app allows them to spend more time on the beat which inspires community confidence and acts as a crime deterrent.

Cook completed online courses to get himself up to speed with Power Apps, and how to use it to design professional grade applications. "It is really, really sensational, with a 'what you see is what you get' concept. You can bring in fields, and it's quite easy to navigate.

"I also liken it to Microsoft Excel. If you're a total beginner at Excel, the average user can get through and achieve the basics. Compared to someone who is quite advanced in Excel, who can do a whole lot of formulas, macros, and a whole lot of things in Excel that are quite complex.

"I'd say Power Apps is the same thing, where an average user can make something pretty basic. However, to get it to a point where it's usable as a professional grade application can be challenging.

"However, that being said there are courses available and YouTube is just such a fantastic resource," he adds.

The proof-of-concept curfew app was so clearly useful to police officers making curfew checks that Henstock acknowledges he had to push back on requests to use the system until it had been fully tested and any minor kinks ironed out.

Cook has also had to rein in his own enthusiasm, because at present he says; "Every day I wake up and think 'oh, we could use Power Apps to do this!'"

### BROAD PROMISE

He's not isolated in his enthusiasm according to Henstock, who says the forensics team has been very interested to explore how it might use Power Apps to build an app to significantly speed up fingerprint analysis.

The Aboriginal Affairs Division is also working on an app, with support from Microsoft, that translates local languages with the expectation that it will play a key role in providing consistency during interactions with First Nations people and supporting both WAPol and Microsoft's reconciliation action plans.

Henstock says; "We want people to know that they can come to us; they've got their idea, they can do a bit (of app development), and then we can support them," to manage more complex but essential issues around data governance and security.

Having someone like Cook develop the idea and prototype app remains important says Henstock.

It's the power of the frontline officer, that can come up with an idea. We recognised that idea, we brought him in, pursued his idea and then deployed it out to the frontline, and improved the ability of the officer to do their job.

The magic for Henstock comes from WAPol's ability to champion what he describes as a "built for coppers, by coppers" process that translates into an app that people really want to use, and in the process supports the community and leverages modern technology to keep people safe.

For frontline officers like Mark Cook the ability to participate in the innovation process is greatly appreciated. "We'll get in the car and we'll whinge to each other about how things work and (that) nothing gets done about it, but in the past you felt powerless to change it.

"Power Apps, and what Darren has done with digital policing and feedback channel, allows us to give feedback on processes that we're not happy with. That's really the catalyst. We can start thinking about our processes and give people like myself the ability and a platform to actually to change it."

A clear case of calling time on crims. ●



# AWE AWARDS SCHOLARSHIPS TO EMERGING EMERGENCY LEADERS



ACIM Solutions

The Australasian Women in Emergencies (AWE) Network has announced the 2021 recipients of the Philippa Woolf Scholarship.

**N**icky Haslinghouse from the University of Melbourne and Zoe Chenier-Hinde from Emergency Management Victoria will complete a Diploma of Public Safety (Emergency Management) with ACIM Solutions.

While only one scholarship was on offer, AWE said the calibre of candidates was so strong that it was decided to award two scholarships.

Philippa Woolf is a highly respected emergency management leader and educator. She is the Founding Director at ACIM Solutions (Australian Centre for Investigation Management, which is a corporate member of the Australasian Institute of Emergency Services.

Philippa said, *"It is a privilege for us to support such committed, passionate and capable women continue to contribute to the emergency management sector. Together with our team, we are all looking forward to working with Nicky and Zoe as*



Nicky Haslinghouse

*part of their ongoing professional development."*

AWE said it was, *"thrilled to once again support our amazing members in their education and career advancement through the Philippa Woolf Scholarship. We can't*



Zoe Chenier-Hinde

*wait to see Nicky and Zoe build their skills to further their contributions to emergency management and disaster resilience."*

AWE and ACIM congratulate Nicky and Zoe each being awarded the 2021 Philippa Woolf Scholarship. ●



Philippa Woolf

Philippa Woolf has a background in emergency management at both an operational and senior level, including 26 years at NSW Police. Philippa also has international experience working with agencies such as Scotland Yard, London Metropolitan Police, Essex Police and Bramshill Police College on a number of employee management and leadership related projects. Philippa has been involved in delivering education services in the emergency management sector since 2014 and is committed to growing the capability of those working on behalf of communities. Partnering with AWE through educational scholarships provides a valuable opportunity to support women in emergency management across Australasia in developing their leadership skills to enable them to maximise their valuable contributions in their communities.



## NSW RFS COFFS COAST DISTRICT VOLUNTEERS AND STAFF RECOGNISED

On Saturday 5 June 2021, volunteers and staff from the NSW Rural Fire Service's Coffs Coast District were recognised for their service to New South Wales and Australian communities at a special medal presentation ceremony.

Stephen **Jenkins** FAIES

*Immediate Past President AIES; Councillor Bellingen Shire Council; and NSW RFS volunteer and brigade captain*





The Coffs Coast District comprises the Coffs Harbour and Bellingen local government areas.

Fifty-six members were awarded the NSW Rural Fire Service Medal and National Medals. Forty-three members, with a combined total of 1,467 years of service, were awarded the NSW Rural Fire Service Medal, many with clasps also. Thirteen volunteers and staff members also received the National Medal and/or clasps.

The *NSW Rural Fire Service Medal* is awarded to volunteers and staff after 10 years of qualifying service. A clasp is awarded for each additional 10 years of service.

One medallist, firefighter Noel Bultitude of the Woolgoolga Rural Fire Brigade, was recognised for his incredible 72 years of service with the RFS. Noel joined the Bush Fire Brigades at the age of 14 years, at a time when volunteers were required to pay a joining fee for the privilege of membership; the firefighting effort frequently comprised little more than wet hessian bags; and appliances were still horse-drawn in



some areas. Noel was awarded the NSW Rural Fire Service Medal with six clasps.

Firefighter Mauri Thomas of the Gleniffer Brigade received the NSW Rural Fire Service Medal with four clasps in recognition of more than 50 years of service.

The *National Medal* is an Australian award that recognises long and diligent service (15 years) by members of recognised government and voluntary organisations whose members risk their lives or safety to protect or assist the community in enforcement of the law



(L to R): Supt. Sean McArdle, Mr Gurmesh Singh MP, Fire-fighters Noel Bultitude & Mauri Thomas, Chief Supt. Michelle Cooper, The Hon. Melinda Pavey MP.  
Photo credit: NSW RFS Inspector Michael Brougham.

or in times of emergency or natural disaster. This includes government organisations such as ambulance, correctional services, emergency services, fire and police forces, and voluntary organisations such as lifesaving and search and rescue groups. A clasp is awarded for each subsequent 10 years of service.

Medals and clasps were presented to the medallists by Mr Gurmesh Singh MP on behalf of the Hon David Elliott MP, Minister for Police and Emergency Services. Mr Singh is also a NSW RFS volunteer with the Woolgoolga Brigade.

Seven replacement vehicles (six tankers and one support vehicle) with a combined value of \$1.43 million were also handed over as part of the ceremony. The brigades receiving these state-of-the-art tankers were: Urunga (Cat. 7), Repton (Cat. 1 & Cat. 7), Sandy Beach (Cat. 9), North Bellingen (Cat. 1), Coramba (Cat. 1), along with the support vehicle based at Red Hill Brigade.

NSW RFS members have an extremely varied skill set, attained through countless hours of training and exercising. Although the organisational

*The value of the contribution of NSW RFS members, and indeed members of all volunteer and paid emergency services, cannot be overstated.*

title refers to 'rural fire', RFS members attend all manner of incidents including structure and vehicle fires in urban and rural areas, and motor vehicle and aeroplane crashes, oils spills and fallen trees. They also assist other emergency services. More recently, RFS members assisted in many areas of NSW with flood recovery operations, including sweeping and hosing out flooded houses and cleaning down public infrastructure such as playgrounds and footpaths.

The value of the contribution of NSW RFS members, and indeed members of all volunteer and paid emergency services, cannot be overstated. This was highlighted by Coffs Coast District Manager, Superintendent Sean McArdle who said, "Our volunteer men and

women remain on-hand 24 hours a day, seven days a week, and we should be extremely proud and grateful for their contribution."

The families of emergency service personnel should also be congratulated and recognised for their support of the members. Undoubtedly there would be many personnel who would not be able to do what they do if they did not have that support from their families.

Other VIPs joining me at the event included: Minister for Water, Property and Housing The Hon Melinda Pavey MP, Mayor of Coffs Harbour City Council Cr Denise Knight, Chief Superintendent NSW RFS North Eastern Area Commander Michelle Cooper, and NSW RFS Coffs Coast District Manager Superintendent Sean McArdle AFSM. ●

# VICTORIAN DIVISION COMMITTEE UPDATE

Earlier this year saw the conduct of the Victorian Division's (COVID-19 delayed) Annual Meeting and Divisional Committee election.

**W**ith a CovidSafe plan in place, the meeting took place in a private dining room at The Aviary Hotel in Victoria Street, Richmond, and the meeting was addressed by Mr Myles King OAM who spoke on a range of issues and challenges impacting emergency service workers both in the past and in the current climate.

Myles related his personal experiences as a long-serving member of Victoria Police and how he dealt with the demands of the job then and how he has transitioned to retirement and is now an active Board Member of the Police Blue Ribbon Foundation. Myles explained that the Victoria Police Blue Ribbon Foundation perpetuates the memory of members of the Victoria Police who have died in the line of duty through the support of worthwhile community projects within Victoria. As well as his involvement with the Blue Ribbon Foundation Myles is also the current Chair of the Masonic Foundation of Victoria. His address to the meeting was both enlightening and inspiring.

The Annual Meeting saw the re-election of:

- President – Grant Coultman-Smith, OAM, VA, BJ, JP, FBIA, FAIES
- Vice President – Doug Caulfield OAM, RFD, FAIES, MIAEM
- Past President – Alan Marshall, CSTJ, LFAIES
- Secretary – Bill Little, MAIES
- The Committee, consisting of Brett Aimers, CSTJ, MAIES, Richard Lodder, MAIES, and Ian Munro, FAIES was augmented by a new member in Joshua McMullen, MaEM, MAIES.



*Joshua McMullen, MaEM, MAIES, the newly elected Committee Member of the Victorian Division Committee of Management.*

The addition of Joshua to the Victorian Division Committee is viewed as a positive step towards broader inclusion of local government practitioner representation at divisional-level.

Joshua comes with a wide range of experience based in the international aid and development sector.

He has spent the past five years working around Australia and in Africa and Europe on community development and disaster safety projects. He recently completed his Master's Degree in Sustainable Development and Humanitarian Action, submitting

his thesis on *Disaster Safety for Humanitarian Personnel in Vanuatu*.

The impact of COVID-19 on both aid and international travel, however, led Joshua to seek more opportunities to apply these skills domestically – first by joining the Australian Red Cross in Victoria's IMT and later by taking on a role as Community Recovery Coordinator at the City of Stonnington. Outside of work, Joshua is an amateur gym junkie, aspiring whiskey connoisseur, and a fan of all things sport. He is a welcome addition to the Victorian Division Committee line-up. ●

**Driving a strategic response to DFV**

# POLICING DOMESTIC AND FAMILY VIOLENCE



*Acting Senior Sergeant Rowena Hardiker works within the Domestic, Family Violence and Vulnerable Persons Command.*

As the understanding of the complexities of domestic and family violence (DFV) increases, so too does the capability of the Queensland Police Service's (QPS) response. The Domestic, Family Violence and Vulnerable Persons (DFV&VP) Command was established earlier this year. Evolving from a previous State Unit, the Command is made up of a group of specialist officers who are tasked with driving the QPS' strategic response to DFV.

Source: [myPolicenews.com.au](https://www.mypolicenews.com.au)

*Published with permission from QLD Police Media*

**A**s a project coordinator, Acting Senior Sergeant Rowena Hardiker liaises with partner agencies, support services and officers on a daily basis to inform how the QPS can best respond to and prevent DFV within our community.

"It's about recognising the opportunities to improve our response – whether that's through policy, process, training and services for both victims and frontline police," Acting Senior Sergeant Hardiker said.

Having previously worked in various places across the state, it was while

embedded as a specialist Domestic and Family Violence Liaison Officer in the regional community of Normanton where Acting Senior Sergeant Hardiker really saw the first-hand impacts of domestic and family violence on individuals, families and the community.

"As a regional police officer, you are a part of the community. You live in the area, your kids go to school at the local school and you really feel the effects of these complex and deep-seated issues," she said.

"It also makes you really invested in making a difference as you can see

how police work can positively influence individuals, families and the broader community."

Holding specialist domestic and family violence roles in both Normanton and Mount Isa, Acting Senior Sergeant Hardiker began to establish connections with both victims and offenders, looking closely at the behaviours and characteristics associated with DFV and the power of a cross-agency response.

"In Mount Isa, I worked in – what at the time was – the newly established High Risk Team. We had amazing interagency relationships which really improved the



outcomes for victims and offenders to make a real difference," she said.

"Living and working in the community you get to see the individual outcomes, the impact on people's lives and how important sharing information is so all services can be working towards the same goals and, more broadly, the prevention of DFV."

Now embedded within the DFV&VP Command, Acting Senior Sergeant Hardiker brings specialist operational knowledge to help drive the QPS' state-wide DFV response strategy.

"Our role is to be the QPS voice at the inter-departmental and inter-unit conversations which are happening all the time and are vital to ensuring that we are constantly improving our response," she said.

"We also ensure that a DFV lens is placed over everything we do as a Service so that no decisions are made in isolation and that all effects on victims and perpetrators are considered.

"We are committed to continuous learning, proactively reviewing processes and procedures to ensure our response protects victims and holds perpetrators to account." ●

## Experts gather to discuss domestic and family violence policing

More than 130 of the Queensland Police Service's (QPS) domestic and family violence specialists came together in Brisbane in June to discuss the latest research and response to one of the most complex issues experienced in our society.

The three-day Vulnerable Persons Policing Conference, the first of its kind under the QPS' new Domestic, Family Violence and Vulnerable Persons (DFV&VP) Command, featured domestic and family violence leaders from around Australia including DV Connect, Red Rose Foundation, Queensland University of Technology, University of Wollongong, New South Wales Police Force and Victoria Police.

Assistant Commissioner Brian Codd said the conference was a chance for the officers to hear from academics, service providers, other police jurisdictions and their peers to discuss the complexities and best practice response to domestic and family violence.

"Domestic and family violence is an incredibly complex issue and the role the QPS plays in responding to these incidents is examined with great interest both internally and externally," Assistant Commissioner Codd said.

"As we talk more openly about this issue, we are seeing the demand increase. Last year, the QPS responded to more than 107,000 occurrences – that's one every five minutes – and we are now estimating that around 40 per cent of a frontline officer's time is spent attending to jobs that encompass elements of domestic and family violence.

***Last year, the QPS responded to more than 107,000 occurrences – that's one every five minutes – and we are now estimating that around 40 per cent of a frontline officer's time is spent attending to jobs that encompass elements of domestic and family violence.***

"Events like this are so important, as they present an opportunity for us to come together and hear from leading academics and DFV experts to discuss the latest research and look at what we can do as a service to enhance our response and ensure that victims are at the forefront."

Assistant Commissioner Codd said the DFV&VP Command was focused on continually learning to identify ways that the QPS can best respond to and prevent DFV within the community.

"We have connections with some incredible experts who are on the frontline of this issue from a policing, academic and victim support point of view," he said.

"This is a very complicated and constantly evolving issue that affects so many in our community, so it's very important for our officers to be able to hear directly about the latest research, initiatives and best practice when it comes to responding to incidents, supporting victims and holding perpetrators to account.

"As a Service, we are absolutely committed to continuous learning in this space and this conference is just one of the ways that we are doing this. We are always proactively reviewing processes and procedures to ensure our response protects victims and holds perpetrators to account.

"I am very proud of the work of our officers and to work alongside some incredible leaders in this space to prevent, disrupt, respond to and investigate domestic and family violence." ●

# MERCHANDISE

The AIES now has polo shirts and caps available for purchase. Pictures of the shirts and caps are shown below.

## To make an order:

- Complete and return this order form to the following email address: [treasurer@aies.net.au](mailto:treasurer@aies.net.au)
- or post to A149 Sydney South NSW 1235
- or by telephoning 0418 726 224 (after business hours)

Inquiries are to be directed to [treasurer@aies.net.au](mailto:treasurer@aies.net.au) or by telephoning 0418 726 224

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2X Large	Chest 63 – Front Length 80	
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5X Large	Chest 71 – Front Length 87.5	
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Sydney South, NSW 1235

## THE INSTITUTE'S AIMS

To provide a professional body for the study of the roles and functions of Emergency Services and Emergency Management Organisations throughout Australasia, and the promotion and advancement of professional standards in these and associated services.

## THE INSTITUTE'S OBJECTIVES

- To raise the status and advance the interests of the profession of emergency management and counter-disaster services administration.
- To represent generally the views and interests of the profession and to promote a high standard of integrity and efficiency in the skills of emergency and counter-disaster administration.
- To provide opportunities for association among members and students to promote and protect their mutual interest.
- To facilitate full interchange of concepts and techniques amongst members.
- To bring to the notice of the public such matters that are deemed to be important for safety and protection of the community and to promote research and development of emergency services generally.
- To establish a national organisation to foster international co-operation in counter-disaster services administration.

## THE INSTITUTE OFFERS

- An opportunity to be part of a progressive Australasia-wide Institute dedicated to the progression and recognition of the Emergency Service role in the community.
- An independent forum where you can be heard and your opinions shared with other emergency service members.
- A journal with information from institutes and other sources around the world in addition to the interchange of views between Divisions in Australia, as well as access to the Institute website.
- Reduced fees for members at Institute Seminars and Conferences and an information service supplied by professional experienced officers.
- A Certificate of Membership.
- The opportunity to use the initials of the particular membership status after your name.
- Corporate members receive a bronze plaque free of charge and can advertise on the AIES website, as well as provide articles for inclusion in the Institute's journal.

## MEMBERSHIP

Costs  
Annual Subscription: \$60.00  
Fellows: \$80.00  
Corporate Subscription: \$500.00  
Note: Institute Fees may be tax deductible.

## CLASSES

There are four classes of membership:  
• Members • Fellows • Life Fellows • Corporate  
There are five categories of affiliation with the Institute that may be offered to persons who do not meet the requirements for membership:  
• Associate • Student Member • Retired Member  
• Honorary Member • Honorary Fellow

## ELIGIBILITY

Applications for membership will be considered from persons who are at least eighteen years of age and who:  
• Are members of a permanent emergency service or associated service, or  
• Are volunteer members of emergency or associated services.

Admission as a member may be granted if in the opinion of the General Council the applicant meets all other conditions of membership and passes such examinations and/or other tests as may be required by General Council.

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Our members come from  
• Ambulance Service • Community Services • Emergency Equipment Industry • Emergency Management Organisations  
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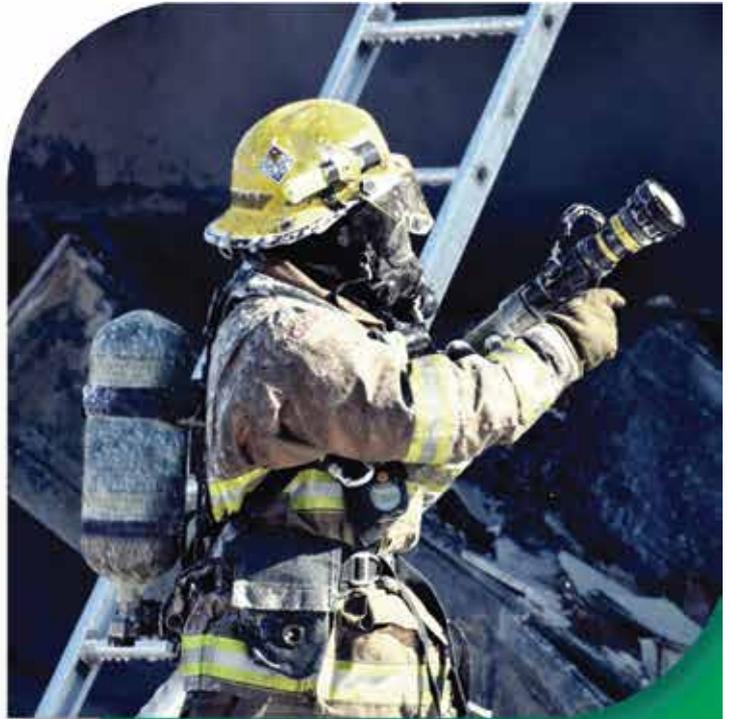
# Are you a member of the Australasian Institute of Emergency Services?

## Would you like to become a member?

The Australasian Institute of Emergency Services offers members of emergency service and affiliate organisations the opportunity to be a member of a professional body dedicated to the progression and recognition of the Emergency Service role in the community. The Institute acts as an independent forum where members can be heard and their opinions shared with other emergency service members. We provide a voice for the Emergency Services, by speaking out on issues that affect our members and the community in general.

## THE INSTITUTE'S OBJECTIVES

- To raise the status and advance the interests of the profession of emergency management and counter disaster services administration.
- To represent generally the views and interests of the profession and to promote a high standard of integrity and efficiency in the skills of emergency and counter disaster administration.
- To provide opportunities for association among members and students to promote and protect their mutual interest.
- To facilitate full interchange of concepts and techniques amongst members.
- To bring to the notice of the public such matters that are deemed to be important for safety and protection of the community and to promote research and development of emergency services generally.
- To establish a national organization to foster international cooperation in counter disaster services administration.



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- Private Emergency Services
- And any organisation that helps out people in need!

## BROADER AIMS OF THE INSTITUTE

To provide a professional body for the study of the roles and functions of Emergency Services and Emergency Management Organizations throughout Australia, and the promotion and advancement of professional standards in these and associated services

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