

# NATIONAL EMERGENCY

## RESPONSE

Official Journal of the Australasian Institute of Emergency Services



A.I.E.S.

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# NSW STORM & FLOOD CRISIS



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#### WEBSITE CONTENT

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

# NATIONAL EMERGENCY RESPONSE



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Autumn 2021 • National Emergency Response

## CONTENTS

### REGULAR COLUMNS

2	New Members
3	President's Report
22	Merchandise
23	Membership Information
24	AIES Contacts

### FEATURES

5	Enhancing volunteer skills in leadership and management
6	Top AIES Award for Alan Marshall CStJ, LFAIES
9	WA's new Bushfire Centre of Excellence
11	NSW Storm & Flood Crisis
14	Giving patients the right care, at the right time, at the right place
17	Tasmanian Broadcasters Volunteer Emergency Service Awards
21	Mental health injuries Provisional Payments Pilot

#### FRONT COVER

NSW SES attends to the impacts of the March 2021 floods.  
Photo courtesy of NSW SES.



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# NEW MEMBERS

The Australasian Institute of Emergency Services is pleased to announce the following emergency services people joined the AIES between January and March 2021.

NAME	ORGANISATION	DIVISION
Stephen Bennett	VIC	Red Cross Society
Matthew Craig	NSW	Rural Fire Service
Samuel Hinton	WA	Country Health Service
Andrew Jenkins	NSW	Resilience
Paul MacKinder	NSW	St John Ambulance
Joshua McMullen	VIC	Stonnington City Council
Ilana Pender-Rose	NSW	State Emergency Service
Brendan Shannon	NSW	Rural Fire Service
Glenn Sullivan ESM	NSW	Marine Rescue



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

Articles, photographs and short stories are sought for the *National Emergency Response Journal*. Please submit items for the next edition to [editor@aies.net.au](mailto:editor@aies.net.au) by **14 June 2021**. There is an annual award for the best article submitted by an AIES member.

## Living with PTSD? We Can Help

Moving Beyond Trauma is a 5-day residential program designed to assist people with PTSD reclaim their lives.

The program draws on an understanding of trauma, its effect on the brain and teaches practical skills and tools which bring relief to the troubled body, mind and spirit.

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# FROM THE PRESIDENT'S DESK

Steve **Jenkins**, FAIES

*National President*

I hope you all had a great Christmas and New Year. What a contrast this summer was by comparison to the last – extremely mild for the most part and very few fires overall. In my local area the official Bushfire Danger Period was revoked one month early.

It was all quiet on the cyclone front as well, however, there has been flooding in some parts. Although not busy operationally, most agencies have been making the most of the less busy period training, particularly those volunteer agencies which have seen an increase in membership following the fires last summer. I know the NSW Rural Fire Service membership has increased by several thousand – my own brigade has over 20 new members.

Unfortunately, mother nature knows no bounds and in the intervening period, the heavens opened and many local government areas (LGAs), in New South Wales in particular, are now declared disaster zones due to what is being described as a one-in-one-hundred-year flood event. Once again, we see personnel from various response agencies (many of whom are volunteers) travelling interstate to lend a hand. I have been personally involved as a member of the NSW Rural Fire Service assisting on a multi-day deployment with clean-up and recovery in the Kempsey and Port Macquarie areas.

The first of the COVID-19 vaccine injections have recently been administered to those needing it most – aged care workers, nurses and medical staff, and frontline emergency services personnel. Some have received their second jab. Australia and New Zealand have fared extremely well overall, especially by comparison to some other countries. I sincerely hope vaccinations can occur in the lower socio-economic countries in the not-too-distant future. This is a global crisis, the response should also be global, and no one country left behind.

On 2 March 2021, the Australasian Institute of Emergency Services hosted its first masterclass in conjunction with Research Policy House, joined by former Queensland Police Commissioner Ian Stewart AO APM. I hope those members and others who joined in found it beneficial.

Following on from the success of the Masterclass with Mr Stewart, some AIES Divisions are now also hosting webinars. I would particularly like to thank David Parsons (NSW) and Roger Halliday (SA) for arranging webinars. David organised Andrew Bennett to present on his experience working as a paramedic in dangerous overseas locations, and Roger arranged Nik Stanley, Manager State Aviation Operations with the South Australian Country Fire Service, to present on aerial fire-fighting resources and technology. David has also arranged another webinar for May 13 at 8pm (AEST) with Martin Boyle, Emergency Manager for the Australian Antarctic Division.

Now that Australia is settling into a Covid-normal lifestyle, the Australian Institute for Disaster Resilience (AIDR) has recommenced scheduling Volunteer Leadership Programs (VLPs). The VLPs are highly recommended and supported by the AIES and a member organisation of the Australian Emergency Management Volunteers Forum. Further details about the VLPs, including the 2021 schedule are provided on Page 5.

The AIES is presently in discussions with a number of similar organisations with a view to entering into strategic alliances/partnering agreements. These arrangements will be beneficial to all members. Further details will be disseminated as these arrangements are formalised.

A reminder that applications are still open for nominations for AIES awards. Details on the award categories, nominations process and forms are on the AIES website ([www.aies.net.au](http://www.aies.net.au)).



Anyone is able to be nominated. I'm sure after last season, there are many worthy recipients out there. The Board considers the nominations at their annual meeting held in conjunction with the AGM.

The AIES' Annual General Meeting (AGM) this year will be held on the evening of Saturday 1 May 2021 at the Wrest Point Hotel in Hobart. The Notice of Meeting and Agenda will be disseminated shortly. The Board is monitoring the COVID situation nationally in case there is an outbreak which may affect interstate travel. If there is an outbreak, the AGM may be held virtually again, either in full or by a hybrid method.

The 2021 AGM marks the end of my tenure as the National President. In accordance with the Constitution, the next President will be elected by the Board at their first meeting following the AGM. As per the Constitution, I will be remaining a member of the Board as the Immediate Past President. I would like to thank all members and the Board for providing me the opportunity to lead the organisation, and I wish the next President all the best in that role. ●



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# ENHANCING VOLUNTEER SKILLS IN LEADERSHIP AND MANAGEMENT



Australia's capacity to respond to disaster relies on emergency management volunteers. Today's volunteer leaders must negotiate a maze of relationships, networks and expectations to lead effectively in the disaster environment. Leadership demands innovation, creativity, negotiation, improvisation and strategic vision.

## ABOUT THE PROGRAM

The Volunteer Leadership Program (VLP) equips emergency sector volunteers with the skills and confidence to grow as leaders. The VLP experience is immersive and collaborative, bringing together volunteers from different organisations and agencies to build knowledge and share experiences with each other. The program explores practical leadership frameworks through interactive learning, and participants gain both self-awareness and an enhanced ability to understand and contribute to their organisations.

The program explores leadership and management strategies in the context of volunteering, including:

- leading change in an organisation
- building and maintaining motivation
- identifying and working with different personality types
- resolving conflict, addressing performance issues and giving constructive critical feedback

- stress and self-care strategies
  - contemporary issues facing the emergency management sector.
- The Volunteer Leadership Program is delivered by experienced Australian Red Cross facilitators, on behalf of the Australian Institute for Disaster Resilience.

## ARE YOU ELIGIBLE?

To be considered for the VLP, applicants must:

- be an active emergency management volunteer in Australia
- be 18 years of age or over on the day the course commences
- be available to participate over the weekend (the program runs from 4:30pm Friday to 2:00pm Sunday)

- have the support of their agency to participate in the program
- be prepared to undertake approximately two hours of pre-course work
- submit an application by the closing date, answering all questions on the application form.

Successful applicants will be notified at least two weeks prior to the course commencing.

## HOW TO APPLY:

Volunteers who are members of the AIES can apply using the AIES as the nominating agency. Contact AIES NSW Secretary David Parsons on 0418 273 917. ●

## 2021 SCHEDULE

Location	Program dates	Application due date
Adelaide Hills, SA	21-23 May 2021	9 April 2021
Darwin, NT	18-20 June 2021	7 May 2021
Townsville, Qld	23-25 July 2021	11 June 2021
Port Macquarie, NSW	6-8 August 2021	25 June 2021
Canberra, ACT	10-12 September 2021	30 July 2021
Bendigo, Vic	15-17 October 2021	3 September 2021
Hobart, Tas	12-14 November 2021	1 October 2021

\* Locations subject to change based on availability of suitable venue

\* Program dates may change based on local COVID-19 restrictions and border closures

# TOP AIES AWARD FOR ALAN MARSHALL CStJ, LFAIES

The AIES National Award Scheme recognises outstanding and significant contributions that individuals make as members of an emergency service or affiliated organisation in the fields of:

- Leadership
- Management
- Operations
- Training
- Support
- Innovation.

The highest award that can be bestowed upon a recipient is the AIES National Medal for Excellence and this is only awarded once in any one year.

In 2020, this award was presented to Alan Marshall CStJ, LFAIES, however, due to COVID-19 restrictions, the presentation was not able to take place at the National AGM as would normally be the case.

The presentation was transferred to the Victorian Division AGM which took place in Melbourne on 29 January this year.

Reproduced below is the presentation speech made by Victorian Division President Grant Coultman-Smith, OAM, VA, BJ, JP, FAIES.

"It is my pleasure, here at the Victorian Division Annual Meeting and Dinner at the Aviary Hotel in Richmond, to present Alan Marshall CStJ, LFAIES with the AIES National Medal for Excellence.

I found myself in some difficulty in nominating Alan for the award. My difficulty was thus: of the six relevant areas, I could have easily selected all six – Leadership, Management, Operations, Training, Support and Innovation.

Over the years, Alan has excelled in all. In fact, neither the AIES, or St John Ambulance have a better servant. This being the case, I chose the one that is most relevant to my involvement with him: **Leadership**.

Since I joined the AIES in 1999, I have been dealing with Alan Marshall in all matters pertaining to the Institute. Upon me joining, at his insistence



Alan Marshall, CStJ, LFAIES (right) receiving the National AIES Medal for Excellence from Victorian Division President Grant Coultman-Smith, OAM, VA, BJ, JP, FAIES at the recent Victorian Branch Annual Meeting.



may I add, the Victorian Divisional Committee, he became both my guide and mentor. His leadership of our Division was impeccable and his guidance, not only to the Victorian Committee, but also the State Membership, has always been, and continues to be, ongoing and extremely valuable. During his involvement, in the past, with the Emergency Services

Foundation and their annual seminars, in conjunction with another stalwart Alan Alder, he shouldered the burden and made it possible for them to continue long after, for logistical reasons alone, they should have ceased.

During a period of uncertainty and despite a myriad of difficulties, including time and distance, he stepped up to the position of National President,



“During a period of uncertainty and despite a myriad of difficulties, including time and distance, he stepped up to the position of National President, bringing much-needed stability to the Institute.”

bringing much-needed stability to the Institute. I believe that without his integrity, management, wisdom and inclusive leadership, the Institute would have simply fragmented and disappeared. It is mainly due to the stability he provided during his tenancy in the position that the AIES has survived into the third decade of the 21st century. Since vacating the position of National President, he has continued to serve on the Victorian Divisional Board in a non-executive role. During this time, he has continuously supported both the National and Victorian Boards in the role of ad hoc Secretary and advisor. His counsel and wisdom are always welcome, incisive and extremely valuable. I would not have been able to perform my duties as the Victorian President without his ongoing support. His leadership, loyalty, honesty and integrity are without question. I believe that he is integral to the continuance of the organisation.

Not only has he immersed himself into the AIES, which the award of Life Fellow would indicate, but his dedication to St John Ambulance is unparalleled. This is attested by the award of the Commander of the Order of Saint John (CStJ) and other accolades he has received from this organisation over his many years of service.

I believe that his life ethic is to serve the Australian community and his fellow man to the best of his ability, which he has done and continues to do.

Therefore, it is my belief that he is more than a deserving recipient of the AIES Medal of Excellence, which, in my opinion, is long overdue.” ●



## AIES Awards for Excellence

Did you know you can nominate a fellow emergency service person, career or volunteer, for one of the National Awards?

### AIES NATIONAL AWARD SCHEME CATEGORIES INCLUDE:

- National Medal of Excellence (only one National Medal is awarded annually)
- National Certificate of Excellence
- National Certificate of Commendation
- National Certificate of Achievement

### Nominations close on 31 March

For more information go to the AIES website at:  
[www.aies.net.au](http://www.aies.net.au)

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# WA'S NEW BUSHFIRE CENTRE OF EXCELLENCE

A new \$33.16 million bushfire management research and training facility was officially opened on Monday, 25 January 2021 by Premier Mark McGowan and Emergency Services Minister Francis Logan.

The Karla Katitjin facility in Nambelup, in the Shire of Murray, marks a new era for bushfire management.

The new facility will be home to Western Australia's Bushfire Centre of Excellence, which is part of the Department of Fire and Emergency Services' Rural Fire Division. The centre of excellence provides enhanced training for bushfire management and response, and has been operating out of temporary offices since its inception in 2018.

In the new, purpose-built facility, the centre of excellence will be able to bring together volunteer and career firefighters, bushfire practitioners, traditional land owners, researchers and scientists to share their bushfire management knowledge, skills and practices.

Through a wide range of new and enhanced training programs, that knowledge will be passed on to volunteer and career firefighters across the State to help ongoing efforts at managing and trying to prevent bushfires. The local Bindjareb Noongar community were closely involved in the design and construction of the new building, which they named Karla Katitjin meaning 'fire knowledge'.

The Department of Fire and Emergency Services' Traditional Fire Program, believed to be the first of its kind, will also be hosted at the centre and explores traditional Indigenous fire management approaches.

The centre has specialist indoor and outdoor training facilities, collaboration spaces and an interpretive learning centre to help the community better understand bushfires.

Local companies Perkins Builders, Site Architecture Studio and Josh Byrne and Associates, as well as volunteer



*The \$33.16 million investment into the Karla Katitjin facility and its ongoing operations is part of the McGowan Government's record investment in bushfire management and prevention.*

associations, the Shire of Murray and the Department of Biodiversity, Conservation and Attractions were also closely involved in the project. The project employed about 94 people with 55 per cent of the work carried out by regional contractors.

The \$33.16 million investment into the Karla Katitjin facility and its ongoing operations is part of the McGowan Government's record investment in bushfire management and prevention.

Following the creation of the Rural Fire Division, more than \$35 million was allocated to DFES to lead bushfire mitigation across unallocated Crown land and unmanaged reserves.

An initial \$15 million was invested for local governments to identify their bushfire risks and \$15 million for eligible local governments to treat their bushfire risks.

Since 2017, the State Government has funded 43 local governments to carry out more than 3,000 mitigation

activities, a contribution of well over \$23 million in creating a safer State.

"The Bushfire Centre of Excellence sets a high standard for facilities in the Peel Business Park and signifies the Government's commitment to the development of economic and job opportunities for regional communities," WA Premier Mark McGowan said.

Emergency Services Minister Francis Logan said, "The Bushfire Centre of Excellence's Noongar name Karla Katitjin reflects the way learning brings about knowledge and understanding, and this will be at the heart of its operations."

Murray-Wellington MLA Robyn Clarke said, "The Bushfire Centre of Excellence has been a project with much anticipation from volunteer and professional firefighters, not only in Murray-Wellington but the entire State. Each time I meet with the volunteer fire brigades across Murray-Wellington, the excitement around the centre is well noted." ●

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# NSW STORM & FLOOD CRISIS

## 22 March 2021

At the time of print, NSW is experiencing the worst storm and flood events in 50 years.

NSW SES Volunteers Association

*Courtesy of The Volunteer Magazine*

**A**cross large parts of the NSW's coast, towns, suburbs and properties are under water and there is still plenty more rain forecast for the coming days. The Bureau of Meteorology has described the weather lashing NSW as volatile and dangerous and evacuation warnings for large swathes of Sydney and regional areas are now in place.

Since Thursday 18 March there have been over 6,700 calls for help made to the NSW SES and 617 flood rescues have been conducted. The NSW SES continues to be inundated with requests for assistance during the current crisis

and we have a lot of work ahead – it will be a long process post-floods, with clean-up and repairs for our volunteers to go well into April. We have staff at the VA who have been deployed and are currently operational assisting with flood rescues and evacuations.

Thank you to all the SES Volunteers who have been working tirelessly around the clock during this crisis – putting your own lives at risk to save others and for that we are very proud of all of you!

If you have been affected by the storm and flood events and need assistance, please contact the VA on 1300 073 782. ●







**KEY FACTS AS OF 22 MARCH, 2021**

- Flooding in the Hawkesbury-Nepean River system through to Sydney's west has reached levels not seen since 1961
- There has been widespread destruction – homes and businesses have been destroyed (some even completely swept away)
- People have been urged to stay home and 130 schools are closed throughout NSW
- Evacuation orders have been issued in Western Sydney and the foot of the Blue Mountains, affecting suburbs around Penrith and downstream to North Richmond as the Hawkesbury-Nepean River peaks, and a flood evacuation order has been issued for the Kempsey CBD
- Since the heavy rain began, 450 gigalitres of water a day have been released from the Warragamba Dam – comparable to the contents of Sydney Harbour, which is about 500 gigalitres
- Approximately 5,500 customers in NSW are without power, mainly in the Mid-North Coast around Port Macquarie, Taree and Kempsey areas
- NSW Premier Gladys Berejiklian described the Mid-North Coast's flooding as a "one-in-100-year event" and warned the next few days would be difficult for NSW



# GIVING PATIENTS THE RIGHT CARE, AT THE RIGHT TIME, AT THE RIGHT PLACE

Changes to the way Ambulance Victoria triages and dispatches ambulances are leading to better patient outcomes and quicker response times.

## Ambulance Victoria

*Story and photo sourced from ambulance.vic.gov.au*

Not everyone who calls Triple Zero (000) needs an immediate Code 1 'lights and sirens' ambulance response. When ambulances are tied up on cases that are not emergencies, they are less available for people in the community in genuine need.

In 2015, Ambulance Victoria undertook a comprehensive review of its dispatch grid – a database of more than 1,000 classifications that are assigned to patients during Triple Zero (000) calls.

The review found 255 classifications that previously resulted in a Code 1 lights and sirens response were more suitable for a less-urgent ambulance response or more comprehensive triage by paramedics or registered nurses.

A further 71 case types that previously automatically led to a Code 2 response (not lights and sirens) were suitable for further assessment triage to provide patients the most appropriate response.

As a result, Ambulance Victoria progressively introduced a revised Clinical Response Model, with each stage subjected to stringent assessment, trial, evaluation and rigorous clinical oversight by medical experts.

Safer Care Victoria, the peak state authority for leading quality and safety improvements in healthcare, convened an independent clinical panel to review the evaluation of the revised Clinical Response Model. Based on its review, Safer Care Victoria advised Ambulance Victoria that:

- Safer Care Victoria is satisfied with the approach taken by AV to evaluate the impact of the revised clinical response model.

- Safer Care Victoria is further satisfied that AV have implemented the revised model in a manner that is staged, monitored, and clinically appropriate.
- Safer Care Victoria supports the revised clinical response model as a clinically appropriate, evidence-based improvement to resource allocation.
- Safer Care Victoria acknowledges that changes to the AV Clinical Response Model were delivered safely through a rigorous and evidence-based approach, including clear and effective oversight and planning, risk identification and mitigation, staged implementation, and extensive monitoring and audit.

### BENEFITS OF THE CHANGES

The changes have been fully in place since October 2016 and are leading to better patient outcomes, even with an increase in calls to Triple Zero (000):

- More Victorians are surviving cardiac arrest than ever before and ambulances are reaching them in record time, with an average response time to cardiac arrest patients of 7.7 minutes in 2016-2017. Paramedics attended 6,034 cardiac arrest patients in 2016-2017 – the most ever – and survival for patients in a shockable rhythm to hospital discharge was the highest ever at 34 per cent. In 2016-17, a record 379 patients were discharged alive from hospital – 21 more than the previous year.
- The percentage of suspected stroke patients transported within an hour

to specialist stroke facilities has climbed to 97.8 per cent in the final three months of 2017 compared with 87.9 per cent in the three months to September 2015.

- 81.4 per cent of Code 1 ambulances arrived within 15 minutes in the final three months of 2017, compared with 74.6 per cent before the new clinical response model.
- Average response times for less-urgent Code 2 patients have also improved to 26 minutes and 20 seconds in the final three months of 2017, compared with 30 minutes and 45 seconds before the new clinical response model.

### WHAT HAPPENS WHEN I CALL TRIPLE ZERO (000)?

All Triple Zero (000) calls for ambulance undergo a rigorous triage to assess patients' individual requirements and ensure they get the right care that they need.

The safety and wellbeing of patients is our priority, and when people call Triple 000 there are multiple safeguards built into how we assess individual requirements and prioritise urgent health needs.

Experienced paramedics or registered nurses ask a series of questions of less-urgent Triple Zero (000) callers to find out more information about an individual's health issue and explore alternative options to emergency ambulance.

This can include sending non-emergency transport, connecting patients with a doctor or pharmacist,







or providing health advice to treat conditions safely at home.

If someone has an emergency and they need an ambulance, they will get one, with an ambulance dispatched to more than 90 per cent of calls to Triple Zero (000).

### THE CALL TAKING AND DISPATCH SYSTEM

The computer-aided call taking and dispatch system used by Ambulance Victoria is also used by more than 3,000 ambulance services worldwide.

When categorising Triple Zero (000) calls, the system assumes people are calling for an acute emergency when this isn't always the case.

For example in the 'Burns/Explosions' category people's injuries range from minor sunburn through to injuries due to an explosion. Before the changes, patients in this category were often getting an immediate lights and sirens response when there wasn't a genuine or time-critical emergency.

While Ambulance Victoria cannot alter the names of the case classifications of this commercial product, we use our experience and a clinical database of more than 10 million patients to determine the right response. This is our dispatch grid.

It ensures that emergency ambulances are dispatched Code 1 to patients seriously injured in an explosion, and patients with sunburn get a response more appropriate for this condition.

Changes we have made decreased the proportion of Code 1 emergency

ambulances from 51.8 per cent of Triple Zero (000) calls to 40.5 per cent. This matches proportions seen in ambulance services internationally, such as the UK.

Ambulance Victoria has been making, and will continue to make, every effort to explain these changes and what they mean for Victorians.

Patients can be assured that they are getting a better response as a result of these changes.

### TYPES OF CASES THAT WERE CODE 1 UNDER THE PREVIOUS MODEL

- Minor burns, including sunburn and minor scalds
- Minor animal bites
- Minor traffic accidents with very minor injuries such as a sore hand
- Some headaches
- People who have fainted and fully recovered
- People who feel sick and a little drowsy but have no other symptoms.

### REAL EXAMPLES OF PATIENTS RECEIVING A CODE 1 AMBULANCE WHEN THEIR CONDITION WAS NOT TIME-CRITICAL UNDER THE PREVIOUS MODEL:

- Patient stuck in a window. No injuries. No ambulance transport.
- Dog bite, small puncture to hand. No ambulance transport.
- Spilled boiling water. Minor 1% burn to hand.
- Fallen over and rolled ankle.
- Laceration to finger/thumb.
- Irritated foot after wading in sea seven hours earlier.

- Patient anxious after seeing a scorpion. No ambulance transport.
- Minor irritation of eye after rubbing on bedsheet. No ambulance transport.
- Wet from being exposed to rain. No illness.
- Blocked tear duct for four months.

### CASE CLASSIFICATIONS

The specific changes to the way Triple Zero (000) calls are triaged and ambulances dispatched to less-urgent cases are published here for the first time.

While this information could be easily misinterpreted without explanation, Ambulance Victoria has accepted advice from the Office of the Victorian Information Commissioner that it is in the public interest to explain the specific changes introduced through Ambulance Victoria's revised Clinical Response Model.

The revised Clinical Response Model was further reviewed and endorsed by an independent multi-disciplinary advisory panel convened by the Victoria Minister for Health and Ambulance Services. This panel comprised of emergency medical specialists, a medical epidemiologist, a senior nurse, primary care physicians, community members and an independent chair.

On review, Safer Care Victoria acknowledges that changes to the AV Clinical Response Model were delivered safely through a rigorous and evidence-based approach, including clear and effective oversight and planning, risk identification and mitigation, staged implementation, and extensive monitoring and audit. ●



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# TASMANIAN BROADCASTERS VOLUNTEER EMERGENCY SERVICE AWARDS

Proudly supported by the AIES' Tasmanian Division

By Ron Jones LFAIES

Tasmania Division President

The presentations of the Tasmanian Broadcasters Volunteer Emergency Service Awards (VESA) started off well in late February with the presentation of the 7HOFM Award to Dean Lawrence of the Derwent Valley SES Unit based in New Norfolk.

Dean has been with the SES for more than 26 years, attending around 80 per cent of all call-outs. He has extensive knowledge of rescue techniques and has filled various leadership positions including five years as Unit Manager. Dean is one of those quite achievers.

Then we can all guess what happened. Yep – COVID-19 arrived. This put all other presentations on hold until September with the presentations to be done under COVID-19 restrictions.

We finally got the Volunteer Emergency Service Awards up and running again and this time we were off to the west coast of Tasmania to celebrate, in a more subdued way, the 25th 7XS VESA winner Michael Barnett.

Michael had previously been a volunteer with the fire service on Bruny Island and upon moving to the west

*At the end of 2020, there have been 66 Volunteer Emergency Service Awards presented, recognising more than 100 emergency service volunteers including groups like SES units, teams, fire brigades, couples, families and of course individuals.*

coast he joined the Queenstown SES Unit in 2006. Some of Michael's roles were equipment maintenance and training old and new members. Michael takes a keen interest in others, particularly after attending incidents. Michael is also part of the Mine Emergency Response Team.

Next, we moved to Sheffield to present the 7AD 7BU and SeaFM VESA Radio Awards.

This award we presented to John Mitchell who joined the Kentish SES Unit in 1989. John is accredited in Road Crash

Rescue, and is a Senior Mentor for up-and-coming members. He has also been the Duty Unit Manager. John takes on repairs and maintenance around the Unit. He owns a local towing business and gives up his time freely to supply vehicles for training and then disposes them.

Finally, we went to the Longford RSL Club to present the LAFM ChillifM and 7SD VESA Awards. This award was presented to Volunteer Ambulance Officer Jane Green. Jane started volunteering more than 12 years ago at Campbell Town and George Town. Jane has worked her way up to Level 4 Volunteer Ambulance Officer and is currently a Volunteer Training Instructor as well as a member and Vice President of the Volunteers Ambulance Officer Association of Tasmania.

As soon as all awards were handed out, we began advertising the 2021 VESA.

The Tasmanian Division of the AIES would like to thank our state's broadcasters and their staff for their ongoing support of our wonderful Tasmanian Emergency Service Volunteers. ●



John Mitchell holding his Volunteer Worker of the Year trophy.



L-R Darren Kerwin presenting 7AD/7BU/SeaFM VESA winner John Mitchell, Minister for Police, Fire and Emergency Management Mark Shelton MP and Tasmanian AIES President Ron Jones.

## Honour Board

Congratulations to Roger Brown ESM FAIES and Wayne Coutts on being recognised for their long-standing commitment to emergency services.



*Roger Brown (left) with family.*



*Roger Brown with Tasmanian Police Commissioner Darren Hines.*



*Wayne Coutts ESM MAIES (centre) National Board Membership Director.*

Roger has received the first Life Membership of the Tasmanian SES. He joined the SES in 1982 and has held various management and training positions. Roger has been an active member of the Tasmanian Division of AIES for more than 25 years, including a stint as a Board Member.

Regional Director of Queensland Fire and Emergency Services Wayne Coutts was presented an award for his 40 years of Distinguished Service to Queensland SES.



*West Coast Mayor Presenting 7XS Winner Michael Barnett with his VESA trophy.*



*L-R AIES Tasmanian President Ron Jones holding the Perpetual Trophy listing 25 current and past winners, 7XS Morning Show Host Michael O'Loughlin and VESA winner Michael Barnett.*





L-R Director SES Tasmania Andrew Lea, AIES Tasmania President Ron Jones, 7HOFM VESA winner Dean Lawrence, Unit Manager Derwent Valley SES Jason Lawrence and Deputy Director SES Tasmania Leon Smith.



Members of the Derwent Valley SES Unit.



L-R Representatives from Tasmanian Emergency Services including AIES Tasmania President Ron Jones, Acting Tasmania Fire Service Regional Manager Steven Richardson, Minister for Police, Fire and Emergency Management Mark Shelton MP, Acting Regional Manager Ambulance Tasmania Greg Edsall, LAFM VESA winner Jane Green and Acting Police Commander North Kate Chambers.



Jane Green being presented with her LAFM VESA from Minister for Police, Fire and Emergency Management Mark Shelton MP and AIES Tasmanian President Ron Jones.





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9 April 2021

### Program Available

4 May 2021

### Early Bird Prices End

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## 2021 Speakers

### Mr Joe Buffone

Director General, Emergency  
Management Australia,  
Department of Home Affairs

### Mr Greg Mullins

Councillor, Climate Council

### Mr Bhiemie Williamson

Research Associate and PhD  
Candidate, Centre for Aboriginal  
Economic Policy Research,  
Australian National University

### Dr Karen O'Connor

Missions Lead, Minderoo Fire &  
Flood Resilience

### Dr Tony Smith

Medical Director, St John NZ

### Ms Adele Saunders

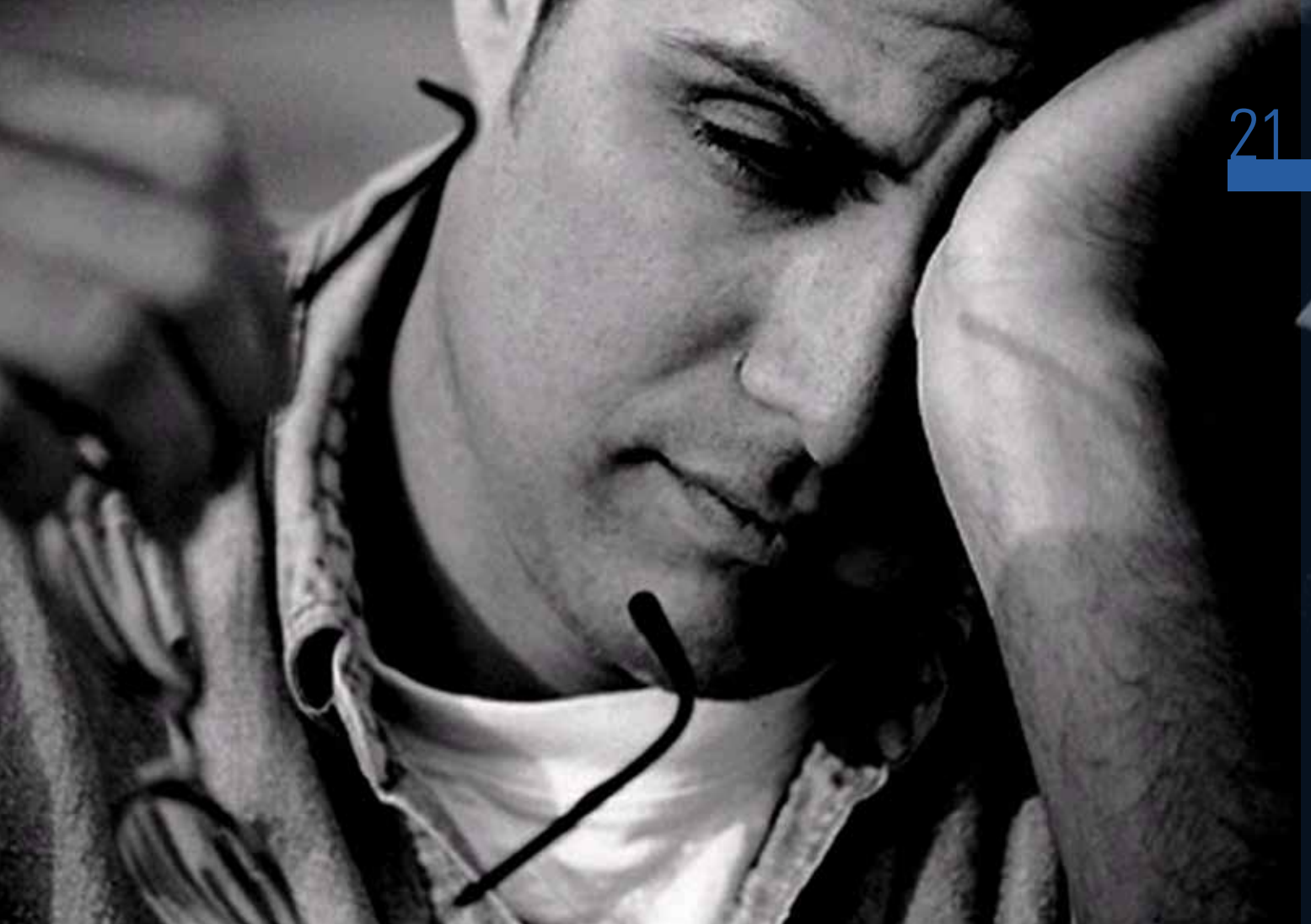
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# MENTAL HEALTH INJURIES PROVISIONAL PAYMENTS PILOT

The Provisional Payments Pilot allows eligible emergency workers (paid or volunteer) to access payments for medical treatment and services while their compensation claim is being determined.

**T**he pilot covers reasonable medical treatment and services for related mental health injuries. Provisional payments will be provided over a continuous 13-week period.

Reasonable medical treatment and services may include:

- visits to a General Practitioner (GP)
- the cost of prescription medication
- visits to a mental health professional such as a psychologist or psychiatrist if referred by a GP.

Reasonable travel expenses to attend treatment and services are also covered. The scheme may cover other reasonable treatments or services.

An emergency worker can choose their own medical provider under the pilot. If WorkCover accepts the claim, the worker must choose a WorkCover approved provider.

If a claim is rejected, the pilot will cover the cost of any reasonable

medical treatment and services for up to 13 weeks from the date the claim was submitted.

An emergency worker can access the pilot if:

- they have a compensation claim that is being determined
- they are already receiving treatment for their mental health injury.

You must have new supporting evidence to make a new claim if your claim has previously been rejected. ●

<https://www.vic.gov.au/provisional-payments>



# MERCHANDISE

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

## To make an order:

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

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

**Allow 4-5 weeks for delivery as some sizes may not be in stock.**

**Invoice for payment will be issued once goods are in stock.**

## MERCHANDISE ORDER FORM



### Polo Shirt

**\$40** each  
including postage & handling fee



### Cap

**\$12.50** each  
including postage & handling fee

NB: The best way to find a shirt that fits: lay a polo flat on a table and measure under the armpit, from armpit to armpit then match to get the sizing below.

POLO SIZE	MEASUREMENTS	QUANTITY
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Small	Chest 51 – Front Length 70	
Medium	Chest 54 – Front Length 72.5	
Large	Chest 58 – Front Length 75	
X Large	Chest 61 – Front Length 77.5	
2X Large	Chest 63 – Front Length 80	
3X Large	Chest 66 – Front Length 82.5	
4X Large	Chest 68 – Front Length 85	
5X Large	Chest 71 – Front Length 87.5	
OTHER GOODS		
Cap		

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# MEMBERSHIP INFORMATION

Membership forms are available online at [www.aies.net.au](http://www.aies.net.au)

## NATIONAL COUNCIL

National Secretary  
Mobile: 0428 531 302  
Email: [secretary@aies.net.au](mailto:secretary@aies.net.au)  
National website: [www.aies.net.au](http://www.aies.net.au)

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

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## VICTORIA

The Secretary  
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## WESTERN AUSTRALIA

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

### Please forward all mail for all divisions to:

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## THE INSTITUTE'S AIMS

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

## THE INSTITUTE'S OBJECTIVES

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

## THE INSTITUTE OFFERS

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

## MEMBERSHIP

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

## CLASSES

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

## ELIGIBILITY

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

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

## 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 and law enforcement agencies • Safety Officers • SES • Transport Services • Volunteer Marine Rescue  
• Volunteer Rescue Associations



# AIES CONTACTS

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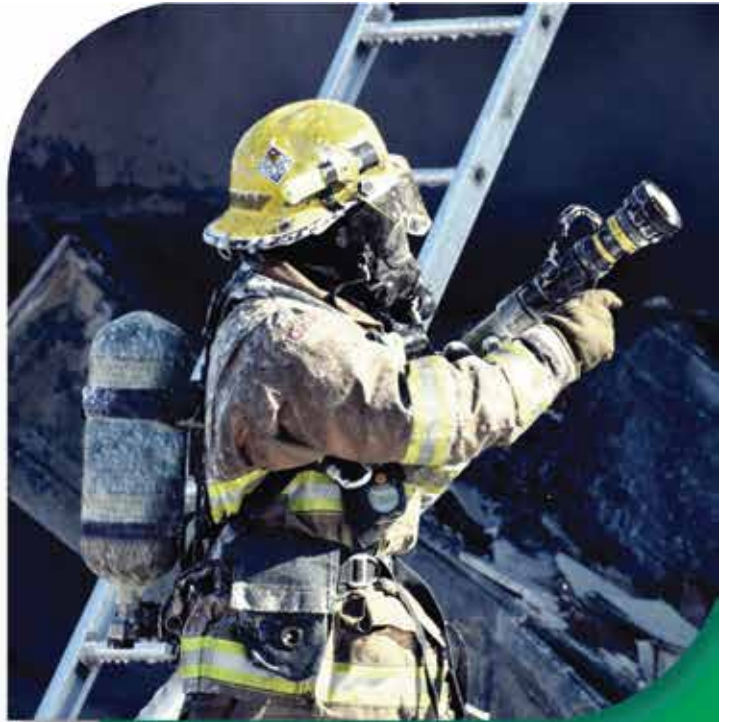
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## THE INSTITUTE'S OBJECTIVES

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



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- Coast Guard & Volunteer Marine Rescue
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- And any organisation that helps out people in need!

## BROADER AIMS OF THE INSTITUTE

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