

# NATIONAL EMERGENCY

## RESPONSE

Official Journal of the Australasian Institute of Emergency Services



VOLUME 34 NO. 3 SPRING 2021  
PRINT POST PUBLICATION NO. PP100018976

## SES VOLUNTEERS SCoured WA'S COASTLINE SEARCHING FOR CLEO SMITH





## **COMPENSATION AND DISPUTE RESOLUTION SPECIALISTS**

Concerned about your entitlements to compensation, disability payment or superannuation?

Our team is professional, experienced and compassionate.

Why not call us today?

**Your first consultation is free.**

**1800 25 1800**

[stacksgoudkamp.com.au](http://stacksgoudkamp.com.au)

Sydney, Liverpool, Newcastle

**Your compensation partners**



Official Publication of  
AUSTRALASIAN INSTITUTE OF EMERGENCY SERVICES

Print Post Approved  
PP 337586/00067

#### DISCLAIMER

Views expressed in this journal, unless specifically acknowledged, are not necessarily those of the Publisher, of the Institute, of its Council or of the Editor.

#### EDITORIAL RIGHTS

The Editor of *National Emergency Response* reserves the right to grant permission to reproduce articles from this journal. Such approval is hereby granted, unless a specific withdrawal of this permission is included in the article in question. The Author and the journal must be acknowledged in any such reprint.

#### MAILING AMENDMENTS OR ENQUIRIES

For any amendments or enquiries regarding mailing, please email: [secretary@aies.net.au](mailto:secretary@aies.net.au)

#### NOTICE TO ADVERTISERS

This publication is the official journal of the Australasian Institute of Emergency Services. It is published by Countrywide Austral for the Australasian Institute of Emergency Services and will be distributed to its members.

An illegal practice is presently operating where advertisements from some of our publications are used to produce unauthorised publications and our advertisers are contacted for payment for the unauthorised advertisement.

If you are approached to place an advertisement or with a request for payment for another publication, you should verify that the advertisement has been authorised and establish the bona fides of the company.

The invoice and any correspondence should have the company name, ABN, and an address (not just a PO Box) and you should ask for proof of publication.

If you do receive a request for an unauthorised advertisement, or have concerns about the bona fides of a company, we suggest you refer it to the Office of Fair Trading in your capital city.

#### PUBLISHER

*National Emergency Response* is published by Countrywide Austral

**countrywideaustral**

Level 2, 310 King Street, Melbourne  
GPO Box 2466, Melbourne 3001  
Ph: (03) 9937 0200  
Fax: (03) 9937 0201  
Email: [contact@cwaustral.com.au](mailto:contact@cwaustral.com.au)  
ACN: 30 086 202 093

#### EDITORIAL TEAM

Editor: Kristi High  
Associate Editor: Steve Jenkins FAIES

Send articles for inclusion to:  
Email: [editor@aies.net.au](mailto:editor@aies.net.au)

#### WEBSITE

[www.aies.net.au](http://www.aies.net.au)

#### WEBSITE CONTENT

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



Official Journal of the Australian Institute of Emergency Services

Spring 2021 • National Emergency Response

## CONTENTS

### REGULAR COLUMNS

3	New Members
4	President's Report
23	Merchandise
24	Membership Information
25	AIES Contacts

### FEATURES

7	20 years on 9/11 responders are still sick and dying
8	CFA leader shares his mental health journey
10	To serve and protect
16	From the frontline: paramedics in the time of COVID-19
18	Report shows spike in deaths from drowning
21	Multicultural members meet to drive inclusion in the QPS
22	AFAC 2021 Awards

#### FRONT COVER

Cleo Smith, aged 4-years-old, was found alive inside a locked house in Carnarvon, rescued by WA Police 18 days after she went missing from her family's tent at the Quobba Blowholes campsite.  
Credit: Phoebe Pin  
Geraldton Guardian



Disclaimer Countrywide Austral ("Publisher") advises that the contents of this publication are at the sole discretion of the *National Emergency Response* and the publication is offered for background information purposes only. The publication has been formulated in good faith and the Publisher believes its contents to be accurate, however, the contents do not amount to a recommendation (either expressly or by implication) and should not be relied upon in lieu of specific professional advice. The Publisher disclaims all responsibility for any loss or damage which may be incurred by any reader relying upon the information contained in the publication whether that loss or damage is caused by any fault or negligence on the part of the publisher, its directors and employees.

Copyright: All advertisements appearing in this publication are subject to copyright and may not be reproduced except with the consent of the owner of the copyright.

Advertising: Advertisements in this journal are solicited from organisations and businesses on the understanding that no special considerations other than those normally accepted in respect of commercial dealings, will be given to any advertiser.

# ROBAM, YOUR BEST CULINARY LIFESTYLE



## Discover

the leading brand in household kitchen appliances, ROBAM.



**E**stablished in 1979, ROBAM Electric Appliances has specialised in manufacturing household kitchen appliances catered to the culinary conscious consumer for over 42 years. If cooking is more than a hobby and where you find your gastronomic happiness, your dream kitchen awaits!

From range hoods, domestic cooktops, disinfection cabinets, electric ovens, steam ovens, microwave ovens, dishwashers, and water purifiers, ROBAM has decades of development under its hood. Boasting a long development history, high market share, large production scale, and the most comprehensive product categories - it's what makes them a strong choice when it comes to the perfect kitchen setup.

Their development and innovation of four decades have made ROBAM a widely recognised and leading brand all over the world. A little closer to home, ROBAM has been a leader in the Australian market for six years. Here in Brisbane, their one-stop experience space is one to explore. Based on 'culinary origin', ROBAM integrate modules of kitchen appliances, cooking products, and cooking classrooms to create your aspiring culinary lifestyle. Headquartered in China, ROBAM have nearly 100 of these Culinary Origin stores with the range hood and gas cooktop being the most popular appliance. It's no wonder; with the dual-core absorber 3.0 technology and three-dimensional extraction paired with a 360-degree spiral absorbing feature, they don't just add elegance and charm to the kitchen, but remove odours, irritants and grease expelled into the air seamlessly.

Kitchen is the heart of the home, and it's a sentiment ROBAM takes into their ethos every day. Devoted to continually improving people's cooking environment, ROBAM strives to not only become a leading culinary life reform but also inspire more families to enjoy the art of cooking daily. Come and see for yourself at their showroom in Underwood.

SHOP A1/15 LA1S ST UNDERWOOD

P 04 5680 3318 ROBAM.COM.AU

**ROBAM**  
Enjoy Cooking

# NEW MEMBERS

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

NAME	DIVISION	ORGANISATION
Alexandras Bartaska	Life Saving Victoria (employed) and SES (volunteer)	Victoria
Christopher Mitchell	SES	Victoria
David Windsor	(missing)	Western Australia
Felicity Bell	Police	Victoria
Jacob Reeves	Police	New South Wales
Mark Beard	Australian Federal Police	New South Wales
Nicholas Raphael	Rural Fire Service	New South Wales
Paul Giovenali	NSW Government	New South Wales
Samuel Corby	SES	New South Wales



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



<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 March 2022**. There is an annual award for the best article submitted by an AIES member.



## CLEO SMITH FOUND!

### STATEMENT FROM DEPUTY COMMISSIONER COL BLANCH:

It's my privilege to announce that in the early hours of this morning, the Western Australia Police Force rescued Cleo Smith.

Cleo is alive and well.

A Police team broke their way into a locked house in Carnarvon about 1 am.

They found little Cleo in one of the rooms.

One of the officers picked her up into his arms and asked her 'what's your name?'

She said – 'My name is Cleo'

Cleo was reunited with her parents a short time later.

This is the outcome we all hoped and prayed for.

It's the outcome we've achieved because of some incredible police work.

I want to thank Cleo's parents, the Western Australian community and the many volunteers.

And of course, I want to thank my colleagues in the Western Australia Police Force.

(Details of this case continue to evolve. Please follow <https://www.facebook.com/WA.Police/>)

For now – Welcome home Cleo.



# FROM THE PRESIDENT'S DESK

Robert (Bob) **Maul**, LFAIES, JP (NSW)

## National President

In this my second report to members I wish to place on record the sincere thanks of our National Board and I for the amazing contributions many of our members have made in supporting staff of the health and medical services throughout Australia in dealing with the COVID-19 pandemic during the past two years. This includes many AIES members who serve either in a full-time or voluntary capacity in the health, ambulance, nursing, medical, fire, SES, welfare, rescue, transport, police, and local government services, as well as kindred emergency management services.

The community owe these kind-hearted individuals a great deal of appreciation for the time, and hard work, they devoted to those who unfortunately succumbed to the coronavirus, and the dedication that they applied to the various tasks performed over many months.

It goes without saying that the foregoing comments apply equally to all those personnel from the various emergency services who are not financial members of the AIES. Where applicable, our Division Emergency Management committees and AIES members, if there are



individuals who may be worthy of mention, may nominate such persons for an appropriate award in accordance with the AIES Award Scheme.

The process of nominating such persons is detailed at the AIES website, [aies.net.au](http://aies.net.au)

Any such nominations must be received by the Secretary by March 2022 at [secretary@aies.net.au](mailto:secretary@aies.net.au) or to the postal address of the Institute at PO Box A149, Sydney South, NSW, 1235.

As with a lot of our members, our National Board and State Committee members in Victoria and NSW have been subject to various lockdowns for considerable periods and this has impeded their ability to progress a lot of activities. Nonetheless, the National Board and the state committees have not been idle, having been able to meet on a regular basis using the various virtual platform computer meeting applications.

For example, the National Board meets once a month on each second Thursday, and thus Directors have been able to progress several initiatives; among these being an agreement with Australian Control Room Network Association (ACRNA) to form an affiliation/strategic alliance between the AIES and ACRNA by way of a Memorandum of Association. The Board of ACRNA has also agreed to distribute the AIES' journal NER to its members on a regular basis. The Board has also written a formal letter to the President of the Australian Institute of Fire Engineers with a similar proposal to form an affiliation by way of an MOU.



People wait in line outside a coronavirus disease (COVID-19) vaccination clinic in the Bankstown suburb during a lockdown to curb an outbreak of cases in Sydney, Australia, August 25, 2021. REUTERS/Loren Elliott/

*“The community owe these kind-hearted individuals (emergency services staff and volunteers) a great deal of appreciation for the time, and hard work, they devoted to those who unfortunately succumbed to the coronavirus, and the dedication that they applied to the various tasks performed over many months.”*

– AIES National President, Bob Maul LFAIES



In the past few months, due to the lockdowns at the behest of the Board, several State Committees have, by means of virtual meetings, conducted a series of emergency management webinars by noted speakers from the states of South Australia, Tasmania, Victoria, and New South Wales. The presentations were well attended by members throughout Australia with attendance at one of the webinars attracting an audience in excess of 40 people.

This was a presentation given by Mr Markus Bucy, Chief Operating Officer with Disaster Relief Australia, on the subject of 'History, current operations and future of Disaster Relief Australia'.

Obviously, a lot of effort is put into arranging these types of lectures by our State Committees, and therefore, the Board would like more members, where they are able to do so, to avail themselves of this type of website of activity.

Arrangements are in train to conduct several more emergency management webinars in the coming months, and details of these will be communicated to our members when dates are locked in.

Some members may not be aware that the Board issues membership longevity certificates and lapel pins to individuals who have been financial members for 5, 10, 15, 20, 25, 30 and 40 years. Many of our members have already received these certificates and pins. However, if a member has not received either would they please contact the relevant Division Secretary and request that they be provided with some. Their contact details are contained on page 25 of this journal.

Apart from the webinars, the National Board and State Committees are in the process of providing opportunities for our members to connect and exchange information via interest groups, F2F meetings and conferences. Moreover, the Board and the State Committees will endeavour to provide professional development promoting contemporary management practices for our members utilising such means as the *National Emergency Response* Journal, webinars, AIES Facebook and LinkedIn channels, emergency management conferences including

AIDR Volunteer Leadership, and other emergency management training courses.

I am pleased to mention that the Institute's membership is growing and that in the past two years the calibre of persons applying has been of a high standard. Many have outstanding emergency management qualifications, both academic and in practical skills. The Board wishes to officially welcome these members and looks forward to their contribution to the Institute in future years.

The COVID-19 pandemic has caused a lot of stress and anxiety to many of our members and families both in 2020 and 2021 and specifically during the lengthy lockdowns during both years. I really hope that by Christmas all restrictions will have been removed within Australia so that our citizens can resume their normal lives and be able to visit their families and friends, and once again be able to cross all state borders.

At this time, the Board and I would like to wish all our members and their families a happy and safe Christmas and New Year. My best wishes to all. ●

## Living with PTSD? We Can Help

Moving Beyond Trauma is an interactive online 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.

Based on the latest research on health, healing and neuroscience, our nationally acclaimed programs are delivered by a highly qualified professional team in a safe and confidential environment.

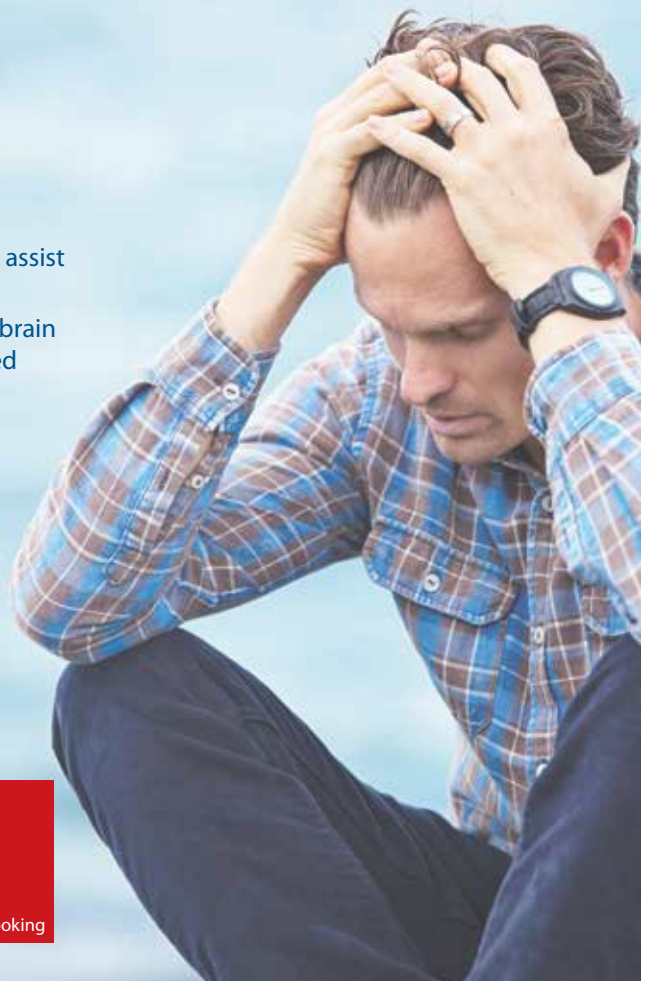
**2021 Dates**                      15-19 November                      13-17 December

Call **1300 941 488** or visit  
**questforlife.org.au**

NDIS Provider. Fully subsidised places available for people affected by Domestic Violence. Speak to us if you're covered by worker's compensation.

  
**Quest for Life**  
FOUNDATION

**Special Offer for National  
Emergency Response readers**  
**\$200 off**  
the program fee if you mention  
**'National Emergency Response'** when booking







Cuddle Therapy Australia is a register of trained Cuddle Professionals. We are masters of platonic touch and offer a personalised experience, dedicated to absolute comfort and wellbeing.

Whether it is the need for someone to hold space, or the desire to cuddle for friendship, relaxation, or therapeutic reasons - we are available.

Many people do not get the amount of physical human touch they need daily. We, as the premier Professional Cuddling Service in Australia, are the solution. Our experienced Cuddle Therapists will create ease, soothe the mind, body, and soul to blissful relaxation.

**Enquire now at -  
[www.cuddletherapy.com.au](http://www.cuddletherapy.com.au)**



**Call us on -  
0400 925 112**

***Proudly Supporting Our Emergency Service Members***





# 20 YEARS ON

## 9/11 responders are still sick and dying

Emergency workers and clean-up crew are among 9/11 responders still suffering significant health issues 20 years after the terrorist attacks.

Story courtesy of **The Conversation**

**M**ore than 91,000 workers and volunteers were exposed to a range of hazards during the rescue, recovery and clean-up operations. By March 2021, some 80,785 of these responders had enrolled in the World Trade Center Health Program, which was set up after the attacks to monitor their health and treat them.

Now our published research, which is based on examining these health records, shows the range of physical and mental health issues responders still face.

### BREATHING PROBLEMS, CANCER, MENTAL ILLNESS

We found 45% of responders in the health program have aerodigestive illness (conditions that affect the airways and upper digestive tract). A total of 16% have cancer and another 16% have mental health illness. Just under 40% of responders with health issues are aged 45-64; 83% are male.

Our analysis shows 3,439 of responders in the health program are now dead – far more than the 412 first responders who died on the day of the attacks.

Respiratory and upper digestive tract disorders are the number one cause of death (34%), ahead of cancer (30%) and mental health issues (15%).

Deaths attributed to these three factors, as well as musculoskeletal and acute traumatic injuries, have increased six-fold since the start of 2016.

### AN ONGOING BATTLE

The number of responders enrolling in the health program with emerging health issues rises each year. More than 16,000 responders have enrolled in the past five years.

Cancer is up 185% over the past five years, with leukaemia emerging as particularly common, overtaking colon and bladder cancer in the rankings.

This equates to an increase of 175% in leukaemia cases over a five-year period, which is not surprising. There is a proven link between benzene exposure and acute myeloid leukaemia. Benzene is found in jet fuel, one of the toxic exposures at the World Trade Center. And acute

myeloid leukaemia is one of the main types of leukaemia reported not only by responders, but by residents of Lower Manhattan, who also have higher-than-normal rates.

Prostate cancer is also common, increasing 181% since 2016. Although this fits with the age profile of many of the health program's participants, some responders are developing an aggressive, fast-growing form of prostate cancer.

Inhaling the toxic dust at the World Trade Center site may trigger a cascading series of cellular events, increasing the number of inflammatory T-cells (a type of immune cell) in some of the responders. This increased inflammation may eventually lead to prostate cancer.

There may also be a significant link between greater exposure at the World Trade Center and a higher risk of long-term cardiovascular disease (disease affecting the heart and blood vessels). Firefighters who responded to the World Trade Center on the morning of the attacks were 44% more likely to develop cardiovascular disease than those who arrived the next day.

### THE MENTAL HEALTH EFFECTS

About 15-20% of responders are estimated to be living with post-traumatic stress disorder (PTSD) symptoms – roughly four times the rate of the general population.

Despite 20 years having passed, PTSD is a growing problem for responders. Almost half of all responders report they need ongoing mental health care for a range of mental health issues including PTSD, anxiety, depression and survivor guilt.

Researchers have also found brain scans of some responders indicate the onset of early-stage dementia. This is consistent with previous work noting cognitive impairment among responders occurs at about twice the rate of people 10-20 years older.

### COVID-19 AND OTHER EMERGING THREATS

Responders' underlying health conditions, such as cancer and respiratory ailments, have also left them vulnerable to

COVID-19. By the end of August 2020, some 1,172 responders had confirmed COVID-19.

Even among responders who have not been infected, the pandemic has exacerbated one of the key conditions caused by search and rescue, and recovery after terrorist attacks – PTSD.

More than 100 responders have died due to complications from the virus, which has also exacerbated other responders' PTSD symptoms.

The number of responders with cancers associated with asbestos exposure at the World Trade Center is expected to rise in coming years. This is because mesothelioma (a type of cancer caused by asbestos) usually takes 20-50 years to develop.

As of 2016, at least 352 responders had been diagnosed with the lung condition asbestosis, and at least 444 had been diagnosed with another lung condition, pulmonary fibrosis. Exposure to asbestos and other fibres in the toxic dust may have contributed.

### LESSONS LEARNED

Our research involved analysing data from existing databases, so we cannot make direct links between exposure at the World Trade Center site, length of time there, and the risk of illness.

Differences in age, sex, ethnicity, smoking status and other factors between responders and non-responders should also be considered.

Increased rates of some cancers in some responders may also be associated with heightened surveillance rather than an increase in disease.

Nevertheless, we are now beginning to understand the long-term effects of responding to the 9/11 terrorist attacks. Exposure is still having both a physical and mental health impact and it's likely responders are still developing illnesses related to their exposures.

Ongoing monitoring of responders' health remains a priority, especially considering the looming threat of new asbestos-related cancers. ●





# CFA LEADER SHARES HIS MENTAL HEALTH JOURNEY

Long-time senior CFA (Victoria) firefighter, Glenn Harrap, shared his own challenges around mental wellbeing on R U OK? Day (Thursday 9 September, 2021), hoping to help stamp out the 'blokey' culture around men's mental health.

Glenn has been a part of CFA in various roles for more than 37 years and is currently a Commander of District 11, in East Gippsland.

Story courtesy of the **CFA (Victoria)**

**H**e said he has "seen it all". Glenn had never really given much thought to his own mental health, however it was after the events of the 2019/20 bushfires when his own mental health began to decline that he decided it was time to tackle it head on.

Working in the Bairnsdale ICC during the fires he was handed a predictive map of where the fires would spread, and his Sarsfield family home was in the line of fire.

He said as a family they made the decision to stay and defend as they felt they were well prepared. Thankfully, everyone survived and they were able to save the family home, however the fire impacted 16 acres of his property – destroying fencing and surrounding bushland.

After reflecting on that decision and the experience, he and his family have been strongly considering leaving the

Sarsfield area to escape the bushfire risk and hopefully never endure that again.

"I never want to put my family through that again," he said.

At the time, while the experience was frightening, Glenn didn't think it had a serious impact on his mental health and chalked it up as being 'another day in the life of a firefighter'.

Six months later, it was at a regional CFA mental health session that he realised he'd suffered a traumatic mental burden as a result of his work around the devastating fires, the lead up to the fire season and the impact the fires had on his property.

"During the session they showed a video of a firefighter who worked through the Marysville fires," Glenn said.

"The firefighter said after the experience he had feelings of failure – like he had failed.

"In that moment it hit me – it was exactly how I felt; I felt I had failed myself and my family."

Glenn left the room and a CFA peer coordinator approached him and started the conversation about how he was feeling.

"I'm lucky I was able to identify it and seek help," he said.

"Looking back, the mental anguish I went through in the lead up to the fires was too much and I wish I'd caught it sooner.

"I've always had that typical 'middle-aged man' attitude toward mental health and tried not to show my emotions.

He said it is so important for people to understand that despite what you were taught growing up and even if you're not comfortable with the topic of mental health, "it's okay to not be okay".

"If there's one thing I'd say to any bloke out there, it is that it's okay to drop

the masculine 'it'll be alright' attitude around mental health," he said.

"You don't have to put on a brave face.

"If you aren't feeling yourself, reach out to someone you trust – whether it's family or friend, a mental health wellbeing service or the CFA Wellbeing Support Line if you're a CFA member.

"Don't let it get to a point where you think there isn't a way out; there are people out there who can support you."

Thursday, 9 September is R U OK? Day, which is a national reminder to stay connected and have conversations that can help others through difficult times.

This year's theme is 'Are they really OK? Ask them today', in response to research revealing 22% of Australians aren't reaching out because they don't think someone needs their help.

CFA acknowledges that between the damaging bushfires of 2019-20 and the pandemic, the past two years have been tough for everyone in our Victorian communities. That is why it is so important for Victorians and our CFA volunteers to stay connected and feel supported. ●

*CFA volunteers, staff and their families can contact the CFA Wellbeing Support Line on 1800 959 232 to access free, confidential support that is available 24 hours a day, 7 days a week.*

*The support services include the Member Assistance Program with psychologists and counsellors, Peer Support Program, Chaplaincy Program, Let Me Know web-based app, as well as other services provided by the Organisational Wellbeing Team.*

**RU OK?**<sup>™</sup>

A conversation could change a life.

R U OK? Is more than just one day. Visit the **website** to find out more and access a range of great resources.

#### REACH OUT FOR SUPPORT:

##### Beyond Blue

[www.beyondblue.org.au](http://www.beyondblue.org.au)  
1300 22 4636

##### Lifeline

[www.lifeline.org.au](http://www.lifeline.org.au)  
13 11 14

##### Kids Help Line

[kidshelpline.com.au](http://kidshelpline.com.au)  
1800 55 1800

##### eheadspace

[headspace.org.au/eheadspace](http://headspace.org.au/eheadspace)  
1800 650 890

##### Family Relationship Advice Line

[www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)  
1800 050 321

##### Mensline

[mensline.org.au](http://mensline.org.au)  
1300 78 99 78

##### 1800RESPECT

[www.whiteribbon.org.au](http://www.whiteribbon.org.au)  
1800 737 732

##### QLife

[qlife.org.au](http://qlife.org.au)  
1800 184 527



**0481 710 738**

We Tow WA is a 24/7 breakdown tilt tray service based in Perth's northern suburb of Neerabup servicing all area's no matter how big or small the job is. Specialising in the recovery of accident damaged vehicles and broken down / non running vehicles.

We make sure your pride and joy get's to its destination in the same condition as when it was loaded!

When choosing We Tow WA your choosing a company that has skilled operators with mechanical knowledge so you can rest assured that we wont damage your vehicle in the loading and unloading process.

We also offer a free car removal service!

**CALL US ANYTIME!**

Email: [wetowwa@outlook.com](mailto:wetowwa@outlook.com)

Website: <https://wetowwa.com.au>

Find me on Facebook @wetowwa

PROUDLY SUPPORTING  
OUR SES VOLUNTEERS







Head researcher from the Scanlon Foundation Research Institution, Trish Prentice, has composed an essay that discusses and identifies the importance of diversity in Australia's volunteer emergency services.

The essay also celebrates how multiple providers like St John Ambulance, CFA and Life Saving Victoria celebrate volunteers from different cultural backgrounds.

Ms Prentice said, "Natural disasters are a reality for Australia and recent events have highlighted just how important emergency service volunteers are for community safety. This essay reflects on how communities are changing in terms of cultural diversity and how emergency services organisations are responding to those changes. It tells the stories of those who are paving the way for greater diversity in the volunteer ranks."

The essay will be published over two editions of National Emergency Response Journal.

Enjoy Part I below and in 2022 we will bring you Part II which discusses why cultural diversity is important in emergency services.

# TO SERVE AND PROTECT

## Bringing diversity to Australia's emergency services

By Trish Prentice

*Head Researcher, Scanlon Foundation Research Institution*

Australia has an estimated 250,000 emergency service volunteers.<sup>i</sup> They are vital to the country's capability to respond to emergencies and disasters.<sup>ii</sup> However, their contribution is under threat. Australia's volunteer workforce is shrinking.

**B**oth the number of people involved in formal volunteering and the number of hours individuals are dedicating to these roles have declined in recent years.<sup>iii</sup> Time pressures on families and increasing work commitments are playing a role,<sup>iv</sup> along with growing individualism and a decline in altruistic values, according to some.<sup>v</sup> For emergency service organisations that rely on volunteers, this is a worrying trend.

These concerns have led to much strategic thinking about how to boost volunteer numbers. Emergency service

volunteer ranks have traditionally been filled by "able-bodied, Anglo-Celtic, heterosexual men,"<sup>vi</sup> with little representation from Indigenous, culturally diverse or LGBTI groups.<sup>vii</sup> Female volunteer numbers have also been low, due to perceptions of an 'old boys' or 'military' culture in emergency service organisations.<sup>viii</sup> Yet these organisations are coming to see that to remain viable and, as some would argue, to operate effectively in their communities,<sup>ix</sup> they will need to attract and retain a more diversified volunteer pool.

This essay tells the stories of volunteers from diverse cultural and religious backgrounds who have joined the emergency service volunteer ranks. It describes why they joined, what they have gained from the experience (and the challenges), and how their organisations and the broader community have benefited from their service. While numbers of volunteers from diverse backgrounds are still small,<sup>x</sup> these individuals are paving the way for broader institutional change.



## WHY AUSTRALIA'S EMERGENCY SERVICE ORGANISATIONS RELY ON VOLUNTEERS

The storm that tore through the eastern suburbs of Melbourne on 9 June, 2021 was the most recent in a series of natural disasters that have devastated Australian communities. From the bushfires that ravaged many Australian states in late 2019 and early 2020, to the storms and floods that isolated communities in New South Wales and far North Queensland in early 2021, Australians have continually been reminded of their vulnerability to the power of Mother Nature.

In the midst and aftermath of disasters, communities rely on the assistance of emergency service organisations. First responders provide critical aid to individuals and communities, ensuring public safety, assessing damage or injury, and offering practical, medical and emotional support. The recent Victorian storms sparked more than 5,000 calls for help to the State Emergency Service (SES).<sup>xi</sup> A thousand volunteers were deployed to affected areas and many remain there, working to restore access and essential services to homes and suburbs. Such events remind us how much we rely on these organisations to ensure our communities are safe.

In Australia, emergency service organisations consist of fire and ambulance services, state emergency services, marine rescue, the coast guard and lifesaving organisations.<sup>xii</sup> These organisations are predominantly volunteer-based,<sup>xiii</sup> supported by only a small number of career or paid staff.<sup>xiv</sup> The vastness of the Australian landscape, differences in population density and the unpredictable nature of emergencies make it unfeasible to employ a full contingent of paid emergency workers for every Australian community.<sup>xv</sup> Volunteers like these give their time and skills freely to ensure that communities have emergency support all day, every day.

## THE VOLUNTEERS

### LIDYA AMBULANCE VICTORIA

Born in Ethiopia and Eritrean by background, Lidya, her parents and her three sisters arrived in Australia in 2016. Perhaps it was the experience of growing up as a refugee in Kenya but Lidya always knew she wanted to work in the medical field. While her parents wanted her to become a doctor, in Australia Lidya decided to pursue a different direction – nursing.

She completed her diploma, confident that it would lead to work or further studies, but that wasn't the case. She also did some studies in pathology but hit the same barriers going forward.

In 2019 things turned around for Lidya. One of her first goals upon arriving in Australia was to learn to swim. Her youth worker had enrolled her and her sisters in a Life Saving Victoria (LSV) swimming program. Lidya embraced the opportunity, hoping to become a lifeguard. While she did not become a strong enough swimmer to reach that goal, the LSV program opened up a pathway for her to become involved in a joint program with Ambulance Victoria where she, along with others, could train to be an Ambulance Community Officer (ACO).

After completing some interviews and undertaking theory and practical training, Lidya was deployed to regional Victoria – to coastal Anglesea – as an ACO.<sup>xvi</sup> Each fortnight she travels an hour and twenty minutes to do her rostered shifts in the town, working on a call-out basis as a first responder, providing early intervention, first aid and support to local paramedics. Although she is the only person from her cultural background in the town, Lidya doesn't find it uncomfortable. People are genuinely curious.

"A lot of people ask questions about my background or my name," she says. "My culture and religion are so different to what is here. They ask me so many questions but it has been very welcoming. They are very interested in me." She has also found the Anglesea ACO team very welcoming.

While her family were initially confused about why she wanted to be a volunteer, they have come to see it as important for her future career. While there is a strong tradition of volunteering in Eritrean



culture, it is mainly informal, with people dedicating their time to serve the church. For Eritreans, religion and culture are strongly intertwined, governing the ebb and flow of life and daily decision-making.

Lidya has grown in confidence since becoming a volunteer. She's learned to communicate with people of different backgrounds – skills she will use in her future nursing. The role has brought a new dimension to her life and thinking, as well as new practical skills like driving an ambulance. It has helped her acculturation, giving her the opportunity to adapt to different accents.

"People in Melbourne have a particular accent when they are speaking," she says, "but it's different in regional areas, in Ballarat, in Anglesea. It used to take me a few seconds to understand what people were saying. But I am getting used to it now."

Lidya recognises there are barriers to people volunteering in the emergency services (and in general).

"People are getting busier with family, school and other things. It is difficult to find the time."

Some people from different cultural backgrounds find communicating in English difficult or lack confidence to do it. Lidya reflects, "I was fortunate to have learned English in Kenya but people who learn it from scratch here might find it harder."

However, there are opportunities for reaching out to different cultural communities, including her own. "Go to the migrant resource centres or multicultural centres. Go to where the communities are. Reach out to community leaders. That's a starting point" Lidya says.

For Lidya, diversity amongst the volunteers is valuable and essential:

***The differences make it beautiful. Different faces, different accents, different mentality, different ways of thinking. Everyone brings something different.***



## RAMZI LIFE SAVING VICTORIA

Many pivotal moments in Ramzi's life have involved water. When he was 16 years old he came to Australia by boat as an asylum seeker from Afghanistan. Travelling alone, he was conscious, during those long days and nights on the water, that he didn't know how to swim. In Australia he got into trouble whilst swimming at a pool. One day Life Saving Victoria (LSV) came to his school and invited students to take part in a water safety program. It was the first time he realised that water was not only dangerous, it could be fun.

With the support of LSV, Ramzi started taking swimming lessons. It took him a year, practising three times a week at the local pool, until he'd mastered it. With his newly acquired swimming skills he became a volunteer surf lifesaver. For Ramzi, the role was not just about ensuring people were safe in or near water. He was a teenager in a new country without close support, and the surf lifesaving club became like family to him. It helped him learn the language, understand the culture and make the transition into Australian life.

Ramzi has been a surf lifesaving volunteer for about seven years and



is passionate about his work. His club, Bonbeach, hosts many water safety education programs delivered by LSV to teach young people from multicultural backgrounds how to be safe around water. If they are interested, they can go on to train as volunteer surf lifesavers at Bonbeach. LSV partners with many language schools and community groups who support new arrivals to Australia, and works with students from high schools in lower socio-economic areas. Many of the young people they train come from families who have never learned to swim. "The parents are often scared to have their children around water," Ramzi says. "They don't want their children to be put in a situation where they are vulnerable."

Ramzi is challenging some of the barriers to volunteering. In many communities, formal volunteering is uncommon, which is the case in the Afghan community. "People just don't work for free," he says. Ramzi's journey as a volunteer has led him to a position of leadership – in LSV as Diversity and Inclusion Coordinator and in the Afghan community as someone who is looked up to. While the latter role was perhaps incidental to his journey, it is no less important. "People value role models," he says. When people in the Afghan community see him succeed, they take notice and come to him for advice. They refer their friends and family members to LSV programs and the young people go back to their schools and friends and talk about the program. This brings more people to LSV and encourages them to participate in the programs.

Ramzi believes role models are crucial for young people in his community. Without this form of leadership and guidance they struggle to settle, to transition. "They don't know who to go to... and they may not listen."

For Ramzi and other young arrivals like him, volunteering has provided not only skills, structure and a place to put their energy, it has helped them find a place to belong.

## ZULFI STATE EMERGENCY SERVICES

Zulfi joined the SES because, coming from Afghanistan at war, he was mindful of what Australia had given to him. He wanted to give something in return. He said to himself, "Let's do something for these people." So he did.

Four years into his service Zulfi has been involved in many emergencies, from road accidents to fallen trees. He also fought the 2019 Gippsland fires in Victoria, and has taken part in missing person searches. These memories stay with him.

*I've done a lot of missing person searches. Sometimes the outcomes are not so great but when you get a good outcome it's fantastic. I've had times when I've found someone and the family have come and hugged me. In those times I feel like I've done*



*something for the country. I've helped someone from here.*

Most SES units are not culturally diverse, but Zulfi's in Greater Dandenong is one of the most diverse in the state. Its 45 members speak 16 languages. Members use this cultural capital in their volunteer recruitment drives, asking people in their own language to join the SES. Zulfi has found that people

in the Afghan community value this approach. "When we are speaking in their language, they ask, 'How did you get into that? What do you do?' They are interested in how I am giving back to the community." He also says it creates trust. "If they see someone like me, they see an idol, they want to be like me." It's led to others becoming involved.

Yet Zulfi knows there can be barriers to getting involved. He found the application process difficult because of the language on the application form. But the unit helped him. "They broke down the process into smaller segments," he says.

Zulfi says being part of the SES has changed his life. He's developed new skills – not least, how to use a chainsaw. He's expanded his social group, meeting a range of people from different backgrounds, many of whom have become friends. But giving back to the community – "that's the best bit for me."



## BARB COUNTRY FIRE AUTHORITY

Barb, of Polish background, says she is no longer a “spring chicken.” Hesitantly admitting she falls into the 60-70-year-old range, she says she thought about joining the CFA for a long time before she did. Barb lives in the Dandenong Ranges, about 50 kilometres from Melbourne’s CBD. While a major fire hasn’t come through the hills in the 10 years since she’s been there, she is aware of the risk. Fire moves with frightening speed. The more people who can be mobilised to fight it, the better for everybody.

When Barb accepted a volunteer role in the CFA she envisioned working behind the scenes. Providing food or drink for those out firefighting and offering other forms of relief. The kinds of tasks she felt people like her could do so others could concentrate on doing the physically demanding emergency work – arguably the ‘real’ work of emergency service volunteering – or at least that’s the perception.



Like other CFA volunteers, she had to complete certain modules of compulsory training. These included elements of the firefighting course, such as tree hazard awareness and safety on the fire ground. She completed the training thinking it would help her to understand firefighters’ needs when they are physically engaged and on the job. But the CFA encouraged her to continue. Living in the hills, Barb had the advantage of being nearby if there was an emergency. Most other volunteers work full-time and it can take them some time to respond to call-outs on the ridge.

Three years later, Barb is PPC Officer (quartermaster) of her brigade. She manages and distributes the protective clothing and gear that is critical for firefighters to do their job. She also has a range of emergency skills she never thought she would have. She can direct traffic, clear a field so a helicopter can land, hose down an oil spill and set up emergency lights. She can also clean gear and restock fire trucks. While there are a range of physical skills where she will never be on par with others, she knows her contributions make a difference. She relieves others from these tasks so they can concentrate on demanding physical work.

Being a CFA volunteer has enriched Barb’s life. She says she’s continually learning and keeping her mind and body active. She loves the social element, meeting new people, “the sense of mateship that comes from people relying on each other, from putting their lives into each other’s hands.” The bonds of trust and respect they’ve developed in the brigade run deep. They need them to keep the team safe, to keep each other safe.

## AHMAD COUNTRY FIRE AUTHORITY

Outside his local halal kebab shop, Ahmad saw a poster seeking CFA recruits. He’d come to Australia from Sri Lanka as an international student and was keen to make ‘Australian’ friends, to learn more about the culture and to feel more integrated. Being part of the CFA looked like fun. The recruitment poster featured refugees and showed that anyone was welcome to join, so in 2017 he signed up.

“I was attracted to the adrenaline, the lights and sirens,” he says. “We don’t have anything like this back home. I wanted to put back into the community.”

Four years later, as a member of the Narre Warren CFA brigade, Ahmad tries to go to as many call-outs as possible outside his work hours. The brigade attends house and industrial fires, car accidents and other types of rescues. Ahmad has fought a number of bushfires. The 2019 Gippsland fires was a time he’ll never forget:

*I was deployed for five days to East Gippsland. It was different. It was scary. We were all anxious but also ready*



*and prepared to fight the fire and help the community. Everyone got together. There were donations of food for the firefighters. Local businesses provided free food. Everyone helped each other. As much as that time was difficult and scary, I think back to it. We got messages from around the world. I learned a lot. We went there and did what we were supposed to do.*

Ahmad says his work as a volunteer “is awesome for a graduate, for getting into the workforce, for learning how to deal with stakeholders. You start off learning skills that are accredited, things

like first aid and firefighting skills, then you learn a whole lot of soft skills like communication, working under pressure, working in a team. These go hand in hand with the technical skills you gain. They are both things you need in a workplace.”

Ahmad knows a few other Muslims in the CFA and a few other ‘people of colour.’ He says this has been helpful for drawing others in:

*People don’t know if they can join. They are quieter and more laid back. They don’t make the effort to inquire. When you have people from different backgrounds it’s easier for people from those cultures to approach them and ask questions. People have been able to have conversations with me about what it’s like.*

For Ahmad, having people like him from different cultural backgrounds in the brigade is crucial for the recruitment process. His brother has even joined. That’s part of CFA’s recruitment strategy, he says. “If you have one family member join you can draw in other family members as well. It helps break down those barriers.”

## VIVEK STATE EMERGENCY SERVICE

Vivek had his first experience with emergency services when a tree fell on his car in a storm. He had no idea that an organisation existed that could come to his assistance, let alone one that relied on the “selfless” contributions of volunteers. “There aren’t volunteer-based emergency services like the SES in India,” he says. Vivek decided to become involved. He had spare time on weekends; volunteering would enable him to use it productively and make new friends.

For an international student, the process wasn’t straightforward. He contacted one unit but was uncertain whether he could join because he wasn’t a permanent resident. Later, he applied through a recruitment drive at his university. He did an induction and was assigned to a unit.

Five-and-a-half years later, Vivek still serves as a first responder. Even though he works full-time, he dedicates 20 to 30 hours per week to volunteer



service. The experience has changed him. He’s learned skills – like driving a heavy gauge truck under full lights and sirens – he never imagined he would have. He’s developed new interpersonal skills, like how to listen carefully, vital in an emergency. His leadership skills have also grown. He’s learned how to make decisions under pressure and how to decide on a course of action on the spot.

Volunteering has enriched Vivek’s life. He loves the feeling that comes from helping people. But there are also challenges.

“Some accident scenes are pretty awful to witness and it’s difficult to see people in distress,” he says. He’s had to learn to control his emotions; to concentrate on the task at hand.

Some in Vivek’s community don’t understand why he gives his time for free. “They think it’s a waste of time,” he says. Yet many see how he’s benefited from the experience. A couple of friends have decided to join too. He’s found that most Australians are positive about his involvement. “They often have the misconception we are paid for our work but when they realise we are volunteers they want to know more, particularly about why I got involved.” They often ask about his cultural background, too.

What Vivek thinks about with most pleasure is being able to help the community in small ways. One stormy night he was called to help an elderly Italian man whose roof was leaking. The man was so grateful he invited the unit to stay for dinner, and cooked them pizza in a wood fired oven. Vivek saw the smile on this man’s face and went home happy.

## MOHAMMAD ST JOHN AMBULANCE

Mohammad arrived in Australia from Bangladesh in 2004 as an international student. He soon joined the Red Cross, serving for five years as a volunteer and five more as a paid employee. In 2005 he also joined the SES as a volunteer and served for 10 years. In 2008, he joined the Australian Army Reserve and in 2013 he joined St John Ambulance, where he still serves today. He has volunteered as an emergency service worker around Australia in response to flood and fire emergencies. While he now works full-time as a PSO Sergeant in the Victorian Police, he still volunteers six to eight hours per month as a community transport driver with St John Ambulance. He has been involved in the COVID-19 response, driving patients who have tested positive to quarantine. He was also deployed to the Gippsland fires as a volunteer with St John Ambulance.

Volunteering has helped Mohammad find what he is good at, and learn



things about himself he did not know. “It’s opened up so much for me,” he says. He’s grown in empathy, in understanding and connecting with other people. Learning how to deal with people in a crisis has made him more resilient. He’s also received valuable training, and grown in his leadership skills. He sees himself as a leader.

Yet, it hasn’t always been an easy journey. “Knowing myself was the first challenge, then knowing what I was able

to offer.” He had to be brave and to find courage to overcome challenges, yet he is proud of his achievements. “It’s given me the drive to promote and advocate for others so they can be empowered and motivated to do what I have done. I can tell them how it will shape them as a person, how volunteering can benefit you.”

Mohammad thinks that Australia is unique in giving people the opportunity to volunteer. “How many countries offer this? To have the opportunity to learn so much for free. To serve the community and the nation.” But he acknowledges that some will face hurdles to getting involved. “You have to have the passion or at least the personal connection to do it.”

Mohammad feels privileged to serve:  
***Every event you go to has volunteers involved in it.***

***These people are giving their time to the community to help people out. It resonates with what our nation is made of.***

***We can all make a difference.***

## JING ST JOHN AMBULANCE

Jing came to Australia from China in 2013 as an international student with a medical background and found out about St John Ambulance after she arrived. Hoping to practise her medical skills, gain new experience and meet new people, she first applied to St John in 2017, but she wasn't accepted.

"There was a group interview. My English wasn't good and I didn't talk much. So I failed the interview. I was a foreigner and it was my first time doing a group interview. I didn't know how to perform."

Yet she was determined to join and applied again the following year, moving through the recruitment process to be appointed as a first aider. Since then, she has been sent out to assist at various events, from corporate competitions and annual conferences to large-scale events at AAMI Park.

Being a volunteer with St John has added another dimension to Jing's medical training. Compared to working

at the hospital, it provides different insights into medical practice and a different cohort of people to work with and for.

"If I go to events, I go with a different event team. I am learning to work with different people from different backgrounds. I am also learning how to do assessments in an emergency situation, who to contact, how to communicate and how to prioritise tasks."

Jing says she values the people she has met as a volunteer. While some have a medical background, others are members of the community just willing to help. "There are ladies in their 50s. They have the patience to learn new things." She doesn't know any other volunteers from a Chinese background.

Although some events can be boring if they don't have cases to respond to, Jing sees great value in volunteering. "As a foreigner, it's very good for us, an opportunity to work with local people, participate in local events and better understand local culture and society. There is always something to learn."



SCANLON  
FOUNDATION  
RESEARCH  
INSTITUTE

✉ info@scanloninstitute.org.au

🌐 scanloninstitute.org.au

🐦 @Scanlon\_Inst

## ACKNOWLEDGEMENTS

The Scanlon Foundation Research Institute would like to thank the participants in this study who were interviewed in 2021 by the author and who consented to share their experiences.



## ABOUT THE AUTHOR

Trish Prentice is a researcher with a particular interest in social cohesion and religious communities. She has worked in Australia and overseas in the government, academic and not-for profit sectors, including in Cairo, Egypt, working for an organisation specialising in Arab-West Understanding and in Geneva, Switzerland, for a human rights advocacy group. Trish has managed research projects in Indonesia, Singapore and Pakistan and written on various topics, including Islamophobia and Australian values from an Islamic perspective. Trish joined the Scanlon Foundation Research Institute in 2020.

## NOTES

- i Blythe McLennan and Tarn Kruger, "Emergency Volunteering 2030: Views from Managers in Volunteerism." (2019) CRC REPORT NO. 452.2019, 10.
- ii Bill Calcutt, "Emergency Service Volunteering: Current and Future Challenges." (2019) *Newsletter of the Australian Sociological Association*, December 2019, 1.
- iii McLennan and Kruger, "Emergency Volunteering 2030", 11.
- iv Deb Parkin, "Future Challenges for Volunteer Based Emergency Services." (2008) 23(2) *The Australian Journal of Emergency Management*, 64.
- v Ibid 65.
- vi Emergency Management Victoria, "The Emergency Management Diversity and Inclusion Framework: Respect and Inclusion for All." (2016) <https://www.emv.vic.gov.au/DiversityAndInclusion> (last accessed 11 July 2021), 10.
- vii Jim McLennan, "Issues Facing Australian Volunteer-Based Emergency Services Organisations: 2008 – 2010: A Report Prepared for Emergency Management Australia (EMA) as a Response to a Request by the Ministerial Council for Police and Emergency Management." (2008) [https://www.researchgate.net/publication/308363351\\_Issues\\_facing\\_Australian\\_volunteer-based\\_emergency\\_service\\_organisations\\_2008-2010](https://www.researchgate.net/publication/308363351_Issues_facing_Australian_volunteer-based_emergency_service_organisations_2008-2010) (last accessed 11 July 2021), 11.
- viii Marylène Gagné, Aleksandra Luksyte, Patrick Dunlop, Djurre Holtrop, Darja Kragt and Hawa Muhammad Farid, "Emergency Volunteer Retention: Can a Culture of Inclusiveness Help?" (2019) *Australasian Fire and Emergency Service Authorities Council*, 27-30 August 2019. <https://espace.curtin.edu.au/handle/20.500.11937/76211> (last accessed 11 July 2021), 45.
- ix McLennan and Kruger, "Emergency Volunteering 2030", 9.
- x Emergency Management Victoria, "The Emergency Management Diversity and Inclusion Framework", 10.
- xi Chanel Zagon, "Clean-up begins in Victoria after homes destroyed, towns cut off during storm." (2021) 9 News, 11 June 2021. <https://www.9news.com.au/national/weather-news-victoria-thousands-without-power-as-destructive-storms-lash-state/c36b2a57-3eb9-4178-90f4-f9eb9a455e9c> (last accessed 11 July 2021) Calcutt, "Emergency Service Volunteering", 1.
- xii Calcutt, "Emergency Service Volunteering", 1.
- xiii McLennan, "Issues Facing Australian Volunteer-Based Emergency Services Organisations", 4.
- xiv Ibid.
- xv Ibid.
- xvi ACOs are voluntary positions, however they are paid for call outs





# FROM THE FRONTLINE: PARAMEDICS IN THE TIME OF COVID-19

Story courtesy of **Ambulance Victoria**

Like all of our healthcare workers, paramedics have been hugely impacted by COVID-19. We look at the challenges they're facing at the frontline.

In the COVID-19 world, the terms "essential worker" and "frontline worker" have become part of our everyday language. And few groups of people are more essential or frontline than paramedics.

They might be highly skilled professionals who are trained to assist others, often in emergency situations, but that doesn't make paramedics immune to the impacts of living and working through a pandemic.

"Paramedics have experienced the same pattern of worry and anxiety about coronavirus as the general public," says Mojca Bizjak-Mikic, General Manager of the Council of Ambulance Authorities (CAA).

"At the same time, paramedics not only know they may be more exposed to COVID-19 than others, but that they'll be the ones people will depend on when the worst happens. It's quite a complex combination of pressures to cope with."

CAA is a not-for-profit peak body representing the statutory ambulance services of Australia, New Zealand and Papua New Guinea.

CAA works to advance the mission of ambulance services to provide excellence in pre-hospital care by pursuing strategic engagement with state, territory and national governments and allied organisations in the health sector.

## NO SUCH THING AS "BUSINESS AS USUAL"

Mojca says the type of call-outs paramedics are attending haven't necessarily changed, but the logistics look very different.

"Each call-out takes significantly more time, and the turnaround of ambulances in between jobs is a lot longer due to cleaning requirements."

Ambulance Victoria's Loddon Mallee Regional Director Michael Georgiou adds that changes to procedures have also been a source of fatigue and stress.

"Clinical practices that we've had drilled into us, often for years, and even things like emergency department set-ups, have had to change so we can keep everyone safe. That's been taxing."

One of the biggest changes is the everyday use of personal protective equipment (PPE).

"Plastic gowns, masks, goggles, gloves – wearing that all the time, on top of the procedure required to remove it safely, impacts the physical health of paramedics," he says.

## TAKING IT HOME

At the start of the pandemic, many paramedics were worried about putting their families at increased risk of COVID-19. But months on, they're confident that PPE and other on-the-job procedures are working.

"That's given paramedics some peace of mind," says Mojca. "There's knowledge that 'if I follow all the steps, I'll be okay'."

Michael agrees: "To date, the small number of confirmed COVID cases among paramedics haven't been contracted in patient-facing roles. So while adapting to new safety procedures has been physically and mentally exhausting, we also know our PPE is protecting us."



*Regional Director Michael Georgiou*

Paramedics are also mindful of how PPE affects patients.

"Being in a situation that requires an ambulance is scary enough, then to see a paramedic arrive in full PPE is confronting. The thought that we might be increasing a patient's stress levels adds another layer of concern for us."

That doesn't mean that family life hasn't been impacted.

"We're taking other things home," Michael says, "and the increased anxiety and demands of the job are impacting the family-work-life balance for a lot of us."

Mojca explains that it's not uncommon for both parents in a family to be paramedics.



"Children may be worried or anxious about mum or dad – and sometimes both – being paramedics because of what they've heard about COVID-19 in the media or playground. We've worked hard to help paramedics understand how to talk to their children about their jobs and coronavirus, but it is another thing they have to consider."

### IN IT FOR THE LONG HAUL

Healthcare workers, including paramedics, have never viewed the coronavirus pandemic as short-term.

"We've always known this would be a marathon," Mojca says.

"On the plus side, that's meant we've had the opportunity to become better prepared for the second wave."

"Like everyone in the broader community, the challenge for paramedics the longer this goes on is avoiding complacency and fatigue around continuing to do what they need to do to stay safe."

Michael adds that the public's complacency can be a source of continuing frustration.

"As a healthcare professional, you can't help but feel frustrated. Doing and seeing what we have to deal with every day as paramedics and then seeing people not doing – or even refusing to do – the right thing is exhausting."

### A BOOST IN SUPPORT

Like other healthcare professionals, Mojca says paramedics aren't always adept at recognising when they need support – or at reaching out for that support even if they do feel they need it.

"Fortunately, a range of strong, effective support services are available to paramedics, from peer support programs to 24-hour counselling services," she says.

And many of them are 'reverse engineered'. "Specific call-outs are automatically flagged and support workers immediately dispatched, which means getting support doesn't always rely on paramedics asking for it"

Additional support resources have been introduced in response to COVID-19, too.

"Podcasts, tip sheets and online resources are now available, and as always, there are psychologists available 24 hours for our people and their families. We've seen a huge uptake in our paramedics accessing these services, which is great," says Michael.

"It's all part of destigmatising reaching out for mental health support for healthcare workers, including paramedics," Mojca says. ●



### CORONAVIRUS MENTAL WELLBEING SUPPORT SERVICE

- 1800 512 348
- Online forums
- Chat online



## HARTS TILT AND TOW

**Fast towing 24/7, cars, containers, machinery vehicle recovery and much more**

**We have over 20 years experience in the trucking industry**

**We will provide our best service possible and will travel anywhere in Queensland.**

**Mob: 0457 633 263**

*Proudly Supporting the Local Emergency Services*



**Garvey Accounting**

Where everyone counts

**XERO ACCOUNTING SOFTWARE SETUP, IMPLEMENTATION & TRAINING!**

Personal Income Tax Preparation & Income tax returns for:

- Sole Traders
- Partnerships
- Trusts &
- Companies

Annual financial statement preparation

BAS Preparation

Applications for ABN, TFN, GST and PAYGW with the ATO

Bookkeeping advice

Capital gains tax and depreciation

Experience with most Accounting software

Phone: 0408 388 009

[www.garveyaccounting.com.au](http://www.garveyaccounting.com.au)

FACEBOOK

Proudly Supporting Our Local Emergency & Frontline Workers



# REPORT SHOWS SPIKE IN DEATHS FROM DROWNING

New research by Australia's leading water safety authorities Royal Life Saving Society – Australia (RLSSA) and Surf Life Saving Australia (SLSA) has revealed a spike in drowning deaths in the past 12 months, with unfamiliar locations, exhaustion, and interruptions to regular swimming during the COVID-19 pandemic considered key factors.

Story courtesy of **Royal Life Saving Society**

In the Royal Life Saving National Drowning Report 2021 and Surf Life Saving National Coastal Safety Report 2021 released recently, there were **294 drowning deaths** in the past 12 months across Australia's coastline, inland waterways and pools, which is **20% higher than last year** (245).

Two key trends emerged – spikes in drowning deaths immediately following large-scale lockdowns: and more Australians holidaying domestically and swimming in unfamiliar (and often unpatrolled) locations. Alarmingly men were once again overrepresented in the drowning statistics, **accounting for 80%**, with alcohol and drugs, risk-taking behaviour and overestimating their ability considered key factors.

While further research is needed, the findings from RLSSA and SLSA show that the impacts of COVID-19 on increases in drowning deaths is largely attributable to:

- 1. Increased drowning risk among Australians visiting unfamiliar locations.** COVID-19 has seen more people seeking out remote places to escape crowds, swimming outside of patrolled hours, taking more day trips to isolated beaches, rivers or lakes and holidaying domestically at unfamiliar locations.
- 2. Increased drowning risk around the home.** Complacency can often seep in when people are exhausted from working from home, homeschooling, and restricted time in confined spaces, sometimes resulting in distractions or unsupervised children around water.

**3. Australians lack the swimming skills necessary to enjoy the water safely.** COVID-19 has seen children missing out on swimming lessons, adults and teenagers with reduced pool access who are no longer swim fit and/or lack confidence in the water leading to increased drowning incidents in open waterways.

With more Australians holidaying at home and visits to coastal areas and inland waterways increasing, water safety experts are pleading for people to not be complacent when on, in and around water.

SLSA and RLSSA, as the leading peak authorities for water safety, are looking at strategies ahead of the warmer months. The organisations are looking at:

- Water safety campaigns to commence earlier to coincide with projected easing of restrictions
- Urgent re-prioritisation of learn to swim programs once pools and swim schools reopen
- Increased mobile and agile emergency and lifesaving services to be put in place
- Campaigns urging people to swim at patrolled beaches and local aquatic centres (once reopened)
- Campaigns reinforcing child supervision around water (home, rivers, beach), as well as pool fencing and gate maintenance ahead of summer
- Encouraging all Australians to download the BeachSafe App (beachsafe.org.au) to inform the public where to find patrolled beaches and potential hazards at popular coastal locations.

Royal Life Saving Society Australia CEO Justin Scarr said he was saddened by the tragic increase in child drowning, and the generational impacts of disruptions to children's swimming and water safety lessons.

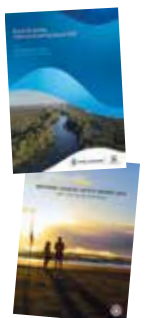
"Royal Life Saving fears that many children will never return to lessons, so won't meet the fundamental water safety benchmarks, and will miss out on the lifelong benefits of being able to swim. Young children need constant supervision around water, and pool owners should check their pool fence and gate is in good working order ahead of summer," Mr Scarr said.

Surf Life Saving Australia CEO Adam Weir said the last 18 months have been tough on all Australians and while enjoying Australia's coastline is a favourite pastime, it is no time to be complacent.

"With more Australians holidaying at home and making the most of our iconic coastline, our simple message is to swim at patrolled locations and be aware of your actions and decisions around the water, know your limits. We want to ensure everyone can enjoy our coastline safely and return home to loved ones," said Mr Weir. ●

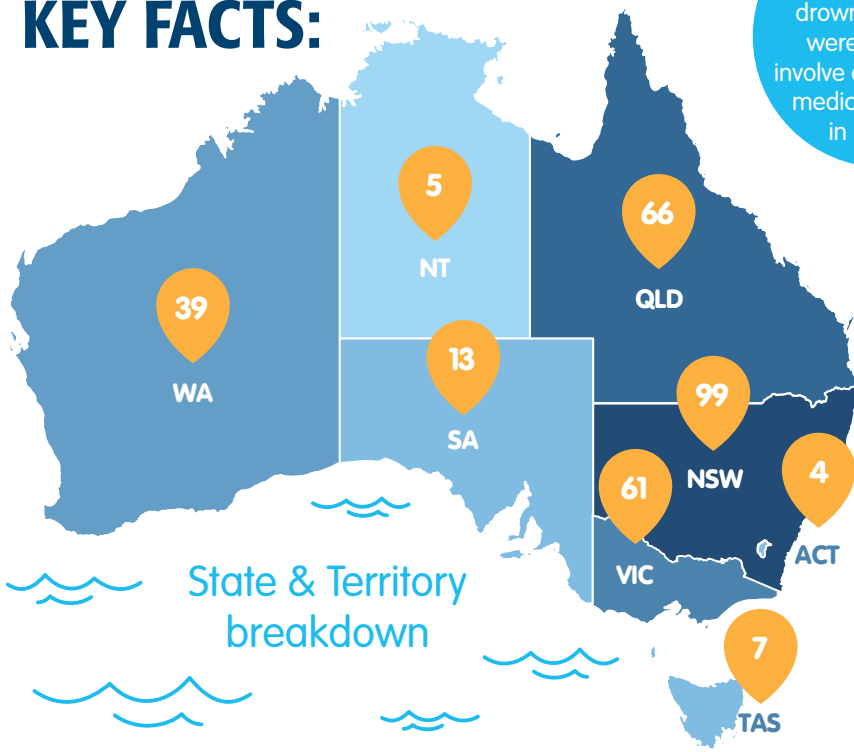
Read the **Royal Life Saving Society – Australia National Drowning Report 2021**.

Read the **Surf Life Saving National Coastal Safety Report 2021**.





# KEY FACTS:



**55**  
drowning deaths were known to involve a pre-existing medical condition in 2020/21

**25**  
drowning deaths were known to involve alcohol in 2020/21

**32**  
drowning deaths were known to involve drugs in 2020/21

## Top 3 age groups

**17%**

25-34 years

**13%**

65-74 years

**13%**

55-64 years

**25** children aged 0-4 years drowned in Australia in 2020/21  
 ↑ This is a **108% increase** on 2019/20  
 ↑ and a **9% increase** on the 10-year average

**75** drowning deaths occurred in river/creek locations in 2020/21  
 ↑ This is a **53% increase** on 2019/20  
 ↑ and a **3% increase** on the 10-year average

Top 3 locations	Top 3 activities
<p><b>26%</b> River/creek</p>	<p><b>25%</b> Swimming &amp; recreating</p>
<p><b>22%</b> Beach</p>	<p><b>15%</b> Boating</p>
<p><b>15%</b> Ocean/harbour</p>	<p><b>14%</b> Fall</p>

## During the past 12 months, Surf Life Saving services

conducted more **8,000** rescues

treated over **53,000** people for first aid

performed **1.75 million** preventative actions





**Metal Roofing Specialists**

**SFR ROOFING PTY LTD**

**Mob: 0411 666 940**  
**admin@sfrroofing.com**

**Specialising in  
Commercial & Industrial Roofing**

Located in Melbourne, Victoria but servicing state wide  
Contact us today to discuss a quote

Find us on Facebook & Instagram

*Proudly supporting National Emergency Response  
and our volunteers!*



**Refrigeration and HVAC maintenance,  
installations and repairs.**

**www.thechilldude.com.au**

**Mob: 0422 575 691**

**Email: contact@thechilldude.com.au**



**PROUDLY SUPPORTING THE LOCAL EMERGENCY SERVICES**

**Get the best home loan.**  
**I compare over 30 lenders!**

**Get a better deal,  
let Donna-Marie do the searching for you.**

**Lets Finance**

**Donna-Marie Colgan**  
0419 197 998

Provide your AIES membership details and get a \$100 voucher on settlement of your new Lets Finance Home Loan

SPG Finance Pty Ltd trading as Lets Finance ABN 97 151 558 539.  
Australian Credit Representative (Number 526865) of Vow Financial  
(Australian Credit Licence Number 390261)

**Australian Red Cross  
Lifeblood**

**Give life.  
Give blood.**

Book your donation today

give blood



# MULTICULTURAL MEMBERS MEET TO DRIVE INCLUSION IN THE QPS

Just like our Queensland community, the Queensland Police Service (QPS) is made up of members from a range of diverse cultural backgrounds.

Story courtesy of **Queensland Police Service (myPolice)**

To help ensure all members feel included, valued and culturally safe, the QPS recently established the Culturally and Linguistically Diverse (CALD) Consultative Group.

Led by the QPS First Nations and Multicultural Affairs Unit (FNMAU), 15 culturally diverse members from across the state, including Mount Isa, Cairns, Bundaberg, Toowoomba and the south east corner, came together at Police Headquarters to connect with each other and brainstorm priorities for the next 12 months.

With family backgrounds from Asia, Africa, the Middle East, the Balkans and the Pacific Islands, together they represent seven different faiths and speak more than 20 languages.

The group's members work in a variety of roles within the Service and include police officers, Police Liaison Officers, administration officers and a Protective Services Officer.

The QPS already has a Police Ethnic Advisory Group to represent community voices in policing responses, but this is the first time a group has been

established to ensure the voices of the Service's ethnically diverse workforce are consulted and engaged in internal decision-making processes.

Inspector Jacqui Honeywood of the FNMAU said the intent of the CALD Consultative Group was to contribute to healthy, safe, positive and inclusive workplaces.

"Each of the 15 members brings a unique perspective to the group and will contribute valuable insight and guidance on matters impacting the Service's multicultural workforce," Inspector Honeywood said.

"These matters could include policies such as appropriate and inclusive uniforms, increasing cultural awareness amongst our managers, providing mentoring for new CALD members and other measures we can take to attract and retain a culturally diverse police service."

Senior Protective Services Officer (SPSO) Satish Gnawali is part of the CALD Consultative Group.

Born in Nepal, SPSO Gnawali was part of the United Nations Protection Force Peacekeeping Mission in the former

Yugoslavia before serving his Nepalese community as a police officer for Nepal Police for more than 20 years.

"I found our meeting to be inspiring and insightful, with members from different cultural backgrounds and a sense of 'can-do' attitude towards bringing cultural inclusion and capability to enhance the QPS," SPSO Gnawali said.

"I believe this group decreases the gap between QPS and multicultural communities in regard to developing authentic relations through being open minded, respectful and forming strong bonds for a better society and country."

In his third year as a police officer in the QPS, Senior Constable Steve Omotosho is also a member of the group.

"I am from a tribe called Yoruba, which is one of the three main ethnic groups in Nigeria, alongside Ibo and Hausa," Senior Constable Omotosho said.

"I felt so happy with our first meeting and feel confident there will be positive change around issues being raised by both police officers and staff members from diverse backgrounds working within the QPS." ●



# AFAC 2021 AWARDS

**Congratulations to all the winners and those highly commended at the AFAC 2021 awards ceremony held on Thursday 7 October.**

These awards celebrate the achievements of the fire and emergency service sector's most innovative, creative and outstanding individuals and initiatives.

Photos courtesy of **APAC**

## AFAC KNOWLEDGE INNOVATION AWARD



### Individual winner:

Bruce Botherway, Fire and Emergency New Zealand



### Agency winner:

Fire and Rescue NSW Preventing FireFighter Exposure to Carcinogens Program

## IFE AUSTRALIA RAY MANSER AWARD

### Winner:

Ted Simmons, Queensland Building and Construction Commission

## Wafa Youth Leadership Award

### Winner:

Kiara Muraca, Queensland Fire and Emergency Services

## Laurie Lavelle Achiever of the Year Award



### Winner:

John Gilbert, Country Fire Authority

### Highly commended:

Mark Halverson, Queensland Fire and Emergency Services

## Stuart & Heaton Leading Practice in Mental Health Award



### Winner:

Tasmanian Department of Police, Fire and Emergency Management for the 'My Pusle' program

### Highly commended:

NSW Rural Fire Service for the RFS Connect initiative

## Wafa Outstanding Contribution by a Female Firefighter Award



### Winner:

Karmell Frost, Fire and Rescue NSW

## Wafa Male Champion Award



### Winner:

Wayne Phillips, Fire and Rescue NSW

## Wafa Organisation Diversity, Fairness and Inclusion Award

Winner: Queensland Fire and Emergency Services

**AFAC is the National Council for fire and emergency services in Australia and New Zealand, creating synergies across the emergency management sector.**



# 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
- 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 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
X Small	Chest 48 – Front Length 67.5	
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		

**Name:** \_\_\_\_\_ **Member No:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Suburb:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Postcode:** \_\_\_\_\_ **Country:** \_\_\_\_\_

**Australasian Institute of Emergency Services**

PO Box A149 Sydney South NSW 1235



# 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)

## AUSTRALIAN CAPITAL TERRITORY

The Secretary  
ACT Division of Australasian Institute of Emergency Services.  
Email: [secretary.act@aies.net.au](mailto:secretary.act@aies.net.au)

## NEW SOUTH WALES AND NEW ZEALAND

The Secretary  
NSW Division of Australasian Institute of Emergency Services.  
Email: [secretary.nsw@aies.net.au](mailto:secretary.nsw@aies.net.au)

## QUEENSLAND AND NORTHERN TERRITORY

The Secretary  
QLD Division of Australasian Institute of Emergency Services.  
Email: [secretary.qld@aies.net.au](mailto:secretary.qld@aies.net.au)

## SOUTH AUSTRALIA

The Secretary  
SA Division of Australasian Institute of Emergency Services.  
Email: [secretary.sa@aies.net.au](mailto:secretary.sa@aies.net.au)

## TASMANIA

The Secretary  
TAS Division of Australasian Institute of Emergency Services.  
Email: [secretary.tas@aies.net.au](mailto:secretary.tas@aies.net.au)

## VICTORIA

The Secretary  
VIC Division of Australasian Institute of Emergency Services.  
Email: [secretary.vic@aies.net.au](mailto:secretary.vic@aies.net.au)

## WESTERN AUSTRALIA

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

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

Australasian Institute of  
Emergency Services  
PO Box A149,  
Sydney South, NSW 1235

## 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

**General Enquiries**Email: [enquiries@aies.net.au](mailto:enquiries@aies.net.au)PO Box A149  
SYDNEY SOUTH NSW 1235**NATIONAL COUNCIL**

President

Robert Maul LFAIES

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

Phone: 0400 521 304

Immediate Past President

Steve Jenkins FAIES

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

Phone: 0412 753 790

Vice President

Chris Miller, MAIES

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

Phone: 0416 113 250

National Secretary

Jim Pullin LFAIES

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

Phone: 0428 531 302

National Treasurer

Jenny Crump FAIES

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

Phone: 0418 726 224

National Membership/Systems Administrator

Wayne Courtts MAIES

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

Phone: 0458 410 998

**AUSTRALIAN CAPITAL TERRITORY**

President

Chris Miller MAIES

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

Phone: 0416 113 250

Secretary

Phil Gaden MAIES

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

Phone: 0413 137 761

**NEW SOUTH WALES/NEW ZEALAND**

President

David Parsons FAIES

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

Phone: 0418 273 917

Secretary

Ian Manock MAIES

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

Phone: 0438 050 957

Vice President

Luke Freeman MAIES

Email: [vice.president.nsw@aies.net.au](mailto:vice.president.nsw@aies.net.au)

Phone: 0412 145075

**QUEENSLAND/NORTHERN TERRITORY**

President

Michael Young MAIES

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

Phone: 0408 705 075

Secretary

Jenny Crump FAIES

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

Phone: 0418 726 224

**SOUTH AUSTRALIA**

President

Rodger Halliday LFAIES RFD

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

Phone: 0455 137 043

Secretary

Rebecca Hunt MAIES

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

Phone: 0438 844 316

**TASMANIA**

President

Ron Jones LFAIES

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

Phone: 0427 008 705

Secretary

Peter Geard FAIES

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

Phone: 0418 515 649

**VICTORIA**

President

Grant Coultman-Smith FAIES

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

Phone: 0478 161 518

Secretary

Bill Little MAIES

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

Phone: 0419 871 009

**NATIONAL EMERGENCY RESPONSE JOURNAL**

Editor

Kristi High

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

Phone: 0407 366 466



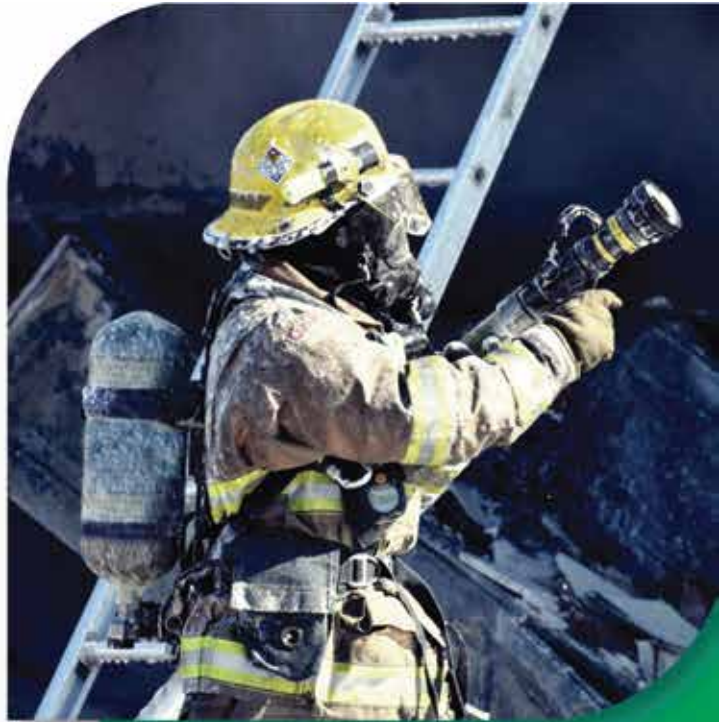
# Are you a member of the Australasian Institute of Emergency Services?

## Would you like to become a member?

The Australasian Institute of Emergency Services offers members of emergency service and affiliate organisations the opportunity to be a member of a professional body dedicated to the progression and recognition of the Emergency Service role in the community. The Institute acts as an independent forum where members can be heard and their opinions shared with other emergency service members. We provide a voice for the Emergency Services, by speaking out on issues that affect our members and the community in general.

## 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.



For life-threatening emergencies  
Call 000 (triple zero)

For flood and storm response  
Call 132 500

## Our members come from:

- Fire, Police & Ambulance
- State Emergency Services
- Coast Guard & Volunteer Marine Rescue
- Private Emergency Services
- And any organisation that helps out people in need!

## BROADER AIMS OF THE INSTITUTE

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

If you would like to join the AIES Check out our website:  
[www.aies.net.au](http://www.aies.net.au)

