

FRONTLINE

THE OFFICIAL JOURNAL OF THE SOUTH AUSTRALIAN STATE EMERGENCY SERVICE VOLUNTEERS' ASSOCIATION INCORPORATED

- Mass Casualty Exercise
- Strathalbyn Rescue

- Qld Deployment
- Incident Management

OCTOBER 2012



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CHAIRPERSON'S REPORT

WARREN HICKS ESM

By the time most of you receive this copy of *Frontline*, all Units will have a new constitution to work under.

This will be a first as for many years now SES Units have been working under constitutions that were well past their use by date. Notice I said every SES unit, as each Unit had their own individual constitution which outlined where the Unit got its funding from and who annual reports had to be submitted to. Usually it was the local council who before the introduction of the Emergency Services Levy provided local Units with the bulk of their funding. The rest of the funding was made up by fund raising efforts by the local Unit and the odd government grant.

These constitutions served Units well, but with the introduction of centralized funding and many legislative changes around the management of community groups no longer stood up to scrutiny and badly needed to be brought up to date. The Association after discussions with Unit Managers has been pushing for this up dating for a number of years now, because it had the potential to become a major issue at any time, all it needed was someone to question how Units were run and the whole Service would have been called into question.

Many volunteers and staff have worked hard to design a constitution that meets legal requirements, reflects modern management practices and is worded in such a way that it suits the need of every SES Unit. Not an easy task given the range of opinions that come to light during the formative stages of development. I know and understand why some members would prefer a more prescriptive document that outlines every possible detail and how to deal with it. But, that may work for them and their Unit but other Units and volunteers would find it too hard and restrictive and come up with their own way of operating, thereby effectively ignoring directions from State Headquarters. Not a good position for any Unit to put themselves in.

Whilst the new constitution still allows for some local Unit variations, it means that the Unit management team now operates under the same directions that every other SES Unit does. Which also means it is now easier for State Headquarters to review the constitution and update it, if needed, on a regular cycle.

Over the next few months calls will go out for volunteers to become involved in various consultative groups. The Association itself has just called for nominations to become

part of our committee. But then its only if you have the drive and passion to do something for all SES volunteers. I have sat on too many committees where people have expressed an interest in joining, get elected to a position, attend a meeting or two and then are never seen or heard from again. Serving on a committee requires a commitment that is not to be taken lightly. Not only do you have to attend the meetings, but it may require you to read papers before the meeting, consult with other volunteers, put your own opinions aside to represent an alternative view, and be prepared to work as a group to come up with a common outcome. Not always an easy task, but the rewards are well worth it.

So if you think you can offer a different perspective, are keen to move the Service forward and have the time and personal fortitude to see a project through, please nominate.

Another topic you will hear a lot about over the coming months is the Community Safety Directorate, which was recently announced. The details of how the Directorate will operate are still in the design stage, but the Association is hopeful that it will lead to positive outcomes for the State Emergency Service, the volunteers who make up that service and the people of South Australia.

Till next time.

Stay safe

Warren Hicks

CHIEF OFFICER'S REPORT

CHRIS BEATTIE



The South Australian State Emergency Service's vision is to be a reliable and trusted volunteer based organisation building safe and resilient communities.

But building community resilience to natural disasters is not something unique to the SASES or South Australia – it's a national and global challenge. This challenge is being driven by the seemingly ever escalating human and economic costs associated with emergency relief and recovery from severe events. Indeed last year was the costliest year on record with economic impacts topping \$380 billion globally.

Recently published data from Munich Re shows disturbing trends. Their evidence is unequivocal, the last thirty years has seen the number of weather-related events such as floods and heat waves rising – and the increase is substantial. And while the number of earthquakes has remained constant since 1980 their economic costs are rising too. At the same time many factors have also been increasing our communities' vulnerability to disaster. Declining volunteerism, changes to work-life patterns and lifestyle, demographic changes and community fragmentation are increasing community susceptibility.

For SES it's important we understand our role in building community resilience and put in place strategies and plans to help contribute. While 'resilience' can be a difficult concept to define, and its interpretation can be subjective, it is recognised that resilient communities are better able to withstand crises and disasters. Such communities also have an enhanced ability to recover from disaster impacts.

For example a community with knowledge and understanding of its risks; strong and capable volunteer emergency services; well understood and rehearsed emergency plans; strong land use planning and building controls (suitable to local hazards); and widely adopted personal and business financial mitigation measures (eg. insurance) is likely to suffer less and recover more quickly from an extreme disaster event.

Our role is to help build safe and resilient communities. This means that we must of course continue to focus on our core business and develop robust and reliable response capabilities. We also have a broader role to play and our challenge is to look to other areas of mitigation and community preparedness where we can make a difference.

In the past, emergency management planning focused on roles, responsibilities and procedures. Increasingly, these plans consider arrangements for prevention, mitigation,

preparedness and recovery, as well as response. This is heartening, but to build community resilience there also needs to be a focus on action-based resilience planning with greater emphasis on understanding of the diversity, needs, strengths and vulnerabilities within communities. Disasters do not impact everyone in the same way, and it is often our vulnerable community members who are the hardest hit.

Working with communities to better understand their vulnerabilities and the risks they face; partnering with local councils, police, fire services and other stakeholders to develop and rehearse integrated emergency response plans; and educating the community about the resilience measures they can put in place are but a few of the activities our SES units are and should continue to be involved in.

That said, the adoption of the resilience approach is not simply a matter for the SES or our other emergency management partners; rather, it is a shared responsibility between governments, communities, businesses, the not for profit sector and individuals. Indeed, the Victorian Bushfire Royal Commission uses the expression "shared responsibility" to mean increased responsibility for all. It recommended that authorities adopt increased or improved protective, emergency management and advisory roles. In turn, communities, individuals and households need to take greater responsibility for their own safety and to act on advice and other cues given to them before and on the day of an emergency event.

Building safe and resilient communities is a long-term vision for the SES and it will require long-term commitment - not only from the SES and its volunteers - but from all our partners in local government, police and emergency service agencies, industry and the broader community.

Chris Beattie



EXECUTIVE OFFICER'S REPORT

SUSAN CARACOUSSIS

We hope that you enjoyed the new look for Frontline and thank More Media Group for getting the July publication together for us in such a short time frame. And we'd like to reiterate that More Media Group is now the publisher of Frontline and also our calendar, as there has been considerable confusion over the publisher in that until August, Countrywide Media was still listing Frontline as one of their publications. This aspect has finally been rectified and we can only reiterate we have no dealings what so ever with our former publisher. Why are we reiterating this aspect, because we have subsequently learnt that advertisements were possibly sold in advance for the July and October editions of Frontline by our former publisher and as we do not have details, it has caused a few problems with many phone calls being received. If ever in doubt, please either phone the association or More Media Group.

The first quarter of the new financial year has been an extremely busy period, for the SES, both with the restructure now in place, most District Officers have been appointed and units are progressively holding annual general meetings and adopting their new constitutions. Coupled with these changes we also had periods of extreme weather and units experiencing a high levels of call outs.

The association has also amended its constitution to reflect the new Regions and these changes, re representation, will come into effect after our annual general meeting on Sunday 21 October.

This quarter has seen the association assisting several volunteers in addressing concerns or issues, through support, follow up liaisons with State Headquarters or SAFECOM, and even seeking external advice has occurred, together with representation at unit openings, the VERSP event in Port Pirie and of course at the numerous meetings that take place. The Chair has already encouraged those interested in volunteering for a committee, to do so.

Many still do not realise the excessive hours of commitment given by our volunteers, with running a unit, attending training and maintaining their skills, being on call 24/7 and then being involved as volunteer representatives on the many state committees such as OH&S, E-mergency Connect and Training, while also somehow managing to meet family and work commitments, and be active members within their own communities.



Why are we saying this, well, we'd like to encourage and urge members to nominate fellow volunteers for awards, as recognition is deserving of our volunteers, whether it is an award within the SES or the Association, an Order of Australia Award, a Ministerial or one of the many community awards such as those presented by Local Government on Australia Day. In the next edition of Frontline, we'll recognise our 2012 Keith Lane Award recipient and the Minister's ESM and Commendations.

Remember Frontline is your magazine and we look forward to receiving your stories for all to read. Our apologies in that some stories that were carried over have not appeared, simply not all copy has been forthcoming and we are still following up in this regard. Our summer edition will include an introduction to your new Association representatives and a report from the Unit Manager's Forum. Other updates will continue to be available on the Association's website.

Finally your 2013 calendar will be distributed prior to Christmas and besides featuring SES photos, will again include a photo from a member – the 2013 photo coming from Lisa Hoelscher of Enfield Unit, featuring her son Alex in the Botanic Gardens.

Wishing you all a safe and quiet period over Christmas.

Update on the Community Safety Directorate

In October 2011, the Hon Jay Weatherill MP, Premier of South Australia announced a number of new ministerial portfolios and appointed the Hon Jennifer Rankine MP as Minister for Police, Correctional Services, Emergency Services, Road Safety and Multicultural Affairs.

This brought a number of government agencies responsible for the provision of community safety under a single minister to ensure better collaboration across the Community Safety portfolio.

On 14 August 2012, in support of the new structural arrangements, Minister Rankine announced the establishment of a Community Safety Directorate in South Australia and the appointment of myself as the Director General of the Directorate. I was a former Assistant Police Commissioner and have considerable experience in areas including emergency management, road safety, criminal justice programs and major project implementation.

It is intended that the Directorate will provide strategic advice to government and high level coordination across Police, Correctional Services, Emergency Services and Road Safety, and oversee the development and implementation of policy related matters. The Directorate will not have any responsibility for budgetary or operational matters pertaining to individual agencies as these responsibilities will quite rightly remain with the relevant Chief Executives. The Directorate will have responsibility for working together to build safer and more resilient communities and ensure the provision of community safety programs across South Australia.

In addition it will be the responsibility of the Directorate to support cooperation on major ICT and infrastructure projects, improve support for volunteers, coordinate the delivery of community safety messaging systems and programs and respond to formal enquiries and reviews following a major incident.

I will also take on the role as Chief Executive of the South Australian Fire and Emergency Services Commission (SAFECOM) with Mr David Place being appointed as Deputy Director General. Mr Place has been instrumental in the operations of SAFECOM and will continue to provide a leadership in the ongoing management of SAFECOM and the development of the Directorate.

The Directorate will be a division within the Department for Communities and Social Inclusion, alongside the State Recovery Office, which has received planning, emergency management and recovery all under the same umbrella. To support the ongoing work and direction of the Directorate, a community safety leadership council will be established to ensure coordination with the development of high level policy decisions and the delivery of effective and efficient services to the public of South Australia.

A Project Review Team has been established to assist in determining the final composition and operating environment for the Directorate with a report and any final recommendations being prepared for consideration of the Minister in due course. The Directorate will become integral to assisting government with the development of community safety policy as well as ensuring a high level of service delivery right across the community safety portfolio.

South Australia has endured relatively few major disasters in recent years through a combination of good fortune, good planning and a lot of hard work from many committed volunteers within local communities. There has also been a very good reduction in the number of road deaths, serious injury crashes and victim reported crime. It would be quite easy to sit back and admire the more recent achievements, but instead, it is vitally important that with the advent of the new portfolio structure we examine ways to continue to improve community resilience and improved service delivery models.

Such initiatives may include improved support for volunteers, better coordination of public safety messages, cooperation on ICT and infrastructure projects; leveraging from the expertise of Police, the Department for Planning, Transport and Infrastructure, the Country Fire Service, Metropolitan Fire Service and the State Emergency Service when dealing with issues around road safety; coordinating responses to enquiries and reviews; and developing sector-wide policy with input from all agencies from the portfolio.

As the new Director General, Community Safety, I very much look forward to working with the thousands of officers, employees and volunteers who choose to put the communities before themselves to ensure that the highest level of service possible is provided to the community of South Australia.

Tony Harrison

Telstra Crisis Line

The SES application to the Telstra National Crisis Line Initiative is approved. And what does that mean?

Simply that all calls from Telstra mobile services to SES 132 500 (across Australia) are now free of charge.



Mass Casualty Training Exercise Banksia

PHIL TANN



Park Primary School

On 1 August 2012, crews from Tea Tree Gully (TTG) State Emergency Service Unit, along with crews from Enfield and Edinburgh units, responded to a pager (exercise) of an explosion at the Banksia Park Primary School with early reports suggesting a large number of casualties.

On arrival crews heard cries for help and screaming coming from the building's second floor. Two crews from SA Ambulance Service (SAAS) were already on site.

The initial brief came back with a report of a drama class being undertaken when the explosion occurred. Reports suggested about 50 students and staff were inside the building.

Under the direction of David Zakrzewski (TTG Deputy Rescue Officer), who was made the Incident Controller, SES crews were split into five rescue teams.

Initially, two reconnaissance crews were sent into the building to assess the situation.

On their return, team leaders were briefed and then set to work. Working with four out of the five teams in the "hot zone" at any one time, casualties came flooding out. The fifth crew stayed outside the 'hot zone' to assist SAAS crews with the clearing post.

One of the rooms had come back as a smoked-filled room so a crew equipped with breathing apparatus was sent in to clear the room. This also doubled as a revalidation for the members who undertook this role.

After just over 1.4 hours all casualties were treated, packaged

and removed from the building and passed through the clearing post.

Well done to all the SES members who took part in the exercise. I think that all those involved learnt a lot and it was great to see different units training together.

TTG SES Unit would like to say thank you to Dermot Barry and Wayne Palmer for their involvement. I would also like to extend special thanks to the teachers and students of Banksia Park Primary School.

Phil Tann
Training Coordinator
Tea Tree Gully Unit



Rescue highlights dangers of driving in

The dangers of driving through floodwaters were highlighted on Friday 17 August, with the rescue of two people from a swollen river in Milang, on southern Fleurieu Peninsula, by the State Emergency Service.

The two people were in a sedan car that was swept off a ford on Ballandown Road, Milang into the Angas River after they attempted to cross the river at about 4pm.

The sedan was swept about 200 metres downstream and remained

in the river the next day. Three other occupants in the vehicle managed to scramble to safety, while the other two occupants spent approximately five hours on the roof of the car in the river before a passer-by heard their calls for help and called emergency services.

The Strathalbyn SES Unit, assisted by Milang CFS, responded to the call and spent about an hour rescuing the two people who were then taken to hospital.

Strathalbyn Unit Manager, Michael Fix, stated at the time:

“Their condition is not known, but it was very lucky that no one had drowned”.

He also said: *“With all the rain we’ve had over the last 36 hours, the current was very strong. It was also very deep. The water was at least one metre over the ford which is more than enough to sweep a car downstream.”*



floodwaters

"Our SES and CFS crews did a really superb job in getting these people out of a very difficult situation," he added.

The incident is a timely reminder of warnings the SES repeatedly issues about the dangers of driving, riding, walking or playing in floodwaters. Statistics, from both South Australia and interstate, reflect that this is extremely dangerous when there has been considerable rain, and rivers and creeks are flooded."

The incident featured prominently on weekend news services and hopefully reiterated the SES's warnings

Then only a fortnight later on Wednesday 5 September, the SES had one of its busiest days with 430 calls for assistance received up until 10.00p.m. At one stage during the afternoon the call centre was receiving a new call every 30 seconds. Most of the falls resulted from fallen trees, but there were also calls from householders who

had lost sheets of galvanised iron or tiles from their roofs.

Whilst the majority of calls for assistance had been in the metropolitan area, there were also a lot of callouts in Mount Gambier and Murray Bridge, whilst in Port Lincoln wind gusts of 138 kilometres per hour were recorded.

SES volunteers were praised for their work in the very cold and windy conditions.



OPENING OF SES COMMUNITY ENGAGEMENT

On Saturday 25 August 2012 the SASES Community Engagement Unit was officially launched by the Minister for Emergency Services, the Honourable Jennifer Rankine MP.

The ceremony, was conducted at the unit headquarters, (James Schofield Drive, Adelaide Airport) and marked the beginning of a new and important aspect of the work of the State Emergency Service in South Australia – that of community engagement.

As SES General Manager, David Carman said in his address to a large group of SES volunteers and staff, distinguished guests and members of the public: “This is a truly significant day in the history of the State Emergency Service in SA. It marks the acknowledgment by the service of a responsibility for the safety of South Australians that goes well beyond our operational responses to flood, storms, motor vehicle accidents and rescues. It recognises one of the key principles of the new National Strategy for Disaster Resilience – that of “Shared Responsibility”. All Australians need to contribute to their own safety and that of their communities. Our new Community Engagement Unit will focus on, as



The Hon Jennifer Rankine, Minister for Emergency Services

one of its key responsibilities, engaging with and educating the community to assume this level of responsibility, or resilience, for the safety in the face of disasters.”

In her address to the audience, Minister Rankine expressed her support for the concept of shared responsibility and the development of community resilience. She welcomed the development of the SES Community Engagement Unit

with its three key roles: community education, volunteer recruitment and retention, and SES public relations.

The Minister also expressed her appreciation that the Community Engagement Unit will provide an opportunity for operational volunteers who no longer feel they can participate fully with their unit, to join the CEU and share their years of experience and knowledge to help educate the community in ways they can reduce flood and storm damage to their properties.

After unveiling the plaque commemorating the opening of the Community Engagement Unit, the Minister presented Unit Manager David Hall with the CEU Certificate of Registration.

David Hall thanked Minister Rankine for officially opening the Unit and presented both her and General Manager David Carman with a FloodSafe/StormSafe SES cap.

The Minister and David Carman were then invited to inspect the Community Engagement Unit display at the front of the unit headquarters, before joining guests for refreshments.

Bob Stevenson

Community Engagement Unit Coordinator and SES State Emergency Management Planning Officer

UNIT



Community Education Unit vehicles.



The Minister with Shane Leedham and David Carman



David Hall, Unit Manager, Community Education Unit with the Minister



The Minister inspects the Community Education trailer, with Shane Leedham



Bob Stevenson, Community Engagement Unit Coordinator and SES State Emergency Management Planning Officer



David Carman, General Manager, State Emergency Service

Volunteer and Employer Recognition and Support Program

Port Pirie – 23 July 2012



Andrew Wotton, Andrew's Handyman and Building Maintenance, centre pictured with David Place, SAFECOM left and Dermot Barry, Deputy Chief Officer SES right.



Deidra, Gloria and Robbie Klemm, R.A. & D.N. Klemm, centre with David Place, SAFECOM left and Dermot Barry, Deputy Chief Officer SES right.



Raelene Pearce, from Raelene Pearce, pictured with David Place, SAFECOM left and Dermot Barry, Deputy Chief Officer SES right.

The second Volunteer and Employer Recognition and Support Program (VERSP) for 2012 was held in Port Pirie in July. The Savoy Soccer Club provided the perfect venue for local members of the SES, CFS and retained firefighters from Port Pirie MFS to meet and recognise the valuable contribution of employers of emergency services volunteers, retained firefighters and self-employed volunteers and retained firefighters.

Welcoming approximately 120 guests to the event was master of ceremonies, Assistant Chief Fire Officer Michael Morgan of the MFS, as volunteers from the Savoy Soccer Club worked hard to provide a delicious meal to the assembled volunteers, staff and their employers.

Addressing the guests on the evening was Mayor Brenton Vanstone, Port Pirie Regional Council, who spoke of the dedication and commitment of local volunteers and the spirit which underpins

volunteering in this country. Also in attendance were SAFECOM Chief Executive David Place, CFS Deputy Chief Officer Andrew Lawson and SES Deputy Chief Officer Dermot Barry.

Thirty three certificates were presented to local employers of volunteers, retained firefighters and self-employed volunteers and retained firefighters. All were worthy recipients and thanked for their contribution to the emergency services sector.

Volunteer and Employer Recognition and Support Program Coober Pedy – 21 August 2012

A local Volunteer Employer Recognition and Support Program (mini VERSP) was held in Coober Pedy in August. The Coober Pedy Country Fire Service (CFS) Brigade was the venue for an evening where the employers of volunteers and self employed volunteers local to the Coober Pedy area were recognised for their ongoing support to the State Emergency Service (SES) and the Country Fire Service (CFS).

Approximately 35 guests attended the evening, where they were treated to dinner followed by an awards presentation to the supportive recipients. CFS Regional Commander Bluey Devine and SES Unit Manager Luke Kenny presented the awards to 10 local supporters of the Emergency Services.

Commander Devine said *"Without the valuable support provided by local employers, local volunteer emergency service workers would struggle to provide effective emergency services to communities in times of need"*.

VERSP programs organised at a local level are a positive way for the Brigades and Units to engage with their communities.



Mount Gambier's Newest Edition

Jaqulyn Chene Cutting who was born on the 9th March 2012 is the daughter of Bradley Cutting and Rebekah Poel.

Rebekah is the daughter of Mount Gambier's Unit Manager Simon Poel, and has been a member of the unit for nearly four years, so we're sure Jaqulyn will regularly be dressed in orange.



Spring

I'm looking out the window
As the cars go whizzing by.
The clouds are getting darker
The dimness of the sky.

Rain is forecast for tomorrow
The second week of spring.
It's time to dig the garden
And get the vegetables in.

The birds are singing and mating
The wattles are blooming out.
The ewes are in the paddock
The lambs are running about.

The temperature it is climbing
The sky is turning blue.
The grass is changing to a green
The trees are changing too.

Spring is the time to clean the
house
The lawns are there to preen.
It's time to do the vacuuming
And wash the windows clean.

I love the season that we call spring
When everything looks real
It's time to really enjoy ourselves
While nature does its deal.

Pye.



Intro to Horses Workshop

An introduction to working safely around horses

This workshop is designed for people who are new to horses, or might come across horses occasionally in work, volunteering or personal life and want to know some basics.

Who could attend?

- Emergency service volunteers, animal rescue helpers, local government animal control officers, state government agencies, school teachers, parents who are about to buy their first horse for a son/daughter.
- Maybe your new neighbour or friend has got horses and you ended up on the feeding roster or become a horse "nanny" while they go on holidays.
- It's also for people who may be thinking about work in the horse industry, veterinary surgeon or nurse, police, movie industry or other field which may involve horses

To be held at the [Morphettville Horse Skills Centre](#), 1 Park Terrace, Morphettville

Weds November 7, 2012 \$75 per person

Workshop 1: 10 – 12 noon OR Workshop 2: 5.30 – 7.30 pm

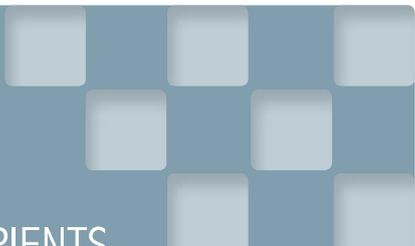
Visit workshop webpage www.horse.org.au

The workshop will consist of approx. one hour of theory covering aspects such as horse behaviours, descriptions for horses and safety considerations. The second hour will cover basics of approaching a horse, putting on a head collar, putting on an emergency halter, lead & tie up, some basic restraints and putting a rug on and off.

Enquiries to TAFE SA: horseskills@tafesa.edu.au

This course is supported by [Horse SA](#)





QUEENSLAND FLOOD AND CYCLONE CITATION RECIPIENTS

Name**Unit**

Ross Adams
 Peter Alexander
 Trevor Arnold
 Richard Bach
 Michael Baker
 Philip Baldwin
 Ian Baxandall
 Karl Beer
 Matthew Belton
 Lynette Berghofer
 Ben Birbeck
 Bruce Birch
 Trinell Bird-Balek
 Ian Bonython
 Lacey Bowden
 Tyson Bradshaw
 Craig Brassington
 Frederic Brehin
 Declan Brennan
 Ian Brittin
 Nicolas Brockhoff
 Jacob Brodie
 Garry Brook
 Adrian Brown
 Andrea Butler
 Toni Caputo
 Nigel Carr
 Kerry Champion
 Robert Charlton
 Carolyn Charlton
 Kelly Chidgey
 Sherryn Ciavaglia
 Scott Clarke
 Harold Climas
 Colin Coates
 Robyn Coates
 Brian Coats
 Michelle Collins
 Philip Colls
 Mark Crichton
 Roseanne Cruickshanks
 Teela Cumberworth
 Anne Davison
 Gavin Day
 Robert Dean
 Tracy Devine
 Ronald Diedrich
 Jess Doyle
 Michael Doyle
 Adrian Druery
 Brent Easson
 John Edge
 Sally Equid
 Jason Errington
 Margaret Evans
 Craig Faust
 Michael Fix
 Mark Freer
 Samantha Freer
 Andrea Geytenbeek
 Neil Gibson
 Steven Gooden
 V'onne Green
 Douglas Greenhalgh
 Fred Gregg

Millicent Unit
 Noarlunga Unit
 State HQ
 Port Lincoln Unit
 Eastern Suburbs Unit
 Metro South Unit
 Tea Tree Gully Unit
 Tea Tree Gully Unit
 Western Adelaide Unit
 Whyalla Unit
 Mount Barker Unit
 Noarlunga Unit
 Port Lincoln Unit
 Noarlunga Unit
 South Coast Unit
 Tea Tree Gully Unit
 State HQ
 South Coast Unit
 Eastern Suburbs Unit
 Tea Tree Gully Unit
 Onkaparinga Unit
 Enfield Unit
 Sturt Unit
 Community Engagement Unit, Metro South
 Whyalla Unit
 Community Engagement Unit, Enfield
 Tumby Bay Unit
 Noarlunga Unit
 State HQ
 Port Lincoln Unit
 Enfield Unit
 Sturt Unit
 Noarlunga Unit
 Mount Gambier & District Unit
 Port Lincoln Unit
 Port Lincoln Unit
 Noarlunga Unit
 Millicent Unit
 Burra Unit
 Whyalla Unit
 Mount Gambier & District Unit
 Community Engagement Unit, Enfield
 Port Lincoln Unit
 Noarlunga Unit
 Whyalla Unit
 State HQ
 Mount Gambier & District Unit
 Noarlunga Unit
 Western Adelaide Unit
 Campbelltown Unit
 Prospect Unit
 Yankalilla Unit
 Tea Tree Gully Unit
 Noarlunga Unit
 Mount Barker Unit
 Tea Tree Gully Unit
 Strathalbyn Unit
 Whyalla Unit
 Whyalla Unit
 State HQ
 Clare
 Saddleworth & District Unit
 Tea Tree Gully Unit
 Campbelltown Unit
 Noarlunga Unit

Name**Unit**

Clifford Grimes
 Wayne Growden
 Derren Halleday
 Rob Hardy
 Timothy Harker
 Gordon Hateley
 Phillip Hedger
 Mark Higgins
 Sandra Hilton
 Scott Hocking
 Alli Hughes
 Louise Hutchinson
 Dave Hutt
 Scott Jamieson
 Wilhelmina Johnstone
 Jeffrey Kerley
 Roger King
 Mary Lamont
 John Lawrence
 Frederick Lawrence
 Kevin Leedham
 Alvin Lim
 Paul Lloyd
 Michael Lorek
 James Lovell
 Russell Mallory
 Rhys Manning
 David Mattner
 Matthew Maywald
 Sindy McCourt
 Chris McNaughton
 Sarah McShane
 John McTier
 Stacie Meek
 Gregory Mennie
 Peter Miller
 Robert Mitchell
 Paul Muir
 Catherine Mulvihill
 Jarrod Munro
 David Munro
 Dennis Murphy
 Andrew Murrie
 Ken Nickolai
 Peter Nygaard
 Shane Organ
 Nicole Palachicky
 Viki Paxtyn
 Stuart Phillis
 Dwayne Pioro
 Rebekah Poel
 Anthony Polglase
 Matthew Pollard
 Clinton Pollheim
 Steven Pritchard
 John Quin
 Tom Rankine
 Katy Read
 Richard Read
 Jasmin Robbins
 Karen Roberts
 Judi Robertson
 Steven Robin
 Susan Robinson
 Andrew Rowe
 Alexander Rye

Campbelltown Unit
 Port Pirie Unit
 State HQ
 Eastern Suburbs Unit
 Metro South Unit
 Millicent Unit
 Murray Bridge & District Unit
 Whyalla Unit
 Whyalla Unit
 Port Pirie Unit
 Campbelltown Unit
 Eastern Suburbs Unit
 Yankalilla Unit
 Enfield Unit
 Prospect Unit
 Port Broughton Unit
 Yankalilla Unit
 Tea Tree Gully Unit
 Community Engagement Unit, Western Adelaide
 Enfield Unit
 Enfield Unit
 Campbelltown Unit
 Port Augusta Unit
 Campbelltown Unit
 Eastern Suburbs Unit
 Noarlunga Unit
 Tea Tree Gully Unit
 Noarlunga Unit
 State HQ
 State HQ
 Port Pirie Unit
 Yankalilla Unit
 Metro South Unit
 Prospect Unit
 State HQ
 Sturt Unit
 Sturt Unit
 South Coast Unit
 Western Adelaide Unit
 State HQ (to be awarded posthumously)
 Central Ops Coordination
 Bute Unit
 Clare Unit
 Port Augusta Unit
 State HQ
 Western Adelaide Unit
 Community Engagement Unit, Mount Barker
 Tea Tree Gully Unit
 Tea Tree Gully Unit
 Millicent Unit
 Mount Gambier & District Unit
 Campbelltown Unit
 Sturt Unit
 Metro South Unit
 Metro South Unit
 Mount Gambier & District Unit
 Campbelltown Unit
 Campbelltown Unit
 Campbelltown Unit
 Metro South Unit
 Community Engagement Unit, Western Adelaide
 Tea Tree Gully Unit
 Metro South Unit
 Community Engagement Unit, Enfield
 Campbelltown Unit
 Community Engagement Unit, Mount Barker

Name	Unit
Terence Savage	Yankalilla Unit
Frank Schoen	Metro South Unit
Colin Schriever	Strathalbyn Unit
Simon Schuh	Whyalla Unit
Greg Shannon	Port Lincoln Unit
Sean Sherlock	Enfield Unit
Matt Skeldon	Tea Tree Gully Unit
Helen Slater	Prospect Unit
Keith Smith	State Ops Coordination
Michael Spencer	Eastern Suburbs Unit
Colin Stanford	Campbelltown Unit
Bec Stevens	Noarlunga Unit
Emily Stock	South Coast Unit
Alice Teasdale	Community Engagement Unit, Enfield
Ricky Thompson	Community Engagement Unit, Enfield
Amanda Todd	Tea Tree Gully Unit
Tym Tu	Metro South Unit
Gavin Walter Tunks	Port Augusta Unit
Gavin John Tunks	Port Augusta Unit
Scott Turner	State HQ
Vicki Vockins	Enfield Unit
Paul Vosgerau	Metro South Unit
Sue Warburton	Port Lincoln Unit
Russell Watson	Whyalla Unit
Mark Williams	Tea Tree Gully Unit
Stephen Williams	Tea Tree Gully Unit
Dean Wilson	Yankalilla Unit
Ken Wong	South Coast Unit
Caroline Woolfall	Community Engagement Unit, Enfield
Darryl Wright	State HQ
Graeme Wynwood	State HQ
Alex Zahra	Noarlunga Unit

2010 – 2011 Queensland Flood and Cyclone Citation

In 2010 -2011, Queensland experienced unprecedented state-wide natural disaster events. In recognition of the response to the **Queensland floods and Tropical Cyclone Yasi**, the Queensland Government issued the *Queensland Flood and Cyclone Citation* to recognise the support provided to the Queensland community by emergency service volunteers and staff nation-wide.

Over 160 members of the South Australian State Emergency Service volunteered to provide much needed assistance to impacted communities in Queensland.

The citations have been provided by the Emergency Management Queensland for distribution to those who deployed, as well as to those members who may not have deployed but who provided extraordinary assistance in support of the deployments and response efforts.

Due to the large number of awards for presentation, the SASES Honours and Awards Committee resolved that our new District Officers will present the citations to recipients over the coming months during their scheduled unit visits.

The Chief Officer has approved the wearing of this citation with the SASES uniform. The citation may be worn on Service Dress and Dress Uniform on the right breast 1 cm above the top of any State awards (such as the SASES Long Service Medal) or other approved unofficial awards (such as the 2001 International Year of the Volunteer commemorative medal). The miniature is worn on the right hand side when wearing evening dress/dinner jacket with decorations.

Citation badges are not worn with Field Dress, Marine Dress, Corporate Uniform or SES Casual Dress and should not be worn on sweaters, raincoats, polar fleece jackets, PPC or civilian attire (unless authorised by the Chief Officer for specific occasions).



Dispelling the myths of Command, Control and Coordination

SCOTT TURNER

To fully understand the principles of Incident Management and the obligations of responders, we need to understand the difference between Command, Control and Coordination. **Command** refers to the internal direction of personnel and resources of an agency in the performance of the organisation's role and tasks. Command operates vertically within an organisation utilising the Chain of Command model.

An example of Command would be an Officer directing a team of rescuers to extricate a trapped casualty from a car.

Control refers to the overall direction of emergency management activities in an emergency situation.

The SES is designated as the Control Agency for severe weather and flood under the *State Emergency Management Plan*, which carries with it the responsibility for tasking other agencies in accordance with the needs of the situation.

Control relates to situations and operates horizontally across organisations.

An example of control would be a SES Officer determining appropriate strategies to utilise in controlling, containing and managing a major flood.

Co-ordination is the bringing together of organisations and other resources to support an emergency management response. It involves the systematic acquisition and application of resources (organisational, human and equipment) in an emergency situation.

In South Australia, the Police are legislated as the Coordinating agency.

An example of coordination would be a Police Officer liaising with the Control agency to determine which other agencies need to attend an incident.

Our roles, in command control and coordination. SASES is defined in legislation as the control agency for severe weather (wind, storm and heat) and flood events. In partnership with the SAMFS, SASES is also the control agency for Urban Search and Rescue. When an incident occurs where the SASES is the control agency, the SASES is responsible for both the control of the incident and ensuring that command occurs within the SASES resources responding and in those agencies assisting the SASES.

When SASES responds to an incident where another agency is defined as the control agency such as rescue, the agency responsible for control should brief the SASES on their requirements, allowing the SASES resources to implement command for the SASES personnel and resources present.

The diagram provides an example, where the SASES is the control agency, responsible for control of the incident and command of the SASES resources and personnel.



New IT systems for volunteers – E-mergency Connect

We are well into implementing a number of new systems for SES and CFS volunteers, after going through the required Government procurement and purchasing processes that ensure value for money and fairness to suppliers.

With each of the systems, we have tried to balance ease of use with the cost and complexity of support needed, and of course the budget available from State and Federal Governments. We have tailored the solutions to the ongoing funding provided, to minimise the impact on existing services once we go live.

In the next few weeks, E-mergency Connect will commence delivery of a desktop/laptop, a printer and a broadband connection to all SES and CFS sites that are suitable to house and support electronic equipment, as approved by agency management.

We have contracts in place with the following suppliers:

- Telstra will provide broadband to approximately 360 sites across the state. Telstra will also provide a wall mounted cabinet for broadband equipment and a data cabling patch panel where required. The routers will provide wireless access. The broadband services will incorporate web content filtering to reduce security threats and access to inappropriate sites.
- Hewlett Packard Australia will deliver approximately 600 desktops or laptops with a Standard Operating Environment that includes Microsoft Office. HP will also conduct an audit of existing cabling, and will carry out cabling where required. 'Cloud' based antivirus protection is being provided by McAfee.
- Ricoh Australia will provide a black and white laser printer, and in some cases an A3 or an A4 colour multi-function laser printer – roughly 400 printers in total. Ricoh will also maintain these printers including provision of consumables.

This rollout is expected to take place over the next 12 months or so as funds are provided, and there has been significant planning,

preparation and testing for it, including input from SES units and CFS brigades.

The IT team at SAFECOM will provide a Helpdesk service for the above equipment, as well as for the new systems described below.

Other systems being established include:

- A learning management system, 'Moodle', which will host online training content has now been created and continues to be refined to ensure it meets the needs of the volunteers.
- Interfaces are under construction allowing the learning management system to automatically send through completed training information to TAS ensuring a volunteer's training record reflects the online training undertaken.
- A number of online courses that will be hosted on the learning management system are currently under-development including:
 - SES Induction
 - CFS Induction
 - Safety Induction
 - Introduction to Incident Management
 - Map and Navigate Routes
 - Core Skills relating to Certificate II in Public Safety (SES Rescue)
- In addition two online courses will be provided by the development company, 'e3 Learning', free of charge to be hosted on the system: Slip, Trips and Falls and Manual Handling. The project team continues to explore further opportunities with the agencies for the development of additional online training content.
- Microsoft Office 365 will provide volunteers with email, calendar and collaboration tools. Go to <http://www.microsoft.com/en-us/>

office365/online-software.aspx for more information about this suite.

- A new volunteer 'portal' for SES (and CFS) volunteers. These websites are being developed to be as attractive and user friendly as possible, providing easy access to corporate information, such as forms and procedures.
- A 'single sign on' system to allow volunteers to log into the volunteer portal once and also gain access to the email, calendar and collaboration tools, as well as to the Learning Management System to access online training programs.
- We are developing the following electronic forms, simplifying and merging those that are appropriate, subject to agency approvals:

- Update membership details
- Membership transfer
- Cancel membership
- ANZ Card Purchasing Report - Details of Purchase
- Reimbursement of Expenses and/or Payment of Motor Vehicle Allowances
- Application for direct debit to a Financial Institution
- Personal Credit Card Reimbursement
- Honorary Request Form

We are also providing training and licences to agency staff who will develop further electronic forms for volunteers, and establishing a process for creating them.

Ann Thomas

E-mergency Connect Program Manager

Emergency Management

In this quarter's article I am going to take a look at the broad scope of emergency management for the State Emergency Service in South Australia.

Key areas for discussion include:

- Building community resilience
- National, State and Zone
- Arrangements
- Functional Service SES
- Control Agency responsibilities
- Hazard Leader responsibilities

Building community resilience

As the Chief Officer continues to transform the organisation, many new ways of doing business need to be considered and implemented. These include taking a comprehensive approach to prevention, preparedness, response and recovery (PPRR) and an all-hazards (not just different hazards) approach.

SASES also needs to continue to develop our knowledge and skills in relation to Emergency Risk Management. To achieve this, a comprehensive understanding of Functional Service, Control Agency and Hazard Leader functions is required.

To understand the broader national environment I would encourage members if you haven't already to take a look at the National Strategy for Disaster Resilience. The key principles for this document are summarised below:

Disaster Resilience

Principles

- Better understanding of disaster risk, its context, and responsibility for its management
- Comprehensive approach (PPRR)
- All hazards
- Integrated approach that builds on existing networks and arrangements at all levels and utilises a whole of community approach
- Adaption and innovation
- Partnerships
- Shared responsibility



What does a resilient community look like?

The following list is by no means exhaustive but does give us some clues to what a resilient community may look like:

- Community functions well while under stress
- Community can successfully adapt
- High levels of self-reliance
- Social capacity is fostered and networks are widespread
- People understand the risks that may affect them
- People are prepared to protect themselves and assets
- Cooperative emergency planning
- Closely connected local emergency services
- Widespread adoption of business continuity practices
- Strong emergency management volunteer sector
- High levels of personal and business insurance uptake
- Strong land use and building control arrangements

How does the SASES contribute?

The SASES plays a very important role in:

- Leading change and coordinating effort
- Understanding risks
- Communicating with and educating people about risks
- Partnering with those who effect change
- Empowering individuals and households to exercise choice and take responsibility
- Reducing risks in the built environment
- Supporting capabilities for disaster resilience

Plans and arrangements

The State Emergency Management Plan (SEMP) defines the roles and responsibilities of:

- Functional Services
- Control Agencies
- Hazard Leaders

Functional Services

Under SA emergency management arrangements Functional Services are a group of agencies who perform functional roles that support response and recovery activities during an emergency.

Each functional service has:

- a defined role and tasks
- a State Controller,
- a State Control Centre, and

- a group of participating agencies that contribute to the role and tasks of the functional service.

Functional Service (State Emergency Service)

Role – Act as Control Agency

In our role as control agency we have five key tasks. These are as follows:

1. Taking such measures as may be practicable to prevent injury and death from storms and floods.
2. Taking such measures as may be practicable to mitigate property damage from storms and floods.
3. To provide search and rescue teams to rescue the trapped and injured and to render first aid.
4. Reconnaissance to establish the nature and extent of the disaster/emergency.
5. In conjunction with the Bureau of Meteorology, to issue flood and storm warnings to alert the community to the potential for death, injury and property damage from flooding and storms.

Control Agencies

Control Agencies:

- take control (of the response)
- appoint incident controller and management structure
- liaison, communication and cooperation
- develop integrated plans and strategies
- implement and monitor the Incident Action Plan
- allocate resources
- public information and warnings
- investigation and review
- transition from response to recovery

Hazard Leaders

Hazard Leaders:

- Undertake a leadership role for the planning of emergency management activities pertaining to Prevention Preparedness Response and Recovery of its appointed hazard
- Ensure the implementation of relevant community

education programs and information systems, for the hazards for which they are responsible

- Have the authority of the SEMC to bring together all agencies of government and any required Commonwealth, local or non government entities to undertake this planning role
- Hazard Leaders are to ensure that appropriate processes are in place for Control Agencies to gather information about potential incidents.
- Hazard Leaders are to ensure that their hazard plan includes any particular issues relative to evacuation of the public and planning for that to occur.

Summary

This month's article is an example of the broader role of training within the SASES. I have briefly touched on some of the principles of emergency management. As we implement our new training framework, members will increasingly see the opportunities to not only continue to develop operational skills but also skills in support operations, unit and community support, and leadership.



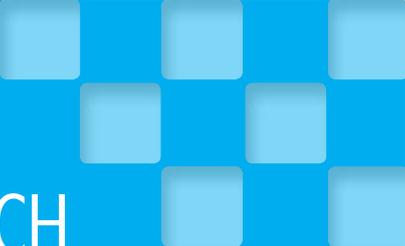
Emergency management leadership on which this article is based is a vital pillar in what we do within SASES and I invite feedback at training@ses.sa.gov.au as to the usefulness of this educative forum.

In the next quarter I will focus on the implementation projects from the White Paper reform launched at the Unit Manager's Forum and a review of the achievements in 2012.

Until then train hard, keep learning and stay safe.

Greg Mennie

Manager Training and Organisational Development



VOLUNTEER SERVICES BRANCH

The Volunteer Services Branch has made some staffing changes since the past issue of Frontline. We said goodbye to Michelle Egel (Recruitment and Development Officer (RDO)) who has returned to a Community Education role within the CFS. We are currently undergoing a selection process to fill the RDO position. We also say goodbye to Lisa Greig who is on a temporary secondment to SAPOL. Lisa had been acting in the Senior Project Officer position since October 2011.

We are working on a number of recruitment campaigns at the moment, particularly in South Region. Additionally we are planning some Cadet Leader Training and Child Safe Environments Training and hope to have a calendar prepared shortly for the rest of the financial year. This will allow volunteers to know well in advance when staff from VSB will be in their area.

Also coming up will be the Volunteer and Employer Recognition and Support Program (VERSP) evening which is due to be held in Bordertown in late November. This is a great opportunity to recognise not only supportive employers of SES volunteers, but also self employed SES volunteers.

VSB is in negotiations with the CrimTrac agency regarding a compulsory standardised form for Criminal History Checks. We have raised our concerns with the standard form but to overcome these concerns we will try and pre-fill some of the sections to make it easier for volunteers to complete. All agencies who undertake Criminal History Checks through CrimTrac will be required to use this standard form. Stay tuned for more information.

And finally, VSB is trialling a recruitment program in the Riverland to target volunteers from Culturally

and Linguistically Diverse (CALD) backgrounds. The aim is to provide people from CALD backgrounds with some awareness about the role of emergency service volunteers and to provide SES units and CFS brigades with assistance in the recruitment of people from CALD backgrounds. We are still in the planning stage, but hope to provide you with more information by the next issue.

If you would like to access VSB's services, or just find out how we can be of assistance, please contact us on 1300 364 587 (cost of a local call) or 08 8463 4102.

Alternatively, you can email us on VSB@safecom.sa.gov.au.



Minister opens new Tumby Bay SES facility

The Minister for Emergency Services, the Hon. Jennifer Rankine, opened the new Tumby Bay State Emergency Service (SES) facility on Saturday 11th August. About 80 people attended the opening.

Unit Manager Bob Pycroft said the new facility had been well received by the Unit's 26 members. "It's a considerable improvement from the facility it replaces and which we shared with the CFS (Country Fire Service)," he said.

The new complex has three vehicle bays and an administration building, which includes an office, communications room, meeting/training room, male, female and disabled toilets, and a kitchen. The complex also houses the Volunteer Marine Rescue boat, the 8-metre Yalluna, along with a road crash rescue truck and various rescue trailers. The Tumby Bay SES complex has the capability to serve as a marine rescue radio station for mariners who get into trouble, complementing the existing service provided by unit member Gary Smith from his home radio base.

Work on the facility commenced just before Christmas 2011, with the Unit moving into the new facility in May.

SASES Chief Officer Chris Beattie said he was delighted with the new facility. "The SES is committed to providing the best possible facilities, equipment and training that we can for our volunteer members," he said. "Tumby Bay is one of a number of new facilities we plan to open this calendar year. We are also working on new facilities for our Whyalla Unit along with our Campbelltown Unit, in suburban Adelaide," he added.

Along with Minister Rankine and Chief Officer Beattie, attendees included the Member for Flinders, Peter Treloar, Tumby Bay Mayor Lawrie Collins, SASES Regional Commander North Region Trevor Arnold and David Place from SAFECOM.



Revised Regulations under the Workers Rehabilitation and Compensation Act 1986

Since 1988 an administrative arrangement with the Government of South Australia has ensured that SES and VMR volunteers have received benefits equivalent to those provided by the *Workers Rehabilitation & Compensation Act 1986* (the WR&C Act). This arrangement was required as SES and VMR volunteers were not a prescribed class of volunteers pursuant to the Act, unlike the SA Country Fire Service (CFS) volunteers who receive coverage under Section 103A of the WR&C Act, as a prescribed class of persons as defined under Regulation 17.

The SES and VMR volunteers were to receive workers compensation coverage under Section 18 of the State Emergency Act 1987, however as this Act came into operation after the WR&C Act, Section 18 was suspended, as legally the section became redundant with the proclamation of the WR&C Act. Shortly after the WR&C Act was proclaimed a submission was put forward to have the SES and VMR volunteers prescribed under the WR&C Act the same as the CFS but this was delayed pending other amendments to the Act.

Over subsequent years the issue was raised but did not seem to progress beyond discussions until April 2008. Then again the process seemed to stagnate but was reactivated later that year when other changes were proposed to the WorkCover Regulations. It was later decided that the changes affecting the SES and VMR would be addressed independently to these changes, and the process to have volunteers covered began with defining the activities of the volunteers as prescribed activities for Regulation 17.

The process continued over the next four years with delays due to changing Ministers and the State election. The amendments to the regulations for the inclusion of the volunteers were proclaimed in the South Australia Government Gazette on 14th June 2012. There is a mandatory four month waiting period and the amendments will come into effect on 14th October 2012.

With the amendments the regulation will now state:

Regulation 17 (1):

- (c) *the following activities are prescribed as a class of work in relation to volunteer SASES members:*
 - (i) *any activity directed towards dealing with an emergency that requires SASES to act to protect life, property or the environment;*
 - (ii) *attending in response to a call for assistance by SASES;*
 - (iii) *attending an SASES meeting, competition, training exercise or other organised activity;*
 - (iv) *any other activity carried out in relation to the functions of SASES under the Fire and Emergency Services Act 2005; and*
- (d) *the following activities are prescribed as a class of work in relation to volunteer marine rescue members:*
 - (i) *any activity directed towards—*
 - (A) *dealing with an emergency that requires a marine rescue association to act to protect life, property or the environment; or*
 - (B) *provision of marine radio monitoring or the broadcast of safety messages;*
 - (ii) *attending in response to a call for assistance by a marine rescue association.*

Regulation 17(2) :

marine rescue association means—

- (a) *The Australian Volunteer Coast Guard Association (S.A. Group) Incorporated; or*
- (b) *Royal Volunteer Coastal Patrol (SA) Incorporated; or*
- (c) *The South Australian Sea Rescue Squadron Incorporated; or*

- (d) *Victor Harbor-Goolwa Sea Rescue Squadron Incorporated; or*
- (e) *Whyalla Sea Rescue Squadron Incorporated; or*
- (f) *Air Sea Rescue Squadron Cowell Incorporated;*

volunteer marine rescue member means a member of a marine rescue association who receives no remuneration in respect of his or her service in that capacity;

volunteer SASES member means a member of SASES within the meaning of the Fire and Emergency Services Act 2005 who receives no remuneration in respect of his or her service in that capacity.

For all claims lodged on or after 14th October 2012 volunteers will have the same rights under the Act that are currently available to CFS volunteers. The SES, VMR and CFS volunteers are the only volunteer organisations in South Australia to be covered under the WR&C Act.

As the SES and VMR volunteers have been receiving benefits equivalent to those under the WR&C Act there will not be any noticeable changes to the benefits they receive or the way their claims are managed, except that they will now have access to the Workers Compensation Tribunal and the WorkCover Ombudsman for assistance if there is a dispute over a decision made to do with their rehabilitation or compensation claim.

The process for reporting an injury remains the same with initial notifications reported on the Member Notification form so the injury can be recorded on the Hazard and Incident Reporting Module (HIRM). A 'Claim Pack' will then be forwarded to the injured member. The Claim pack includes the claim form and other forms and information relating to the Injury Management process. It is essential that all injuries are notified within 24 hours so that any assistance or support required for the injured member can be arranged.

The Claim Pack will also be available on the 'Members Only' website.

The coverage under the WR&C will have no impact on existing occupational health, safety and welfare arrangements or fatigue management practices within SES. There is, and always has been, an expectation that SES and VMR volunteers will be fit for duty when responding to emergencies. This is a long-standing obligation stemming from a volunteer's responsibilities as a "worker", as outlined in the Occupational Health, Safety and Welfare Act 1986. For the purposes of the health and safety laws, all staff and volunteers must take reasonable care to protect their own health and safety at work and take care to avoid adversely affecting the health or safety of any other person through an act or omission. This applies equally to SES and VMR service as well as any paid work with any employer.

A new risk management guideline for fatigue management in the emergency services sector was developed in 2011 by SafeWork SA. The guideline provides the framework for implementing the SafeWork SA *Working Hours Code of Practice* and has been adopted and is designed to be a simple reference guide outlining possible risk management options for volunteers to minimise fatigue and maximise volunteer and community safety.

For further information on the amendments, or for any Injury Management queries please contact SAFECOM Injury Management on 8463 4108.

NEW DISTRICT OFFICERS

Welcome to our other new District Officers

On Monday 17 September, the Chief Officer was pleased to welcome to the service, in their new roles: Ben Birbeck, (Yorke Peninsula), Mark Tuckwell (Flinders/Gulf) and Matt Lewis (Outback). They joined Jodi Green (South East), and Danny Wood (Riverland), who were also recently appointed to District Officer roles. Robert Charlton has taken on the role of District Officer (Eyre) and he will continue to work with units and the emergency management community on the West Coast.



Introducing Ben Birbeck, District Officer, Yorke Peninsula

I joined the Mt Barker SES Unit in 2003 back when it used to be known as Adelaide Hills Unit. Over the years I have held a number of positions from Team Leader through to Deputy Unit Manager. Since 2007 I have also been a member of the CFS where I have been the training coordinator for the Hahndorf brigade. Prior to being appointed as a District Officer, I worked for Telstra where I helped manage and grow the social media and live chat services that are available to customers. I am looking forward to meeting and working with the crews on Yorke Peninsula over the coming months.

Senior Curriculum Development Officer



Diana MacMullin

Diana MacMullin commenced with SES training section in May this year as Senior Curriculum Development Officer. Working as part of a small team, she has also picked up broader training responsibilities such as policy work: working with volunteers and other staff members on the development of the White Paper - the strategic direction for SES training into the future; and the development and implementation of a range of training reforms that will make training provision more flexible and accessible for members.

Diana comes to the SES with significant experience in the training and workforce development field in a diverse range of sectors including community services, construction, the arts, regional development, volunteering, local government and workers compensation. She has many years experience in training delivery, curriculum development and project management, as well as the strategic planning, policy and compliance responsibilities that come with management of a Registered Training Organisation. She has recently returned to South Australia after a 'desert change' based in Alice Springs, where she worked with remote Indigenous communities.

Her background includes several roles working with membership based organisations; and she is looking forward to working with members, especially the volunteer trainers and subject matter experts, who will ensure that SES training services are grounded in reality.



SES Week this year will be celebrated from Monday 12 November through to Sunday 18 November with a number of activities currently being finalised.

One of the highlights of the week will be the Wear Orange to Work day which this year will be celebrated throughout Australia on the Wednesday (14 November).

At a national level, a new SES Week poster is being developed with the theme of 'Think Orange, thank orange, cheers to our SES'. The poster will focus on the number of hours spent by SES volunteers across Australia undertaking such taskings as road crash rescue, flood and storm assistance as well as assisting other agencies. Once the poster is finalised, it will be distributed to all South Australian SES units.

Opportunities for media exposure for the SES are also being investigated. These include having weather presenters wearing orange and

interviews on national morning programs such as Sunrise.

Of particular note this year is a national community partnership being developed between the SES and the National Basketball League (NBL). Round seven of this year's NBL season – which will run during SES Week – has been dubbed by the competition as the Community Round.

Final details for the Community Round are still being discussed with the league. However, one aspect that has already been agreed is that all NBL teams, including the Adelaide 36ers, will wear orange socks in games played during the Community Round. (The 36ers play the Perth Wildcats on Friday, 16 November in Perth. The game will be screened on Channel 1).

More information regarding SES Week will be released in the next few weeks through channels such as News@SES and your District Officers.



SES Week promotion Rundle Mall



Colin Gambling, from Strathalbyn Unit was presented with his ten year Long Service Medal by the Chief Officer Chris Beattie, when he visited the unit recently.

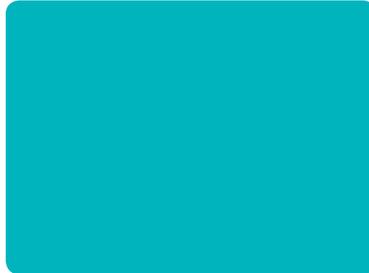


Derren Halleday, Commander South Region, Greg Malseed and Simon Poel, Unit Manager Mount Gambier. Greg was recently presented with his 30 year clasp.

Royal Adelaide Show 2012

This year for the first time the SES had a community education stand at the Royal Adelaide Show and many volunteers gave freely of their time to educate the public and also promote the role of the SES.

Besides the stand, many volunteers were also in attendance in an operational capacity.





DISASTER
RESILIENT
AUSTRALIA



Government
of South Australia



SES
RESCUE

Emergency Management

September 2012

SOUTH AUSTRALIA'S DISASTER RESILIENCE NEWSLETTER

Editorial

Welcome to the first edition of the SA Disaster Resilience Newsletter. This newsletter aims to keep you informed of current developments within the emergency management / disaster resilience scene at a national, state and zone level. It will also provide links for you to access more detailed information. Please take the opportunity to contribute articles to future editions. The newsletter will be produced on a quarterly basis. – Bob Stevenson – Editor (email: stevenson.robert@ses.sa.gov.au)

National Strategy For Disaster Resilience (NSDR) State Implementation Program



Over the past decade, there have been two significant national reforms in emergency management (EM). The first, in 2003, fundamentally shifted EM beyond response and reaction to evidence-based disaster mitigation. Whilst this reform expanded the scope of responsibility beyond the traditional emergency services sector, it was predominantly government focused. The second reform, in 2011, is the National Strategy for Disaster Resilience. This shifts the focus beyond governments to all sectors of society. While governments must play a significant role, a resilient community requires shared responsibility across governments, business, the non-government sector and individuals.

Most notable over the past decade have been the ever expanding number of stakeholders involved in EM, and the level of complexity that has emerged. To address the challenge, State Emergency Management has supported the development of a State NSDR framework to enable EM stakeholders to better understand the broad disaster resilience work program; who is leading what and how does the individual's work fit into the overall national and state work program.

The framework will provide information portals to host research, policy, tools, guidelines and publications that support the reform commitments. SAFECOM has received 12 months National Disaster Resilience Program (NDRP) funding to develop the framework as follows:

- SA NSDR Implementation Plan – the plan is near completion and provides an overview of the NSDR national and state program. It is being developed and maintained on behalf of the State Emergency Management Committee (SEMC) and will be posted on the State EM Secure Web Portal
 - SA Disaster Resilience Newsletter – this is the first edition and it will continue to be published by the SES on a quarterly basis
 - State EM Secure Web Portal – this project has commenced and soon SEMC, Advisory groups, ZEMCs and Zone Emergency Management Project Officers (ZEMPOs) will be invited to join the portal community
 - Public Web Portal – EM Planners and Practitioners – this project has been funded and will commence shortly.
- The target audience is planners and practitioners across government, business, NGOs and the research community.

For more information please contact Julie Frittum (SAFECOM) on 8204 9376.



SES restructure – new district boundaries

Following an extensive consultation period and months of planning, the SES District Boundary model was introduced on 25 June 2012. This restructure saw the creation of two regions and ten districts, each being serviced by a designated District Officer (DO). This change is focused on increasing training, operational and administrative support and has no impact on response protocols. To date the two Regional Commanders and five of the ten District Officers have been appointed from existing staff. These staff attended a two-day Induction Course at SES HQ where they were given an overview of the role and plans for their ongoing support and training. SES is continuing to work with SAFECOM HR to fill the remaining DO positions as soon as possible.

For more information please contact Dermot Barry (SES) on 8463 4176



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National guidelines for managing donated goods

On 27th April 2012, these guidelines were launched by the Hon Nicola Roxon, Federal Minister for Emergency Management.

The Hon Jennifer Rankine, Minister for Emergency Services, also spoke at this event. The national guidelines were developed by the SA State Recovery Office with funding provided by the Federal Government under the NDRP funding.

The national guidelines were developed to effect a change in the way the public and the corporate sector respond after disasters. Public and corporate generosity and care play a significant role in individual and community recovery, helping those affected to feel supported and more positive about rebuilding tasks. Much of the goodwill however, results in unsolicited donations of goods and this response is less helpful and can actually undermine recovery efforts and community resilience. Additionally it places unnecessary pressure on resources and infrastructure often diverting efforts from other aspects of recovery. The extra costs associated with the storage, distribution and disposal of the goods can be very significant. For example after the Victorian 2009 bushfires, costs for managing, storing and distributing donated goods amounted to over \$8 million.

The national guidelines, which have been endorsed by the National Emergency Management Committee (NEMC) and tabled at the Standing Council for Police and Emergency Management, propose ways for the public, corporate sector, government and non-government organisations to work in partnership to provide more effective assistance to those who have been affected by a disaster. The national guidelines provide jurisdictions with tools to deal with management of the goods, communication strategies, strategies for working with the corporate sector and educational tools to assist organisations to understand the issues and move to a different way of working.

For more information please contact Pauline Cole (State Recovery Office) on 8415 4336. To download a copy of the guidelines click on

<http://www.dcsi.sa.gov.au/pub/default.aspx?tabid=196>

Lessons management

In the past a number of organisations have implemented a Lessons Learned Centre as part of the continuous improvement of their organisations. Over recent years the frequency of incidents, scale of devastation and resulting inquests and coronial investigations have caused many organisations to question how they learn from past experiences and introduce appropriate changes. This comes at some cost when each organisation undertakes similar processes, development and implementation.

Over recent months, the Attorney General Department has conducted several workshops to determine how we can improve the learning process and share observations and lessons. One of the key outcomes has been the formation of two working groups charged with responsibility for developing a Best Practice Guide in Lessons Management and a better evaluation process in exercising. The best practice group has defined "Lessons Management", the actual process and has agreed upon a standard set of national themes used in coding of observations.

"Lessons Management" aims to collate lessons identified from operations, exercises, programs and reviews. A consistent approach to the management of lessons is an essential component for an organisation to become a learning organisation.

Organisations are seen to be learning when their structures, systems and cultures are able to evolve based on past experiences. Interoperability does not require us to be the same, but it does require that we can share information and understand each other. A common language and a similar information system can help in aggregating information so that it is accessible and can be analysed and interpreted. This will facilitate the horizontal and vertical exchange of information between sectors, agencies and jurisdictions.

The model utilised in the guide consists of four steps:

- Collection
- Analysis
- Implementation
- Monitoring and Review

These steps are underpinned by continuous stakeholder engagement. Douglas Adams, author of "The Hitchhiker's Guide to the Galaxy", quoted, "Human beings, who are almost unique in having the ability to learn from the experience of others, are also remarkable for their apparent disinclination to do so."

For more information please contact Mark Thomason (CFS) on 8398 9987.

AIES (Australian Institute of Emergency Services) RESILIENCE CONFERENCE 2013

On 17th & 18th July 2013 the SA Division of the AIES, on behalf of the SEMC Implementation Team, will be convening a two-day conference at the Adelaide Town Hall, researching the implied consequences of the Commonwealth of Australia's NSDR. The conference program is being formatted to identify and explain the NSDR implied shared roles and responsibilities and how they affect the various segments of our entire community from the individual through to the organisation and/or service provider, which includes local government, emergency services, industry, business and state and private entities.

National and international speakers are being invited to provide participants the opportunity to collectively engage in discussing the meaning of "Resilience". Syndicate groups involving the conference delegates, will be utilised in collaboration to discuss the consequences of the NSDR and identify emergent strategies and ideas that will be forwarded to the SEMC for consideration.

The AIES conference committee is committed to providing real outcomes for the state from the people of the state.

For more information please contact Brian Mattner (SAPOL) on 0410 810 187



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CEIWS (Community Emergency Information Warning Systems) Program

The CEIWS team has been busy progressing work on several projects including:

- finalising the findings of work packages 1, 2 & 4 which will provide an overarching vision of the future state for each emergency services agency and the sector
- preparing local communications for the introduction of the Emergency Alert Location Based Capability. The CEIWS team will lead the training and implementation of the upgrade to this system
- coordinating a community-based awareness campaign promoting Alert SA, which will commence in September 2012. The campaign will utilise press and digital media
- an upgrade to WebCC has occurred, with training now underway to ensure State Emergency Information Call Centre Capability (SEICCC) supervisors and operators are familiar with the enhancements to the system
- working with each agency to ensure that training for functions such as Emergency Alert and call management is competency-based and delivered according to a consistent approach. Refresher training is also being delivered.

For more information please contact Amanda Stewart (SAFECOM) on 8463 5559 or email: alertsa@safecom.sa.gov.au

Natural disaster resilience program (NDRP)

Applications have now closed for 2012-13 grant funds and the assessment process has begun. Fifty seven applications have been received seeking a share of more than \$3 million in Federal and State grant funds. Successful applicants will be notified in September 2012.

As this is the final year of the current National Partnership Agreement, discussions at national level are already focusing on the establishment of a further agreement between federal and state governments to continue this vital mitigation work, particularly projects that support the NSDR.

Since December 2009, 136 projects have been approved with a total grant allocation of \$7.6 million. Add to this the match funding and in-kind support provided by state and local government, as well as non-government applicants, and the total value of these projects exceeds \$10.5 million. All successful projects are listed on the SAFECOM website.

For more information, please contact Linda Haskins (SAFECOM) on 8463 4150.

ZERMS (Zone Emergency Risk Management System) Project Update

The eleven Zone Emergency Management Committees (ZEMCs) in SA are well into stage three of the Zone Emergency Risk Management Framework, having completed the Overview/Context for each zone. They are now embarking on the risk assessment phase.

The Zone Emergency Management Project Officers (ZEMPOs) have supported the committees in prioritising the top three or four hazards for assessment and are working with hazard leaders to develop and prepare for workshops. Workshops to date have been well attended by stakeholders and there has been good engagement.

We have been working collaboratively with local government to enable an integration of the risk management

programs at zone level and at council level. Where possible we have encouraged councils to use the information from zone level risk assessment workshops.

For more information, please contact Liz Connell (SAFECOM) on 8463 4187

ACRONYM INDEX – We will always define each acronym the first time it is used in each edition of this newsletter.

Test your current knowledge:

- | | |
|----------|---------|
| • ZERMS | • AIES |
| • SEMC | • NDRP |
| • NSDR | • CEIWS |
| • SEICCC | • NEMC |
| • ZEMPO | • EM |

Community education - new storms and flood iphone application



A new free mobile phone game designed to help students and families better prepare for severe storms, is now available at Apple-iTunes. This provides a another tool to help build disaster resilient communities that are well prepared for severe weather events.

Recent events in South Australia highlight the importance for communities to be well prepared for severe weather events. The game – able to be played on an iPhone or iPod touch – also introduces concepts of recovery after disaster events, including cleaning up safely after a storm and repairing items that have been damaged.

More information about the 'Before the Storm' game can be found on the Emergency Management for Schools website <http://www.em.gov.au/sites/schools/Pages/default.aspx> and the game is available from Apple-iTunes.

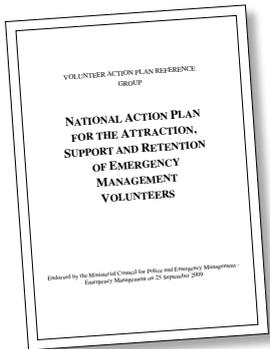


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New national action plan to support emergency management volunteers

In June 2012 a new National Emergency Management Volunteer Action Plan was endorsed by emergency management ministers at the Standing Council for Police and Emergency Management. This plan includes recommended actions that focus on issues such as volunteer training and qualifications, recognition, legal issues and measures to strengthen volunteer attraction and retention. The State Emergency Service has been working with officials from SAFECOM to identify implementation options within South Australia. For more information, the plan can be accessed from the SES website www.ses.sa.gov.au



Disaster-watch phone app

The Australian Emergency Management Institute has developed the DisasterWatch phone app to improve access to disaster information, and help reduce call volumes to Triple Zero (000) during natural disasters. Australians currently own more than 4.5 million smartphones. This technology has grown rapidly in Australia in the last 12 months—by 2013, it is expected that more people will access the internet via a mobile device than via desktop computers. The application is available for both Android and iPhone platforms will help address a priority of the National Disaster Resilience Strategy, endorsed by COAG in February 2011 focused on communicating with and educating people about risks.



For Australia to become more resilient to disasters, a clearer understanding of our risks and what to do about them is needed, particularly at the community level. Information on disaster risk should be communicated in a manner appropriate to its audiences, and should consider the different needs, interests and technologies used within communities.

More information is available on the Australian Emergency Management website <http://www.em.gov.au/Resources/Pages/DisasterWatchPhoneApp.aspx>

South Australian State Emergency Service teams lend a helping hand



Recent severe weather events in West Australia saw the specialised skills of South Australia State Emergency Service technicians utilised to provide vital assistance during and following severe weather impacts in West Australia.

On Wednesday 14th June 2012, SES deployed five teams to Perth to support rapid damage assessment and storm and flood salvage response operations in the suburbs to the South East of the capital. Conducting a review of high priority taskings was an initial objective for the contingent and this allowed effective triaging and allocation of work to teams. One of the more challenging tasks was the temporary repairs and tarping to a large two storey home that has sustained significant damage during the storm. This required a multiple team response to get the task completed.

The deployment was led by Andrea Geytenbeek with team members drawn from SES volunteers from metropolitan units with specialised skills in roof height safety systems, storm & flood response operations and chainsaw operations.

Having the ability to respond to an emerging crisis locally as well as nationally helps communities that are struggling with unexpected events and provides an opportunity for South Australian teams to use their skills and to learn from others.