



# NATIONAL EMERGENCY

*R e s p o n s e*

OFFICIAL JOURNAL OF THE AUSTRALIAN INSTITUTE OF EMERGENCY SERVICES

VOLUME 22 NO. 1 SUMMER 2008/2009  
PRINT POST PUBLICATION NO. PP337586/00067



## VOLUNTEER MARINE RESCUE IN NSW

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PART 2

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National Emergency Response is published by  
Countrywide Media

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Level 2, 673 Bourke Street, Melbourne  
GPO Box 2466, Melbourne 3001  
Ph: (03) 9937 0200  
Fax: (03) 9937 0201  
Email: [admin@cwmedia.com.au](mailto:admin@cwmedia.com.au)  
ACN: 30 086 202 093

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



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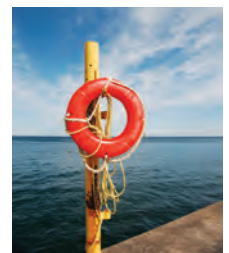
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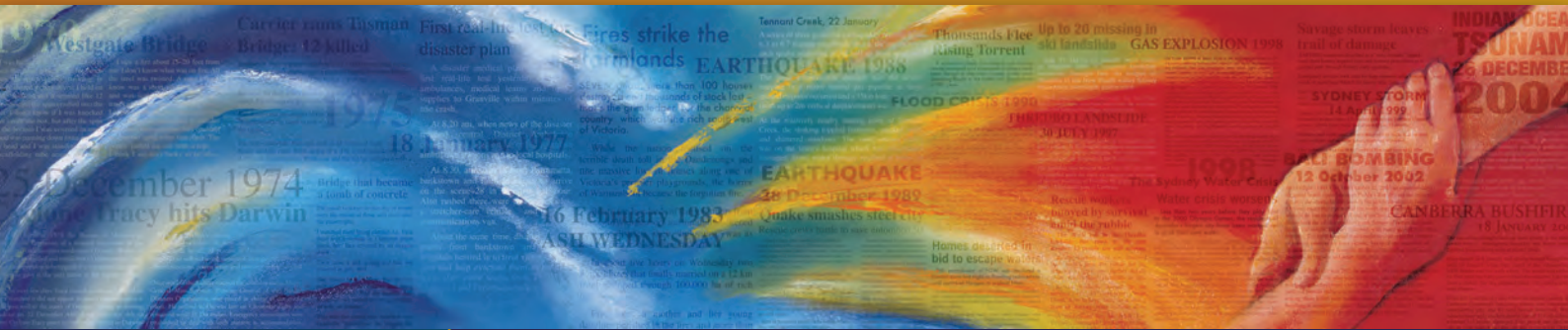


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This conference is designed for key stakeholders at the local, state and national level who have a role in emergency management, including government agencies, volunteers, business and industry, non-government organisations, research and professional bodies, and community organisations.

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# FROM THE PRESIDENT'S DESK

Maurice Massie, OPM, LFAIES

*National President*

## NER MAGAZINE

I would once again like to thank our Editorial team and our Publishers for the production and distribution of the Spring Edition of our magazine. I thought that the Edition was professionally presented and the contents relevant and of interest to our members.

A particular thanks goes to those who assisted by providing items for publication, however, there is a need for a greater effort on the part of some Divisions and members to also contribute by compiling suitable items for publication. I know that our Editorial Committee have much difficulty in sourcing sufficient material for each issue.

Remember, this is your magazine and its continual viability is contingent on there being sufficient relevant articles supplied for publication.

## SUMMER FIRE DANGER

The extremely dry weather conditions that have prevailed in Australia during the Winter and Spring seasons, have left many areas of Australia in a vulnerable position with the likelihood of serious and uncontrollable bushfires likely to occur.

In our own State, the Tasmania Fire Service in mid-October, introduced its fire permit scheme which prevents the lighting of larger size fires in the open, without a permit first being obtained. Normally such a scheme would not be implemented prior to the commencement of summer.

On our East Coast, so little rain has fallen, that in September it was announced that the Soil Dryness Index was such that it would take 14 inches of rain to bring the S.D.I. up to a safe level where there was a better chance of more likely containing the outbreak of fire. Since that time, there has been hardly any rain in the affected area of the East Coast.

## THE AUSTRALIAN INSTITUTE OF POLICING

I note that in recent times, Police Services throughout Australia and New Zealand have formed their own Institute. This is a professional body specifically for Police in Australia and New Zealand and the Institute has established initial objectives that are similar to our own. This is the first Institute catering specifically for Police Officers ever to be established in Australasia. I would congratulate the principals involved in the formation of this Institute and we look forward to working in close cooperation with them in the future.



*"A particular thanks goes to those who assisted by providing items for publication, however, there is a need for a greater effort on the part of some Divisions and members..."*

## GENERAL COUNCIL AND AGM OF THE INSTITUTE

Members are reminded that our next General Council and Annual General Meetings of the Institute will be conducted in Sydney NSW, on the 20 April 2009.

Because of this, Divisions should have had their Annual General Meetings prior to that date.

Divisions wishing to raise agenda items for the General Council meeting or motions for the Annual General Meeting, should provide details to the Company Secretary/General Registrar Bob Maul, at the earliest opportunity to allow sufficient time for agendas to be drawn up and required promulgation of information to the Divisions.

## CHRISTMAS MESSAGE

This being the last edition of the magazine before the festive season, I would like to take this opportunity to wish all members and their loved ones all the very best for Christmas and I trust you enjoy a happy and prosperous 2009. ●

## NOTICE OF THE 2009 ANNUAL GENERAL MEETING OF AUSTRALIAN INSTITUTE OF EMERGENCY SERVICES, SYDNEY NSW

All members of the Australian Institute of Emergency Services are hereby notified in accordance with the Articles of Association that the

### 2009 ANNUAL GENERAL MEETING of the Australian Institute of Emergency Services

will be held at:

**Burwood RSL Club, Shadforth Street, Burwood (Sydney) NSW at  
7 PM on Monday 20 April 2009**

All members of the Institute throughout Australia are cordially invited to attend the above meeting. Please advise your attendance to the General Secretary/Registrar at Box No 14/159 Middle Head Rd, Mosman NSW 2088 or 0400 521 304 or Mr Steve Anderson (Dinner Coordinator) on 0411 671 566. A two course meal will be available at a cost of \$30 a person.

The order of business will be: Welcome, Apologies, Confirmation of 2008 AGM Minutes, Business arising therefrom, Presidents Report, General Secretary/Registrar's Report & Financial Statements, General Business, Guest Speaker.

By Order of the General Council, National Board

**Robert A Maul**

*General Secretary/Registrar, National (General) Council*

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THE HON ROBERT McCLELLAND MP

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## NEWS RELEASE

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19 September

091/2008

### AUSTRALIA AND EUROPEAN COMMISSION COMPLETE HISTORIC DEAL ON EMERGENCY MANAGEMENT

Australia and the European Union will work more closely together on emergency management challenges, following the completion of an historic agreement.

The Memorandum of Understanding, signed by Mr Jos Delbeke, Acting Director-General of the European Commission and Mr Tony Pearce, Director General of Emergency Management Australia, will allow for the regular exchange of personnel and information on emergency management issues.

Australian Attorney-General, Robert McClelland said, "Our two regions know all too well the ravages of natural disasters. This historic agreement will help achieve greater cooperation in the area of emergency management, ensuring better communication and sharing of knowledge, training and research to improve public safety."

Head of the European Commission Delegation to Australia, Ambassador Bruno Julien, said both the European Commission and Australia have a wealth of experience in disaster management.

"Timeliness of response is of supreme importance in reducing disaster risks to both Australian and European communities," Mr Julien said.

"If we can share information speedily and facilitate coordination when required, this will go a long way to minimising the effects on both our populations and our infrastructure."

The new agreement will enhance cooperation in a number of areas, including:

- the exchange of information;
- emergency management best practice,
- emergency service personnel involvement in communication exercises;
- industry conferences and workshops;
- research in the field of emergency management.

**Media contacts:** Adam Sims, Mr McClelland's office, 0419 480 224  
Roger Camilleri, Media Adviser European Commission, 02 62712744  
Alastair Wilson, Media Liaison EMA, 0408 606 462.



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Combined Emergency Services Seminar Committee Inc.  
 30<sup>th</sup> ANNUAL SEMINAR – “30 YEARS OF CHALLENGE?”  
 Melbourne University Private, Hawthorn Campus, Saturday 25<sup>th</sup> October 2008

## KEYNOTE ADDRESS

# “30 YEARS OF CHALLENGE – YESTERDAY, TODAY AND TOMORROW”



**Roger Jones**, BEd FAIES MIAEM psc

*Deputy Chair, Victoria State Emergency Service  
 Authority Board*

### INTRODUCTION

Thirty years ago, I was some four years into my term as Deputy Director and Chief Instructor of what was then called the Australian Counter Disaster College, at Mount Macedon here in Victoria, and is now the Emergency Management Australia Institute.

So it was that I came to be invited to attend the very first of these seminars, and as a result, this one is something of an anniversary for me, too, and I am most grateful to the Committee for doing me the honour of giving me this keynote address.

But now, to business ...

In inviting me to give this address, the Seminar Committee suggested that I might like to say something about my own experience in and lessons from over

30 years of involvement in emergency management. This is a pretty dangerous suggestion to someone with a reputation for talking at length, but being aware of the risk of causing an early-morning outbreak of snoring, let me try to keep it fairly light.

### SO, THE EARLY DAYS ...

In mid-1974, I was winkled out of my comfortable life as a member of the Directing Staff of the Australian Army Command and Staff College, then at Fort Queenscliff at the end of the Bellarine Peninsula, to take up the post of Director, Operations and Plans of the ‘Natural Disasters Organisation’ (NDO), a newly-established organ of the Department of Defence in Canberra.

Perhaps interestingly, the origin of this new organisation can be traced back to the Hobart-region bushfires of 1967 in Tasmania, an event which had taken 62 lives. After the fires, Lance Barnard, then a Tasmanian representative in the Federal House of Representatives, had fought tenaciously for the establishment of some form of national disaster organisation to coordinate Commonwealth efforts in such events. As it happened, when Labor came to power at the end of 1972, Lance became Deputy Prime Minister and Minister for Defence, and his efforts led to the establishment of NDO.

But even at the time of its establishment, NDO was surrounded by confusion. Federal Cabinet’s original decision had been to establish a ‘national disaster organisation’, but in discussion with the ever-suspicious States it was realised that this title might be seen to intrude into State responsibilities. So it became the ‘Natural Disasters Organisation’ - which was a bit of a nonsense because the new body was also supposed to absorb the Commonwealth’s hardly-natural civil defence responsibilities!

There was also, I remember, some question about what would be the real relationships between the new organisation and the States and Territories, on the one hand, and the variety of Commonwealth departments which would, on the other hand, inevitably need to be called on in disasters. In consequence, the terms of reference for NDO were still being haggled over within its parent department, the Department of Defence, some months after NDO’s establishment.

So it was probably just as well that barely six months after its establishment, when NDO’s internal systems

and external relationships were still being sorted out, that we had to respond to Cyclone TRACY in Darwin, and that was quickly followed by the Tasman bridge collapse in Hobart. That helped to finalise NDO's terms of reference, sort out the organisation's systems and relationships, and to convince a number of otherwise reluctant Commonwealth departments (including Defence!) that they had a major role in disasters in Australia, whether natural or otherwise!

And it also taught me my first real basic, if somewhat cynical, lesson about disasters from the emergency managers' point of view:

*Sure, disasters put you under great pressure, but in their aftermath and from an organisational point of view they can also provide great opportunities.*

*Just make sure that you are ready to take advantage of them!*

There are many actual and potential major players in emergency management, but be aware of, recognise and respect their legislated authorities and roles.

Make sure you and your colleagues identify the terms and concepts which are needed to underpin whatever subject you are to teach, and go to any lengths to ensure that you and your students share an understanding of those key elements.

As a professional emergency manager, practitioner or teacher, always accept the responsibility of keeping in contact and current with all developments in the field.

When you're relaxed and comfortable with what you've done in the past, it's clearly time to take a deep breath and contemplate what still needs to be done in the future.

As I've suggested, TRACY and some other early involvements helped to establish pretty good relationships between Commonwealth and State/Territory governments in their general approach to emergency management policies and programs, relationships which I believe are still generally maintained today. But these events also revealed some issues in the relationships between emergency management agencies at both Commonwealth and State/Territory levels, and my feeling is that not all of these issues have yet been resolved. Let me give a few simple examples.

At state level, before TRACY, most states had been having to deal with the events of the so-called 'disaster decades' of the 1960s and early 1970s - major floods in Queensland and New South Wales, bushfires such as those in Tasmania in 1967, and cyclones, industrial and transportation accidents almost everywhere. It had become abundantly clear that changes had to be made in how such events were being planned for and managed.

In 1972, the state which coincidentally had the largest and most active civil defence organisation, an organisation which had taken an active part in response to those events, New South Wales, enacted its 'State Emergency Services and Civil Defence Act'. That act gave considerable powers to the State Emergency Services' Director for 'the coordination of relief operations in the event of certain emergencies ...'.

I recall that at NDO we were initially impressed with this arrangement, but attendance at some exercises where the NSWSES Director had assumed what we would today call an overall control and coordination role in respect to interagency response made it very clear that this arrangement did not sit well with the full-time statutory services.

The TRACY experience convinced a number of other states to move down the path of disaster management legislation, and while some attempted to follow the NSW model, most soon ran into similar problems resulting from agency relationship issues.

For example, one of the first States to move to legislation after Cyclone TRACY, Queensland, in 1975 enacted the State Counter-Disaster Organisation Act, which empowered that State's Counter-Disaster Organisation to plan for and respond to disasters while under that State's Public Safety Preservation Act. The Queensland Police were responsible for the management of 'incidents' and 'emergencies'. While attempts were made administratively to link these two areas of responsibility, it was pretty clear that such an arrangement would lead to difficult relationships.

So my next early lesson about disasters from the emergency managers' point of view was that:

*There are many actual and potential major players in emergency management, but be aware of, recognise and respect their legislated authorities and roles.*

Make sure you and your colleagues identify the terms and concepts which are needed to underpin whatever subject you are to teach, and go to any lengths to ensure that you and your students share an understanding of those key elements.

As a professional emergency manager, practitioner or teacher, always accept the responsibility of keeping in contact and current with all developments in the field.

When you're relaxed and comfortable with what you've done in the past, it's clearly time to take a deep breath and contemplate what still needs to be done in the future.

There are still 'silos' within which some of the emergency services tend to operate, and the walls of these ever-present 'silos' can only be broken down by the actions of seminars such as this, the Institute at Macedon and the 3Cs: **Communication, Consultation and Cooperation.**

### THEN, TO MACEDON ...

I count myself lucky to have had two 'stints' at Mount Macedon – the first as Deputy Director and Chief Instructor, initially under the much-loved but late Air Vice Marshal 'Nick' Carter, and the second as Director, originally under the stimulating direction of a new Director-General of NDO, the still lively Major-General 'Hori' Howard. I consider myself most fortunate in having served under both those inspirational individuals.

When I got there in late 1975, 'Nick' Carter had already started the process of converting from the



old civil defence training, with its emphasis on skills training to meet the stated requirements of the State and Territory volunteer civil defence organisations, to a broader 'counter-disaster' program. He had also recruited some new teaching staff members – the names of Alan Cameron and Merrick Chatfield, in particular, come to mind – to strengthen the basic core of older ex-service civil defence instructors.

But there were clearly two problems:

- there was an abundance of available teaching material on civil defence, of both Australian and international origin, but there appeared to be little available on this new topic of 'counter-disaster', and
- the old College has a very limited professional library and almost no research capability.

We decided to focus on developing two new courses as the basis of our new 'counter-disaster' program - one to be called 'Disaster Control', the other to be called 'Counter Disaster Planning'. Underlying both needed to be some understanding of the fundamentals of dealing effectively with disasters, so the priority had to be given to the 'Disaster Control' course, and we badly needed some key definitions of such terms as 'control'.

In 1976-77 the main residential building at the College, the old wooden 'Golf House Hotel', was being replaced by the present two-storey brick building, and we instructors had been banished to some temporary offices attached to the original 'Gate House' building at the College entrance which we used as a library and teaching centre. I well remember the comings-and-goings between offices and the rows around the table in the library as we tried to work up some brand new definitions of terms like 'command' and 'control', using a wide variety of sources (including one bulky Australian Joint Service publication which seemed to consist almost entirely of definitions of those terms).

Eventually we arrived at, and did a sort of 'field testing', of the three key terms we believed we needed to define, 'command', 'control' and 'coordination'. The rest, as they say, is history – we used these new definitions in the very first 'Disaster Control' courses we delivered at Macedon in 1976, and they're still in use in the emergency management field throughout Australia (and in a number of overseas countries where Australian consultants have worked!).

More importantly, from my point of view, a student on one of those early courses, NSW Police Inspector Ray Williams, was to say later of his role as site commander at the 1977 Granville train crash that what he did in his approach to dealing with the situation was 'pure Macedon'.

So a major lesson I was to learn as an instructor in those years was that:

*Make sure you and your colleagues identify the terms and concepts which are needed to underpin whatever subject you are to teach, and go to any lengths to ensure that you and your students share an understanding of those key elements.*

As a professional emergency manager, practitioner or teacher, always accept the responsibility of keeping in contact and current with all developments in the field.

When you're relaxed and comfortable with what you've done in the past, it's clearly time to take a deep breath and contemplate what still needs to be done in the future.

But there was a further and equally-important lesson – professionals must be supported with an extensive library and research capability.

The development of an appropriate library and research capability at the College and the recruitment of a qualified librarian, Rob Fleming, gave us access to information and knowledge which I believe proved to be vital in enhancing Australian emergency management concepts and principles.

Again, a couple of brief examples to illustrate this point:

- In the early 1980s, we began to teach what has become known as the 'disaster management cycle' – prevention, preparedness, response and recovery. This concept had its origin in a 1979 report from a US National Governors' Association conference which identified four phases in disaster management (in their terms, mitigation, preparedness for response, response and recovery). This concept became widely accepted in Australia, was incorporated in the first edition of the 1989 publication 'Commonwealth Counter Disaster Concepts and Principles', and still underpins the basic comprehensive and integrated approach to emergency management contained in the current Australian Emergency Management Series Manual 1 'Emergency Management in Australia – Concepts and Principles'.
- In 1995, Standards Australia and Standards New Zealand collaborated in the production of a new risk management standard, AS/NZS 4360. The College identified this as providing a new and critically-important tool in disaster prevention and preparedness, and in 1996 conducted a multi-jurisdictional workshop on the standard's potential application to emergency risk management. Later that year, the then National Emergency Services Committee mandated that the new risk management standard be applied in national emergency management principles and practice, and manuals on emergency risk management were subsequently prepared and are currently in use by States and Territories and in national critical infrastructure planning.

The lesson?

*As a professional emergency manager, practitioner or teacher, always accept the responsibility of keeping in contact and current with all developments in the field.*

When you're relaxed and comfortable with what you've done in the past, it's clearly time to take a deep breath and contemplate what still needs to be done in the future.

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## 'ASH WEDNESDAY' (16<sup>TH</sup> FEBRUARY 1983) AND AFTER

In the aftermath of the 'Ash Wednesday' fires, the Victorian Government initiated a number of reviews into the State's emergency management arrangements, the main one being Chief Commissioner 'Mick' Miller's Bushfire Review Committee (my old boss AVM 'Nick' Carter being the Deputy Chairman of that Committee). The Miller report revealed a number of matters of concern in this State's emergency management arrangements and spawned a number of working parties and studies, all coordinated by a Readiness Review Committee chaired by the then Minister for Police and Emergency Services, Race Mathews. A new State Disasters Act was rapidly introduced, giving the Minister considerable powers as the Coordinator in Chief of Disaster Control, but with a 'sunset clause' in the expectation that revised legislation would be introduced when the various reports had been completed and considered.

In early 1985, I was recruited into the new 'Office of the Coordinator in Chief of Disaster Control' in the Ministry of Police and Emergency Services as Deputy Director, and one of my main functions was to chair a 16-member multi-agency Working Party on Victorian Disaster Management Arrangements. (Members included such luminaries of the time as Jim Hunter of the MFBB, Brian Potter of the CFA, Dep. Comm. Kelvin Thompson of VicPol and Les Lester of the Insurance Council of Australia).

In the course of our deliberations, the Readiness Review Committee also required us to consider the outcomes of the Report of the Working Party on the Future of the Victoria State Emergency Service, which had been chaired by Professor John Oliver from JCUNQ, an old friend of mine, and which had reported in April 1985.

The Working Party was required to report by 31 August 1985 (subsequently extended to 30 September), and its terms of reference were wide-reaching, including requiring us to examine disaster management arrangements in other States and Territories and advising on their relevance to Victorian requirements, to review current legislation and to recommend desirable changes to that legislation. The Working Party had also to take into account some earlier reports, including a somewhat controversial late-1983 report by the then Public Service Board proposing a new organisation and funding arrangements for the State's fire and emergency services.

I won't go into the detail of the Working Party's 80-page report, other than to note that many of its recommendations were subsequently endorsed by the government and became the basis for the Emergency Management Act 1986 and the present Emergency Management Manual Victoria (EMMV).

It is, however, worthy of note that the State Government, in its formal response to the Working

Party report in March 1986, did strongly commend the report's formulation of a new conceptual emergency management framework. This framework required the identification and definition of the three major functional areas needing to be addressed within a policy of comprehensive and integrated emergency management – the areas of prevention, response and recovery – with specific agency responsibilities assigned in planning, preparedness and coordination.

Twenty-two years on from the Government's formal response to the Working Party report, as a former West Australian but now for many years a committed Victorian, I feel that in this State we can still claim that these conceptual frameworks and their resultant policies and planning structures are providing Victoria with emergency management arrangements second to none in this country, and up with any I have observed in my considerable experience overseas.

Which brings me to my last lesson:

*When you're relaxed and comfortable with what you've done in the past, it's clearly time to take a deep breath and contemplate what still needs to be done in the future.*

## AND NOW SOME LAST THOUGHTS ...

Your Committee was good enough to suggest that, in addition to reflecting on my own experience over the past 30 years in emergency management, I might address a number of other issues of possible interest. In the limited time remaining to me, let me leave history behind and touch on two matters which I believe warrant some early and perhaps urgent attention in our near future:

- the issue of volunteerism, and
- possible future directions in Victoria's emergency management arrangements,

and I make no apology for attempting to be a little provocative.

### On the issue of volunteerism:

It is a truism that our whole system is heavily dependent upon the continued engagement of a large number of committed volunteers, and the value and importance of volunteerism is regularly and properly acknowledged by governments and the public.

But there are two particular clouds on the horizon of volunteerism which I believe warrant concern, and they include:

- Firstly, the nature of the organisations we are inviting volunteers to join – there is still a whiff of the old 'civil defence' ethic about, you know: a sense of paramilitary organisations, rank and skill level structures, a degree of 'bloke-iness' and 'do-goodism', even a slight suggestion of being 'holier-than-thou' in attitudes towards non-members and even full-time operatives ... OK, so I'm being deliberately a little unkind, and thankfully we will still continue to attract



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Please consider the First State Super Product Disclosure Statement, having regard to your own situation before deciding whether to become a member or continue membership. A copy is available by calling us or visiting our website. The information contained in this document is current as at October 2008. Prepared by FSS Trustee Corporation (FTC) ABN 11 118 202 672, AFSL 293340 the trustee of First State Superannuation Scheme ABN 53 226 460 365.

those who have some sort of willingness or need to serve, but just think –

- Are we, in our present and possible future socio-economic environment, offering a volunteer organisation model and a culture sufficient to attract the continuing numbers needed to fill, let alone expand, our ranks?
- If there should be doubt about that, what are our options and possible alternative strategies, and how are governments likely to react to them?

There are so many factors likely to impinge on this issue that I can't even begin to suggest the answers, but I really believe that we are going to need to get our heads around the problem very quickly.

- Secondly, in the face of global warming and other looming hazards (including social and now economic ones), we are actively encouraging greater community and now family and even individual preparedness. I suggest that this tends to run counter to our efforts to encourage membership of organisations like ours, which can be seen to have more a regional and even a state identity, particularly in our current situation where there appears to be minimal inducement for local government to provide active rather than often nominal financial support to our organisations. At the extreme, we might even be seen to be encouraging 'survivalism'.

In sum, I feel that we might need to think a little more critically about what we might need to continue to attract and hold volunteers, and how indeed we provide value to our existing members.

#### **On the issue of possible future directions in Victoria's emergency management arrangements:**

I suggest that we might have come about as far as we are likely to go in relation to improving our general arrangements for emergency preparedness and incident response, and we are doing better in the area of our recovery structures and arrangements. But again, I see at least two causes for concern.

- Firstly, while we are pretty good at the 'event management' aspects of preparedness and response (and the planning, organising and training functions which support their performance), I'm not sure that we do quite so well with their associated 'people management' aspects. For example, immediate post-event relief for affected people and communities often appears to be poorly handled or ad hoc, and I suggest that we still have a lot to learn in this regard from the Burnley Tunnel evacuation, the Kerang rail crash and even our current Cranbourne gas event, just to mention a few. We still seem to lack clear policies and practices in coordinating transitions between response, relief and recovery.
- And finally, we are still, both in this state and nationally, failing to recognise the direct and necessary association between disaster risk reduction (the 'prevention' element of our much-vaunted comprehensive, integrated and whole-of-government

approach to emergency management) and emergency preparedness, response and recovery. Could I make two points:

- In January 2005, the 2nd World Conference on Disaster Reduction was held in Japan, and building upon the earlier Yokohama Strategy, produced the Hyogo Framework for Action 2005-2015. The Framework recognises the close inter-relationship between disaster risk reduction and preparedness for effective response and recovery. Many countries and even regional organisations (the latter including the Asia-Pacific Economic Community and the Pacific Forum, Australia being a member of both) have endorsed the Framework's goals and priorities for action, and are developing arrangements which bring together sustainability planners and emergency managers at all levels of government to give effect to appropriate policies. But while our Federal government claims to have adopted Hyogo, there is no practical evidence of any similar activity in Australia.
- Yet Australia has had the ideal tool for just such a job. As I mentioned earlier, we took the initiative in developing, and in the year 2000 publishing, an 'emergency risk management' model based on the Australia/New Zealand risk management standard which could have led the world. But I suggest that in the process we simply failed to recognise that **emergency management** is fundamentally about the management of the residual risk which remains after classical treatments such as reducing the likelihood and consequence of community safety risk have been applied. Thus we have left '**emergency risk management**' largely in the hands of the emergency managers, when it is clear that real and effective '**community safety risk management**' involves a whole lot of other players!

I believe we need a major rethink of our approach to emergency risk management, to ensure effective community and local government involvement.

May I simply, in conclusion, acknowledge the great work the Combined Emergency Services Committee has done over these 30 years in bringing the emergency services' community together, and wish it, and you, continuing success in your endeavours. Let's commit to meeting the challenges of the next 30 years!

#### **Some personal references:**

On the history of Civil Defence in Australia

Jones, R. (1995), '*Civil Defence in Australia, 1940s to 1990s: A Case Study in Federal/State Politics and Public Administration*', in National Emergency Response, Vol. 10 Nos. 1-4, March to December 1995.

On post-1974 developments in emergency management in Australia

Jones, R., '*How Australia Deals with Disasters*' in ETN (2007), In Case of Emergencies, Design Masters, Artamon NSW. ●





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# VOLUNTEER MARINE RESCUE IN NEW SOUTH WALES PAST, PRESENT AND THE COURSE AHEAD

Part two of the submission to the NSW Government by the Royal Volunteer Coastal Patrol.



*1,935 skilled volunteer SAR and communications personnel.*



## THE PRESENT: VALUE OF MARINE VOLUNTEERS TO THE GOVERNMENT

- 3,000 total volunteers in the three existing groups including 1,935 accredited, highly skilled SAR and communications personnel.
- At the national average full-time adult weekly earnings rate of \$30.32 per hour<sup>1</sup> accredited volunteers alone give the government \$29 million p/a personnel value.<sup>2</sup>
- Over \$71 million in VMROs' bases and infrastructure.<sup>3</sup>
- Coastal Patrol alone:
  - \$31.8 million<sup>4</sup> infrastructure already in place (excl. real estate).
  - 25 bases.
  - 25 limited coast marine radio stations, masts plus repeaters and related installations.
  - 35 accredited rescue lifeboats including 8 all weather, ocean-going lifeboats, plus 12 training vessels.
  - A growing, disciplined, uniformed body of skilled, committed people. 2007 total members 1,513 including 1066 accredited; net annual growth 8% over past 3 years.
- AVCGA - 17 bases, 20 vessels<sup>5</sup>
- VRA - 14 bases, 28 vessels.<sup>6</sup>
- A marine radio network for recreational boating is part of the marine emergency services the NSW Government is obliged to provide under its agreement with the Australian Government.
- Without volunteers there would be no NSW coastal radio network.
- Volunteers filled the void left by the closure of Telstra Sydney Radio public marine radio network (deemed uneconomic) and closure of private Penta Comstat radio network.
- **This is a ready-made foundation for a new, unified, volunteer marine rescue organisation in NSW.**

- Marine rescue volunteers provide a 24 x 7 radio listening watch.
- Marine rescue volunteers provide 24 x 7 eyes, ears and local knowledge to help combat marine-related crime.
- Marine rescue volunteers conduct 68.4% of marine rescues, freeing up costly Police resources.
- Marine rescue volunteers assist other emergency services in emergency and civic events; (Hunter Valley Storms, Sydney Cyclonic Storms and Sydney City Street Parade in 2007) as well as daily support roles (APEC), Police Public Inquiry Information Centre (PIIC), SES, RFS, NSW Ambulance, etc.
- In recent APEC duties over 6 days from 3-6 Sept 2007 Coastal Patrol accredited volunteers alone donated 2,236 personnel hours representing over \$67,700 in personnel value @ \$30.32 ph.
- Cross training with other agencies eg SES flood boats, RFS, SAR with MAC helping to reduce training costs and increase the value of training eg annual Southern Region combined emergency services training camp with SES, RFS, Ambulance, Police conducted in May each year.
- Marine rescue volunteers educate the public on marine safety reducing ongoing rescue demand and costs. Courses include:
  - Boat Licence
  - Marine Radio
  - Navigation
  - Meteorology
  - First Aid
- All of this is delivered for a seriously inadequate annual contribution of \$1.271 million per annum (2007) from the NSW Government shared among three organisations.

**This is unsustainable!**

<sup>1</sup> ABS 6302.0 Average Weekly Earnings Australia, Aug 2007. Appendix 11

<sup>2</sup> Table of annual volunteer hours. Appendix 12

<sup>3, 4</sup> Est. replacement value of Coastal Patrol bases, infrastructure, rescue vessels Appendix 13

<sup>5, 6</sup> NSW State Rescue Board Summary of Marine Rescue Units August 2007. Appendix 4



### THE PRESENT: WHAT IT COSTS TO BE A VOLUNTEER/VOLUNTEER ORGANISATION

- Personal cost of being a volunteer in Australia: Average \$900 per volunteer/per annum. Some to \$3,000.<sup>1</sup>
- Within the Coastal Patrol, the personal cost to some senior officers exceeds \$10,000 p/a.
- 3,000 marine volunteers at the national average of \$900 each (\$2.7m) are therefore personally paying a total of more than double to belong to their organisations, than the total provided by the NSW government to run the organisations (\$1.271m).
- Increased and ongoing Corporate & Government regulatory requirements at a high cost. (OH&S, CBT, survey fees, associated professional costs including ASIC, Operational Capability Reporting, Administration and ATO). eg NSW Govt survey fees have risen an average of 13% p/a to \$3,600 per vessel in the last 2 years.
- CPI increases and alarmingly increased fuel costs. In 1997 when RVCP had 41 bases in NSW, Victoria, Tasmania and South Australia, the total annual fuel bill was \$48,210. In 2007 with 25 bases in NSW alone, the fuel bill has risen to \$157,685 – and increase of 227%! This is also unsustainable.
- Increasing cost of mandatory communications and information technology. EPIRBs move from 121.5MHz to 406MHz –increased cost from \$109 to as much as \$1,500 per unit. Suitable units @ \$1,000 x 70 accredited vessels means an extra \$70,000 to be found by volunteers.
- Increased workload due to MAC concentrating on maritime crime and security.
- Increased demand for services from increasing number of recreational boats and Boat Driver's Licence holders.
- Increased recreational tourism in coastal NSW also increases demand on services.
- Increased size of NSW mainland Marine National Parks to a total of almost 300,000 hectares, means greater distances and more fuel for rescue lifeboats

to respond to calls for assistance. The boating public are moving further out to sea as they are increasingly barred by exclusion zones for fishing. Longer response times are needed to go around exclusion zones.

- Massive increase in capital equipment replacement costs, eg, cost for small coastal bases to comply now average \$320K (Crowdy-Harrington)<sup>2</sup>
- The high cost of compliance is now forcing closure of NSW units. Coastal Patrol Rescue Base at Moruya was closed in 2007. The cost of a new base and boat to replace the existing non-complying resource was in excess of \$500,000 and impossible to achieve.
- Increased costs for new replacement rescue lifeboats:
  - Category 1 - minimum \$90,000
  - Category 2 - minimum \$230,000
  - Category 3 - minimum \$500,000



- Existing total VMRO fleet: Cat 1 x 21, Cat 2 x 30, Cat 3 x 19 = total 70<sup>3</sup>. Present replacement cost for total fleet \$18,290,000<sup>4</sup>. Current funding incapable of replacing these rescue vessels even over 10-year replacement cycle. MAC standard is four years.
- The equation is unbalanced.
 

Cost to members	HIGH
Cost to organisations	HIGH
Govt. contribution	LOW

<sup>1</sup> Emergency Management Australia "Cost of Volunteering" Nov 2006

<sup>2</sup> Certificate of Expenditure Greater Taree City Council Appendix 14

<sup>3</sup> NSW State Rescue Board Summary of Marine Rescue Units 7 August 2007. Appendix 4

<sup>4</sup> Estimated cost to replace entire, present VMRO fleet. Appendix 13





### THE COURSE AHEAD: THE NEED FOR CHANGE TO A NEW, SINGLE, VOLUNTEER MARINE RESCUE ORGANISATION

- Two successive NSW Ministers for Emergency Services, Tony Kelly and Nathan Rees, have publicly stated that there must be one volunteer marine rescue organisation and that the government is unwilling to continue funding three separate organisations.
- NSW Ports & Waterways Minister Joe Tripodi reflected this position in his address at the 2007 Sydney International Boat Show.
- This position is endorsed by the NSW State Rescue Board, NSW Maritime and NSW Water Police.
- This position is supported by the Boating Industry Association and Boat Owners Association.
- The NSW recreational boating community needs, expects and is entitled to a single marine emergency search and rescue service that is:
  - clearly visible, widely known and well respected within the NSW boating community;
  - appropriately trained and equipped;
  - appropriately funded and resourced;
  - able to respond to emergencies with necessary speed and efficiency;
  - structured with a strong, effective, combat agency command and management;
  - strategically located to serve the NSW coast;
  - unfettered by a legacy of differing requirements from three VMROs working under different management structures.



- A new, single, unified volunteer marine rescue organisation will deliver:
  - More efficient and effective utilisation of personnel (no duplication);
  - Single Combat Agency Management and Corporate Structure;
  - Greater efficiencies and rationalisation of assets;
  - Greater efficiency and utilisation of government funding;
  - Elimination of confusion within boating public – who's who, who does what, who should I call? In all emergencies, seconds matter when lives are in danger.
  - More effective marketing of VMR services and membership benefits.
- A single, unified VMRO will be more effective raising funds from the public.
- Volunteer Marine Rescue in NSW cannot continue to operate effectively in its present form.
- Volunteer Marine Rescue cannot plan effectively for the future with three separate organisations and uncertain, inadequate funding.
- With the present overall state of Volunteer Marine Rescue in NSW there is real potential for a serious incident that will create intense public focus, scrutiny and criticism of those whose responsibility it is to ensure adequate public safety services for marine activities.
- **The conclusion is clear. Volunteer Marine Rescue in NSW must change. Let it be the right change to a proven emergency service, combat agency model as used by NSW SES and RFS.**



### CAUSES OF CHANGE

- Change usually takes place for one of two reasons:
  - re-action to a major crisis or emergency, or
  - pro-action to respond with improved readiness for major crises and emergencies through sensible strategic planning.
- Re-active change triggered by a crisis not only costs more but usually costs lives, property and reputations as well, eg.
  - RFS –major change to organisation followed 1994 Fires;
  - SES –major change to organisation followed severe storms in April 1999;
  - Sydney Hobart Yacht Race -6 die in 1998 event; CYC changes to safety requirements; BOM changes now include greater detail eg, warnings that wind gusts can be up to 40% stronger than averages and maximum waves can be up to twice the stated height;

- Five die in two separate ferry collisions on Sydney Harbour in less than 3 months –15kn speed limit zone introduced;
- Port Arthur shootings –35 shot dead –resulting in sweeping changes to Firearms Laws.
- Kempsey Bus Crash –35 killed –resulting in upgrade to the Pacific Highway and seatbelts in buses legislation
- Patient miscarries in 2007 in toilet Royal North Shore Hospital –media storm and fallout for both Government and Minister, triggers inquiry into entire health system.
- Pro-active change enables efficient strategic planning, costs less and will save lives and property.



### WHY HASN'T VOLUNTEER MARINE RESCUE ALREADY CHANGED?

- Recognition of the need for a change is not new. In the past 10 years alone, several submissions have been presented to the NSW Government by Coastal Patrol and the VMRC.
- Change had not been necessary until the demands of moving from volunteer origins as enthusiastic, amateur, recreational boating rescue organisations to skilled professional bodies. Today, these bodies must meet contemporary obligations of formal competencies, OH&S, Duty of Care, increasing regulatory demands, exponential growth of boat ownership, growth of charter services and increasing public expectations.
- Coastal Patrol understands that both Coast Guard and VRA agree with the principle of a single Volunteer Marine Rescue organisation; however, agreement has not been reached with all parties on the process to create a single organisation.
- There may be the perception within existing organisations that a single new agency will use one of the three current structures. What is really needed is a new organisation and structure that adopts current best practices and a new name that reflects the new organisation.
- Major rescue and emergency services, including marine, are provided free to the public (Police, Fire Brigade, Helicopter, SES, RFS, Marine Rescue) –however, all of these services are appropriately funded by Government EXCEPT Marine Rescue.
- Volunteer Marine Rescue is the only rescue and emergency service whose activities fall within three separate ministerial responsibilities –Emergency, Police, Maritime

### Who is the decision-maker?



### THE SOLUTION

1. A new, single, unified, adequately funded, Volunteer Marine Rescue Organisation in NSW with optimum use and rationalisation of existing assets and resources;
2. A strong, effective, combat agency command, control and management structure;
3. A new name.

The NSW recreational boating community needs, expects and is entitled to a single marine emergency search and rescue service that is:

- clearly visible, widely known and well respected within the NSW boating community;
- appropriately trained and equipped;
- appropriately funded and resourced;
- able to respond to emergencies with necessary speed and efficiency;
- structured with a strong, effective, combat agency command and management;
- strategically located to serve the NSW coast;
- unfettered by a legacy of differing requirements from three VMROs working under different management structures.



### CORE BENEFITS OF THE RIGHT CHANGE

- More efficiency, less confusion, better awareness –therefore safer.
- Change to a new, single organisation will improve public safety through greater efficiency and public awareness of a single unified service.
- Strong combat agency command and control structure consistent with established emergency

services as opposed to an association of multiple, individual, independent units.

- Clearly defined lines of authority/responsibility throughout the organisation.
- Clearly defined areas of authority/responsibility with other agencies.
- More efficient for Government to deal with a single volunteer marine rescue entity, especially in emergencies.
- Significant resource to assist with unexpected marine or non-marine emergencies and events; eg Newcastle Disease quarantine; floods; bushfire evacuations; PIIC; APEC; World Youth Day etc.
- Appropriate funding will ensure continuation of a viable volunteer marine rescue service in NSW. Certainty of ongoing funding enables effective long-term planning.
- Certainty of service delivery for Government and the community.
- Multi-million dollar infrastructure –handed to the Government<sup>1</sup>.
- Clear public recognition of a new, single volunteer marine rescue entity (logo, publicity, livery, call signs).
- Change will improve recruitment and retention –resulting in a larger, enthusiastic, unpaid workforce for the government.



- Eliminate duplication of resources and rationalise existing resources for even greater efficiency.
- Better ability to attract corporate sponsorship and Federal Government Grants as a single body.
- Active continuation to apply for all relevant grants that may be available from Commonwealth and other government agencies.
- Uniform, centrally defined, auditable financial and training policies.
- Uniform compliance to SOPs, eg Offshore Tracking, incident reports.
- New Agency would be the Marine member for SRB & SEMC; removes need for VMRC layer.
- Standardisation of capital equipment, especially rescue lifeboats.
- Employment creation in boat-building within NSW through manufacture of common platforms for Category 2 and 3 rescue vessels and ongoing maintenance, particularly in regional areas<sup>2</sup>.
- Working with TAFE NSW Apprenticeship scheme retaining boat-building skills in NSW.

- More successful recruitment of new members and retention of existing members with removal of current financial barriers: pay to join, annual membership fees, pay for own uniforms and training, etc
- An effective, coordinated program to seek bequests following the successful model of the RNLI in the UK.
- All training of members through a single, external, independent, objective RTO, Risk Response & Rescue, with centralised training organisation and standards. A single training manual, will deliver cost efficiencies to produce and deliver training materials<sup>3</sup>.



- Increased focus on marine rescue and training; decreased high dependence on fund-raising.
- A single representative voice on the International Maritime Rescue Federation.
- Change will provide more efficient management through a single, centralised, employed administration and secretariat.
- A fully operational, state-wide administration system and facility is available and based in Sydney.
- Opportunity for Public service career paths; emergency management, maritime qualifications (non-volunteer management).

<sup>1</sup> Any reference to handing over any assets to the NSW government refers only to assets of the RVCP which has no authority to make such offers for others.

<sup>2</sup> Standard design principle. Discussions with Stebercraft Australia Appendix 15

<sup>3</sup> Training through a Single, Independent, Objective RTO. Appendix 16

### **A CASE EXAMPLE -THE NEED FOR FAST, UNIFIED RESPONSE. TSUNAMI ALERT APRIL 2007**

Swift, dependable and unified action was needed in the response to the tsunami alert issued on 2 April 2007 for the Australian east coast. This was triggered by an earthquake near the Solomon Islands.

The devastation of the December 2004 tsunami that hit Aceh in Indonesia was still fresh in the minds of Australians.

Coastal Patrol was alerted by SES and within ten minutes the Patrol's dedicated HQ and management structure had contacted all Coastal Patrol Divisions along the coast.

The RVCP's then 16 24/7 divisions (now 16) went onto immediate alert and the Divisional Commanders

of the remaining ten bases, which normally provide weekend and holiday services, alerted their members to stand by in case they were needed.

It is believed that Coastal Patrol was the only marine emergency and rescue organisation to successfully achieve this, because it is the only marine rescue organisation with a combat agency command and operational structure to enable an immediate response.

This is the type of structure that is required in a new, single, volunteer marine rescue organisation for NSW.

Central combat agency control and management for effective all-region response cannot be reliably delivered with the individual, independent, separate cells in the structure of associations.

### HOW A NEW, SINGLE VMRO SUPPORTS THE NSW STATE PLAN<sup>1</sup>

The NSW Government has established the NSW State Plan to deliver better results for the NSW community from state government services.

A new, single Volunteer Marine Rescue Organisation embraces many of the Priorities of the NSW State Plan.

- **Rights, Respect & Responsibility**

Priority R1 – Keeping People Safe.

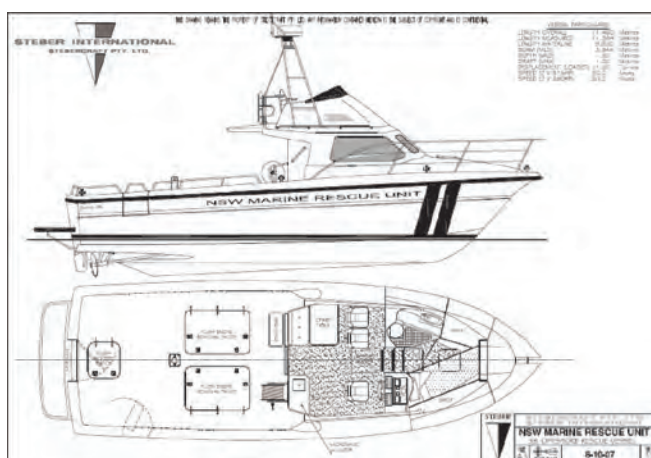
-More police resources freed to focus on crime with the VMRO taking majority role in marine rescue in NSW  
Priority R4 – Building Harmonious Communities.

-Increased community participation in volunteer marine rescue. Coastal Patrol membership on continued growth trend; removal of financial barriers of membership, uniform and training costs will accelerate member growth:

2005 – 1,356;

2006 – 1,452;

2007 – 1,513.



A common design for Category 2 and 3 rescue lifeboats.

- **Delivering Better Services**

Priority S5 – More students complete vocational training.

-RVCP CBT training packages deliver skills recognised as part of training for employment in marine industries, eg coxswain.



- **Fairness and Opportunity**

Priority F1 – Improved Health and Education for Aboriginal People.

-Removal of the financial barrier of uniforms and training costs will provide increased opportunities for Aboriginal volunteers to acquire VMR skills and qualifications recognised as part of TAFE training.

- **Growing Prosperity Across NSW**

Priority P1 – Increased business investment in NSW.

-Advanced database for RVCP under construction by NSW company Group 314<sup>2</sup>.

Priority P6 – Increased business investment in rural and regional NSW.

-Risk, Response and Rescue, a Wollongong-based RTO, developing and delivering CBT for both RVCP and VRA.

-Taree-based Steber International selected for design and construction of common platforms for Category 2 and 3 rescue lifeboats.

Priority P7 – Better access to training in rural and regional NSW.

-Increased apprenticeship outcomes from increased Stebercraft production in Taree.

-Increased maintenance and repair employment outcomes from deployment of rescue lifeboats in dozens of major NSW regional coastal areas.

### A new, single Volunteer Marine Rescue Organisation clearly supports key priorities of the NSW State Plan.

<sup>1</sup> <http://www.nsw.gov.au/stateplan/>

<sup>2</sup> Benefits and sample data entry architecture. Appendix 17

### WHAT WILL IT TAKE?

- Commitment from NSW government to undertake pro-active change, the right change, and adequately fund a new organisation through initial establishment and continued annual operation.
- Establishment - \$15 million; Average Annual Budget - \$12.5 million. Cost includes vessel replacement, vessel maintenance, administration, uniforms, operational expenses. Year 1, \$15 million; Year 2, \$11 million; Year 3 \$14 million<sup>1</sup>.
- Commitment of NSW Government to proceed with development of new organisation.
- Strategic Plan and timeline with input of all key

parties, eg VMROs, NSW Maritime, Marine Area Command, State Rescue Board, BIA, BOA etc.

- The NSW Government has the opportunity to be proactive, creating another world's Best Practice Volunteer Emergency Organisation in NSW, this time in Marine Rescue; an organisation capable of dealing with day-to-day and major maritime emergencies through cost-effective planning and training.

<sup>1</sup> Presentation by NSW Marine Area Command to VMRC 2006. Attended by D. Morgan, F. Robards AVCGA; R. King, J McCloskey RVCP; W. Carter VRA; G. Finniss, R. Trussell NSW Police; B. Goodes, A. Kaine SRB.

### HOW CAN IT BE FUNDED?

- In 2005-2006 the NSW Maritime recorded a net surplus of \$59.385 million<sup>1</sup>. The surplus continues.
- The NSW Maritime Annual Report for y/e June 2007 shows the following financial information<sup>2</sup>.  
\$17.627 million net surplus.  
\$41.594 million income derived from the recreational boating community comprising:
  - \$15.353 million Boat Driver's licences
  - \$17.345 million Boat registrations
  - \$ 6.728 million Moorings;
  - \$ 2.168 million income from "other boating fees".
- \$3.233 million expenditure on the recreational boating community comprising:
  - \$1.949 million in grants and subsidies, the bulk of which is \$1.27million for the VMRC and shared between the three VMROs;
  - \$1.284 million marine infrastructure program.
- These figures demonstrate that while the recreational boating public provides \$41.594 million to the NSW government in boating fees, the government allocates only 3.06% of this to support the provision of essential marine safety, radio communications and education.

<sup>1</sup> NSW Maritime Annual Report 2006-2007 KPIs Appendix 2.

<sup>2</sup> NSW Maritime Annual Report 2006=2007 Income Statement and Notes. Appendix 18.

### WHAT IF VOLUNTEER MARINE RESCUE DOES NOT CHANGE?

- The existing three organisations will continue to struggle to meet the constant growth in recreational boating and the demand for VMR services.
- Public confusion will continue between the three VMROs with risk of critical response time lost in an emergency event.
- Serious risk of further and immediate reduction of marine rescue services, (eg; reduced operating hours, disposal of lifeboats, closing essential base establishments along the NSW coast). This will be directly due to their inability to maintain an ongoing, sustainable level of funding required to meet equipment maintenance and replacement as well

as Government mandatory and regulatory requirements.

- Serious decline in coastal radio network and need for replacement with a professional government body or MAC 24x7 at a massive cost.
- Risk of serious decline in infrastructure (loss of expensive communications networks including base establishment where bases have to be closed and local councils resume their land at irreplaceable, prime locations).
- Inevitable deterioration in SAR services across NSW coast resulting in a high probability of loss of life and property.
- Concurrent increase in workload on the Water Police to fill the gap as services diminish.
- Risk of Government being forced to respond to a major maritime emergency at extremely high costs and with the subsequent public and media backlash, eg Royal North Shore Hospital.
- Significant negative impact on Government for perceived failure in Duty of Care to the NSW Public.
- **Will someone die if volunteer services do not change?**



*Regular classroom training gets put into practice at sea.*

### APPENDICES

1. ABS Australian Demographic Statistics 3101.1 June 2007
2. NSW Maritime Annual Report 2006-07 KPIs
3. BIA Industry Overview 2006-07
4. State Rescue Board Marine Unit Accreditation Feb 2008
5. VMRC Statistics. VMRO Accredited members
6. NSW Police MAC 2007 SAR Y/e 31 December
7. ABS 1996 and 2001 Population comparisons 2016.1
8. ABS National Regional Profile: Eurobodalla
9. Local Government Visitation 2006
10. ABS National Regional Profile: Great Lakes
11. ABS Average Weekly Earnings Aug 2007
12. Value of VMRO accredited volunteer hours
13. Replacement value of Coastal Patrol and VMR infrastructure
14. Certificate of Expenditure Greater Taree City Council
15. Standard design for Cat 2 and 3 rescue lifeboats
16. Training through a single independent RTO
17. Group314 Database Development
18. NSW Maritime Annual Report 2006-07 Income Statement and Notes ●



# Is this how *your* eyes feel?

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# AUSTRALASIAN POLICE AND EMERGENCY SERVICES GAMES, HOBART 2010

Welcome to the second article included within the *National Emergency Response* leading up to the Australasian Police & Emergency Services Games to be held from 20-27 February 2010 in Hobart. As a result of the article in the spring edition of the magazine, the Games team has been contacted by members expressing interest in participating at the games. That is a fantastic result.

**Mark Beech-Jones, MAIES**

*Games Director*

At the conclusion of the recent 2008 Games at Coffs Harbour, the Games Flag and associated responsibilities was passed to Tasmania for the hosting of the Games in 2010. For those of us who attended the Coffs Harbour Games, we had a great time; however, it has created some anxiety and trepidation about the work and organisation that will need to be done to ensure our Games are a success.

As in all areas of policing and government, one of the most significant issues in hosting these Games is the funding and the budget. With an event of this size (the largest multi sport event ever held in Tasmania) there are numerous expenses that need to be met including promotion, advertising, registration, venues hire, medical assistance and sports officials to name just a few. An example of one cost is the purchase of the medals to be awarded, which is in the vicinity of \$20,000. The hosting of the games is a significant financial expense.

The Games are self-funded, whilst we are grateful to our partners Tasmania Police, Tasmanian Fire Service, Events Tasmania and the State Emergency Service for their kind support; we will rely on corporate support for sponsorship, business partnerships and competition fees in order to make the Games a financial success. This doesn't mean making a profit, just ensuring we don't have a loss.

At the recent Games in Coffs Harbour, all competitors paid an initial registration fee of \$80, and an additional sports fee dependent upon the sport they played. For example, golfers sports fee was \$180, track and field \$10 per event, netball \$30, lawn bowlers \$25, to name just a few. It is the intention at the 2010 Games that our fees be no higher than those charged at Coffs Harbour.



In order to achieve this aim, we have actively sought sponsorship dollars from businesses not only within Tasmania but from the mainland. At this stage, we have obtained a number of sponsors including Wrest Point Casino, Metro Pty Ltd, Tas Vacations, Scody Team Clothing, T3, and the Tasmania Police Sports Federation. We are grateful to all those companies for their support.

Obtaining the sponsorship dollar has been one of the most challenging aspects of my task to date, whilst we all have the belief that businesses will be clambering over each other to support the police, fire and emergency services, I can assure you this is not necessarily the case. However, the Games team will continually strive to attract the sponsorship dollar and maintain a high level of fiscal management. This policy will ultimately allow all competitors from the Law Enforcement and Emergency Services areas to participate in the 2010 Games at a reasonable price and also have access to the best of venues and other facilities.

I look forward to keeping you involved in this positive and worthwhile event and will continue to keep you updated on all issues so you can 'Conquer the Isle', at the 2010 Australasian Police & Emergency Services Games. ●

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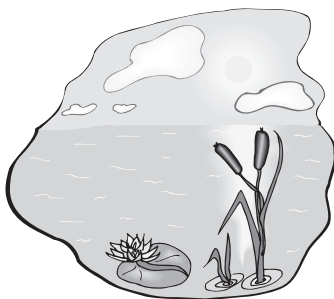
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# EUROPEAN MISSION-READINESS TEST OF THE “IRO INTERNATIONAL RESCUE DOG ORGANISATION” IN GERMANY: ALMOST ONE-THIRD PASSED THE HARD TEST

This year almost one-third of the competing Rescue dog-Teams passed the hardest Mission-readiness test of the “International Rescue Dog Organisation” in Europe that was carried out in November in Dresden/Germany. 11 out of 36 Rescue Dog-Teams from nine Nations successfully completed the challenges.

**Paul Cech**

*Press-spokesperson of the IRO*



*Photos: IRO/Peter Schueler.*



**A**t this test, the teams are accommodated at a camp site and from the moment of their arrival they have no contact with the outside world. They have to cater for themselves – also the dogs, of course – and can be called into deployment any time. Within 5 (!) minutes after the alarm, the team has to be mission-ready – regardless of which time of the day or night, regardless of the weather. In addition, there will be a night-orienteeering-march which follows a search for missing persons. Also a theoretical test as well a roping exercise from about 10m height – with the dog strapped around the belly – have to be passed.

At least 70% of the hiding (“buried”) persons have to be found. In addition to the search work of the dogs, the work of the dog handler has been particularly evaluated this year.

Dog-Teams from Germany, Denmark, Czech Republic, Hungary, Slovenia, Croatia and England have passed this test.

The evaluation with a new defined evaluation model was clearly more selective. This might have been the reason

that less dog teams have successfully completed the test.

Dr Wolfgang Zörner, President of the International Rescue Dog Organisation, said: “It was an extremely demanding Mission-readiness test. We can’t and also don’t want to lower the level. On the contrary, we do hope that this result has a learning effect to those who want to compete in the future.”

Despite the selective check for the mission readiness, the number of applications for such a test is much higher than there can be places granted. But those who pass the test belong to the best in the rescue-dog world. Zörner: “We already have a concept how we put these selective Mission-readiness-tests on a broader basis so that more rescue-dog teams can take part.”

Mission-readiness-tests on the part of the “IRO International Rescue Dog Organisation” take place worldwide. Just recently they were being held in Korea for the Asia/Pacific region. ● **Geoff Webb**

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# DISCUSSION PAPER: TOWARDS A NATIONAL VOLUNTEER STRATEGY



September 2008

This discussion paper has been reproduced with the kind permission of Volunteering Australia, Suite 2, Level 3, 11 Queen Road, Melbourne, Victoria 3004. The discussion paper has been the first stage in a broad consultation process that Volunteer Australia has initiated in relation to the development of a National Volunteer Strategy. The feedback from the discussion paper is currently formulated into a submission for Government after which time a process for further involvement from all stakeholders will be communicated.

## 1 EXECUTIVE SUMMARY

A strong and vibrant volunteer sector is one of the most effective mechanisms Government can employ to further a Social Inclusion agenda in Australian society for the benefit of individuals, communities and government alike. The legacy of the volunteer sector is strong but complacency about the constraints under which the sector currently operates and the future challenges it will face, undermines its sustainability.

Notwithstanding significant advances made over the past decade, Volunteering Australia believes there remain considerable opportunities to improve the effectiveness and efficiencies of volunteer support infrastructure through greater cooperation between the sector and all levels of government.

To this end, Volunteering Australia, as the national peak body for volunteering in Australia, is calling for the development of a National Volunteer Strategy that will engage the sector and gain the support of all levels of government. As an outcome of the International Year of the Volunteer 2001, a *National Agenda on Volunteering* was developed by Volunteering Australia. This comprehensive action plan lays the groundwork for a new National Volunteer Strategy that establishes a long-term vision for the sector.

In the spirit of "co-operative federalism", a National Volunteer Strategy would provide connection and co-ordination across governments to better support the depth and breadth of the volunteer sector and use resources more effectively. A National Volunteer Strategy would focus on co-ordinating research, consultation with the sector and implementation of reforms to support the sector at an organisational and individual level. A truly national strategy must provide an opportunity for coordinated policy development and decision-making at the national, state and local levels that will be reflected in specific national, state and local actions.

To this end, Volunteering Australia recommends the following:

1. That all levels of government make an in principle commitment to the development of a National Volunteer Strategy with a long-term vision to strengthen volunteering in Australia;
2. That an appropriate level of government funding be allocated to support the development and ongoing viability of a National Volunteer Strategy;
3. That a National Volunteer Strategy be sector-driven with input and support from all stakeholders – community, government and business;
4. That the development of a National Volunteer Strategy would serve to expand volunteering infrastructure of national, state and regional organisations avoiding duplication of resources in the creation of parallel infrastructure.

## 2 INTRODUCTION

This discussion paper will:

- Present an overview of the current state of volunteering in Australia;
  - Provide a rationale for the development of National Volunteer Strategy;
  - Identify the challenges and opportunities for the volunteering sector;
  - Outline the focus of a National Volunteer Strategy.
- Volunteering has a high social value and is critically important in maintaining social capital. It should be viewed within the broader context of civic engagement, community participation and social inclusion.

While recognising that volunteering is only one mechanism by which social capital develops, community capacity grows and citizens become engaged, the unique role of formal volunteering needs to be recognised and supported by Government as does the more informal forms of voluntary participation and engagement.

Formal volunteering structures and opportunities are an effective means by which people join together in groups to provide a service or generate activities for others, and at the same time find expression of their own citizenship. Many of the services provided by

the Australian community service, health and welfare sectors are underpinned by the work and contribution of volunteers, not to mention the important role of volunteers in providing safe and enjoyable community environments through their work in the emergency services, sport and recreation sectors and the environment.

This is not to say that informal participation and mechanisms for broader civic engagement are not important or valid. Indeed they are critical and more study into the linkages between formal and informal participation and the creation of social capital and strong communities is needed.

Protecting and building on the contribution of volunteers requires that public policy and legislation recognise and are supportive of volunteering, and that investment in the volunteering sector itself is geared towards building the capacity of the sector and sustaining it.

### 3 ABOUT VOLUNTEERING IN AUSTRALIA

In Australia, there are more than five million active volunteers over the age of 18. They represent around 34% of the adult population and between them provide approximately 713 million volunteer hours per annum<sup>1</sup>. The volunteer sector is a key contributor to the social and economic well-being of Australia. In 2000, Ironmonger estimated that volunteering was responsible for around \$42 billion of economic activity annually<sup>2</sup>. A national extrapolation of Ironmonger's recent research on the economic value of volunteering in Queensland<sup>3</sup> suggests that this figure increased to \$70 billion in 2006.

ABS data from 1999-2000 shows that although most not for profit organisations do not have paid staff, they are responsible for 3.3% of GDP, and if you include the financial value of volunteer activity the figure rises to 4.7%<sup>4</sup>. Ironmonger's most recent research estimates the value of volunteering to be at or above 7% of GDP for 2006<sup>5</sup>.

Volunteering in Australia is an ever-adapting movement. Volunteers are strongly represented across areas of diversity including gender, age, ethnicity, and disability as well as educational and economic divides.

Though ABS data shows that the total number of volunteers has increased over recent years<sup>6</sup>, a recent Volunteering Australia survey shows that almost one in five organisational respondents have experienced a decrease in volunteer participation over the past 12-24 months<sup>7</sup>. The sectors of community/welfare, education/training, sport/recreation, parenting/children/youth and health and aged care were the top six sectors that expressed a decline in volunteer participation.<sup>8</sup> A detailed analysis of this data is yet to be published.

Sector-specific review and analysis also indicates areas of decline. For example, Meals on Wheels (New South Wales) reports "increasing difficulty in attracting volunteers" particularly from the younger generation, while the majority of their existing volunteers are aged 50 and over<sup>9</sup>.

In relation to aged care in general, the Productivity Commission's current research project (yet to be

published) anticipates that as Australia's population ages, a growing number of aged Australians will prefer to be independent and favour using non-residential aged care services, including those available from community care programs<sup>10</sup>, many of which are heavily volunteer dependent.

A recent report on the Volunteer Based Emergency Services Organisations pointed to three major operational problems facing volunteer-based fire services:

- (a) a shrinking brigade memberships in many small remote rural (and ageing) communities—in parts of South Eastern Australia, this is likely to be exacerbated by climate change and declining agricultural production;
- (b) static brigade memberships in new population growth centres; and,
- (c) lack of volunteers able to turn out to emergencies during business hours—especially in growing urban/rural fringe communities.<sup>11</sup>

Though sector requirements vary, there are many aspects of volunteer involvement in organisations that are the same. A national perspective on the recruitment, management and retention issues for volunteer-involving organisations is a cornerstone of a National Volunteer Strategy.

### 4 RATIONALE FOR A NATIONAL STRATEGY ON VOLUNTEERING

Future challenges we will face as a nation such as the diverse needs of an ageing population, advances in and reliance on technology, and the impacts of climate change, to name a few, will necessitate greater support for our volunteer sector to help keep our communities resilient and strong. As the evidence suggests, volunteer participation cannot be taken for granted and a national approach to engage, recruit and retain volunteers could deliver untold rewards across all sectors utilising volunteers.

The development of a sector-driven National Volunteer Strategy will provide an historic opportunity for all sectors, including representatives of all levels of government, to focus on a co-ordinated and strategic approach to addressing the diverse and ongoing needs of the volunteer sector.

#### 4.1 Emerging National Perspectives

As a result of meetings of Commonwealth, State and Territory Government ministers and representatives of Local Government, and reviews of policy and legislation, many significant legislative, policy and social issues currently dealt with at state or regional levels are now being co-ordinated under uniform national systems and strategies. Some recent examples include:

- "At an historic inaugural meeting held on the NSW North Coast today, Australian ministers responsible for ageing and aged care, as well representatives of the Australian Local Government Association, agreed to work together and respond to Australia's changing ageing population." *Department of Health and*



*Ageing Media Release: Ministers for Ageing tackle tough aged care issues, 13 June 2008.*

- "The importance of harmonised OHS laws has been recognised by the Council of Australian Governments, the Productivity Commission and the States and Territories in their work in this area to date. The Australian Government has committed to work cooperatively with State and Territory governments to achieve the important reform of harmonised OHS legislation within five years. Following the recent meeting of the Workplace Relations Ministers' Council, all States and Territories have agreed to work together with the Commonwealth to develop and implement model OHS legislation as the most effective way to achieve harmonisation." *Terms of Reference, Australian Government's National Review into Model OHS Laws, April 2008.*
- "The Australian Government has committed \$2.6 million to work with all levels of government, child protection workers and the community sector to establish a national framework to protect all children." *Department of Families, Housing, Community Services and Indigenous Affairs Media Release: National Framework for Protecting Australia's Children, 13 May 2008.*
- "The Rudd Government will develop Australia's first ever National Men's Health Policy – in recognition of the fact that men often have poorer health than women, are likely to die earlier, and are at greater risk of suicide." *Department of Health and Ageing Media Release: First Ever National Men's Health Policy, 8 June 2008.*

Developing and formalising a national strategic approach to the issues that impact upon the volunteering sector will strengthen the sector's capacity to continue its contribution to Australia's social and economic well-being into the future. It also provides an opportunity for proactive and productive steps in line with the Government's Social Inclusion agenda.

#### **4.2 Volunteer-Related Government Activity: Action Plans, Legislation and Reform**

In recent years, various State and Territory Governments have enacted legislation, reformed related legislation or developed specific action plans to tackle issues relevant to the sector. For example:

- Volunteer Protection Act 2001 (SA); Wrongs and Other Acts (Public Liability Insurance Reform) Act 2002 (Vic); Civil Liability Act 2003 (Qld); The Civil Act 2002 (NSW); Volunteer (Protection from Liability) Act 2002 (WA); Personal Injuries (Liabilities and Damages) Act 2003 (NT); Civil Law (Wrongs) Act 2002 (ACT); Civil Liability Act 2002 (Tas).
- Strengthening Non-Government Organisations Strategy 2005 (Qld)
- Community Services Act 2007 (Qld)
- The Victorian Government's Action Plan: Strengthening Community Organisations (2008).

The establishment of government offices and Ministers of volunteering (ie: Office for Volunteers in South

Australia, Office of Volunteering in Queensland, Minister for Volunteering and Office for Volunteering in New South Wales, Federal Parliamentary Secretary for the Voluntary Sector) is demonstration of government recognition of the importance of volunteering, but it does raise the concern of overlap and duplication of resources across governments in relation to the volunteer sector.

Given the considerable variation in arrangements between jurisdictions, and therefore in the level of attention that volunteering issues receive, there is both a need and an opportunity for national leadership. Review and discussion of the merits of each State and Territory initiative designed to strengthen communities and volunteering can provide an opportunity for learning across all levels of government and benefit the development of a National Volunteer Strategy.

#### **4.3 Regulatory Reform**

The rationale for developing a National Volunteer Strategy is further supported by discussion and outcomes at the most recent COAG meeting in which key reforms to cut red tape for business were adopted<sup>12</sup>.

In common with the business sector, the not-for-profit sector faces great cost and complexity as a result of regulation, compliance and red tape. Occupational health and safety, insurance, background checking (police and working with children checks), funding applications, accountability and reporting can create significant stresses for organisations that operate with limited resources and uncertain funding futures. The variation across states and jurisdictions adds another level of complexity to the sector.

"Governments in the last 20 years have put a lot of effort into creating a single corporate regulator and a single corporate law to govern incorporation and fundraising by small, medium and large corporations. We need that kind of effort and that kind of persistence to sort out the huge mess that encompasses, entwines and binds down non-profit organisations in this country." *Professor Mark Lyons, School of Management at the University of Technology, Sydney.*

Each year, Volunteering Australia conducts a national survey<sup>13</sup> which identifies the public policy issues of most importance to volunteers and volunteer-involving organisations. The survey confirms that the red tape issues mentioned above have significant negative impact on the effective operations of volunteer-involving organisations and personal engagement opportunities of individual volunteers.

A National Volunteer Strategy would enable the regulatory constraints and burdens that affect the volunteer sector (and not-for-profit sector in general) to be acknowledged and actioned at a national level with the support of government. Increasing effectiveness and efficiency is as important to the volunteer sector as it is to business – to work smarter, not harder to achieve critical societal objectives.



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#### 4.4 Corporate Partnerships: support beyond Government

An emerging trend, nationally and internationally, is for the development of stronger corporate / not-for-profit partnership models that support shared vision and values around corporate / community investment. This approach goes beyond traditional cheque book partnering, with corporations now looking for long term and sustained partnerships that provide aligned goals and measurable outcomes.

Volunteering Australia therefore believes that engagement of the business sector is important to the development, growth and enduring impact of a National Volunteering Strategy.

##### Question for Discussion:

*How relevant is a National Volunteer Strategy to the future of volunteering in Australia?*

#### 4.5 A National Voice for a National Strategy

Current research within the volunteering sector supports the development and strengthening of one national organisational voice on volunteering and improved connection and co-ordination on volunteering across and within government. The Borderlands Co-operative in its comprehensive research report on strengthening volunteering and civic participation<sup>14</sup> found that the main influences on volunteering are from peak volunteering bodies and government. It follows therefore that there needs to be clear means of liaison and co-ordination in matters relating to volunteer work within government, between governments and between the government(s) and the national and state's peak volunteering bodies. The evidence from VA's scan of stakeholders, suggests that this environment exists to varying degrees in some states but there is not universal consistency.

Volunteering Australia, in development of its future strategic direction, recently consulted broadly at an international, national and regional level about its role and significance as the national peak body for volunteering in Australia. Resoundingly, stakeholder feedback reaffirmed the importance for the volunteer sector of Volunteering Australia taking a leadership role in the development of a National Volunteer Strategy and strengthening its representative role in the sector.

The process of strategic review highlighted the need for Volunteering Australia to seek a new relationship model between key stakeholders - state volunteering centres, metropolitan and regional volunteer resource centres, all levels of government, the research community and the corporate sector. A consistent theme emerging from this research was the need for a strengthened national focus on volunteering to reduce the levels of duplication and fragmentation that currently exist.

At the House of Representatives Standing Committee on Family, Community, Housing and Youth Roundtable held in May 2008, various participant comments supported increasing national connection and reducing duplication and fragmentation across the sector:

"It is interesting, when you talk to coordinators from other volunteer centres, to see the different funding and the different levels of government they are involved with. One of the big pushes I am really into, which will come out later in my closing statement, is for a national perspective so that there is uniformity among the volunteer centres. I believe a national perspective is a priority and... a commission into the future of volunteering is essential. I have a statement the VCN (Volunteer Co-ordinators' Network) wanted me to pass on: the government has the right and responsibility to change the focus of government funding priorities. We support that. We need to be a part of the review and the change process." *Catherine Grear, Volunteer Co-ordinator, Wagga Wagga Volunteer Resource Centre.*

"There needs to be a much more critical analysis of where those (volunteering) centres and the connections can be strengthened. We probably have a unique opportunity now across all tiers of government. One of the major areas of volunteer delivery is through local government. To me, having better levels of cooperation in that area is a way we could really strengthen volunteering." *Cary Pedicini, CEO Volunteering Australia.*

"The other key point that I would like to leave you with is: if you could consider very carefully funding and resourcing Volunteering Australia and all the peak bodies as well as the referral centres, that would create the connection so that this can happen." *Alan Bates, Manager, Volunteer Services, Wesley Mission.*

## 5 BEYOND A NATIONAL AGENDA ON VOLUNTEERING

In the International Year of Volunteers 2001, Volunteering Australia (and its partner Australian Volunteers International) conducted a nation-wide consultation and survey to determine the major volunteering issues. A legacy of the consultations was the development of *A National Agenda on Volunteering* to guide progress in the sector over three to five years.

In the development of the *National Agenda on Volunteering* community, volunteer-involving organisations, business and government were called to work together and adopt actions under six major objectives.

*A National Agenda on Volunteering* articulated the following as its ambitious objectives in 2001:

1. Publicly respect and value in enduring, formal and tangible ways, the essential contribution that volunteers make to building and sustaining the Australian community.
2. Ensure that volunteers have legal status and are afforded protection through every piece of legislation and public policy that affects them and their work.
3. Ensure that all new legislation, by-laws and public policies developed at any level of government, which may affect volunteers and their work, work only to facilitate and sustain volunteering.

4. Acknowledge that the activity of volunteering is not without cost and develop means by which Australian volunteers and volunteer-involving organisations are supported and funded to provide valuable services.
5. Ensure excellence in all levels of volunteer involvement and volunteer management in order to encourage, protect and enhance the work of volunteers.
6. Ensure that volunteering is a potent, dynamic and unifying social force for community benefit by acknowledging that it is a diverse and evolving activity.

Though progress has been made in addressing actions under each of the major objectives<sup>15</sup> in the *National Agenda*, it has been a result of persistent effort within the sector rather than a co-ordinated and strategic response across all sectors, including government. There still remains much to be done.

#### Questions for Discussion:

*What issues need to be addressed in a National Volunteer Strategy?*

*What resources are required for the development of a National Volunteer Strategy?*

*What would success of a National Volunteer Strategy look like for you?*

### 6 RECOMMENDATIONS FOR THE DEVELOPMENT OF A NATIONAL VOLUNTEER STRATEGY

Volunteering Australia's vision is to continue to build on the foundations already laid by strengthening a compact of volunteers and volunteer-involving organisations with Commonwealth, State, Territory and Local Governments so that we achieve "the golden age of volunteering."<sup>16</sup>

To achieve this, Volunteering Australia recommends the following:

1. That all levels of government make an in-principle commitment to the development of a National Volunteer Strategy with a long-term vision to strengthen volunteering in Australia;
2. That an appropriate level of government funding be allocated to support the development and ongoing viability of a National Volunteer Strategy;
3. That a National Volunteer Strategy be sector-driven with input and support from all stakeholders – community, government and business;
4. That the development of a National Volunteer Strategy would serve to expand volunteering infrastructure of national, state and regional organisations-avoiding duplication of resources in the creation of parallel infrastructure.

#### Question for Discussion:

*To what extent do you agree or disagree with the stated recommendations for the development of a National Volunteer Strategy?*

### 7 CONCLUSION

Volunteering is a vibrant and essential part of Australia's

social fabric and well-being that produces enormous economic output. It is not a movement that will cease, but it cannot be taken for granted. Matching supply with demand requires an increasingly sophisticated approach which is evidenced by the fact that while the culture of volunteering remains strong, certain sectors are experiencing declines in volunteer participation, which has serious implications for future service provision and social inclusion endeavours.

Volunteer-involving organisations face increasing regulatory requirements and challenges. These trends and impacts require full attention at a national level to enable the volunteer sector to achieve greater efficiencies and for individual volunteer effort to thrive.

Volunteering Australia takes the lead in calling for discussion of the merits of a National Volunteer Strategy to map the future of volunteering in Australia with input from all sectors – community, business and all levels of government.

Investment in a National Volunteer Strategy will have the benefit of greater co-ordination of effort and resources, minimisation of duplication and fragmentation across the sector, and provide the wealth of opportunities, flexibility and satisfaction that volunteers seek. An increasing national focus on many other aspects of Australian public policy, legislation and social issues augurs well for taking the same national approach to volunteering in Australia.

## APPENDIX 1: ABOUT VOLUNTEERING AUSTRALIA – AN OVERVIEW

### VOLUNTEERING AUSTRALIA – KEY SERVICE AREAS

As the national peak body for volunteering, Volunteering Australia provides a unified voice on volunteering that is recognised and respected across all sectors – community, corporate and government.

Volunteering Australia Inc was established in 1993 and receives funding from the Commonwealth Government, including under its National Secretariat Program.

Volunteering Australia is governed by a board-taken from its member organisations, including the State and Territory peak bodies on volunteering. Volunteer-based organisations across all sectors, including environment and conservation, arts, business, tourism, education, emergency services, health, sport, recreation and leisure are represented through their respective state/territory peak bodies.

Since its inception, Volunteering Australia has established strong partnerships with key stakeholders and developed a solid base of research and resources, including definitive foundation documents that remain relevant today and for the future as an important framework for volunteering in Australia. These foundation documents include:

- The National Agenda for Volunteering: Beyond the International Year of Volunteers;
- The National Standards for Involving Volunteers in Not-for-Profit Organisations;



- The Definition and Principles of Volunteering;
- The Volunteering Policy Consultation Framework;
- The Research Framework.

### **SPECIFIC SERVICE AREAS INCLUDE:**

#### **GoVOLUNTEER**

GoVolunteer ([www.govolunteer.com.au](http://www.govolunteer.com.au)) is Australia's first volunteer recruitment website. It is a not for profit website that provides free Internet advertising for not for profit community organisations looking for volunteers. GoVolunteer provides volunteers with all they need to find a volunteer opportunity, and to help them make the best match possible between their personal requirements and their choice of volunteer work. GoVolunteer is a free, fast and efficient way to link volunteers and organisations.

#### **Research Support Unit**

Volunteering Australia aims to advance and encourage research into volunteering in Australia with the aim of developing an ethos of inquiry leading to increased understanding of volunteering processes and practices and ultimately assisting in building the long-term sustainability of volunteering.

Volunteering Australia provides valuable consultation services to business, government, researchers and students, media and community organisations who are interested in Australian volunteering issues. Volunteering Australia provides a number of services and continues to seek new avenues to support and advance the development of volunteer research. Current services of the Research Support Unit include:

#### **Publications**

- *The Australian Journal on Volunteering* encourages informed discussion, debate and research on contemporary issues of importance to volunteering. Blind peer review research articles, papers from the field and book reviews are published. This mix of articles provides a meeting ground for theory, policy and practice. The AJV is published twice annually. The AJV is available both in print and online from the Volunteering Australia website;
- Research Bulletins;
- National Survey of Volunteering Issues;
- Volunteering Research Framework;
- Policy Consultation Framework;
- A National Agenda on Volunteering: Beyond the International Year of Volunteers.

#### **Library of resources**

The library currently contains a broad collection of books, journals, reports, statistics and other key research resources related to volunteering from Australian and international sources. This library is networked with libraries in state volunteer centres.

#### **Database of researchers**

The database provides a connection between not for profit organisations, volunteers and researchers on volunteering.

#### **Research Partnerships**

Volunteering Australia works in partnership with organisations and researchers. A current example of such collaboration is:

- *New Partnerships: promoting development in outback towns through voluntary programs for Grey Nomads.* This current project is funded through an ARC grant. Chief investigators are Professor Jenny Onyx UTS, and Associate Professor Rosemary Leonard UWS.

#### **Information service**

Available to students and scholars. Requests range from:

- Seeking references;
- Research/researchers: updates on current research;
- Up to date information on the latest trends in best practice for volunteer management and involvement.

#### **National Volunteering Research Symposium**

The Symposium presents a unique opportunity for researchers to share their work with fellow researchers and to discuss the practice, priorities and possibilities of research for the advancement of volunteering. Papers undergo a blind peer review process.

#### **Policy Support Unit**

Volunteering Australia works to influence public policy and highlight its impact on Australia's more than five million active volunteers and the organisations that involve them. Volunteering Australia is funded under the National Secretariat Program to advocate for policy outcomes that strengthen volunteering in Australia.

Public policy has a critical role to play in creating, enabling and facilitating an environment that assists volunteering to flourish. Volunteering can also be adversely affected by public policy that is indifferent to the concerns of volunteers and volunteer-involving organisations.

We are active in a number of policy activities, including:

- Contributing submissions;
- Lobbying and advocacy;
- Sitting on key policy forums such as the national roundtable for nonprofit organisations.

Our work in this area also informs the development of volunteering information resources such as:

- Information sheets;
- Research bulletins;
- Quick guides and other publications.

Our work is informed by a range of influences:

- Inquiries from the sector;
- Stakeholder consultation;
- Volunteering literature;
- Research and official statistics.

It is important for us to be in touch with our stakeholders. Volunteering Australia's policy work helps give stakeholders (individual volunteers or local volunteer organisations) a voice on the national stage. In turn, talking to stakeholders helps Volunteering Australia to grow knowledge on issues of importance. The Volunteering Australia *Policy Consultation Framework* outlines our ongoing task of consultation on volunteering policy issues.

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### Management of the National Volunteer Skills Centre (NVSC)

The National Volunteer Skills Centre (NVSC) project was originally conceived as one of six elements of the Department of Families, Housing, Community Services and Indigenous Affairs' (FaHCSIA) National Skills for Volunteers Program. The program was one of several linked initiatives within the Stronger Families and Communities Strategy.

Managed by Volunteering Australia, the three key goals of the NVSC project are to:

- Support volunteers and organisations to build their skills and knowledge;
- Strengthen networks and encourage collaboration and the sharing of information;
- Reduce the duplication of resources and the costs associated with skills development and training.

The NVSC actively encourages organisations to adopt best practice in the involvement and management of volunteers and has developed a number of resources and provides a range of services including:

- Nationally accredited qualifications for volunteers and managers including the highly successful Certificates in Active Volunteering (and its 'Be An Effective Volunteer' unit) and the Certificate in Volunteer Management;
- A broad range of free training resources and materials for volunteers, trainers and managers of volunteers (e.g. Subject Guide to Involving Baby Boomers in Volunteering, toolkit on Conducting a Training Needs Analysis, etc);
- Best practice tips and advice for not for profit organisations and volunteers including access to a free information and advice line;
- An online Training and Events Calendar, highlighting professional development and networking opportunities in the breadth and depth of all volunteering sub-sectors;
- An online National Trainer's Database where volunteer sector trainers can promote themselves to not-for-profit organisations looking for trainers.

## APPENDIX 2: DEFINITION AND PRINCIPLES OF VOLUNTEERING

### DEFINITION OF FORMAL VOLUNTEERING

Formal volunteering is an activity which takes place in not for profit organisations or projects and is undertaken:

- To be of benefit to the community;
- Of the volunteer's own free will and without coercion;
- For no financial payment; and;
- In designated volunteer positions only.

### PRINCIPLES OF VOLUNTEERING

Volunteering benefits the community and the volunteer. Volunteer work is unpaid.

Volunteering is always a matter of choice.

Volunteering is not compulsorily undertaken to receive pensions or government allowances.

Volunteering is a legitimate way in which citizens can participate in the activities of their community.

Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.

Volunteering is an activity performed in the not for profit sector only.

Volunteering is not a substitute for paid work.

Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.

Volunteering respects the rights, dignity and culture of others.

Volunteering promotes human rights and equality.

### (FOOTNOTES)

<sup>1</sup> Voluntary Work, Australia, 4441.0, 2006 Australian Bureau of Statistics.

<sup>2</sup> Ironmonger, D Federation Press 2000 Volunteers and Volunteering.

<sup>3</sup> Ironmonger, D. The Economic Value of Volunteering in Queensland, May 2008, Queensland Government, Department of Communities.

<sup>4</sup> Australian Bureau of Statistics, Non-profit Institutions Satellite Account, Australian National Accounts 1999/2000. Catalogue No. 5256.0, ABS, Canberra, 2002.

<sup>5</sup> Op cit, Ironmonger 2008.

<sup>6</sup> Op cit, Australian Bureau of Statistics, 2006.

<sup>7</sup> Survey to Investigate Volunteer Participation Rates in Australia, Volunteering Australia, August 2008 (yet to be published).

<sup>8</sup> Ibid.

<sup>9</sup> Leslie MacDonald, CEO NSW Meals on Wheels, House of Representatives Standing Committee on Family, Community, Housing and Youth Roundtable, May 2008

<sup>10</sup> Trends in the demand and supply of aged care services – some implications. Research Project, Productivity Commission, expected release date August 2008.

<sup>11</sup> Issues Facing Australian Volunteer-Based Emergency Services Organisations: 2008 – 2010, A Report Prepared For Emergency Management Australia (EMA) as a Response to a Request by the Ministerial Council for Police and Emergency Management, Jim McLennan (PhD), La Trobe University, June 2008.

<sup>12</sup> Council of Australian Governments' Meeting, 3 July 2008, Business Regulation and Competition Working Group.

<sup>13</sup> National Survey of Volunteering Issues, Volunteering Australia 2006, 2007, 2008.

<sup>14</sup> Strengthening Volunteering and Civic Participation (Civil Society Work) Key challenges facing government and community in the Eastern Metropolitan Region of Melbourne, Borderlands Co-operative, February 2008.

<sup>15</sup> Snapshot 2004: Volunteering Report Card, Volunteering Australia.

<sup>16</sup> Senator Ursula Stephens, Speech to Volunteering NSW Forum: Diversity and the Volunteer Workforce, Towards a 2020 Vision for Volunteering, March 2008. ●



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# NEW AIES MEMBERS

We are pleased to announce that the following persons have become members of our Institute since the last edition of NER was published.

NAME	AFFILIATION	STATE
Jeanette Pickworth	Queensland Health	QLD
Tracey Young	Queensland Health	QLD
Markus Zarins	NSW Ambulance	NSW
Andrew Davis	NSW Rural Fire Service	NSW
Victoria Walters	Queensland SES	Qld
Leigh Higgins	Tasmania SES	TAS
Denise Raybould	SA Health	SA
Allyson Hooley	SA Health	SA
Nicholas Brockoff	SA CFA/SES	SA
John Lawrence	SA SES	SA
Kenneth Cocks	SA Health	SA
Karen Duong	SA Health	SA
Stanley Papastamatis	AHA SA	SA
Dr Adrian Hill	SA Health	SA
Roger Halliday	Sea Rescue SQD SA	SA
Jenny Filmer	NSW Rural Fire Service	ACT
Michael Maria	ACT Rural Fire Service	ACT
Murray Sherwell	SA Country Fire Service	SA
Raymond Creen	SA Ambulance Service	SA

## AIES ANNUAL RENEWAL OF SUBSCRIPTIONS FOR 2009

**M**embers of the Institute are reminded that annual subscriptions to the Institute for the year 2008/2009 became payable from the 1 August 2008, even though the Institute's financial year is now from 1 January to 31 December each calendar year. Any outstanding subscriptions should be paid to the relevant State Registrars of the Institute as shown on page 39 of this edition of our journal NER.

Subscriptions are as follows:

<b>Member</b>	\$50 Annually
<b>Fellows</b>	\$60 Annually
<b>Corporations</b>	\$250 Annually

Subscriptions are tax deductible

Persons or organisations who are not members but wish to obtain our quarterly magazine can obtain the journal at a cost of \$ 30 annually. This is to defray the cost of publishing and posting the journal. Payment should in this case be forwarded to "the General Secretary/Registrar of the AIES at No 14/159 Middle Head Road, Mosman, NSW 2088.

In cases where members may not be receiving our AIES NER Journal or Calendar due to change of residential address etc., they should inform the Division Registrar in their respective States.

By order of General Council

**R A Maul**

*General Secretary/Registrar*



**Application for admission to  
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**Referees** (Persons who have known me for several years and can give evidence of my character and background)

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(2) _____	_____	_____	_____

I declare the above particulars to be true and hereby agree to be bound by the Constitution, By-Laws and Code of Ethics of the Institution)

**Signature:** \_\_\_\_\_ **Proposed by:** \_\_\_\_\_ (Use Block Letters)

**Witness:** \_\_\_\_\_ **Seconded by:** \_\_\_\_\_ (Use Block Letters)

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Completed Application forms with fees should be forwarded to the Division Registrar in the State where you normally reside. Further information may also be obtained by contacting your Division Registrar or General Registrar of the Institute at the following addresses:

#### **NATIONAL COUNCIL**

The General Registrar  
Australian Institute of Emergency Services (General Council)  
6 Union St, Mosman, NSW 2088  
Fax: (02) 9265 4830 or Email: [general.registrar@aies.net.au](mailto:general.registrar@aies.net.au)  
National Web Site: [www.aies.net.au](http://www.aies.net.au)

#### **NEW SOUTH WALES AND NEW ZEALAND**

The Registrar - NSW Division of Australian Institute of Emergency Services. 7 Cranbrook St, Wyoming, NSW 2250  
Email: [registrar.nsw@aies.net.au](mailto:registrar.nsw@aies.net.au),  
[registrar.nz@aies.net.au](mailto:registrar.nz@aies.net.au)

#### **SOUTH AUSTRALIA, WESTERN AUSTRALIA AND NORTHERN TERRITORY**

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#### **AUSTRALIAN CAPITAL TERRITORY**

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Email: [registrar.act@aies.net.au](mailto:registrar.act@aies.net.au)

#### **WHAT ARE 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 Australia, and the promotion and advancement of professional standards in these and associated services.

#### **THE INSTITUTE'S OBJECTIVES ARE:**

- 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.

#### **WHAT THE INSTITUTE OFFERS YOU:**

- An opportunity to be part of a progressive Australia-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.

#### **WHAT DOES MEMBERSHIP COST:**

Nomination Fee:	\$20.00
Annual Subscription:	\$50.00
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Note: Institute Fees may be tax deductible.

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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
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#### **WHO CAN JOIN:**

Applications for membership will be considered from persons who are at least twenty-one years of age and who:

- Are members of a permanent emergency service or associated service with at least two years experience, or
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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.

#### **WHERE DO MEMBERS COME FROM:**

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- Volunteer Marine Rescue • Volunteer Rescue Associations



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