

# NATIONAL EMERGENCY



## RESPONSE

Official Journal of the Australian Institute of Emergency Services

A.I.E.S.

VOLUME 27 NO. 1 SUMMER 2013/14  
PRINT POST PUBLICATION NO. PP337586/00067



# Bushfire season hits NSW early

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the Salvos  
shield those  
in need.**



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Official Publication of  
AUSTRALIAN INSTITUTE OF EMERGENCY SERVICES

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#### WEBSITE CONTENT

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# NATIONAL EMERGENCY RESPONSE



Official Journal of the Australian Institute of Emergency Services

Summer2013/2014 • National Emergency Response

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**FRONTCOVER**  
Blue Mountains, October 2013.  
By: Zoe Naylor

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**Bob Maul** LFAIES

**General Secretary/Registrar**

At the AIES Annual General Meeting held in July 2013, the National Board considered the issue of subscription fees.

After great consideration, the National Board resolved that subscription fees for the various categories of membership would increase by \$10 per annum from 1 January 2014 as follows:

Members	\$60 per annum
Fellows	\$70 per annum
Joining fee	\$20 (no change)

The Board was made aware that an increase in membership fees had not occurred since 2004, and due to significant increases in the cost of operating the Institute since that time, it had no other alternative than to raise fees in order to enable the Institute to continue carrying out its functions in each of the states and pay for costs incurred in running the National Council.

As an example, the cost of insurances such as Public Liability, Directors and Personal Accident Insurance that cover members and the Institute has risen by over 100 per cent since 2004, and continues to rise.

The National Board, in light of various costs associated with operating the Institute, and general living increases over the last nine years, does not consider the fee increases to be excessive.

Additionally, the use of the Post Nominals – MAIES and FAIES – behind a member's name, is one of the least expensive in the Commonwealth.

Members are reminded that subscriptions are tax deductible for those earning an income or pay tax.

Yours sincerely

**Bob Maul**

General Secretary/National Registrar

AIES is pleased to announce the following emergency service people were elevated to Life Fellows, Fellows or joined the AIES between September and November 2013.

Name	Organisation	State
Gary Barnott-Clement	SES	NSW
Ian Bauer	EM	ACT
Robert Bishop	SES	VIC
Vicki Collins	City of Ballarat	VIC
Greg Cook	SES	SA/WA
Sonia Cuff	EM	QLD
Ian Digwood	AS	WA/SA
Ian Morrison	ARC	VIC
Andrew Place	EM	QLD

**AS** – Ambulance Service; **ARC** – Australian Red Cross; **EM** – Emergency Management; **SES** – State Emergency Service



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[www.facebook.com/aies.online](http://www.facebook.com/aies.online)

## EDITOR'S REPORT

### Kristi High

The publication of a Summer edition of *National Emergency Response* also marks the end of another year. I would like to thank the National Council for their guidance in putting together this year's four editions that has included a number of fantastic contributions from AIES members. It is our members that keep the Institute alive, and keep the Journal in publication. NSW SES volunteer and AIES member Bill Hoyles has been a

regular contributor to *National Emergency Response* over the years and in this edition puts one of his best stories forward – a series of postcards from a recent trip to North America and Canada from a very emergency services perspective. Bill also provided a very personal account of time spent on the phones during the NSW bushfires in October. Our thoughts are with those who lost property and livestock during the fires, and particularly with the families of the two men who lost their lives – 63-year-old Walter Linder who died of a heart attack while fighting fires at his Lake Munmorah

property on the NSW central coast and 43-year-old waterbomber pilot David Black. Fittingly, the NSW Rural Fire Service has awarded Mr Black with a posthumous Commissioner's Commendation for Service award. Anyone wanting to make a donation to Mr Black's family – his wife and three young children – can do so via the NAB's David Black Appeal: BSB - 082564, account number - 39 370 5182.

On behalf of the *National Emergency Response* Journal team, I wish you all a safe festive season and look forward to your contributions in 2014. ●



# FROM THE PRESIDENT'S DESK

Alan Marshall LFAIES

National President

## EARLY PREPARATION

The New South Wales fires, arriving early in the season, are a reminder that you must be prepared for all emergencies, be vigilant to potential disasters, and work with the community to ensure services are capable of coping with the effects. The focus is an interoperability model combined with community resilience. It calls for an integrated whole-of-nation effort encompassing enhanced partnerships and shared responsibility for all. There are some areas in which the state fire authorities combined with weather bureau data will be more capable than individuals when it comes to identifying the risk associated with bushfires. While the strategy focuses on natural disasters and being alert, vigilant, prepared and supportive, the combined approach it articulates will also be applicable in preparing communities to deal with other disasters such as pandemics, terrorists, and/or a deliberate chain of events. Preparedness is a state of being prepared and ready for action. The exercising of all measures ensures that if an emergency occurs and scales up to the disaster phase, community and government resources are capable of investigating the cause and coping with the outcome. It requires an all-hazards, all-agency approach with the encircled community.

## DISASTER PHASE

The disaster phase is when there is a serious disruption to community life and function and threatens or causes death or injury in that community and/or damage to property. It also means the event is beyond the day-to-day capacity of the prescribed statutory authority to cope. The event now requires special mobilisation and organisation of additional resources other than those normally available to those authorities. The request for additional resources seeks to reduce the impact of the natural disaster with equipment, management teams and volunteers,

using the cooperative arrangements through the state and territory initiatives via the Commonwealth Attorney General's Department. When confronting extreme bush fires, it is inevitable that there will be a number of negative outcomes beyond our control and for some fires already at the disaster phase, we may need to get out of their way.

## VOLUNTEERS IN AN EMERGENCY

Volunteers and the support of the community are pivotal to successful emergency response and recovery. As a nation we recognise that to build resilience into communities it must be shared by individuals, householders, businesses and communities, as well as governments. In an emergency, as the scale of that natural disaster increases, there is a need for more volunteers and commitment. It is vital that preliminary arrangements are in place with a firm agreement negotiated on a one-on-one with the volunteer's employer to release staff for volunteering, and governments support this. For operational mandatory safety and insurance reasons, volunteers are no different to paid positions in any organisation. They are all held

*In an emergency, as the scale of that natural disaster increases, there is a need for more volunteers and commitment.*

responsible to operate within training accreditation, display a conduct of respect for others, working as teams and adherence to regulations. Volunteers remain part of a resilient community because their personal values align with the goals of their chosen organisations and they receive some recognition for their commitment.

Volunteers reporting for duty must operate within their command structure of their organisation, carry identification, and preferably be in their organisation's uniform appropriate



for the incident. Each organisation should provide a location and portal for registration, deployment procedures and safety briefings prior to despatching of resources. Volunteers involved in any emergency must operate under an agreed fatigue welfare protocol, communicated to all in the emergency and managed by incident command structure including debriefings. There are benefits gained through volunteering and support to volunteering in an emergency, with the sharing of knowledge, experience and training – employers included.

## JOURNAL CONTRIBUTION AWARD

Keeping to the theme of our Journal, each year the General Council awards the contribution of a published article in the *National Emergency Response*. I encourage you all to continue the delivery of your excellent articles to your magazine.

On behalf of the General Council of the Australian Institute of Emergency Services I thank you all for your support, stay safe, healthy and continue your networking. ●

# MALLACOOTA RECOVERS

Mark Tregellas MAIES

**M**allacoota is a small town with a population of just 1,000, nestled in the middle of the Croajingolong National Park on the Victorian coast near the border of New South Wales. It is an isolated community with one narrow 23 kilometre road winding in and out, and only one electrical feed that extends over 250 kilometres to Bairnsdale.

While scenic, Mallacoota is considered one of the 52 towns in Victoria most at risk for bushfire and experiences, on average, 50 power outages per year. These power outages range from a few seconds to a few days. With a summer holiday population of 8,000 and just a small emergency and law enforcement staff, these events are a full-community problem.

In June 2012, a storm hit the region, cutting the Princes Highway and power to the town for three days. Diesel was restricted for emergency use, leaving most households desperately calling friends for fuel and generators. With no system in place, food in refrigerators spoiled and the local pub did a roaring trade in meals.

Mallacoota had gotten off easy in 2012 but learned valuable lessons about preparedness. No one was injured, but if systems were not in place to sustain residents in a three-day power outage, how would the isolation of a major bushfire affect the community, over a protracted period? The emergency services did a great job, but in such a remote location emergency preparedness becomes a community responsibility and a system of resource sharing among residents, a priority.

## A LEARNING CURVE

Several weeks after the three-day blackout, I was listening to a talk on TED.com and stumbled upon a community recovery system being used in the United States. A small company creating tools for community level resource sharing in disasters, called Recovers.org, has developed it.

I spoke at length to Caitria O'Neil, the CEO of Recovers.org, to learn more about the program, gauge its effectiveness, and to understand if these tools could also be used in Mallacoota.

Sisters Caitria and Morgan O'Neil entered disaster recovery the hard way – when an EF3 tornado in their hometown damaged and destroyed over 270 homes including their own. Despite the goodwill and donations pouring in from all sides, the community was far from ready for recovery.

Most disaster preparedness programs in the United States concentrate on preparing residents to take care of themselves and their families for the first 72 hours following a disaster. A far less frequent focus is how to prepare local residents to take care of their communities during the months and years of recovery that will follow.

In the first few days post-disaster, scores of organisations sweep in and out of an affected area, assessing damage, providing emergency aid, and mobilising teams of volunteers. In most areas, however, there is an often overlooked community response working alongside these organisations. These folks are usually poorly equipped

and hastily organised. Their qualifications? They live there. They were there before the aid. They will be there meeting needs when everyone else goes home.

"During the first few weeks, our community had to learn how to manage volunteers and donations, track data, meet needs and apply for aid," Ms O'Neil said.

"We bumbled through the early days doing things wrong and wasting time.

"The official responders weren't able to help us organise ourselves. We had to build our own systems and our own tools."

These tools included community information hubs, donation databases, volunteer skill lists and an online system for requesting assistance. The sisters went on to translate these tools into the community recovery software Recovers.org, which is now being used by nearly 20 communities across the US. The company is now working with Mallacoota to adapt and pilot this software for use in Australia.

## Mallacoota, AU Emergency


community-powered disaster recovery

[I Have A Need](#)

[I Want to Give](#)

[I Want to Volunteer](#)

This page is administered by the Mallacoota Sub-branch of the Returned & Services League of Australia. It is a community resource for disaster preparedness, education, and recovery. Get involved!



### Emergency Information

EMERGENCY 000

Community Radio  
Mallacoota // Genoa  
101.7 FM // 96.9 FM

Mallacoota Recovers  
Facebook  
MallacootaRecovers

[More Information](#)

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### Recent news

**Grant Application Successful**  
posted about 1 month ago by Trigger | No comments yet

Mallacoota Recovers has received a grant for \$1000 from the Mallacoota Opportunity Shop. This money will be used for signage as well as a large fridge magnet with all the Mallacoota Recovers information on it for local residents.

**PayPal Account now Working.**  
posted 3 months ago by Trigger | No comments yet

Our Paypal account is now up and running, enabling cash donations to be made. The money goes into a separate account of the Mallacoota R&SL Sub-Branch in the Bendigo Bank at Mallacoota called the "Mallacoota Emergency Disaster Fund." Distribution of funds will be made by a community committee made up of a cross section of Mallacoota's community organizations. Distributed funds will be published in the Mallacoota Mouth to ensure public transparency but will not include the names of persons or families who receive emergency funds.

**Welcome to our Community Preparedness Website.**  
posted 4 months ago by Trigger | No comments yet

Mallacoota's Community Powered Disaster Recovery website.





*Mallacoota sits 520 km from Melbourne.*

## MALLACOOTA TAKES ACTION

After the blackout, and with the fire season approaching, I saw an opportunity to begin building recovery capacity in the community. I approached the local RSL to fund and administer the site. Set up fees and yearly subscriptions are based on per capita of population. At 0.05 cents per person, Mallacoota was set up for an annual fee of \$60 US. I then negotiated a local grant for the creation of signage and resident information packs. Subsequently, I have been organising preparedness activities in the community in conjunction with media interviews, local newspaper articles, and talks to local businesses and tourism organisations.

The system is web-based, with a paper and pen option available in blackout scenarios until phone and internet connections are established. People have the ability to direct monetary donations through the site to use for recovery activities. Recovers.org suggested PayPal, but as I found out, setup is somewhat difficult due to Australia's anti-fraud legislation. After several weeks of faxes and emails, Mallacoota now has the capability to accept donations from anywhere in the world.

The toolbox is not just for small towns either. I spoke to Ms O'Neil during the Hurricane Sandy event in New York late last year where her software was deployed. Within four days more than 45,000 volunteers and 450 administrators were online, meeting local needs.

Mallacoota is the first town in Australia to make use of the Recovers.org toolbox. It is now set up at [www.mallacootaau.recovers.org](http://www.mallacootaau.recovers.org). Local businesses and organisations are rapidly coming on board to support and help administer the site.

Ms O'Neil and her team are constantly improving the toolbox and have maintained a close working relationship where new ideas were welcomed to help improve what has already proved to be one of the leading disaster community recovery programs.

The toolbox is not currently intended

to replace or at this stage even assist existing emergency management frameworks in Mallacoota. It is designed to supplement existing programs and assist the community to cope long after the relief agencies have departed. However, multi-agency interoperability could be easily achieved at a future date.

For more information on Mallacoota's preparedness program, please contact me directly at [mallacootarecovers@gmail.com](mailto:mallacootarecovers@gmail.com). For more information on Recovers.org and how to prepare your community, email [support@recovers.org](mailto:support@recovers.org). ●

The Mallacoota Community Powered Disaster Recovery website has proven to be excellent in design. It is a simple, easy-to-use website with only three main links:

- I have a need
- I want to give
- I want to volunteer

These links lead to:

- Online volunteer sign up with liability waivers
- Donation item database
- Online mobile help request features

Administration tools include:

- Resource donation matching
- Local resource mapping
- A smooth assignment process
- Sign up – don't show up messaging
- Confidential case management
- Cross organisation aid co-ordination (in the American model)

Information for residents via the front page includes:

- Local news reporting
- Twitter scraping
- A community-messaging centre
- Community commenting

# EARTH: FIRE & RAIN



## Australian & New Zealand Disaster and Emergency Management Conference

5-7 May 2014

QT Gold Coast Hotel,  
Surfers Paradise, Queensland

For the third consecutive year, this international event will run across three days, bringing together key stakeholders involved in the prevention, management and recovery of major disastrous events.

The conference will provide a forum to examine the issues surrounding natural and man-made hazards.

A joint initiative of three not-for-profit organisations - Australian Institute of Emergency Services, Australian & New Zealand Mental Health Association Inc, and the Association for Sustainability in Business Inc - the conference program will examine what we have learned from disasters in the past few years. It will provide an opportunity to examine the expertise, competencies and systems relating to preparedness for future disasters, emergencies and hazards, and the ability to recover from them quickly and efficiently.

### Topics

Speakers will provide a dynamic and topical program and discuss a vast range of subject topics including:

- Emergency management
- Public safety
- Security
- Community resilience
- Business continuity
- Data protection



## Abstract submissions now being accepted

For more information please visit our Conference website [www.anzdm.com.au](http://www.anzdm.com.au) or contact the Association Secretariat  
**Email: [conference@anzdm.com.au](mailto:conference@anzdm.com.au)**  
**Ph: 07 5502 2068**

*Abstract submissions close Monday 25 November 2013.*



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# IN BRIEF

## TASSIE'S FIREARM AMNESTY



An initiative to assist the community in handing

over unwanted firearms has been launched in Northern Tasmania. A mobile police station was established at the Launceston Silverdome car park in mid-November, where anyone with an unwanted firearm or ammunition could hand it to police. This was the second mobile amnesty to be held in Tasmania this year, with one held in Hobart in September.

Detective Inspector Scott Flude said the mobile police station was a secure site for handing over firearms or ammunition and police officers were on hand to advise about appropriate storage requirements for firearms.

"Police also reminded anyone with unwanted or unregistered firearms that there is a permanent amnesty for handing them over at a police station or to a registered firearms dealer," said Detective Inspector Flude.

The amnesty means no action will be taken against any person who voluntarily surrenders, to a police station, a firearm or firearms, which they are not authorised to possess under the Firearms Act. "Firearms are surrendered for a number of reasons, including that they are unregistered, no longer needed or belonged to a deceased relative."

## EMERGENCY ALERT INVESTMENT



Federal Minister for Justice Michael Keenan and Victorian Minister for Police and Emergency Services Kim Wells launched a significant enhancement to Emergency Alert in October that now sees location-based warnings broadcast to all Australian mobile phone networks during emergencies.

"The Federal Government has invested nearly \$60 million towards establishing the Emergency Alert telephone warning system used by emergency service agencies," Mr Keenan said.

"The location-based solution is an important enhancement to Emergency Alert that enables a text message to be sent to mobile phones in the vicinity of an emergency.

"Previously emergency warning messages could only be sent to a mobile

phone's registered service address, which meant that visitors to the area could not receive the message."

Optus and Vodafone Hutchison Australia have now deployed the capability following on from Telstra's deployment in November last year.

The service is designed to reach active mobile phones that are roaming on Australia's networks.

## MOORING RESCUE



A recent operation carried out by SA Police (SAPOL) Water Operations and SARDI Aquatic Sciences led to the successful recovery of a research mooring worth an estimated \$100,000.

The retrieval of the mooring located 50 metres below sea level at the mouth of Spencer Gulf between Wedge Island and Yorke Peninsula became a joint exercise to provide ongoing training for SAPOL's deep sea field operations.

This mooring was part of a network that provides critical physical, biological and chemical ocean data streams, such as ocean currents, temperature and salinity to the public, scientists, fisheries and governments. The data is only available once recovered.

The operation, on board SARDI's Research Vessel Ngerin, commenced in challenging sea conditions and poor water visibility.

A breathing apparatus consisting of umbilical hoses to the surface was used to provide oxygen supply and communications for the seven SAPOL divers. A recompression chamber was also required due to the depth of the operation. SAPOL's underwater radial sonar helped to pinpoint the location of the mooring and the teams made three dives in a shark cage using a range of specialty equipment to retrieve the valuable equipment.

Water Operations Manager Senior Sergeant Phil Grear said the mooring's recovery was "a really great opportunity for SAPOL and SARDI to work together and extend our ongoing field relationship".

"The retrieval provided a level of training in an area that the Water Operations Unit wouldn't usually dive in," he said.

## BUSHFIRE APP FOR NSW

NSW residents now have another way to make a Bush Fire Survival Plan with the launch of a new smartphone application.

The MyFirePlan app provides general preparation advice including steps to take around the home, and fill-in plans that help make the decision on staying and defending a prepared property, or leaving early.



The app gives the user the ability to share their plan with family and friends, and print it off so it can be easily accessed by family members.

NSW RFS Commissioner Shane Fitzsimmons said

the MyFirePlan app complements the existing Bush Fire Survival Plan which is available from local Fire Control Centres or through the NSW RFS website.

"We know during a bush fire one of the first things people take is their mobile phone and this puts important safety information right at their fingertips," Commissioner Fitzsimmons said.

The MyFirePlan app is free and available through the Apple App store or Google Play by searching for 'Bush Fire Survival Plan' or 'MyFirePlan'.

## SUMMIT TO ASSIST



Australian Government

Australia and Indonesia joint hosted an international

workshop in Darwin recently to build greater collaboration within our region in providing urgent assistance to our neighbours following significant natural disasters.

More than 80 senior emergency management and medical representatives from 14 of the 18 members of the East Asia Summit (EAS) attended the workshop, along with international disaster response and health protection organisations.

"The workshop is another step towards strengthening our relationship with Indonesia and other countries within our region," Minister for Justice Michael Keenan said.

"Emergency management experts are working together to ensure that EAS countries are better able to rapidly assist each other during major disasters to save lives and property.

"Workshop delegates will identify issues that prevent countries from assisting those affected by disasters and will work together to identify practical solutions.

"The Australian Government recognises the importance of building strong relationships with our regional partners to ensure that fast and effective relief can be provided to communities affected by natural disasters.

"Indonesia and Australia will continue to work together with countries across our region to better prepare and respond to significant natural disasters." ●



# TASMANIAN DIVISION CELEBRATES THIRTY FIVE YEARS

Darrell **Johnson** FAIES

The Tasmanian Division celebrated 35 years of service at a dinner in Hobart on Saturday 14 September 2013. Past and present members, including founding member of the division Don Cornish, attended the dinner.

The event also marked the presentation of the inaugural long service certificates to Tasmania Division's valued long serving members.

30 years' service:

- Ron Jones
- Mal Barron
- Les Batchelor
- Maurice Massie

20 years' service:

- Roger Brown
- Darrell Johnson
- David Paton
- Peter Geard

10 years' service:

- Andrew Johns
- Neil Wright

Another key part of the celebrations was the presentation of the inaugural Certificate of Honorary Fellow to Bob Graf. Mr Graf has been the honorary auditor of the division's books and accounts for over 25 years, a task he has undertaken tirelessly and plans to continue into the future. Mr Graf was a long time member of the Tasmanian Fire Service before retiring to spend more time on the golf course.

Commemorative 20 cent coins, issued to recognise 10 Years of the International Year of the Volunteer, were given to members who have been actively involved with the Tasmania Division for the last decade.

As part of our 35 year anniversary, all past winners of the PJ Parssey Memorial Award will be invited to attend next year's award presentations. ●

The Tasmania Division will host the AGM of the General Council in April 2014.

This will be followed by the AGM of the AIES at a dinner the same evening.

More details to follow.



*Mr and Mrs Graf at dinner.*



*Bob Graf being presented with the Certificate of Honorary Fellow.*



*David Paton presented with a commemorative 20 cent coin.*



*Mal Barron presented with a thirty years' service certificate.*



*Mr Don Cornish, founding member of the Tasmania division.*

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 & Retirees'



# NAVY ASRL HITTING OUR BEACHES THIS SUMMER

The Navy Australian Surf Rowers League (Navy ASRL) Series will be held at some of Australia's best beaches this summer.



This iconic Australian sport will take centre stage in city and coastal regions of Victoria, South Australia, Tasmania, Western Australia, New South Wales and Queensland.

A total of 25 events will run from September 2013 to February 2014. The official launch of the Navy ASRL Series was held at Surfers Paradise on Saturday 9 November 2013.

As part of the launch, more than 90 crews gathered on the Gold Coast to battle it out in the Open Men, Open Women, Reserve, Under 23 Men, Under 23 Women, Under 19 Men and Masters divisions.

One of the many highlights for the public and competitors was the displays conducted by the 723 Squadron Bell 429 helicopter and the Queensland Detachment of the Royal Australian Navy Band who kept the

crowd rocking with their blend of rock and pop music.

Crews are made up of volunteer lifesavers that will battle it out for individual honours as well as the chance to represent their state.

The best performing crews from each division in every state will be invited to represent their home state at the Navy ASRL Open in Stockton, New South Wales. This last event will be held over three days with states competing against one another for the Navy Interstate Championship.

The ASRL started in New South Wales in 1992 as the International League of Australian Surfboat Rowers Inc and currently has more than 3,000 members from over 260 clubs, making up around 550 crews competing nationally each year.

The Navy holds naming rights for the 2013-14 Australian Surf Rowers League (ASRL) Series.

"Navy and ASRL have proven a good fit and Navy's six year naming rights of the sport assists the organisation to recruit more lifesavers. The importance of which cannot be underestimated", said Vice-President of ASRL Don Cotterill.

"The more lifesavers are in the water, the more lives saved; there are great synergies between Navy and ASRL.

"Navy protects the Australian coastline, the ASRL protects the shores of every state and territory around the country," Cotterill said.

In addition to its six year naming rights sponsorship of the events, Navy is also offering three surf lifesaving clubs the opportunity to win Concept 2 D2 model Indoor Rowers complete with PM3 monitors, slides and heart rate monitor.

To find out more about the ASRL, follow the series and keep up-to-date with results, visit [www.asrl.com.au](http://www.asrl.com.au) ●



North Cottesloe Mermaids Open Women compete at the ARSL launch. Photo: harvpix.com



South Narrabeen Wood Ducks Open Men crew in action at the launch of the Navy Australian Surf Rowers League event at Surfers Paradise. Photo: harvpix.com

## National Premiership Calendar 2013-2014

Saturday 5th October, North Qld Navy Series Round 2, Forrest Beach

Date	Day	State	Location	Round
30 November	Saturday	SA	Robe	Round 1
30 November	Saturday	QLD	Bribie Island	Round 2
1 December	Sunday	WA	Quinns Mindarie	Round 2
7 December	Saturday	TAS	Carlton Park	Round 1
14 December	Saturday	QLD	Southport	Round 3
14 December	Saturday	QLD	Bowen	Round 3
14 December	Saturday	TAS	Ulverstone	Round 2
15 December	Sunday	WA	Port Bouvard	Round 3
15 December	Sunday	SA	South Port	Round 2
15 December	Sunday	VIC	Torquay	Round 2/LSV Carnival
5 January	Sunday	SA	TBC	Round 3
5 January	Sunday	VIC	Anglesea	Round 3/LSV Carnival
11 January	Saturday	QLD	Tugun	Round 4
12 January	Sunday	WA	Scarboro	Round 4
12 January	Sunday	VIC	Jan Juc	Round 4/LSV Carnival
18 January	Saturday	VIC	Seaspray Day 1	Round 4/VSRL OPEN
18 January	Saturday	TAS	Clifton Beach	Round 3
19 January	Sunday	VIC	Seaspray Day 2	Round 5/VSRL OPEN
25 January	Saturday	NSW	Manly	NAVY NSW
1 February	Saturday	TAS	Burnie	Round 4
7 February	Friday	NSW	Stockton Beach Newcastle	NAVY ASRL OPEN
8 February	Saturday	NSW	Stockton Beach Newcastle	NAVY ASRL OPEN
9 February	Sunday	NSW	Stockton Beach Newcastle	NAVY ASRL OPEN

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# Estate Planning

**Roger Gerny (RG) from APS Benefits interviewed Phil Lambourne (PL) from APS Wills & Estates regarding the hidden dangers to members and clients using do-it-yourself (DIY) will kits and using online estate planning services.**

**RG:** Phil, will kits, online wills and online estate planning seem to be popular at the moment. They offer bargain prices. Is this the focus when you come to decide on what to do about estate planning?

**PL:** Well, no one wants to pay more than they need to for something, but you need to consider two things; what do I need and what am I getting for my money? Will kits and online services may be enticing in price, but they cannot promise a result. They cannot point out hidden concerns. You may save money, but at what real cost?

**RG:** It all looks very simple though Phil. You just fill in the gaps in a standard form.

**PL:** That is exactly where the problems can begin. You may think there aren't any problems as it seemed so easy and simple. The problems will fall in the hands of your loved ones after you have passed away.

**RG:** Can you give our members and clients an example where DIY will kits and online estate services didn't produce the result expected?

**PL:** The case of the expensive will kit

A recent case in the Northern Territory Supreme Court concerned a will kit form found amongst the personal effects of a deceased person. The form was completed correctly in handwriting but not signed or witnessed. The result: extra legal costs in obtaining affidavits from relevant family members plus a day in court for a solicitor and barrister to obtain court approval for the document as an informal will. The end result was that the family beneficiaries receive several thousand dollars less from the estate.

**RG:** Thank you Phil.

*In 1905, the Australian Public Service Benevolent Society began the circle of trust with 37 members putting sixpence in a jar to pay for the funeral of their loved one. We now have over 27,000 members and clients. There is a reason for that.*

*Speak with Phil Lambourne at APS Wills & Estates. Notice the difference a qualified practitioner can make. He can give legal advice. Why go Online? Ask them and then come to us. You will notice the difference.*

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# REMEMBER THE ANIMALS?

*Disaster Management Operations Director, World Society for the Protection of Animals (WSPA) Asia Pacific Dr Ian Dacre  
AND Campaign Manager Disaster Management, WSPA Australia Ms Jacqui Mills*



*Villagers in Myanmar.*



*World Society for the Protection of Animals in Kosovo.*

**T**he health and safety of humans in disasters is tied to the fate of their animals. There is mounting evidence that people will compromise their own safety in order to protect their animals. Having plans in place for animals in disasters means that people will go where you want them to.

One week after troops entered Kosovo in 1999, World Society for the Protection of Animals' (WSPA) Dr Ian Dacre arrived to find that the people had fled but the animals remained. Cattle (was found) behind closed gates with no food or water, and no one to care for them. Livestock had been shot

in reprisal during the conflict. Economically valuable to communities, animals were the victims of an 'economic cleansing'.

In responding to disasters across the Asia Pacific region, Dr Dacre's work with WSPA has taken him far and wide—to North Africa to alleviate animal suffering during drought, to Myanmar following the onslaught of Cyclone Nargis in 2008, and to Australia at the request of RSPCA Queensland to assist with the Queensland floods in 2011.

It's all part of WSPA's work to deliver aid to meet the acute post-disaster needs of animals and to begin the process of reconstruction, assisting whole communities.

But it doesn't stop at disaster response and recovery. WSPA also works closely with governments to ensure that animal welfare is included in emergency planning, and with humanitarian agencies, to ensure animals are considered in aid delivery.

Underlying WSPA's approach is recognition that in order to improve animals' lives we need to recognise the interdependencies between animals and humans. Animals play a role in supporting livelihoods and food security, and in providing companionship the world over.

Cyclone Nargis killed an estimated 140,000 people (Tripartite Core Group, 2009) in Myanmar and also killed more than a quarter of a million cattle and buffalo (WSPA, 2008). When WSPA arrived, the community expressed relief because they understood that in helping their animals, there was hope of recovery. With 2,000 head of livestock in one community reduced to just 30 following the cyclone, the health and wellbeing of the remaining animals was vital to ploughing the rice fields. Prior to the cyclone, Myanmar was a net exporter of rice. Following the disaster – and largely due to the loss of working animals – Myanmar became a net importer of rice, encapsulating the way in which the fate of animals is closely linked to food security (Sawyer, 2008).

The interdependencies between humans and animals manifest differently in developed countries like Australia and New Zealand, but the fact remains animals are part of human lives. The slow onset drought currently affecting parts of Queensland and the Northern Territory has resulted in animal emaciation in the same way as in





*Dr Ian Dacre in Myanmar following Cyclone Nargis.*

developing countries. In the Queensland floods of 2011, the Royal Commission of Inquiry found that people were reluctant to evacuate without their animals.

To enhance resilience, countries are learning from one another's experiences. Earlier in 2013, WSPA invited Dr Peter Thornber of the Department of Agriculture, Fisheries and Forestry Australian Animal Welfare Strategy (DAFF-AAWS) to present on animals in disasters from an Australian perspective at the inaugural Indian national conference on animals in disasters. Whilst there are real differences between the two countries, the presentation revealed a resounding commonality: people will compromise their own safety to protect their animals.

Of the witness testimonies provided to the Royal Commission into the Black Saturday Victorian bushfires, over one-third included reference to animals. Testimony included references to residents who died when they attempted evacuation with animals.

To protect animals and communities in Australia, WSPA is working towards the integration of animals into disaster management through policies and plans at all levels of government such that animal welfare is considered a mainstream aspect of emergency management planning.

At the 2012 workshop *Building Resilience: Animals and Communities Coping in Emergencies* co-hosted by WSPA

and DAFF-AAWS, delegates agreed that one of the primary ways to achieve this objective would be the establishment of an Interim National Advisory Committee for Animals in Emergencies to provide leadership, insight and advice to organisations attempting to integrate animals into emergency management systems.

Australia has a world class emergency management system that covers all parts of the disaster cycle and outlines clear control and coordination arrangements that allow for effective mobilisation of resources across the three levels of government. However, the extent to which animals are integrated into these arrangements varies significantly across states, territories and local government areas.

Following the Black Saturday Royal Commission's recommendation that animals be integrated into emergency management planning, the Victorian Emergency Animal Welfare Plan (VEAWP) was developed, and describes:

- The planning requirements for animal welfare support services in emergency preparedness, response, relief and recovery.
- The roles and responsibilities of agencies, organisations, owners and carers that have a role in planning for and providing emergency animal welfare support services.
- Operating arrangements during an emergency for animal welfare

agencies and organisations, emergency service agencies and animal owners and carers.

Crucially, the VEAWP also provides for the assembling of the State Emergency Animal Welfare Unit to bring together those with responsibility for animals in emergencies with mainstream emergency management control and coordination bodies.

There is increasing momentum in the jurisdictions to integrate animals into disaster management planning. Remembering the animals will not only help them out, it will keep communities safe and aid post-disaster recovery. After all, people want something to do afterwards: whether holding their pet or feeding their horse, animals are part of our lives and keeping them safe will help us rebuild. ●

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*This paper is based on a presentation by Dr Ian Dacre at the Earth, Fire and Rain conference held in Brisbane in May 2013. It has been edited to fit with the style of National Emergency Response Journal.*

# WORST FIRES IN 50 YEARS

In mid-October, New South Wales experienced the start of the worst bushfires to affect the state since the 1960s.

Starting on 13 October, high fuel loads coupled with warm and windy conditions fuelled the fires from 17 October. The following day, activity peaked with over 100 bushfires reported burning across the state. By 20 October, NSW Premier Barry O'Farrell declared a state of emergency, which gave firefighters the power to evict residents and demolish fire-affected buildings. This was revoked on 1 November.

On 19 October fire crews arrived to assist from Victoria, South Australia, Tasmania, the Australian Capital Territory and Queensland.

In total, around 2,000 firefighters were deployed on rotation, and 200 fire engines were operational in the most severely affected area – the Greater Blue Mountains – where more than 200 houses and other buildings were destroyed. Investigations by NSW RFS fire investigators determined the State Mine fire near Lithgow was started as a result of live ordnance exercises on Marrangaroo Army Range. There were no total fire bans at the time the fire started (16 October).

Other major fires occurred at several locations in the Hunter and Central Coast regions. A fatality was reported in the Lake Munorah area where a man died of a heart attack while defending his home.

In the Southern Highlands flames reached up to 7 meters. Schools were evacuated and the Hume Motorway closed in both directions between Mittagong and Wilton.

It is estimated around 250 houses and other structures were destroyed across the state, with claims expected to reach close to \$100 million.

The AIES wishes to extend its sincere condolences to the family of Director and Chief Pilot of Rebel Ag David Black, who died in an aircraft crash while fighting fires near Ulladulla on 24 October 2013. David was killed when the aircraft he was flying crashed in rugged terrain while conducting firebombing operations. He is survived by his wife Julie and their three young children.



All photos by Zoe Naylor



## Fire from the phone

Bill Hoyles MAIES

While hundreds of firefighters battled the blazes during the October bushfires in NSW, many more were answering calls in control centres around the state. So, what does it take to be the overnight call taker/SES liaison and logistic support at an Rural Fire Service (RFS) Fire Control Centre during a major bush fire situation? SES volunteer Bill Hoyles completed three 12-hour shifts during the October 2013 NSW Bushfires to find out. Here's what Bill's nights on the phone entailed.

To say the night shift is quiet is an understatement. But what it loses in call volumes it certainly makes up for in variety.

Having said that, many incoming calls were person-to-person – easy fodder for even the least experienced operator, unless you have never used that particular telephone system before.

Some were people returning calls, which is only problematic when the person returning the call does not know the name of the person that called them, or in circumstances where the person that called has finished for the day after a shift change without leaving information about what the call was about.

There are challenging calls from the public. Like the lady living next to a paddock of uncut grass belonging to a neighbour that does not want to spend the money to cut it. The caller is afraid that it will catch fire and wants the RFS to do something. She has been referred on by her local fire brigade unit and wants something done. NOW!

Then there are the requests from the public for information like 'is this road still closed due to fire?' 'Is my property under threat from an approaching fire front?' 'Is my child's school going to be closed tomorrow?' Answers to many of these questions should be made by referral to a website, but this is only possible for callers who are computer



literate and have access to a computer.

Sometimes the advice given should simply be to listen to the radio emergency channel, or to the news on TV, or to visit the RFS website. But, occasionally you know this is not enough. Like the man living up the road 61km from the nearest town next to a big rock near a stream who can see smoke and wants to know if there is an immediate threat to life or property. In this case, referral to the Planning Officer from NPWS was the best option – the person with the detailed wall size map of the area that has the fire fronts mapped out.

Calls relating to injured wildlife often pops up. A passing motorist sees an injured kangaroo at the side of the road and because there is a fire a few kilometres away calls the RFS to rescue it. Wildlife can also fight back. A person has been stung by a scorpion and needs medical attention, with the situation updated in further calls as paramedics assess his condition.

Then, as regular as clockwork, the phone rings at midnight. It's the security company checking if the Fire Control Centre building will be open 24/7 for back-to-base alarm monitoring purposes.

Triple Zero enquiry – a fire has been spotted and there is no fire truck in attendance. Mundane inquiry – has the office received the 14-page fax that has been sent?

Family matter – an RFS volunteer's father wants to arrange transport for his son when he returns from the fire front because dad is just about to start his shift at his brigade headquarters and can we contact the captain of his team?

Accommodation – the local hotel suddenly has a spare room because a fire fighter has left a few days early, and they know accommodation has been hard to find.

More accommodation – someone has

a spare five-bedroom house with seven beds if any displaced persons or family need somewhere to stay.

With fire trucks and strike force teams moving from pillar to post there are constant traffic and logistic questions. Has Delta Team left the fire front? Has Bravo Team been fed or will they need feeding on return to the staging area? Team Foxtrot has just arrived and needs to know the fire control radio channel. Team Echo is just leaving for the fire front. Team Zulu has requested to call the strike team coordinator on his mobile (which they will do when they drive to a location with mobile phone reception). How many will need feeding on arrival tonight? Team Lima's Cat 1 truck has broken down.

Then a volunteer with an heavy Rigid (HR) driving licence wants to know if he is needed somewhere as he has just become available.

Liaison with other agencies is constant. Can extra police patrols be provided to an area where many houses have been evacuated? Can National Parks and Wildlife please call about dangerous trees threatening to fall? Council's workshop wants to speak to RFS logistics. Can someone put the SES liaison in touch with a local SES team working at the staging area (oh, wait, that's me as the senior SES officer present overnight).

Logistics support has many facets from emptying the garbage bins to filling up some jerry cans with drip torch fuel mixture and dropping them off at the staging area near the fire front (67 kilometres up the road), passing keys on to the SES team returning sometime before midnight and saying 'job well done' to the teams dragging themselves in after midnight.

Finally, there is the absolute certainty that during the 12-hour shift from 8pm to 8am, the vast majority of calls will occur in the first hour when everyone of significance is in the handover briefing. Then, in the last hour when, after 11 hours of a disrupted sleep cycle, you are barely awake. At this point, the key messages continuously and automatically kick-in. Listen to your local radio emergency channel, have a bushfire survival plan, prepare your home before fire threatens, if the survival plan is for you to leave – then leave early or immediately when ordered to do so, visit the RFS website for fire information, and if you see fire, and do not see a fire truck nearby, ring Triple Zero. ●



# THE EVOLUTION OF VOLUNTEERING



**Margaret Bell AM**

*Patron of Volunteering Australia and President of Chain Reaction Foundation*

*National Emergency Response Journal* is pleased to present an inspiring speech delivered by Margaret Bell AM on the evolving nature of volunteering at the Australian Emergency Management Volunteer Forum meeting held in Mt Macedon, Victoria, recently.

One might expect that in an overview of what volunteering is all about in today's world and in particular in Australia one might begin with the story of the Benevolent Society in NSW – the first not-for-profit organisation in Australia to work with volunteers with Governor Macquarie.

But interestingly enough I will not begin there because that would be beginning in the middle of the story. Instead I will begin by acknowledging volunteering in Aboriginal Australia where for over 300 generations the people have been interacting in the world of volunteering, engaging in a model of volunteering based on reciprocity.

In this model, men, women and children have engaged in interacting in their communities in a system of doing with and doing for in the knowledge that there is something in this for me and something in it for you, even for our very survival.

Out of such a model, Aborigine has managed to survive change of many kinds including the ice-age in Australia when most of the animal kingdom of the time did not survive.

The reciprocity model is an ancient one indulged in by indigenous peoples all over the world, I want to suggest that not only is this a model of what was but also a model of what is and what will be. A model that can be drawn on, and developed,

to create peace and harmony in the world in which we live today. A world, which we know, is war torn, self-indulgent, filled with greed and chronically in need of a tool for change in building communities caring for their own communities.

As 'white fella' began life in Australia, it began to be understood that there was indeed a call for doing for others and a Victorian model of volunteering emerged based on the notion of those who had sharing a little time and money with those who did not have. Volunteering became labeled as something virtuous and somewhat class-centric, the rich giving to the poor.

Organisational volunteering was born.





## WHAT NOW?

After nearly 200 years of operating, we have begun to see that volunteering is an action much deeper and wider than offering small amounts of welfare support to 'the deserving poor'. Our eyes have opened gradually as we see men and women engaged significantly as volunteers in all walks of life, sporting activities, emergency services and disaster management, working in the environment, in health, education, the arts, policing, political parties, churches, clubs and associations, and in advocacy, philanthropy, conservation, in ethnic communities, libraries, with refugees, and in a variety of other ways.

In fact, anywhere that people are gathered together in the interest of something, which may or may not include their own family needs, but going beyond that need and serving the needs of others too is now recognised as volunteering.

## VOLUNTEERING – AN ACT OF CHOICE – NOT AN ACT OF BENEVOLENCE

People today choose to volunteer for many and very diverse reasons.



Sometimes it is to meet people, use skills they don't want to forget, try new skills and gain experience or build self-confidence. It could also be used as a stepping stone towards getting a job, learning something new, working with people one normally doesn't meet, improving English, filling spaces recovering from major life change like moving house, coming to a new country, grief recovery, to feel worthwhile, to remain healthy alert and engaged, and all such choices are in addition to putting something back into the community. Volunteers learn much more on the job than they think they will, and high on the list of learning is the fact that they get more out of the doing than they find they give. This is sometimes a surprise.

## THE GOOD NEWS

We are moving away from the somewhat patronising sense of 'doing good' to the more truthful and embracing position of recognising something in it for me, and something in it for you. This is a healthier and more sustainable position. A model that offers a sense of belonging builds on one's need for self-esteem, and offers multi-identity opportunities that would otherwise not come our way. This can be seen then as a new model of reciprocity. In such a model there is room for all.

## CHALLENGES IN THE MODERN WORLD OF VOLUNTEERING

### 1. RECRUITMENT

We will have to be more creative in recruitment. The days are numbered when people want to volunteer every Tuesday and stay with the same organisation for 20 years. Recruitment and training (also)

has to be flexible, available and ongoing. New types of training are needed all the time. Not all can do training on-site, some on-line training would be important, as would consideration of English possibly being a trainee's second language.

### 2. COMMITMENT

Volunteers commit when they witness commitment. People choose to volunteer from their value base, not for money, and when personal values align with the goals of the organisation volunteers ... it makes a happy marriage.

### 3. AVOIDING EXPLOITATION

Volunteers can think volunteers are much more aware of exploitation in today's world. They have needs to be met, travel costs, insurance, meal allowance, uniforms and equipment when used on the job, any expenses associated with being on the job need to be addressed in the same way as for paid staff. People volunteer because the volunteer job has appeal but out-of-pocket expenses need to be factored into the hiring as with any other employees. The lack of out-of-pocket expenses often precludes people from signing up.

### 4. SHORTAGES

Volunteer shortages are serious in some areas; it is vital that new recruitment methods and diverse outreach means are canvassed. Too often organisations are dissatisfied with the quality of volunteers they attract but keep going back to the same recruitment sources. Quality campaigns may need to be undertaken differently and sometimes one-on-one engagement is needed to seek

agreement from employers to release staff for volunteering. To attract a certain age group of volunteer, information evenings associated with fun and wellbeing (need) to be planned well ahead. Information needs to be clear concerning what is required of volunteers. Attractive posters can be positioned in prominent places where people are constantly reminded of the need for volunteers and the personal benefits to themselves and the community emphasised. Use multicultural photography – showing that everyone is welcome.

### 5. CONNECTION

Modern volunteers need to be able to be connected. Especially through social media, mobile phones, Facebook, Twitter and indeed any print and electronic media all need to be factored into working together. Volunteer information and recognition can be well placed using these methods. Social media travels fast (so) have someone allocated to make your organisation's good news and needs travel the same way.

### 6. NO FALSE PRAISE

Today's volunteers do not expect to be pampered, or if they do, you don't need them. Volunteers must exercise the same responsibilities as paid staff in terms of reliability adherence to regulations and conduct on the job. The only difference between paid staff and volunteers may involve level of responsibility and hours agreed to be worked.

### NEW CONNECTIONS

Volunteering connects globally and locally. There is increasing need for both global and national connectedness particularly when considering volunteering in emergency services and disaster relief.

New partnerships and new technology can make all the difference as governments business and not-for-profit organisations work together to save, support, and repair whole communities.

Such new partnerships will be a key focus of the 23rd International Association for Volunteer Effort World Volunteer Conference to be held on the Gold Coast in Australia next September (2014). The conference will be hosted by Volunteering Australia in partnership with the National Congress of Australia's First Peoples, Chain Reaction Foundation, Foundation for Young Australians, and Philanthropy Australia.



### THE INTERNATIONAL ASSOCIATION FOR VOLUNTEER EFFORT

International Association for Volunteer Effort (IAVE) is a global network of volunteers, volunteer organisations and centres, and corporations involving volunteers in more than one country.

IAVE exists to promote, strengthen and celebrate the development of volunteering worldwide. It is the only international organisation for which this is the primary aim.

IAVE has special consultative status with the Economic and Social Council (ECOSOC) of the United Nations (UN). It also has associate status with the UN Department of Public Information. It is a member of the UN Confederation of Non Government Organisation's and has a strong working relationship with UN volunteers underpinned by a memorandum of understanding.

It is best known for its biennial world and regional volunteer conferences and affiliated youth conferences. The organisation played a key role in the UN designating the International Year of the Volunteer (IYV) in 2001. The IAVE World Conference in Amsterdam that year was recognised as the opening event for the year. The IAVE declaration on volunteering was adopted at that conference and continues to be used widely throughout the world.

The events of IYV were echoed again during IYV+10 in 2011. In Australia, a National Advisory Board on Volunteering was appointed to function throughout the year. Recommendations of the board have been widely used across volunteering involving organisations and government departments. It is pleasing to see recommendations of

the board have been integrated into the deliberations of this AEMV Forum.

### IAVE CONNECTS TO NATIONAL BODIES ON VOLUNTEERING

Volunteering Australia is the peak body for volunteering in Australia and acts as the spokes body for volunteer effort nationally. It provides advice to government in relation to public policy on volunteering while focusing on the national promotion of volunteering. Additionally, the organisation works to establish co-operative relationships with key national and international organisations. Volunteering Australia was successful in winning the bid to host the 23rd IAVE World Conference from a significant number of other nations and is pleased to announce the findings of the conference will be presented through the C20 to the G20 when it meets in Australia in November 2014.

### VOLUNTEERING IS TRULY TODAY'S IMPERATIVE

The conference theme *Volunteering Today's Imperative* emphasises the global shift in thinking around the action associated with volunteering. It is a tool for change amongst inhumanity in the world.

The volunteer movement recognises the vital contribution of volunteers in providing safe environments for communities throughout the world, with a focus on capacity building in the areas of emergency services, health, education, and social justice.

The conference will present a unique opportunity to foster relationships with a range of governments, corporations, and volunteers involving non-profit organisations. It will feature innovative technological functions to simplify and engage





participation such that, when combined with interactive sessions will streamline communication and promote networking creating a truly international community.

The social events of the conference will further enhance the integration and consultation process. The conference theme will reinforce research findings on the importance of volunteers in the emergency services sector and the need for continued government and corporate support to ensure the sector continues to thrive.

Keynote speakers from across Australia will join a number of exemplary international speakers, presenters, and delegates.

### CONFERENCE STREAMS WILL INVESTIGATE AND DEBATE:

- Volunteering in capacity building
- Volunteering within legal and legislative frameworks and development of best policies and practices (an opportunity to examine and promote the research from the Australian Emergency Management knowledge hub and the Australian Emergency Management Volunteer Forum).

### THE CONFERENCE WILL ALSO EXAMINE VOLUNTEERING IN:

- An Indigenous reciprocity model
- The place of volunteering within the development of modern philanthropy

- Corporate Social Responsibility and employee volunteering (especially in disaster management)

The capacity building stream has a particular focus on emergency services and offers exceptional showcasing and networking opportunities for partnership development for example Telstra, Commonwealth Bank, Attorney General's Department and key voluntary services such as the Australian Emergency Management Volunteer Forum, Surf Life Saving Australia, Red Cross, and Volunteering Australia.

International and national groups would be interested in the high quality network services exemplified in the Telstra White Paper on delivering mobile broadband for emergency services. The development of [commbank.com.au](http://commbank.com.au) or similar emergency grants programs showing an ability to be accessed immediately as part of a disaster management strategy, and of course the vital on-the-ground rescue and support services of the volunteer involving organisations.

The IAVE Conference will welcome around 2,000 delegates from over 70 countries. Delegations will comprise parliamentarians, senior civil servants, leaders from volunteer involving organisations, corporate leaders in social and corporate responsibilities, academics and researchers.

The IAVE World Youth Conference for young volunteer leaders 16-30

years will be held on 15-17 September 2014, preceding the World Volunteer Conference on 17-20 September. The Youth Conference is residential and will focus on volunteering in the digital age.

The final day of the youth meeting will see two exciting happenings. The Surf Life Saving Association will provide a spectacular surf life saving carnival involving about half of the youth participants (around 250-300 delegates) as volunteers in the event, offering a unique highlight for overseas delegates to have the opportunity to be part of one of Australia's most iconic volunteer services at work. This event will no doubt receive wide international media attention.

The other half of the youth participants will be invited to prepare a concept for the development of an app for their organisation of choice. If a quality app is produced it will be progressed to full development by courtesy of Microsoft.

The 23rd IAVE World Volunteer Conference will be a landmark in the evolution of volunteering in Australia and across the world. I do hope you will all be part of carving the future with us. We may only have around 45 per cent Australian participation, so I urge you to register now to avoid disappointment.

For more about the IAVE World Volunteer Conference visit [www.iave2014.org](http://www.iave2014.org) ●

### ABOUT MARGARET BELL AM

Margaret has a background as a social worker and educational psychologist.

She has worked for many years in countries throughout South-East Asia.

She was the founding President of Volunteering Australia and the World President of The International Association for Volunteer Effort (IAVE). She was also a founding Director of CIVICUS, the world alliance for Citizen Participation.

Margaret is currently the Patron of Volunteering Australia and the Conference Chairperson for the IAVE 23rd World Conference on Volunteering to be held in Australia in 2014.

The recipient of many awards, Margaret is a member of the Order of Australia and has been acclaimed by two Secretaries General of the United Nations as a world leader in volunteering and community development.

# A TRIBUTE JOURNEY

Bill Hoyles MAIES

AIES Member Bill Hoyles shares his pilgrimage to North America and Canada recently, where he joined in a number of ceremonies marking the country's major disasters over the past 10 years – Hurricane Sandy, 9/11 and the Boston Bombings. Here are his postcards from Toronto, Boston and New York.





## Postcard from Liberty and Staten Islands, New York

**W**hen the storm surge from Hurricane Sandy hit the United States' east coast on 29 October 2012, it changed the lives of many New Yorkers – not least the lives of the US National Parks Service (NPS).

The NPS cares for iconic sites such as Liberty Island and its famous landmark, the Statue of Liberty. Closed to tourists for eight months due to significant damage, the ferry service recommenced on 4 July 2013, but behind the scenes it is still not business as usual for NPS staff.

My visit to the NPS office on the island on 30 August 2013 revealed two photographs on display in the entrance. One was the destruction to the landscaped grounds at the front of the statue, and the other showed the destruction to the ferry wharf.

The grounds of the statue have since been restored, but the office and the rear of the island are still a work in progress. When I asked if all was now repaired, the NPS staff said, "Look around you. We have no phones, no computers, the accommodation behind us was washed away and is yet to be replaced, and the original ferry wharf is still under repair."

A rear view of the statue and the national flag shows the public face of business as usual, but there are still areas closed to tourists due to hurricane damage, including the damaged wharf nearby.

Just across the water, the historical Immigration Processing Centre on Ellis Island has recently re-opened.

I subsequently took the Staten Island Ferry across to Staten Island, learning that



two areas at the rear of the island are still closed to visitors as a result of Hurricane Sandy. I also learned of the contribution made by the Staten Island ferry service after 9/11, both in evacuating people from the downtown area and bringing in troops to help with the search efforts. The ferry captains had to navigate through thick dust and minimum visibility in the aftermath of the twin towers collapsing.

## Postcard from Toronto, Canada

**I** was sitting in the lounge room of some Goan relatives in the North York suburb of Toronto when the conversation turned to our plans when returning to New York. I mentioned our arrangements to visit Ground Zero and our hosts said that it was amazing how many had been affected worldwide by the events of 9/11.

They told of a Goan friend whose husband, wife and two children lived in Toronto in a beautiful large house. He was an executive with a company that had offices in New York and the company had just received an extremely important award, which he felt deserved a personal visit.

As was his custom he flew the short hop to New York and phoned his wife on arrival to say all was well. The next she heard was that a plane had crashed in New York, but she did not worry because she knew her husband had landed safely. Only later did she find that a plane had hit the exact floor of the North Tower on which his office



was situated and no trace was ever found of his remains.

She talks to friends of her desperate search in New York after she heard that the twin towers had been the target, of her visits to hospitals and phone calls to friends hoping that he had somehow survived. She talks of her subsequent loneliness and the fate that led to him being in the wrong place at the wrong time. Her children have grown up without

their father and when they left home to start college she sold the house and moved into a small apartment. I said that I would seek out his name when I make my visit, so that he will not be forgotten, and I have seen his photograph on the 9/11 website searchable database. I found Bernard's name inscribed on the wall of the North Pool of the 9/11 memorial in downtown Manhattan. Vale Mr Bernard Mascarenhas. Rest In Peace.

## Postcard from Fenway Park, Boston



The baseball game between bitter rivals, the New York Yankees and the Boston Red Sox, is traditionally a grudge match. In front of me was a man wearing a t-shirt that read *I love two teams – the Red Sox and any team that beats the Yankees.*

Attending my first ever baseball match was a memorable experience as much for the pre-match hype as the game itself. Watching these amazing athletes practicing, their ability to throw a baseball with a flat trajectory over a great distance with pinpointed

accuracy was eclipsed by the events of the Boston Bombings and 9/11.

The crowd was introduced to the Red Cross officials that had supervised the post-Boston Bombings blood service, there was an honour guard of firefighters with flags and fire axes, and the wife of a victim threw the first pitch of the day from the mound. There was a one-minute silence to remember 9/11 and then an acapella group sang the national anthem while a giant American flag was draped from the main wall, and an honour guard formed in front of it.

Then there was the match itself, with the best possible outcome for the Red Sox, including a Grand Slam in the seventh that was the ball game!

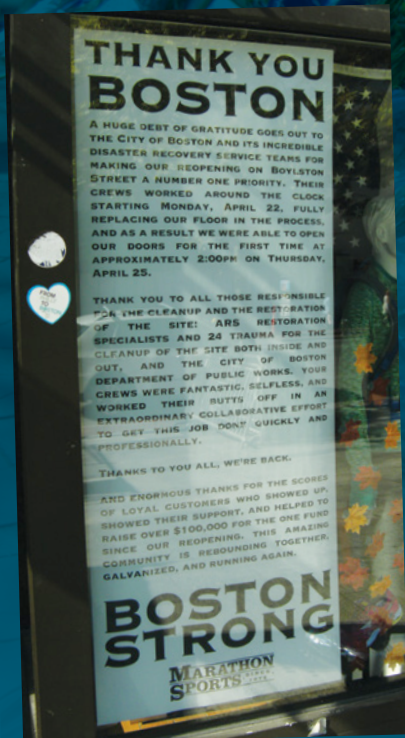
There is also an unusual Boston Red Sox ritual, worth mentioning. During an innings break at every home game, the crowd joins in the singing of the old time song *Sweet Caroline* including the chorus complete with

the required arm movements.

My host, a professor of medicine at Harvard, told me an interesting story. He said at the first home game between these two traditional rivals that took place at Yankee Stadium in New York after the Boston Marathon Bombings there was a minute silence, following which the unheard of happened – the song *Sweet Caroline* was played and sung by the whole crowd as a tribute to the victims of the Boston Bombings.



## Postcard from Boston Central



While the eyes of the world were drawn to New York on 11 September 2013 to commemorate the 2001 World Trade Centre attack, I was in Boston where feelings were just as intense.

On this day, in 37 degree Celsius heat, Boston was a place full of emotion during a long hot stroll through the city's highways and byways. Boston was the take-off point for the two hijacked aircraft that hit the twin towers. So many of the crew and passengers killed were locals. When we arrived at the Boston State House there was a line of TV vehicles to cover a ceremony that included the reading of victim's names. Walking through the Public Gardens, we arrived at the Boston 9/11 Garden of Remembrance memorial listing the names of victims from Massachusetts. A wreath of white roses and various tributes and photographs of victims had been placed that morning by



relatives of those who had lost their lives.

Boston was also reminded of its own terrorist attack when at 2.45pm on Monday 15 April 2013, two pressure cooker bombs exploded at the finish line of the Boston Marathon. Eight Boston hospitals responded with medical teams having to communicate via text messages when cell phone coverage was limited. More than 260 bombing victims were treated with no deaths of any people that reached hospital alive.

That afternoon I walked to the finish line of the Boston Marathon at Copley Square in Boylston Street, passing on the way the Arlington Street Church with its memorial

## Postcard from Ground Zero

It is hard not to be reminded of 9/11. Walking from our apartment in Hell's Kitchen to Midtown I paused at the fire station on the corner of 48th Street and



Eighth Avenue to read the tributes in honour of the men who died on 9/11. Passersby had left flowers.

Visiting Ground Zero I passed another fire station with a large white wreath, a framed poster with photos of all fire fighters who had died on 9/11, and a large American flag.

At Ground Zero the mood was sombre. The twin pools of remembrance marked the exact footprint of the twin towers, the survivors tree – the only tree to have survived in the rubble, the beautiful 30 foot waterfalls cascading into the central void of each memorial, and the names engraved in bronze of those 2,977 people who died on 9/11 in New York, Washington, and Pennsylvania, as well as another six people who died in a previous attack on the World Trade Centre in February 1993. More than 400 were first responders.



The whole site is now dominated by the new 1 World Trade Centre tower, known as Freedom Tower, which stands 1,776 feet and is the tallest building in the USA.

fence covered in ribbons carrying messages of hope and support for the people of Boston. Close to the Marathon finish line we saw the Marathon Store, where the first bomb exploded, and read the message of thanks in the window from the storeowners for the work done by first responders, and the follow up work of city officers in restoring business as usual so quickly after the explosion.

9/11 was marked by a Tour de Force bike ride of police from Ground Zero in New York to the Marathon finish line in Boston, and we were fortunate to be there to applaud them as they approached the finish line. Money raised will help new recruits to join the police force with the final leg being dedicated to the memory of Massachusetts Institute of Technology Police Officer Sean Collier, allegedly killed by the Boston Bombers. Locals walking the streets wore t-shirts that read *Boston Strong and Keep on Running Boston*.

That evening we dined in Jamaica Plains and watched a televised Boston Red

Sox game. They won a thrilling Grand Slam in the tenth innings. The venue was Doyles Hotel where one room is dedicated to the memory of Irish Republican Army (IRA) hero and Irish loyalist General Michael Collins. I was told that much of the IRA's American fundraising was conducted at Doyles and yet, growing up in England, the IRA was a terrorist organisation in the eyes of the English. To remember the visit I bought a Doyles t-shirt, which by sheer coincidence came in a plastic bag advertising the Marathon chain of stores including the Boylston Street store.



We travelled to Harlem's famous Red Rooster Restaurant by subway, and emerged to street level to find dozens of police lined up every 10 metres for two blocks. They were on duty for the annual African American street parade that had just ended. We walked to the restaurant and were entertained on arrival by the Nate Lucas All Stars – The Real Sound of Harlem. My 65th birthday had just passed and so I was called up to have Happy Birthday sung. When they saw me they decided I was Kris Kringle and changed the song to "Jingle Bells". ●

# CINEMA SCARE AIMS TO SAVE LIVES

St John Ambulance WA turned a Perth cinema into a mock casualty scene recently and exposed 250 young people to what it would be like to be involved in a sudden car crash.



*Movie goers reactions were captured after the stunt.*

**V**ideo, sound effects, fake blood and injuries combined in a graphic simulation to highlight the importance of knowing first aid after a crash.

St John Ambulance Deputy CEO Anthony Smith said this incredibly powerful demonstration really hit home.

"Few people have the simple first aid skills needed to help someone who has been injured in a road accident," he said.

"Up to 28 West Australian lives could be saved every year if first aid training was mandatory for drivers,"

Research shows that up to 15 per

cent of road accident deaths can be prevented by administering basic first aid at the scene of the accident before emergency services arrive.

"The frightening truth is that it takes only four minutes for unconscious road victims with no serious injuries to die from a blocked airway. Even with one of the best ambulance services in the world, it can take up to 10 minutes for an ambulance to arrive at an accident scene," Mr Smith said.

"These needless deaths can be avoided. That's why St John is campaigning for all new drivers to complete the Clicktosave first aid

course before passing their driver's licence. It's free, it takes less than 30 minutes and it could help save a life," said Mr Smith.

Luka Buchanan was one of 50 actors involved in performing as a car crash victim at the movie screening. The 16-year-old said she was surprised by her friend's reactions.

"It was an incredibly real experience. When the car crashed on the screen and my friends saw my injuries, they didn't know what to do," said Miss Buchanan.

"It makes you realise that at times like that people only have moments to



*One of the stunt's teenage 'victims'.*

*Research shows that up to 15 per cent of road accident deaths can be prevented by administering basic first aid at the scene of the accident before emergency services arrive.*

react and work out how they can help.

"It's certainly made me want to do the Clicktosave course before I get my driver's licence because who knows who I might be able to help.

"It could be my best friend or even a member of my own family."

Miss Buchanan's friend Rachel Moody said she felt completely helpless.

"There was the crash on the screen and then it all happened so quickly, I saw the injuries on Luka and I didn't know what to do," Ms Moody said.

"I always thought I'd be calm and be a hero and do the right thing but I froze.

"This really made me realise that I wasn't prepared when I should have been."

St John Ambulance Paramedic Jilly Smith said everyone has the opportunity to save lives.

"I think no matter how busy we are, we can all spare 30 minutes to equip ourselves with basic first aid," she said.

"That's why we continue to push for mandatory first aid training for learner drivers.

"It has been our position for some time and we will continue to work with government to ensure every new driver knows first aid."

To find out more visit [www.clicktosave.com.au](http://www.clicktosave.com.au) ●

Last year, 182 West Australians died on the roads and in 2013 there have been 110 fatalities to date. An online survey of more than 5,000 West Australians carried out by St John Ambulance found:

- 95 per cent of West Australians believed that all new drivers should learn first aid as a part of getting their driver's licence.
- Almost 94 per cent think if more drivers knew first aid so they could assist at a road accident, it would help reduce the road death toll in WA.
- More than 84 per cent felt more confident in offering medical assistance at the scene of an accident after completing St John's online first aid course.

First in First Aid



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To:- The Divisional Registrar, \_\_\_\_\_ Division

I, \_\_\_\_\_ (Name in Block letters)

of \_\_\_\_\_ (Full postal address for entry in Register)  
 \_\_\_\_\_ Postcode \_\_\_\_\_

Phone (W) \_\_\_\_\_ (H) \_\_\_\_\_ Mobile: \_\_\_\_\_ Date of Birth \_\_\_\_\_

Email: \_\_\_\_\_

do hereby apply to be admitted to the Institute.

I am (a) employed by or (b) a volunteer member of : (delete as necessary)

Name of Organisation \_\_\_\_\_

Address \_\_\_\_\_  
 \_\_\_\_\_ Postcode \_\_\_\_\_

Position/Title \_\_\_\_\_

Statement of experience and qualifications. (Note: Applicants may supply extra, relevant information and attach it hereto)

**Experience (as an Emergency Officer/Worker)**

From	TO	Appointment/Position	Duty/Responsibility

**Emergency Training Courses**

Institution	Course/Year	Results (where applicable)

**Qualifications (Degrees, Diplomas, etc)** \_\_\_\_\_

**Decorations/Awards etc** \_\_\_\_\_

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

Name	Address	Phone	Email
(1) _____	_____	_____	_____
(2) _____	_____	_____	_____

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

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**For Office Use** Application recommended: Member  Associate  Student  Corporate Affiliate

Fee Received  Receipt No: \_\_\_\_\_ Divisional Registrar \_\_\_\_\_

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

#### **NATIONAL COUNCIL**

The General Registrar  
Australian Institute of Emergency Services (General Council)  
Post Office Box 710, Spit Road, Spit Junction, NSW 2088  
Ph: (02) 9968 1226  
Email: registrar@aies.net.au  
National Web Site: www.aies.net.au

#### **AUSTRALIAN CAPITAL TERRITORY**

The Registrar – ACT Division of Australian Institute of Emergency Services. PO Box 504, Civic Square ACT 2601  
Email: registrar.act@aies.net.au

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

The Registrar – NSW Division of Australian Institute of Emergency Services. PO Box 695, Haberfield NSW 2045  
Email: registrar.nsw@aies.net.au

#### **QUEENSLAND**

The Registrar – QLD Division of Australian Institute of Emergency Services. PO Box 590 Fortitude Valley, QLD 4006  
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#### **SOUTH AUSTRALIA, WESTERN AUSTRALIA AND NORTHERN TERRITORY**

The Registrar – SA Division of Australian Institute of Emergency Services. PO Box 10530 Adelaide Business Centre, SA 5000  
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The Registrar – TAS Division of Australian Institute of Emergency Services. PO Box 1 Lindisfarne, TAS 7015  
Email: registrar.tas@aies.net.au

#### **VICTORIA**

The Registrar – VIC Division of Australian Institute of Emergency Services. C/O 44 Webb St, Warrandyte, VIC 3113  
Email: registrar.vic@aies.net.au

#### **THE INSTITUTE'S AIMS**

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

#### **THE INSTITUTE'S OBJECTIVES**

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

#### **THE INSTITUTE OFFERS**

- An opportunity to be part of a progressive Australia-wide Institute dedicated to the progression and recognition of the Emergency Service role in the community.
- An independent forum where you can be heard and your opinions shared with other emergency service members.
- A journal with information from institutes and other sources around the world in addition to the interchange of views between Divisions in Australia, as well as access to the Institute website.
- Reduced fees for members at Institute Seminars and Conferences and an information service supplied by professional experienced officers.
- A Certificate of Membership.

- The opportunity to use the initials of the particular membership status after your name.
- Corporate members receive a bronze plaque free of charge and can advertise on the AIES website, as well as provide articles for inclusion in the Institute's journal.

#### **MEMBERSHIP**

Costs  
Nomination Fee: \$20.00  
Annual Subscription: \$60.00  
Fellows: \$70.00  
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 eighteen years of age and who:

- Are members of a permanent emergency service or associated service, or
- Are volunteer members of emergency or associated services.

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

#### **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





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## NATIONAL EMERGENCY RESPONSE JOURNAL

Editor

Kristi High

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

Phone: 0407 366 466



# A smokey haze settles over Sydney as the NSW bushfire season starts early

*Photo: David Martin*





**Blue Light** brings police and youth together to provide young people with positive lifestyle alternatives and strategies to avoid becoming an offender or victim of crime. Visit [www.bluelight.org.au](http://www.bluelight.org.au) and [www.bluelight.co.nz](http://www.bluelight.co.nz) for more info.

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