



NATIONAL EMERGENCY

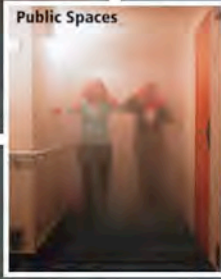
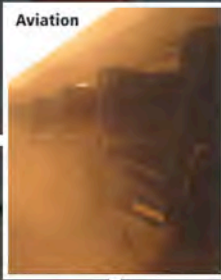
R e s p o n s e

OFFICIAL JOURNAL OF THE AUSTRALIAN INSTITUTE OF EMERGENCY SERVICES

VOLUME 22 NO. 3 WINTER 2009
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FULBRIGHT SCHOLAR'S JOURNEY WITH HURRICANE IKE





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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
ACN: 30 086 202 093

EDITORIAL TEAM

Editor: Kristi High
Associate Editor: Bob Maul LFAIES

Send articles for inclusion to:
Email: editor@aies.net.au

WEBSITE

www.aies.net.au

WEBSITE CONTENT

The website has sections for each State as well as National Areas. If you have ideas for State Division content, please contact your State Registrar, for National content, email 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.



NATIONAL EMERGENCY R e s p o n s e

OFFICIAL JOURNAL OF THE AUSTRALIAN INSTITUTE OF EMERGENCY SERVICES

Winter2009 • National Emergency Response

CONTENTS

REGULAR COLUMNS

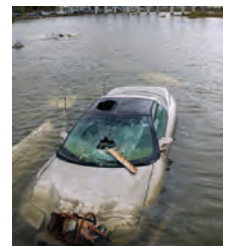
2	AIES News
3	President's Report
4	Opinion
17	In Brief
26	Who's Who
27	Crossing Borders
29	Membership Application Form
31	AIES Contacts

FEATURES

7	Charities Get Furies' Engines Running
8	Climate Change and the Volunteer Emergency Management Sector
13	St John Ambulance – A National First Aid Support Agency
14	Project Heartstart Australia – A Public Access Defibrillation
17	Games' Schedule Set to Conquer the Isle
18	The Life of Ike
22	ADF's Role in the Front Line of Emergency Services

FRONTCOVER

Hurricane Ike left a path of destruction in its wake and created a massive challenge for US emergency management personnel as well as the emergency services. Fulbright Scholarship 2008 recipient Chris Ainsworth was there. Read his journey with Hurricane Ike on pg 18.



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AIES UPDATE

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

NAME	ORGANISATION	STATE
Jacqui Kenner	SES	NSW
Jonathan Taylorson	St John Ambulance	VIC
David Harris	Country Fire Authority	VIC
Ben Crathan	SES	QLD
William Catterall	SES	QLD

We are also pleased to announce that the following members were elevated in status to Fellow of the Institute at the Annual Meeting of General Council in Sydney on 20 April 2009:

Jeffery Bollard	St John Ambulance	ACT
John Rice	National President AIES	ACT
Jan Burgess	Registrar AIES SA	SA

A profile of Jeffery Bollard can be found on page 26.

General Council congratulates the three members in being elevated to the status of Fellow of the Institute and recognises Jan Burgess as the first female in AIES history to become a Fellow of the Institute.

General Council also admitted Mr Ross Gatwood as an Honorary Member of the Institute. Mr Gatwood is the National Auditor of the AIES and has performed this function for a period of 20 years. A lot of his valuable time was spent on Institute matters on a gratis basis over many years.

Institute Fellow and President Victorian Division Alan Marshall was appointed Director of the AIES General Council at the April general meeting (see Alan's profile on page 26).

AIES POLO SHIRTS NOW AVAILABLE ONLY \$38.50 INCLUDING POSTAGE!

The ACT Division of the AIES is pleased to provide members with the opportunity to purchase Institute Polo Shirts at a discounted rate.

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CHEST	55	57.5	60	62.5	65	67.5	70	72.5
CB LENGTH	64	66	68	70	72	74	76	78
LADIES	8	10	12	14	16	18	20	
BUST	47	49	51	53	55	57	59	
CB LENGTH	60	62	64	66	68	70	72	



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FROM THE PRESIDENT'S DESK

John Rice, FAIES

National President

NEW EXECUTIVE

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

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

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

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

NEW FELLOWS OF THE INSTITUTE

I am sure that everyone will join with me in congratulating Ms Jan Burgess FAIES (South Australia Division) and Mr Jeffery Bollard FAIES (ACT Division), on their elevation in status to that of Fellow of the Institute. Jan, the first woman to achieve this status, is currently the Registrar of the South Australian Division and Jeffery is the Vice President of the ACT Division.

AIES YOUNG VOLUNTEERS AWARD

I am proud to announce that nominations for the Young Volunteer's Award, valued up to \$4000, is open for nominations and can now be made through any Division of the Institute.

The AIES Young Volunteer's Award, proudly supported by the Emergency Response Division of the Australian Maritime Safety Authority, aims to reward one young person for outstanding and ongoing contributions and commitment to the community

through his or her membership of the emergency services as a volunteer.

The award winner will receive a fully sponsored voyage in the sail training ship *Young Endeavour* to develop skills in teamwork, leadership and communication. Runners up will receive a certificate of commendation from the Institute.

It is important to note that nominations will close on Wednesday 30 September 2009 so I encourage you all to publicise details of the award to all your colleagues within the Emergency Services.

Full details of the award are available on our website.

Enquiries can be directed to the award coordinator Mr Phillip Gaden MAIES, ACT Division, by email at volunteeraward@aies.net.au or contact a member of your local executive.

APPOINTMENT OF NEW NATIONAL EMERGENCY RESPONSE EDITOR

Following discussions at the General Council meeting, Countrywide Media, publishers of *National Emergency Response*, have agreed to take up the option to continue as our publishers for the next three years.

I would like to welcome to the Institute Countrywide Media journalist, Ms Kristi High as our new editor. Ms High has had an extensive background in media and we are indeed fortunate to have secured her services.

Special thanks go to Mr Geoff Webb, who has been the editor of the journal for the past four editions, for the work he put into maintaining the high standard of our publication.

Members are reminded and encouraged to contribute articles and photos for publication in the *National Emergency Response*.

Afraid that you don't know how to write an article for the Journal? Don't be.

As the Institute covers a wide range of interests, articles can be on any topic that has application to our members and the Emergency Service community generally.

Articles can be submitted in rough or draft form and Ms High will prepare



them in editorial style for inclusion in forthcoming issues of the journal for you.

Details of publication requirements and deadlines can be found on the Journal page of our website by clicking on the link in the main menu.

JOURNAL CONTRIBUTION AWARD

Keeping on the theme of our Journal, each year the General Council awards a contributor of a published article in the *National Emergency Response*.

Valued in excess of \$300, this year's award went to Mr Philip Gaden MAIES (ACT Division) for his article on the Sail Training Ship *Young Endeavour*. Congratulations to Phil.

The Council has again agreed to make the Award in 2010 for an article published in the Journal over the next 12 months.

CHANGES TO THE WEBSITE

With the introduction of the Institute Web and Internet Policy, and the subsequent commissioning of a website content management system, the General Council has given approval for each Division to maintain the information displayed on their Division's Internet page. Divisions have now been requested to appoint a web manager responsible for maintaining their pages with timely and up-to-date information for members.

My thanks go to General Councillor and President Qld Division Mick Davis AM FAIES for his valuable contribution towards the new policy document. ●

CALLING TRIPLE-ZERO

TerryCuddy

7 February 2009:

3310 calls to 000

Only 28 call centre operators on hand

10,280 calls to VBIL*

82 per cent unanswered

Now the call for change!

*Victorian Bushfire Information Line



The Royal Commission inquiry into the devastating 2009 Black Saturday bushfires and the media have raised questions about the effectiveness and relevance of Victoria's triple-zero emergency call system, particularly in a major crisis.

Victorian Emergency Services Commissioner Bruce Esplin informed the Commission the triple-zero emergency telephone system was overwhelmed on Black Saturday by an enormous number of urgent calls from people requesting help, and confirmed that there were long delays in calls being answered.

Operators at the Emergency Service Telecommunications Authority (ESTA), which takes calls initially made to Telstra's triple-zero service, handled 9088 emergency calls and 970 SES requests for help on Black Saturday. More than 4200 calls were made at the height of the disaster at 6pm as victims attempted to hide from the inferno circling around them.

ESTA spokesperson Wayne Debernardi advised media that, "The volume of calls received by triple-zero was unprecedented in the history of the service and nothing like anything Australia had experienced before."

Emergency calls were answered at three triple-zero communication centres: in Burwood; at Victoria Police Headquarters; and in Ballarat. Mr Esplin explained to the Commission that when the triple-zero call system becomes overloaded it automatically forwards calls to other parties, known as second,

third and fourth preference responders. If the Victorian bushfire information line receives too many calls, it diverts to Centrelink – which is what happened on Black Saturday, when Centrelink was also dealing that day with Queensland flood inquiries.

Calls that were unable to be answered were passed on to other respondents. Under this system triple-zero can be diverted to the telephones of Country Fire Authority volunteers as a last resort. When this had happened in the past, calls went to CFA volunteers who did not know how to respond and had in turn tried to call triple-zero for help.

In the aftermath of the fires, the Brumby Government is attracting criticism for not responding quickly enough to recommendations from the Emergency Services Commission in September 2008 to introduce a new emergency notification system using telephones to automatically inform the public in real time about what is happening in the midst of a disaster, and thereby take the pressure off triple-zero, which relies on and requires live operators.

The Brumby Government, recognising the potential cost of a 'smart' new system that could deliver warnings to people in threatened areas, has apparently asked the Federal Government twice since 2007 to co-operate in introducing such a system.

It comes as no surprise that neither government moved to be proactive and commit funds for a joint project to create a national warning system. This is an inevitable outcome of prevailing views in modern government of 'not fixing things that ain't broke' – or unless the issue is splashed all over the front page of the newspaper.

While finger pointing will haunt the Brumby Government in the lead up to the 2010 State election, the truth of the matter is that the fault does not lie solely with the politicians. A failure of foresight and unity by senior bureaucrats in multiple portfolios is a key reason why we lack the systems we need, simply because triple-zero and an emerging warning system require inter-departmental co-operation to work. On the test of the view of a reasonable man, it could simply be said that the

bureaucracy didn't believe disaster was around the corner and failed to provide the compelling reason to politicians why an early warning system was of more value to the State than a garden variety \$50M road project.

Tragically, the Black Saturday bushfires killed 173 people and destroyed more than 2000 homes. While some experts liken the disaster to a 1:100 year event, the truth seems to be that simple fluke luck prevented devastation in outer-eastern suburbs ranging from Lilydale to Boronia and Belgrave, where loss of life and damage would have been exponentially higher.

Before the Royal Commission winds up, and hands down its recommendations, the challenge before government is a need to recognise that the triple-zero service, under normal workload environment, is fit for purpose; but under the stress and confusion of a significant disaster, the service is inadequate as a sole source of information and advice. In aiming to overcome this problem, government needs to determine whether economic rationalists will win the argument to fund a 'quick fix' to get the issue off the front page, or whether a more visionary path will be taken to invest in the development of a 'smart' national emergency warning system that meets the needs of the future.

If we learn from history, hopefully we will build a strong fence at the top of the cliff to prevent the need to build another hospital at the bottom of the cliff. ●

The 2009 Victorian Bushfires Royal Commission was established on 16 February to investigate the causes and responses to the Victoria bushfires which occurred late January and February 2009. An Interim Report will be delivered by 17 August 2009 with a Final Report due July 2010.

Terry Cuddy is a Director of Melbourne public affairs company Markstone Group and a former senior executive in public communications, Federal Department of Employment. Contact Terry via email at terry@markstone.com.au



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CHARITIES GET FIRES' ENGINES RUNNING

The fifth anniversary of the annual long distance run organised by MFB firefighter Paul Ritchie captured the attention of the Prime Minister, opened the hearts of Australians and raised thousands of dollars for the widow of Canberra firefighter David Balfour who died fighting Victoria's Black Saturday bushfires in February.

With help from Canberra firefighter John McGirr, Mr Ritchie convinced more than 30 runners, mostly Canberra firefighters, to run the long road from Melbourne's CBD to the national capital in honour of their fallen comrade.

Landing on the steps of Parliament House on Anzac Day, Saturday 25 April, the runners were welcomed by Federal Minister Kate Lundy along with a crowd of supporters.

After the race Minister Lundy presented Mr Balfour's wife Celia, who also ran the distance, with a purple ribbon – a gesture from US President Barack Obama to honour firefighters killed in the line of duty.

That evening, at a post celebration fundraiser held at Canberra's Hellenic Club, Prime Minister Kevin Rudd made a welcomed appearance to present purple ribbons to the entire team of runners.

Mr Ritchie has been organising long distance running events since the mid-1980s but this was the fifth consecutive run he has organised to satisfy his passion for commemorating Anzac Day along with raising funds for a charity, cause or organisation.

In 2005, 40 firefighters ran this year's reverse route, Canberra to Melbourne, finishing at the hallowed MCG turf on match day of the AFL season monty, Essendon v Collingwood.

This run coincided with a special triple anniversary for Australians – 30 years since the end of the Vietnam War, the 60 year anniversary of World War II finishing and 90 years since the Battle of Gallipoli. Fittingly, the proceeds of funds raised were presented to the Returned Services League to distribute among its branches.

This pilgrimage from the War Memorial in Canberra to the MCG gained momentum



Front (L-R) Charity run organisers Paul Ritchie and John McGirr rev up a team of runners as they prepare to leave from Melbourne Town Hall enroute to Parliament House, Canberra, fundraising for firefighter David Balfour who died fighting Victoria's Black Saturday blazes.

and was organised for the following year, where the team was presented with the Anzac of the Year award for the individual or group that showed the true meaning of Anzac Day and displayed the spirit of this national day of remembrance.

The next year, in 2007, Canberra was again the starting mark. This Anzac pilgrimage will always be remembered as the 'Rosco' run in memory of firefighter Ross Leeder, Mr Ritchie's great mate and supporter who was tragically killed in a car accident a few months earlier.

In 2008, Mr Ritchie realised a personal dream and took along a few of his mates to run from Gallipoli (Turkey) to London. School students and museum staff joined the participating firefighters to take the total number of starters to 50. This 4400km trek took 22 days to complete.

The next challenge is America. Mr Ritchie is currently organising a team of running enthusiasts to start preparing a run from Los Angeles to New York in 2010.

To date, at least one firefighter from each state has nominated and the final team will be announced at a



(L-R) Paul Ritchie and Celia Balfour meet Prime Minister Kevin Rudd at the Hellenic Club post-run.

launch event to be held in Melbourne in September.

This team of firefighters will put their running shoes on to raise money for charities in commemoration of the 9/11 firefighters who died while saving others.

With a distance of 6376km ahead of them, the run will set off mid-August 2010 and finish in New York on 11 September. Look out for the announcement of the 2010 Tour of Duty team in the next issue of *National Emergency Response* or visit www.tourofduy.com.au ●

CLIMATE CHANGE AND THE VOLUNTEER EMERGENCY MANAGEMENT SECTOR

Climate change scientists tell us that we can expect more severe weather, with higher rainfall in coastal regions, more severe storms, cyclones forming further south and elevated sea levels.

Major **General Brian (Hori) Howard, AO, MC, MAIES**

Chair AEMVF

Inland, higher temperatures are expected, along with more severe and sustained droughts and heatwaves, which will increase the number, intensity and duration of bushfires and heat casualties.

It is of concern that the fact that the lead agencies for all of these expected effects except drought, are volunteer agencies, doesn't seem to be getting the attention that other aspects of climate change are attracting. Even with drought, the volunteer recovery agencies have day to day welfare roles as well as their emergency roles, so they can expect to experience considerable additional pressure for their services. I am not convinced that there has been any wide acknowledgement as yet that the sector will need to be strengthened considerably if it is to handle the expected increase in natural disasters.

The volunteer emergency management sector is not in crisis, as some would have us believe, but it is showing some strains, and with the expected increase in operational commitments, it will be necessary for governments, the community and the sector leaders to take firm steps now to strengthen it. I will now examine just some of these pressures and suggest solutions in the hope that it will prompt those in authority to look more comprehensively at what can be done to ensure that we will be able to handle what is increasingly seen as a much harsher natural environment.

It is important to appreciate that there is already considerable action within the sector to improve our capability, as operational demands have been increasing steadily over recent years, so we are dealing with the problem already, at least in part.

THE VOLUNTEER EMERGENCY MANAGEMENT SECTOR

To set the scene, we need to be clear on the make-up of the volunteer emergency management sector. The main organisation members of the Australian Emergency Management Volunteer Forum (AEMVF), which was established by EMA following the 2001 Volunteer Summit, are:

- ADRA Australia
- ANGLICARE
- Australasian Assembly of Volunteer Fire Brigade Associations
- Australasian Fire and Emergency Service Authorities Council
- Australian Council of State Emergency Services
- Australian Institute of Emergency Services
- Australian Red Cross
- Australian Volunteer Coast Guard Association

- Council of Ambulance Authorities
- NSW Volunteer Rescue Association
- Royal Volunteer Coastal Patrol
- The State Emergency Services Volunteer Associations
- St John Ambulance Australia
- St Vincent de Paul
- Surf Lifesaving Australia
- The Salvation Army
- Volunteer Ambulance Officers Association
- Volunteering Australia
- Department of Families, Housing, Community Services and Indigenous Affairs (ex officio)
- Emergency Management Australia (ex officio)

There are also many other organisations, too numerous to mention, which help out during emergencies at state and local level, particularly in the recovery area. While they are not members of the AEMVF, we acknowledge their important contribution and the need to attend to their viability as well as the member agencies.

It is frustrating that many senior people, even from within the emergency management industries don't see beyond the response agencies. The volunteer recovery agencies particularly are the unsung heroes of our emergency management system, but they often don't even rate a mention during the coverage of emergencies, even though without them there would be no recovery system in this country. In some states they are not even properly integrated into the recovery systems, and this should be a priority.

We, the members of the AEMVF, consider that the main pressures faced by the sector are as follows:

- Ageing Population, Sea Change, Tree Change, Rural Restructure
- Community and Political Expectations
- Increasing Time Commitment
- The Costs of Volunteering
- Legal Action
- Lack of Recognition

AGEING POPULATION, SEA CHANGE, TREE CHANGE, RURAL RESTRUCTURE

As our population ages, the number of younger, fit people available to join the emergency management agencies, particularly the front line agencies, which need a high percentage of volunteers fit enough for field work is falling, and

our existing members are ageing. There are also many areas particularly along the coast, which are becoming giant retirement villages, where the problem is particularly severe. Sea and tree changers, even the younger ones, are less likely to join local volunteer organisations than the original residents, who grew up with the local hazards and generally relate better to their community.

The rural restructure has seen the creation of corporate farms made up of up to 10 original family farms, with fewer workers. Many small communities have also lost much of their infrastructure such as shops, banks etc, along with their employees, who are often forced to move away. There is already pressure on the local emergency volunteer organisations in many smaller communities due to declining numbers.

These phenomena are already occurring and the sector is coming to grips with the new environment. Most states have a good capacity for out of area operations, where volunteers are

to recruit more females, as though this is something new. Most organisations have been actively recruiting female volunteers for some years. The AEMVF position is that any organisation which doesn't encourage females to join is denying itself access to 50% of the population and this is simply the height of foolishness.

Dramatic options such as combining organisations will need to be examined. This is already occurring in some of the more remote areas of Western Australia, and it is working well. There is of course likely to be a cultural problem with this proposal, but it must be considered. The main practical problem would seem to be the need for volunteers to undertake additional training if they are to take on additional roles in an environment where time is the greatest enemy of volunteering. At the very least, organisations will need to create strategic alliances to maximise their capacity to help each other, or they may be forced into combinations which don't suit.



Climate change scientists expect higher inland temperatures with more severe heatwaves, which will increase the number, intensity and duration of bushfires in Australia.

able to move to assist in areas remote from their home bases. However, there are still a couple which need to improve this capability. At national level, recent events have shown a similar capability for one state to help another, but the arrangements need to be reviewed regularly to ensure that the capability is maximised. A sleeper here is that employers are generally less happy to release their volunteers for operations in someone else's patch, than they are for those which occur close to home.

The sector is regularly encouraged

COMMUNITY AND POLITICAL EXPECTATIONS

There is no doubt that community expectations have grown tremendously over the last few years, putting pressure on for quicker responses, and calls for tasks to be undertaken which should be carried out via insurers or the householder. It is likely that we have been partly at fault here by assuring people that we will take care of them.

All organisations have recognised this situation and have begun

Individual emergency service volunteers devote on average 200 hours of their time each year.



to emphasise in their public education programs that people have a basic responsibility to look after themselves, because the emergency agencies can't be everywhere. We need to keep hammering the self-help message home, along with the need for preparedness, as there is ample evidence that we haven't yet succeeded in changing behaviour. Public education needs more human and financial resources in the volunteer emergency management sector, as it is an area of significant weakness.

Along with increased community expectations has come increased political pressure to complete operations more and more quickly. Politicians today seem to be more

sensitive to criticism than in the past, and of course with the ever present media looking for mistakes, the volunteers ultimately suffer the criticism. Our political leaders will sometimes need to run interference for us, not add to the pressure, so both political leaders and the media need to be re-educated about the nature and difficulties of launching emergency operations quickly, and the sector needs to review its public information and media capability. Again, we believe that this is a general weakness across the whole sector in terms of people and money devoted to it. Additionally, media presence is inevitable and all agencies need to learn to work more effectively with it.

TIME

In the several surveys run since the first Volunteer Summit in 2001, the biggest barrier to volunteering within the volunteer emergency management sector has been shown to be the increasing time commitment in an environment where work and family pressures are also on the rise. The 2006 survey showed that the average commitment is weekly and that the basic volunteer devotes over 200 hours annually. The commitment of those in leadership positions is much higher. It also showed that 75% of the volunteers are employed, so the need to balance volunteering against work and family commitments is a major issue.

Emergency sector organisations need to be very flexible in the attendance requirements they place on their volunteers, which need to be minimised, other than for operations and essential training. They have tended to be quite rigid in the past, but the more progressive are already introducing new volunteering options which require less time commitment than has been the standard. Community Fire Units, where local residents receive very basic bush fire training and equipment, and agree to protect their home patch is one excellent example of the type of imaginative solutions which we will need.

Training needs to be streamlined and minimised without compromising standards. This can be done, and is being addressed in the review of the Public Safety Training Package by introducing Skills Sets as alternatives to full Certificates of Competence. There is also likely to be a need for the employment of more paid trainers so that training can be delivered quickly and efficiently, and mainly in the volunteers' home bases. Time spent travelling to and from training is wasted time. Volunteer trainers, while quite competent, are not coping with the increased workload that has resulted from the adoption of competency based training.

Equipment is becoming more sophisticated and with it has come the need for more time to be spent on maintenance. At the same time there are more management and administrative tasks to be carried out

at local level, which many volunteers really object to. This keeps surfacing as a major issue, so it should be taken very seriously. Targeted recruiting for headquarters type positions assists to reduce the administrative load on the operational volunteers, and there could well be the need for paid administrative staff at local level. This is already being tried in the South Australian Country Fire Service and will no doubt need to be examined elsewhere as well.

While fundraising brings volunteers together between operations, fosters teamwork and keeps them before the attention of the community, it must be controlled or it may become just another source of time pressure.

In considering time, the employers who allow their employees to take time off work to respond to emergencies, should not be forgotten. There is employment protection legislation for the volunteers in most states and territories, and in the new National Employment Standards Legislation, but while incentive schemes for employers have been spoken about for years, there is still nothing significant in place. Such a scheme needs to be national in nature, and something needs to be done about it soon. Experience so far is that employers have been really good, but we can't afford to lose their support, and the prospect of their volunteers needing to spend more time away from work could stretch the friendship too far in an increasingly tough economic environment.

THE COST OF VOLUNTEERING

Volunteers don't want to be paid for their services, and they accept that there will be a personal cost to being an emergency sector volunteer. However, they expect that the costs will be kept to a reasonable level, and this is not necessarily the case these days. The AEMVF has a position, which is that emergency sector volunteers should be provided with protective clothing, safety equipment, training and professional development, free of charge, and be able to claim reasonable out of pocket expenses.

We also believe that volunteers who suffer severe financial hardship due to extended operational commitments, such as occurred in the 1994 and 2001 bushfires, should be able to receive financial assistance. The precedent

has been set, and while the take-up was low, the gesture was appreciated. Unfortunately the assistance was not extended beyond the volunteer fire fighters in 2001, and this caused great dissatisfaction. If such assistance is to be provided, it must extend to all responders, not just some of them.

LEGAL ACTION

While the protection offered to emergency sector volunteers against litigation has improved considerably over recent years, there is still a deal of uncertainty about whether it will be effective, as it has never been tested in court. There have also been examples of volunteers being subjected to intense cross examination during extended coronial enquiries following bush fires, which has caused extreme personal distress. It has been suggested that national Good Samaritan legislation is needed as a means of additional protection.

RECOGNITION

At the Volunteer Summits held in 2001 and 2005, and since, the most recurring theme from the volunteers has been that they feel they are taken for granted. We believe that one of the main underlying causes for this theme is the fact that a number of the organisations are not adequately resourced for their roles, and the volunteers translate this problem into a lack of recognition by governments of the importance of what they do. This is a difficult problem because there is no real consistency of funding of organisations between the states and territories, even within like organisations.

There is no doubt that a number of the organisations within the sector will need to be better resourced if they are to withstand the pressures of climate change, and that this will require joint approach by all levels of government. If the volunteers are provided with appropriate resources for their roles, it is highly likely that their problem with a lack of recognition will largely disappear.

A recent statement by Dr Judy Esmond sums up the need for recognition very well. She said: "There has never been a volunteer who has left because they were appreciated too much. However, there have been hundreds across all sectors who have done so because they felt unappreciated."

RECENT DEVELOPMENTS

Last year the Ministerial Council on Police and Emergency Management tasked the Australian Emergency Management Committee to investigate the Attraction, Support and Retention of Emergency Management Volunteers. While this project was not generated specifically due to climate change, it should help highlight the main issues within the sector.

The AEMVF has been consulted and members have provided individual input. We await the outcome of this project with interest as there has been a great deal of talk over a number of years, about providing tangible support to the sector, but there has been very little action.

As mentioned earlier, there is provision for the granting of community service leave for emergency sector volunteers in the draft national employment standard, which will go before the Parliament this year.

Most of the states have introduced payroll tax exemption for employers whose employees are involved in responding to emergencies as volunteers. This is a nice gesture, but we are told that unless the period is extended or the numbers large, it is not really worth the paperwork.

CONCLUSION

In conclusion, there is a serious need for governments, the community and the organisations themselves to come to grips with the fact that the lead agencies for all of the likely effects of climate change are volunteer agencies, some of which are not well resourced. While changes in the way volunteers are managed are needed in order to strengthen the sector, the most consistent complaint from the volunteers is that they are taken for granted. It is the view of the AEMVF that if they are properly resourced, most of the issues associated with recognition will solve themselves.

Finally, the main message from the AEMVF is that all emergency management sector volunteers should be provided with protective clothing, safety equipment, training and professional development, free of charge and be able to claim reasonable out-of-pocket expenses. If they suffer financial hardship due to extended emergency operations, they should be able to access financial assistance. For further information visit www.aemvf.org.au ●

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When Minutes Count... and lives are at stake

Across all emergency services there is agreement on the importance of accurate identification of patients and the availability of key medical data in providing prompt and appropriate primary care. As Britain's *Emergency Medicine Journal* has stated, "Millions of people worldwide may have a hidden medical condition that could endanger their life in an emergency."

But it is not only those with hidden medical conditions and allergies that can benefit from prompt and accurate identification. Anybody who becomes incapacitated through illness or trauma can be identified quickly and positively by use of this simple, inexpensive and reliable emergency identification system that has been developed in Australia.

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ST JOHN AMBULANCE – A NATIONAL FIRST AID SUPPORT AGENCY

Dr Stephen **Luke** MStJ MAIES

St John Ambulance Australia State Coordinator – Operations (VIC)

On Saturday 7 February 2009, 30 St John Ambulance commanders were undertaking routine annual commander in-service at state office. The St John emergency operations and communications centres were staffed in accordance with state Total Fire Ban policy and were rapidly expanded as the number of requests for first aid support across the state continued to flow in.

In the first 24 hours of the Victorian bushfire crisis, St John Ambulance volunteers responded to 14 different staging points throughout Victoria, providing first aid support to the community and state fire services, in addition to the 90 public events already scheduled for the weekend. A fully equipped volunteer medical team was deployed to Whittlesea on 7 February and remained rostered on-call for the duration of the peak fire period. In the following 49 days, St John volunteers from around Australia staffed first aid posts at a total of 40 locations, providing 18000 operational hours, 2500 command hours and treating over 1300 patients with 39 patients referred to the ambulance service for transports to hospital.

St John Ambulance is a signatory to the Victorian First Aid Support Sub-Plan to the State Health Emergency Response Plan. Through the Integrated Emergency Coordination Centre (IECC), St John operations planning staff were actively involved in the state health planning processes during the heatwave leading up to the 7 February bushfires. Over the past decade, St John Ambulance Victoria has worked closely with the state ambulance and fire services to develop the standing operational procedures used during fires and other emergencies. The lessons learned have been incorporated into the St John Ambulance National Emergency Response



St John Ambulance volunteers from around the country travelled to 40 of Victoria's bushfire zones, treating 1300 patients over 49 days.

Guidelines and Recommendations for major event planning and management.

The Victorian bushfires in February 2009 saw the activation of national St John Ambulance cross-border support arrangements, with 153 St John volunteers travelling to Victoria from across the country to assist with the provision of first aid support to fires and public events. The National Emergency Coordination Arrangements complement the standard first responder skills matrix and national clinical practice guidelines (CPGs) for health professionals. Registered nurses and medical officers were quickly registered with the Victorian Registration Boards and paramedics accredited to practice under the national St John Ambulance CPGs.

The command and support staffing levels to the first aid crews remained significant throughout the 49 day continuous deployment, with volunteer and salaried staff working closely together to support the Victorian community. The continued development of the national communications plan since World Youth Day (WYD08) in Sydney in July 2008 provided

compatible radio hardware using the St John national radio frequency allocation standard and communications operators from around the country travelled to assist in the Victorian communications centre. Commanders from interstate worked in the St John Ambulance EOC within the AIMS / Incident Control System (ICS) structure, with commander trainees gaining invaluable experience. A standard St John ICS training course has been developed with courses scheduled in NSW, Queensland, South Australia and Victoria in 2009.

The interstate deployment of volunteer St John Ambulance first aid, command and communications staff during the February 2009 Victorian bushfires and WYD08 celebrations has confirmed the ability of St John Ambulance to provide cross-border first aid support to major incidents and events. The delivery of ICS training, ongoing standardisation of operational procedures and development of the national communications plan will continue to improve the operational capacity of St John Ambulance to support a health response as a national first aid support agency. ●



PROJECT HEARTSTART AUSTRALIA – PUBLIC ACCESS DEFIBRILLATION

Christine Barber

St John Ambulance Australia Nurse

In 2003 St John Ambulance Australia (SJAA) designed and began implementing a national community public access defibrillation (PAD) project.

PAD was launched in February 2004 by (then) Governor General His Excellency Governor General Michael Jeffery AC, MC. The high profile campaign was aimed at reducing the mortality rate of out-of-hospital sudden cardiac arrest (SCA). Originally supported by Insurance Australia Group and its retail brands, the defibrillation project was designed to encourage the non-medical community to use a simple life saving device and educate people that automated external defibrillators (AEDs) can be used by anyone, not just a health professional. AEDs have computer chips

that instantly analyse the heart's electrical function, making it possible and safe for non-professionals to administer a life-saving shock.

After a successful Federal Government lobby campaign, further funding was received from the Department of Health and Ageing (DoHA), which saw the PAD project broaden from June 2005-January 2009.

A total of 302 AEDs are now in a state of readiness across the nation and to date 13 lives have been saved from this initiative. This figure can reasonably be expected to increase over the 10 year life span of the AEDs. The PAD project has demonstrated that training and equipping volunteers to attempt early defibrillation within a structured response system can increase the number of survivors to hospital discharge after out-of-hospital SCA in public locations.

SCA is the most common mode of death in this country, approximately 20,000 Australians die from this condition every year. Survival from out-of-hospital SCA in Australia remains poor with less than 10 percent of victims leaving hospital alive. Research continues to strongly demonstrate the benefits of early defibrillation to increase the survival rate of persons suffering a SCA due to ventricular fibrillation (VF), a cardiac arrhythmia. Numerous studies demonstrate time to defibrillation has been shown to be a key factor that influences survival. Every minute defibrillation is delayed; a person loses approximately 10 percent of their survival chance.

Project objectives:

- Promote the importance of resuscitation training and early defibrillation

Pam Bombell hugs husband Brian Bombell who survived a sudden cardiac arrest at Sydney Airport in April thanks to an automated external defibrillator (AED) installed at the terminal and successful deployment of the system by airport staff Daniel Phillip (far left) and Jack De Lange (far right).



- Enhance PAD nationally by increasing the number of defibrillator locations
- Focus on early defibrillation for SCA, complementing existing EMS
- Provide broad scale national training in basic life support as part of building community resilience which will assist in times of major incidents and disasters such as bushfires, terrorist attacks etc

The Australian Resuscitation Council guideline 10.1.3 states: "Survival from out of hospital SCA in Australia remains poor with approximately less than 10% of victims leaving hospital alive.

"Defibrillation should preferably be undertaken by trained lay people or health professional. As trained personnel may not be available immediately, untrained bystanders should also have access to the use of the public access defibrillators."

Unfortunately every time a life is lost when an AED was not available the pressure to do something to protect and safeguard the employees and customers in the organisation is recognised. The community needs to be empowered to work together to save lives – encourage people to take first aid courses, encourage the placement of AEDs into the community and workplace and demystify defibrillation.

As an example of the program's success, 21 year old Dwayne Klowet in September 2008 survived a SCA at Victoria's Eastland's Shopping Centre. And more recently, in April 2009, 63 year old Brian Bombell survived a SCA after disembarking at Sydney's Airport terminal in April 2009 to attend family celebrations from the Gold Coast. Under the PHSA initiative, SJAA had installed the AED's at the shopping centre and airport terminal and trained a number of staff in their use. The staff was able to deploy the AEDs as part of their emergency response plan to the collapsed victims. CPR had been commenced and the AED applied. A small number of shocks were delivered to their heart regaining a normal rhythm. It is unlikely they would have survived without the early intervention of the AED and the trained staff. The AEDs have been activated to collapsed casualties/chest pain victims on numerous occasions.

In May 2008, the Australian Government DoHA engaged Melbourne based Campbell Research & Consulting to undertake an evaluation of the project. The objective of the evaluation was to consider the effectiveness of the trial implementation, identify issues that arose during the trial and lessons that may be relevant to any future possible considerations regarding PAD. SJAA was found to be well suited to conduct the project with stakeholders reporting a high level of professionalism and commitment. SJAA demonstrated that, with appropriate training, installation of AEDs results in a sustainable benefit. The evaluation is available to view at <http://www.health.gov.au/internet/main/publishing.nsf/Content/pacd-pub-PADDemo>

The DoHA funded component of the project closed on 31 January 2009 due to funds being expended and timelines met. The current implementation model is working well based on the developmental work and current roll out success. Due to SJAA's commitment to

furthering the implementation of PAD, ongoing funding was sought from the DoHA but was unsuccessful due to the DoHA focusing on other priorities of health promotion and primary health care. However, the Australian Government will continue to promote the value of defibrillators as an important component of Occupational Health and Safety.

SJAA continues to seek ongoing funding to ensure the continued roll out of PHSA to support the initiatives embodied in PAD. This will avoid duplication in a parallel program and maximise value for funds expended. The provision of further funding would enable SJAA to continue the implementation of PHSA in partnership with the funding sponsor. It will not be possible for SJAA to do this without financial support.

SJAA has a national reach and is positioned as a one-stop-shop to offer expertise with the management, training and administrative support services to make a substantial impact with PAD in the community. The project has trained over 3000 people in basic life support and defibrillation skills both of which are essential elements in the chain of survival. PHSA PADs can be found in airports, railway stations, shopping malls, registered clubs, fitness clubs, police vehicles/stations, casinos, offices and schools. For locations visit the St John Ambulance website at www.stjohn.org.au ●

Christine Barber holds a bachelor of nursing studies, with qualifications in CPR training and Project Management. Employed by St John Ambulance Australia (SJAA) to manage and coordinate several important health projects that SJAA believe will have a real impact on the health care provided to those in urgent need of care or where access to more advanced services may be delayed. Specifically, the implementation of Project HeartStart Australia (PHSA), a community based publicly available defibrillation (PAD) program. Christine's work in this field has resulted with further funding from the Australian Government for the project. The program relies on support from commercial and public sector agencies for the placement of sophisticated equipment and users must be convinced that the training and support provided will ensure that the equipment is used safely.

Registration Now Open

Tasmania CONQUER the isle

20-27 February 2010

46 sporting events in 7 days



www.apandesgames.com



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GAMES' SCHEDULE SET TO CONQUER THE ISLE

MarkBeech-Jones

Director Australasian Police and Emergency Services Games 2010

The 2010 Australasian Police and Emergency Services Games schedule is now complete with every endeavour made to ensure participants get full value during the games in their chosen sport.

For example, indoor soccer leads into field soccer later in the week, shooting related disciplines fire over the full seven days and triathlon and running sports allow for a recovery period in between events.

The 2010 games team is aware of the expense associated with attending and has made every effort to ensure that the entry fee is the same as at the 2008 Games and in many events the fee is less than charged in 2008.

In the event that the schedule and cost has still not fired your starting pistol, the festival feel, comfortable starting

times and social calendar just might. Starting with the opening ceremony, one of Tasmania's premier event organisers is preparing a night to remember.

All venues are competitor, family and spectator friendly and many are licensed with seating and shaded viewing areas near beaches and parks.

Highlights outside the official sports include four concept II rowing machines linked via a USB hub to a big screen for an indoor rowing experience at Wrest Point on Thursday 25 February starting at 6pm. Boats will be pictured on the screen with competitors in four lanes rowing over 1000m.

On Friday 26 February Tug of War on the Green will take place at the Police Academy, Rokeby. This not-to-be-missed event will see state against state, agency

CONQUER
the isle

against agency with bragging rights and gold up for grabs. Transport to and from the venue is available for participants and spectators from the city for this great social afternoon.

With spectacular views overlooking the Derwent River, Wrest Point Casino's recently opened Onyx Bar is the perfect place to meet after games, pre or post dinner drinks or simply a relaxed night out with other competitors. All results will be displayed electronically at this venue.

Register and be part of the largest multi sporting event ever to be held in Tasmania and Conquer the Isle at the Australasian Police & Emergency Services Games in Hobart 20-27 February 2010.

For more details on the games' schedule and social activities visit www.apandesgames.com ●

IN BRIEF

VOLUNTEER AWARDS



Nominations for the AIES Young Volunteer's Award can now be made through any Division of the Institute or by completing the nomination form on the website.

This annual award recognises a young person's outstanding community contribution through membership of the as a volunteer emergency services.

The winner receives a sponsored voyage on sail training ship Young Endeavour to develop skills in teamwork, leadership and communication. Runners up receive an AIES commendation certificate.

Nominations can be made from an individual or organisation and must be seconded by two referees who have known the nominee for a minimum of 12 months.

Nominations close on the 30 September 2009. Further details available on www.aies.net.au

MFB TARGETS ELDERLY



The MFB is focusing its winter safety campaign on elderly Victorians, encouraging this large section of the population to check their home hotspots this winter.

MFB Commander Frank Stockton said there were many factors elderly people should be aware of that increase the risk of injury and death in the event of a house fire.

"These include medication, old or damaged heating and cooking appliances, living alone, together with frailty and balance problems.

"It is vital for older Victorians to work together with carers, relatives, neighbours and friends to minimise the risk of fire in the home."

More information on the MFB's winter fire safety messages can be found at www.mfb.vic.gov.au

POLICE EMERGENCY SERVICE CONVENTION



The Australian Police & Emergency Services Leadership Summit will be held in Melbourne on 13 and 14 July 2009. This summit is an opportunity for Australia's police and emergency services leaders to explore the complexities of strong individual and organisational leadership in times of global uncertainty and de-stabilisation.

Crisis and Emergency Management is the key theme of the summit and leaders who have effectively managed such incidents will detail the methods they have employed for positive outcomes. Attendees will benefit from engaging with a broad cross section of like-minded professionals and will have the opportunity to discuss their own challenges and initiatives. Further details available at www.wtaa.com.au/policy-summit or call 1300 138 037.

THE LIFE OF IKE

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

Chris Ainsworth

Emergency Management Consultant and Australia's first Fulbright Scholarship recipient

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

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

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

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

A review of the major disasters, the aftermath and recovery experienced whilst in the United States will provide a foundation for integrating lessons learned into Australian programs. The Advanced Diploma of Public Safety – Emergency Management and

Community Safety qualifications will both be enhanced through incorporating emerging world practice standards.

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

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

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

SETTING THE SCENE

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

Formed	1 September 2008
Dissipated	14 September 2008
Highest winds	230kph (145mph) (1-minute sustained) Category 4
Fatalities	103 direct, 92 indirect, 34 missing
Damage	\$28.7 billion (USD) (October 2008)
Areas affected	Turks and Caicos, Bahamas, Haiti, Dominican Republic, Cuba, Florida Keys, Mississippi, Louisiana, Texas, Mississippi Valley, Ohio Valley, Great Lakes region, Eastern Canada

THE LIFE OF IKE – SEPTEMBER 2008

On 1 September 2008 at 5pm EDT, TS9 became the ninth named storm of the



TS9 became the ninth named storm on 1 September 2008 and was named a hurricane, Ike, on 3 September 2008. Ike was a hurricane for 9 days and 21 hours.

season – Tropical Storm Ike – by the National Hurricane Centre.

During the mid afternoon of 3 September, Ike was upgraded to hurricane status with winds up to 185km/h (115mph – Saffir-Simpson Hurricane Scale Category 3) within three hours of being upgraded to a hurricane.

By early morning of 4 September, Ike reached its peak of 230km/h (145mph – severe Category 4 hurricane).

During the afternoon of 5 September, Ike had weakened to a low-end Category 3 hurricane. Overnight however, Ike reformed a 45km (24 nautical miles) wide eye. Late in the morning hours of 6 September, wind shear had weakened Ike to a Category 2 hurricane. This weakening was short lived and the system became better organised, intensifying to a Category 4 only six hours after being downgraded to a Category 2 as it approached the Turks and Caicos Islands.

Ike made landfall over Cuba on the evening of 7 September, emerging over the sea of south Cuba during 8 September.

During the evening of 10 September, Ike exhibited a rapid drop in central pressure as it moved through the Gulf of Mexico. The National Hurricane Centre reported that there was only slight wind speed increases from 140km/h (85mph)



to 160km/h (100mph) indicating the structure was absorbing and distributing energy over a large area rather than concentrating it near the center.

For the next couple of days, Ike maintained a steady course towards Galveston, only slightly intensifying to 175km/h (110mph Category 2), just 2km/h (1mph) from a Category 3 hurricane and exhibited an unusually large wind field. Projected storm surges were estimated at the equivalent to a Category 4 height as it approached the Texas coast. As a guide, it is estimated that for every millibar drop in atmospheric pressure results in an approximate 10mm rise in sea level – and in the case of Ike this was estimated at up to 2.7-3.6 m (9-12ft) above the high tide mark storm surge.

Ike made landfall at 2.10am on 13 September at Galveston, Texas. When Ike crossed the shore, the eye was approximately 50km (30 miles) in diameter, with hurricane force winds extending 380km (240 miles) and the tropical winds extending to 866km (550 miles) diameter. Upon reaching land, Ike began to slowly turn northward towards Dallas, and as the day progressed was forced towards the north east, influenced by an extremely large cold front moving in from the west coast. This moved the track of Ike further east of Dallas by 160km (100 miles). Early on the morning of 14 September, Ike crossed the Texas-Arkansas border, having remained in Texas for 24 hours travelling 550km (350 miles), bringing heavy rainfall and flooding to many parts



Hurricane Ike – storm path

Hurricane Ike was traced to a westerly wave leaving western Sudan on 19 August, which moved westward through Nigeria and Mali. After 21 days of causing mass destruction across six countries, Ike merged with a large cold front moving from west to east across the central United States and became extratropical (14 September). It crossed into Canada on the night of the 14-15 September and exited into the Atlantic at the latitude of the Labrador Sea early on the 16 September.

of north-east Texas. On the evening of 14 September Ike, now a tropical depression, moved into Southern Ontario traveling some 1500km (950 miles) during the second 24 hours Ike remained inside US territorial boundaries, bringing strong winds and large amounts of rain along its pathway.

Cincinnati, some 1600km (1000 miles) from where Ike crossed the Texas coast, sustained US\$3 billion of damage – such was the power of Ike.

Key items from the briefing set the scene for the City of Dallas response. At 9am Monday 8 September, all the Office of Emergency Management OEM staff attended a briefing to review the

city's response and individual positional roles conducted by the OEM Director Mr Kenny Shaw.

The decision was made to adopt the City of Dallas Convention Centre's air-conditioned car park as the shelter for this event. Wal-Mart was conducting its annual convention in Dallas in the convention centre. Negotiations were undertaken to secure the car park area 230mx140m – approx 32,000sqm (750ftx500ft-375,000sqft). This was a different site to that used for Katrina and provided a number of advantages and challenges.

At 10.30am the key planners and stakeholders gathered in the OEM

Ike — a Dallas perspective

Sunday 7 September at 4.30pm marked the start of the City of Dallas's preparations for Hurricane Ike including a Texas State Briefing by State Coordinator Jack Colley at the Governors Department of Emergency Management.

Situation: » Prepare for impact of Ike (likely 13 September)
 » Landfall location unknown (likely on Texas coast)
 » Most of the Texas coast will be subject to Tropical Storm Winds > 39-73mph (62-117kph) winds

Monday 8 September was Primary Mission day at logistics base – Alamo Regional Command (San Antonio).

Situation: » 1350 buses requisitioned and assembled
 » 200 Ambulances ordered.
 » Air Evacuation 5 x C130 Medical Crews alerted
 » USAR Texas Task Forces 1 and 2 mobilised

Tuesday 9 and Wednesday 10 September required intense community effort to prepare for this event as deployment commenced.

Situation: » Medical evacuation needs high priority
 » 211 communications critical
 » Evacuate everyone – ordered by the Governors Department of Emergency Management
 » Public announcements commence
 » Fuel team into evacuation area
 » Control of Emergency Management vehicles
 » Support needed for food and money from volunteer organisations American Red Cross (ARC) and American Salvation Army (ASA)
 » Oklahoma – 10,000 immediate shelter needs
 » Newport shelter operational

Weather: » H-120 Category 3 NE Cuba
 » Decrease in strength unlikely
 » Projected swells/surge 9-12 feet



Emergency service experts prepare for the worst at the City of Dallas Office of Emergency Management.

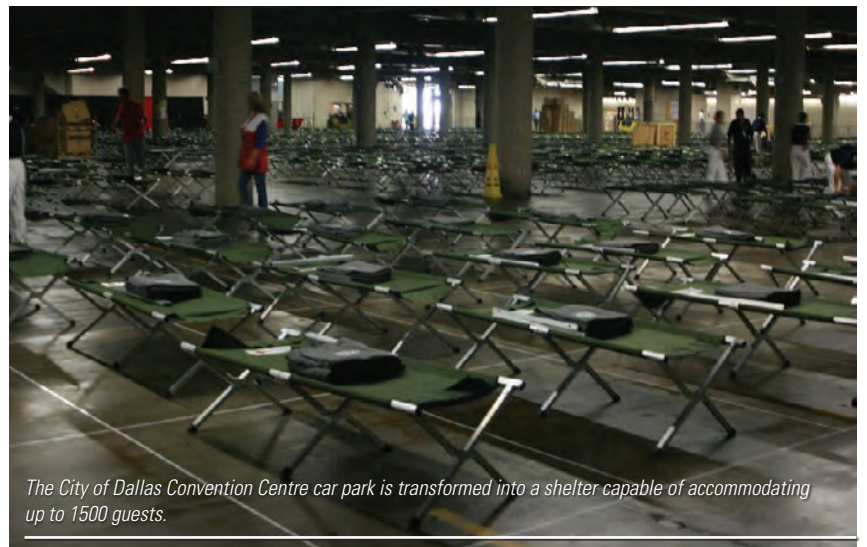
Operations Centre for a 90 minute briefing from the State Coordination Centre in Austin. The potential impact if Ike was going to be felt across the vast majority of the State of Texas and it was going to be the Texas citizens helping each other for the next few weeks. What and where the initial impact would be was like pinning the tail on the donkey – meteorologists knew within a 300km (185 miles) strip of coastline where Ike would cross landfall, however no one knew for certain. Contingency plans were developed for several scenarios with possible impact zone extending anywhere along the identified 300km (185 miles) of coastline, from small communities to major cities.

ACTION FOR ALL

As foreigner, professional volunteer and Fulbright Scholar, I had come to the United States to experience actions within a disaster scenario. What was to evolve over the next three weeks was an experience and education of a lifetime for a visiting emergency management specialist in testing and validating ones skills.

The small team in Dallas meant everyone needed to wear a number of hats, manage multiple tasks, leading some, shadowing others. I was privileged to be an integral part of this small but extremely talented team of professionals. The Incident Commander for this event was the City of Dallas First Assistant City Manager Ryan Evans, an extremely capable person to lead the City of Dallas Shelter Operations. The Office of Emergency Management (OEM) Director Kenny Shaw undertook the important role of Operations Chief during the day and overall OEM team manager.

With the Operations Chief's role split, Director Kenny Shaw undertook the day shift and the grand daddy of the team (Gerry Martin) the night shift. Gerry is a man whom I hold great respect for – a gentle giant and the opposite to Kenny, who like me, is height challenged. These two individuals are masters at their trade and it was



The City of Dallas Convention Centre car park is transformed into a shelter capable of accommodating up to 1500 guests.

a privilege to have worked alongside and under their command. Both are excellent mentors and role models.

I was assigned to the Planning Section working closely with Raymond Rivas III. It was to be a very challenging role with a steep learning curve and on reflection, a rewarding role.

The functional roles of Planning Section and Logistics Chief were undertaken by the very talented young man Raymond Rivas III. If you needed resources, Raymond was the man with the magic touch who knew where to get it. As the event progressed,

Raymond focused on the demanding Logistics role and I took over as Planning Section Chief.

The main Emergency Operations Centre (EOC) was some 500 metres (1600ft) away from the shelter. It made practical sense to split the operations into two parts. Kwa Heri Heard, a senior OEM member, was appointed the Forward Command Post (FCP) Commander. Kwa is an extremely competent emergency management specialist and mentor.

Cassandra Wallace undertook the important roles of Administration and Finance Section Chief, working alongside Kwa in the FCP. Cassandra supported everyone in their roles and between Ray and Cassandra, they ensured the all important paper trail was maintained and everything accounted for. An important part of the Logistical and Finance components was the decision to place the City of Dallas's Procurement Officer inside the EOC. Mike Frosch provided the valuable conduit to the City's financial and ordering system

directly from the EOC, assisting in the streaming of the logistics process. A valuable lesson to be learned.

Volunteers played an extremely important role in the operations and the City of Dallas is not short of a large number of very talented and competent people. Cassandra and Community Emergency Response Team (CERT) education officer Joe Clark led the group in many aspects of the shelter set up and operations.

The task for Dallas was to establish a significantly large mega shelter, capable of accommodating up to 1500 guests

seeking shelter from the impending impact of Ike in an area from Corpus Christ to Beaumont, with Galveston and Houston in the middle. As history tells the story, Galveston bore the brunt of Hurricane Ike.

Establishing a self contained shelter for 1500 evacuating people presents its challenges. When established within a car park, privacy and respect and security become major factors.

Dallas Fire and Rescue assisted in the layout and spacing of the 1500 cots. The allocated area ensured city codes were met, Emergency Medical Services had access and maximised the usage of all available space. Each occupant was allocated a 2.4m x 1.2m (8ftx4ft) area that they could call home for the next three weeks – no walls, no privacy, just a cot, blanket and three meals a day in a safe and secure environment.

The most important aspect of the shelter establishment was the vast network of supporters Dallas had built since Katrina in 2005. The City of Dallas had spent three years establishing networks and developing relationships. Now was the time to see if their hard work would pay dividends.

On the morning of Wednesday 10 September, the doors were opened, ready to welcome the first guests to the City of Dallas.

From a personal perspective, most things in Texas are bigger than the rest. Dallas, living up to its motto, "just doing it better", can certainly be used as a model for all. ●



Key emergency management planners and decision makers developed contingency plans for several scenarios with possible impact zones extending 300kms of coastline.

This journal article is part 1 in a 2 part series. Look out for The Life of Ike Part 2 – The Shelter in Operation in the Spring Issue of National Emergency Response. Chris Ainsworth is an internationally recognised Emergency Management specialist, researcher and trainer, specialising in the recognition of an individuals skills, knowledge and demonstrated current competencies. His interest in equitable access to professional training for Emergency Services operatives, both paid and volunteer, resulted in him being awarded a Fulbright Scholarship in 2008. Chris spent seven months in the United States researching Emergency Management practices. Chris was appointed the Planning Section Chief for the City of Dallas shelter operations in the 21 day Hurricane Ike operation. Chris also participated in a number of senior operational roles during several major US incidents in 2008. Chris gained

qualifications as a Community Emergency Response Team (CERT / TeenCERT) instructor, Command and General Staff operations and is the first non-US citizen US Incident Command System Trainer.

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

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

Achievements inside 48 hours

This was a City of Dallas team effort in which everyone who was asked, willingly contributed to the success of the establishment of the shelter, in particular:

- Establishment of a 1500 guests dormitory by American Red Cross, Buddhist Compassion Relief organisation Tzu Chi Foundation, Salvation Army, Scouts and Dallas CERT
- Fully manned American Red Cross registration centre
- Full established meals distribution area managed by the Salvation Army
- Dining area with 1000 people capacity seating
- Portable purpose built showering facilities provided by the Baptist Men
- Grey water storage by the City of Dallas Sanitation
- Portable toilets – contractor supplied
- Waste disposal bins (several hundred) by the City of Dallas Sanitation
- Rotating medical centre volunteers from Parkland Hospital and others
- Pharmacy services provided by Wal-mart
- Psychological services from professional practitioners and support groups
- Animal shelter operated by the City of Dallas Animal Control Services
- Deployment of Dallas Fire and Police services and CERT
- Deployment of Texas National Guard, Medical Reserve and National Food Bank

ADF'S ROLE IN THE FRONT LINE OF EMERGENCY SERVICES

On 2 May 2009 Prime Minister The Hon. Kevin Rudd in conjunction with (then) Minister for Defence The Hon. Joel Fitzgibbon released the most comprehensive Defence White Paper ever produced by an Australian Government.

The 2009 Defence White Paper represents 14 months work and affirms the Government's commitment to the defence of Australia, the protection of our sovereign interests and the security and stability of our region.

Many Australian Defence Force employees are members of the AIES and the Department of Defence kindly prepared the following article for the *National Emergency Response* journal about how the Defence White Paper deals with domestic Emergency Services.

The new Defence White Paper explains how the Government plans to strengthen the foundations of Australia's defence. It sets out the Government's plans for Defence for the next few years, and how it will achieve those plans. Most importantly, it provides an indication of the level of resources that the Government is planning to invest in Defence over coming years and what the Government, on behalf of the Australian people, expects in return from Defence.

Ultimately, armed forces exist to provide Governments with the option to use force. Maintaining a credible defence capability is a crucial contributor to our security, as it can serve to deter potential adversaries from using force against us or our allies, partners and neighbours. It is the Government's policy that the main role of the Australian Defence Force (ADF) should continue to be an ability to engage in conventional combat against other armed forces.

The ADF must also be prepared to play its part in dealing with intra-state conflict, an enduring feature, and assessed to be the most common form of conflict in the period to 2030. Australia's armed forces must also be able to contend with non-state global actors.

Defence's vital role in supporting domestic security and emergency response efforts will continue and Defence will support these areas of Commonwealth responsibility.

Chapter 2 of the White Paper describes the role of Defence as one element of Australia's broader approach to national security, underpinning

our capacity to act in the world by providing options when Government contemplates the use of force.

In paragraphs 2.32-2.33 the White Paper describes domestic security and emergency response activities, noting that:

"2.32 The security of our community, our nation's economy and the integrity of our environment can all be threatened by illegal activities (such as people smuggling, illegal fishing and the drug trade), by pandemic disease outbreaks and by

quarantine breaches. Natural disasters such as cyclones, earthquakes, floods and bushfires can also threaten the security and safety of the Australian people.

2.33 The ADF and other agencies of Defence have significant capabilities that can be used to support domestic security, border protection, counter-terrorism, emergency response and disaster recovery. Defence support to these contingencies

Defence called to support bushfire relief

The Joint Task Force (JTF) formed as part of the Commonwealth contribution to the Victorian bushfire relief effort supported the fire-devastated state for almost two months.

The JTF was stood up in the immediate aftermath of the Black Saturday fires, when Emergency Management Australia requested Defence support.

At its height around 850 troops were assigned to the JTF, providing support to emergency workers and affected communities.

The Commander of the JTF, Brigadier Michael Arnold, says it was a rewarding and moving experience for his team.

"The majority of the JTF were reserve personnel from Victoria, who felt a personal connection to the disaster," Brigadier Arnold said.

"They dedicated a portion of their

lives to serving the nation, and for many, there will be no more important task in their Defence careers than being part of the various uniformed organisations that came to the aid of the fire devastated communities."

Over seven weeks, Defence support ranged from directly assisting fire containment measures with engineer teams and aerial fire spotting, to providing emergency living facilities for displaced communities. Soldiers also assisted police in the demanding task of searching through the burnt houses.

Throughout March, emergency services originally provided by Defence were assumed by local and state government solutions as well as commercial contractors.

The ADF will maintain a small specialist forensic contribution to the Victorian Coroner in support the Bushfire relief effort until mid 2009.



is available under either the 'Defence Assistance to the Civil Community' mechanism, or as 'Defence Force Aid to the Civilian Authority', as provided under Part IIIAAA of the Defence Act, 1903. Defence's vital role in supporting domestic security and emergency response efforts will continue, and Defence will continue to support these areas of Commonwealth responsibility. In addition, Defence will continue to provide a substantial component of the nation's air traffic management system, manage several joint-user and Defence-owned airports used by the civilian aviation sector, and provide Australia's hydrographical and maritime charting service."

Later in the White Paper, consideration is given to the principal tasks of the Australian Defence Force, which includes supporting domestic security and emergency response efforts. Paragraphs 7.8 and 7.9 state that:

"7.8 The ADF will also need to be able to respond to an increasingly complex domestic security environment, in which the lines between traditional

concepts of external and domestic security are increasingly blurred. In this context, the ADF has to be able to contribute to the deterrence and defeat of attacks by non-state actors with strategic capabilities, especially should such groups ever acquire WMD, and to support civil authorities in relation to domestic security and emergency response tasks.

7.9 Short of war or other significant military contingencies affecting our direct security, Defence ordinarily plays a supporting role in these circumstances."

In developing the future Australian Defence Force, the White Paper also addresses the levels of support the Australian Defence Force should provide to domestic security, noting at paragraph 8.10 to 8.11 that:

"8.10 Defence has to be able to provide appropriate support to civil authorities in relation to domestic security and emergency response efforts, such as border protection and counter-terrorism. This does not necessarily create a requirement to maintain an extensive range

of specialised capabilities within Defence, as these tasks are primarily the responsibility of civil authorities. Nonetheless, the Government will need to be able to call upon the full breadth of Defence capabilities, where Defence is able to provide relevant assistance.

8.11 In some limited cases, Defence capabilities will need to be designed for and dedicated to domestic security and emergency response tasks where they provide specialised capacities beyond the ability of other Australian Government agencies and other Australian jurisdictions to efficiently develop and maintain. For example, Defence will need to maintain specialised capabilities to deter and defeat attacks on us by non-state actors with strategic capabilities, especially should such groups acquire WMD. While civil authorities might lead initial efforts against such groups, the weight and reach of military power might ultimately have to be employed against them."

Later in this same chapter this is explained further, as follows:

"8.27 This category includes all Defence capabilities which are assigned to, or purpose designed for, supporting whole-of-government border protection efforts to secure our offshore maritime domain; domestic counter-terrorism efforts; disaster relief and emergency consequence management following catastrophic natural or man-made events; and otherwise assisting civil authorities in relation to domestic security and emergency response tasks."

A number of the capabilities described in Chapter 9 are relevant to this task – the most significant of which, for the purposes of domestic security and emergency response include:

Offshore Combatant Vessels (paragraphs 9.19-9.22)

Sea Lift Capability (paragraphs 9.23-9.26)

Maritime Surveillance and Response (paragraphs 9.68-9.70)



*Army personnel from 5th/6th Battalion, the Royal Victoria Regiment (5/6 RVR), joined Victoria Police in a more detailed search for bushfire victims in the Kinglake area.
© Department of Defence 2009.*

Air Lift Capability (paragraphs 9.71-9.72)

Information Superiority (9.77-9.84)

The White Paper also specifies goals for preparedness of our forces which include being able to carry out the following missions, potentially at the same time, or in carefully managed sequences over concentrated periods of time (see paragraph 10.9):

- Support civil efforts to protect and secure our offshore maritime domain, including in relation to dealing with unauthorised arrivals, fisheries protection, and other border security tasks
- Contribute ADF ISR and wide area surveillance capabilities to the national surveillance and border protection effort
- Maintain high readiness force elements to support domestic or offshore counter-terrorism efforts, particularly in relation to resolving

complex terrorist incidents and securing ships or offshore resource infrastructure

- Assist civil authorities in securing major events of public significance, such as the 2000 Sydney Olympics and the 2007 APEC Leaders Meeting
- Assist civil authorities in dealing with the proliferation of WMD, explosive ordnance disposal, and chemical, biological, radiological and nuclear defence
- Support emergency response efforts in the event of man-made or natural disasters within Australia, and particularly assist in situations where the scale of a disaster exceeds the capacity of other agencies and jurisdictions
- Provide humanitarian assistance and disaster relief assistance to our neighbours, and more broadly if necessary

- Provide search and rescue support, especially across the breadth of Australia's area of maritime search and rescue responsibility, whether close to the mainland or in remote parts of the Southern, Pacific and Indian Oceans.

The White Paper also notes that the Defence Science and Technology Organisation (DSTO) can:

"...provide unique capabilities to support the Government's broader national security requirements, in areas such as chemical, biological and nuclear defence; explosives effects and IEDs; intelligence-related technologies; and cybersecurity. The DSTO will continue to support broader Government needs, using its science and technology skills developed for Defence purposes." (paragraph 17.22)

The full Defence White Paper document can be viewed at www.defence.gov.au/whitepaper/ ●

ADF contribution to international anti-piracy

The Australian Defence Force will contribute to international efforts to combat piracy off the Horn of Africa, which is posing a threat to global maritime security, including Australia's merchant trade and to Australian tourists passing through the Gulf of Aden and the Suez Canal.

(Then) Minister for Defence The Hon. Joel Fitzgibbon said the contribution would help curb piracy in the region and protect Australian and international maritime trade.

Australia will flexibly task its frigate and AP-3C maritime patrol aircraft currently based in the Middle East between anti-piracy operations and their current counter-terrorism and maritime security patrol duties under OP SLIPPER.

This will enable Australia to provide a robust and effective contribution to anti-piracy efforts while remaining equipped to respond to the most pressing tasking across the region at any time.

Australia will also play a significant role in broader maritime security efforts in the region by providing on a rotational basis a Commander and Fleet Battle staff to command counter-terrorism activities under international Task Force 150 from Combined Maritime Forces (CMF) Headquarters in Bahrain. Defence

*Suspected pirates reportedly fired rocket propelled grenades and attempted to board merchant ship Dubai Princess in international waters, approximately 170km south of Yemen, on 17 May. HMA Sydney and Ballarat responded to the distress signal.
© Emirat Maritime Dubai*




will provide a small number of Navy planning staff to CMF Headquarters for multinational anti-piracy and maritime security planning and co-ordination.

"In 2008 there were 111 pirate attacks in the region, with 42 successful hijackings. There have been around 100 registered attacks, including over 25 successful hijackings, so far this year," Mr Fitzgibbon said.

This commitment reflects Australia's support for United Nations Security Council Resolutions 1846 and 1851, which call on states to take an active role in the fight against piracy off the coast of Somalia.

"Our contribution helps demonstrate Australia's commitment to global security and our ongoing support to the United Nations," Mr Fitzgibbon said.


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Barry Presgrave OAM, JP, LFAIES**President SA/WA/NT**

Barry Presgrave is a valued member of the Australian Institute of Emergency Service, recognised for his tireless work by receiving Life Fellow status

in 2007. He has been a member of the Institute for 22 years, 19 years served as President of SA/WA/NT.

A retired Detective Chief Inspector, Barry served 35 years at the South Australia Police, mainly in the Criminal Investigation field.

He is a National Serviceman, having been an Army Reservist for 33 years, with the rank of Captain. Barry was the inaugural National President of the National Servicemen's Association of Australia, and the State President in South Australia for many years. He is currently the National Public Officer and a member of the National Council. He is a Life Member at both National and State level.

Barry was awarded the Medal of the Order of Australia in 1988 for services to youth, the Army Reserve and Surf Lifesaving and also holds Life Membership of the Australian/New Zealand Blue Light Federation.

Barry lives with his wife Wendy in Eden Hills, South Australia and they share five children and eight grandchildren.

Alan William MARSHALL CStJ, FAIES**President, Victoria**

Alan Marshall, a Fellow of the AIES, is now a Director on the Institute's General Council.

Currently State Officer – Deputy Superintendent of the Victorian branch

of St John Ambulance Australia (SJAA), a volunteer position, Alan has over 30 years experience in Emergency Management.

He was the Field Commander at Gisborne Victoria during the 1983 Ash Wednesday fires and in the Integrated Emergency Control Centre Melbourne during the recent Victorian bushfires (2009).

President for Victoria Division of the AIES, Alan is also a board member of the St John Council Victoria and Commander in the Order of St John.

Alan is a long term member of the Melbourne Airport Emergency Committee and regional municipal emergency planning committee. He is a member of

the Australian Institute of Management and holds certificates in training and assessment, information technology, business management and emergency management.

He was on the Victorian committee of the Australian Government National Emergency Support Fund which contributed to the increased funding to Victoria.

A member of the management committee for Melbourne Underground exercises and Melbourne Airport exercises over many years, Alan has contributed to the development of National St John Ambulance major event planning and fire response guidelines, based on the Australian Inter-service Incident Management System (AIIMS) structure and principles.

Retired from a background in electrical engineering, Alan was initially employed by the Government of Victoria in Power Operations but later went into private industry where he was Manager Body Electronics and Design with an automotive supply company.

Alan suggests Emergency Management Officers must continue to inform, to educate, and to build a (bushfire) prevention and mitigation culture in our community and believes that it is our responsibility to pass on the knowledge and training to our replacements so it is not lost or buried in the familiarity of day to day events.

**Jeffery Bollard****FAIES, ACT Division**

Jeffery Bollard was elevated to Fellow of the AIES in April 2009 in recognition of his contribution to the Emergency Services, through his volunteer service to St John Ambulance Australia (SJAA) and the AIES.

He is a foundation member of the Institute's ACT Division and is currently vice president of that division.

After 32 years volunteering for SJAA, Jeffrey is now the Commissioner for Operations Branch in the Australian Capital Territory.

His involvement with SJAA began as a member of the Broadmeadows Division in Victoria in 1976 where he was active in rescue operations.

After moving to Canberra, Jeff took on the role of Divisional Superintendent for Woden Division before being promoted to Territory Staff Officer (Communications) in 1993.

Jeff has always taken an active role in the leadership of SJAA in the ACT, having served terms as District Superintendent, Staff Officer (Special Operations) and Deputy Commissioner before his current appointment as Territory Commissioner.

As Commissioner, Jeff is responsible for the uniformed volunteers providing first aid services for public events as well as the development and training of youth members through SJAA cadet movement.

He coordinates SJAA role in emergency response and assumes command responsibility for services during emergencies. He is a member of the ACT Health Emergency Management Sub-committee, ACT Recovery Management Sub-committee and is SJAA's representative on the Canberra International Airport Emergency Committee.

He has received a number of awards recognising his service and contribution to the community. He is currently a Commander in the Order of St John, and has been awarded the Australian Defence Medal, the Order of St John Service medal and bars and the ACT Emergency Services medal. He received the NRMA Insurance National Volunteer of the Year (Health Category) award in 2005 and the Engineers Australia – Canberra Division 2003 Engineering Excellence award and Bushfire recognition award.

In his day job, Jeff is a Charter Professional Engineer working for Airservices Australia in Navigation systems, safety and planning and is an integral part of many International and Domestic Aviation committees.



IT SOLUTION SPEEDS UP REFERRALS

New technology at London's Great Ormond Street Hospital is aiding faster emergency referrals to its specialist paediatricians.

Thanks to the introduction of an innovative IT system at the Children's Acute Transport Service (CATS) hosted at Great Ormond Street Hospital for Children NHS Trust (GOSH), referring hospitals can now share perfect quality medical data on emergency patients more quickly and securely than ever before.

The product, named CATS-i, has been co-developed by software manufacturer Cimar UK and GOSH. Over the last 12 months, the technology has been trialled by the CATS team at GOSH. CATS is a paediatric intensive care retrieval service for the North Thames and East Anglia region. The team provides telephone advice and sends a specialist team to safely bring sick children back to the intensive care unit at GOSH and other tertiary centres. More than 50 hospitals in and around London regularly refer patients to the service.

Dr Padmanabhan Ramnarayan, consultant for the CATS team at GOSH and a co-inventor of CATS-i explains: "Previously, we simply relied on telephone conversations with referring clinicians and relatively low quality radiology (X-rays, CT scans) to make a quick assessment about a diagnosis. Radiology data would often be sent via courier, which loses us valuable time. In an emergency situation, every second counts and this is where CATS-i offers us a clear advantage. For example, in a recent case, a boy had been in a road traffic accident outside London and with the help of CATS-i we quickly determined from his medical data that he had a windpipe injury. The child was brought to GOSH by helicopter and was given life-saving treatment by our tracheal team."

CATS-i offers a unique web-transmission service which allows pristine medical images to be transmitted from any hospital in the UK to remote recipients anywhere,



An innovative IT system at the Children's Acute Transport Service (CATS) hosted at London's Great Ormond Street Hospital for Children NHS Trust (GOSH) now allows referring hospitals to share medical data on emergency patients quickly and securely.

securely, reliably and fast via an internet browser. The images are losslessly compressed (ie retaining absolute image quality), secure and encrypted throughout, so patient data confidentiality is not compromised. The user cannot send anything until they have a secure token issued by the CATS office each time.

The CATS-i project was commended in NHS Innovations London's Innovator Awards 2008.

NHS Innovations London has recently brokered an agreement between GOSH and Cimar UK to distribute the co-developed service.

Dr Ramnarayan continues: "We're very excited about this product being available commercially. It's satisfying to see something that we've worked so hard on being made available to others so that they can improve the service to their patients".

A prime-time BBC 1 series following the work of the CATS team is due to be screened later this year.

Great Ormond Street Hospital for Children NHS Trust is the country's leading centre for treating sick children, with the widest range of specialists

under one roof. With the UCL Institute of Child Health, it is the largest centre for paediatric research outside the US and plays a key role in training children's health specialists for the future. NHS Innovations London identifies promising innovations, provide a swift, objective analysis of their commercial potential, secure appropriate intellectual property protection, finance and manage product development and support inventors and their teams to fast track ideas to market. Cimar UK provides Cranium Radiology web sharing services, from which CATS-i has been derived and refined. ●

Each issue of *National Emergency Response* features an international story about new initiatives and innovations being deployed outside Australia that assists Emergency Management, or thoughts and opinions on world-wide issues from industry leaders. Please email editor@aies.com.au if you would like to contribute.

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- A Certificate of Membership.
- The opportunity to use the initials of the particular membership status after your name.

- Corporate members receive a bronze plaque free of charge and can advertise on the AIES website, as well as provide articles for inclusion in the Institute's journal.

MEMBERSHIP

Costs
Nomination Fee: \$30.00
Annual Subscription: \$50.00
Fellows: \$60.00
Corporate Subscription: \$250.00
Note: Institute Fees may be tax deductible.

Classes

There are four classes of membership:

- Members • Fellows • Life Fellows • Corporate

There are five categories of affiliation with the Institute that may be offered to persons who do not meet the requirements for membership:

- Associate • Student Member • Retired Member
• Honorary Member • Honorary Fellow

Eligibility

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

- Are members of a permanent emergency service or associated service with at least two years experience, or
- Are volunteer members of emergency or associated services with a minimum of four years experience as an emergency services member.

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.

MEMBERS

Our members come from

- Ambulance Service • Community Services • Emergency Equipment Industry • Emergency Management Organisations
• Fire Services • Health, Medical and Nursing Services • Mines Rescue • Police Service • Safety Officers • SES • Transport Services
• Volunteer Marine Rescue • Volunteer Rescue Associations



AIES CONTACTS

GENERAL ENQUIRIES

Email: enquiries@aies.net.au

The General Registrar
14/159 Middle Head Road
MOSMAN NSW 2088

NATIONAL COUNCIL

President

John Rice Adv.DipPS (SAR), FAIES

Email: president@aies.net.au

Phone: 02 6238 3791 or
0488 204 043

Vice President

Alan Holley FAIES

Email: vice.president@aies.net.au

Phone: 0414 542 175

General Secretary/National Registrar

Robert Maul LFAIES, JP

Email: registrar@aies.net.au

Phone: 02 9968 1226

AUSTRALIAN CAPITAL TERRITORY DIVISION

President

John Rice FAIES

Email: president.act@aies.net.au

Phone: 02 6238 3791

Registrar

Leslie Parducci MAIES

Email: registrar.act@aies.net.au

Phone: 0406 991 680

PO Box 504
Civic Square ACT 2601

NEW SOUTH WALES/NEW ZEALAND

President

Alan Holley FAIES

Email: president.nsw@aies.net.au

Phone: 0414 542 175

Registrar

Greg James FAIES

Email: registrar.nsw@aies.net.au

Phone: 02 4329 0614 or
0418 614 8123

7 Cranbrook Street
Wyoming NSW 2250

QUEENSLAND

President

Michael Davis AM, FAIES

Email: president.qld@aies.net.au

Phone: 07 3247 9027

Acting Registrar

Paul Kelly MAIES

Email: registrar.qld@aies.net.au

PO Box 590
FORTITUDE VALLEY QLD 4006

SOUTH AUSTRALIA/WESTERN AUSTRALIA/NORTHERN TERRITORY

President

Barry Presgrave OAM, JP, LAIES

Email: president.sa@aies.net.au

Phone: 08 8178 0775

Registrar

Jan Burgess FAIES

Email: registrar.act@aies.net.au

Phone: 0411 446 656

21/17 Fourth Avenue
EVERARD PARK SA 5035

TASMANIA

President

Darrell Johnson FAIES

Email: president.tas@aies.net.au

Phone: 03 6250 2902 or
0408 337 957

Acting Registrar

Darrell Johnson FAIES

Email: registrar.tas@aies.net.au

Phone: 0408 337 957

PO Box 1
LINDISFARNE TAS 7015

VICTORIA

President

Alan Marshall OSTJ, FAIES

Email: president.vic@aies.net.au

Phone: 03 9844 3237

Registrar

Alan Alder OAM, LFAIES

Email: registrar.vic@aies.net.au

Phone: 03 9844 3237

44 Webb Street
WARRANDYTE VIC 3113

NATIONAL EMERGENCY RESPONSE JOURNAL

Editor

Kristi High

Email: editor@aies.net.au

Phone: 0412 898 667





WHAT

Snowy Hydro SouthCare was established in 1998 as the primary aero-medical and rescue helicopter service provider for people in the ACT and southeastern NSW.

The helicopter is staffed 24 hours a day, 365 days a year by highly-trained air and medical crews. Crews include pilots, aircrewmen, paramedics and doctors that are ready to help when you need it most.

Since its beginning, Snowy Hydro SouthCare has completed 3,400 missions, an average of one life-saving mission, every single day.

WHO

The Service helps people of all ages from throughout the ACT and southeastern NSW that have been involved in an accident or are in need of urgent, specialised medical care. The Service also assists with search and rescue missions and helps with bushfires.

As former patient Roger Boyce puts it, "Being aged 50, an accident like this—which, by rights, you should not have survived if it weren't for the actions of others—makes you definitely reassess your life. You're not so keen to work 12 hours-a-day, and would rather spend time with your family at home."

Roger shows that the Service is not only saving lives, but changing them for the better by giving people a second chance.

HOW

Snowy Hydro SouthCare is only possible with the support of individuals and corporate partners that give their financial and in-kind support to help the Service.

Current corporate partners include:

Snowy Hydro Limited
Canberra Milk
Capital Chemist
CRE8IVE
Dairy Farmers
John James Memorial Foundation
Service One Members Banking
WIN News
Yellow Pages



snowyhydro
SouthCare

Snowy Hydro SouthCare Helicopter Fund Pty Ltd.
123 Carruthers Street, PO BOX 311, CURTIN ACT 2605
P: (02) 6207 8375 F: (02) 6207 9927 E: info@snowyhydrosouthcare.com.au



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www.bluelight.com.au is the official website of the various Blue Light State Councils. Its purpose is to provide our **youth with information** about **Blue Light events, activities** and other **Police Youth initiatives**. The web site also enables the user the opportunity to **give feedback** for further enhancement of the Blue Light organisation. Within the site are links to other affiliated web sites, which have specialised information concerning **drugs** and **alcohol, sexual abuse, suicide prevention** and **crisis help** from appropriate professional organisations, which they can access in privacy, at school or home.

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