

# CONSULTATION METHODS

## Consultation methods with volunteers and staff within the emergency services sector on the development of the Fire and Emergency Services Commission

### **VOLUNTEERS – STATE EMERGENCY SERVICE**

The SES Volunteers Association was recognised as the primary consultation body.

SESVA sought ideas and opinions, and kept volunteers informed through:

- Regular State Executive Committee meetings
- Regular meetings with Region representatives
- Special meetings to analyse draft Bills and suggest changes
- Each issue of Frontline Magazine
- Circulated fortnightly SAFECOM Newsletter to Units

SES Volunteers were also consulted and made contributions to SAFECOM through:

- Attendance at one of the 16 information meetings conducted within the State
- Membership of 13 key working parties deciding the degree and nature of collaboration on operational and functional roles in the SAFECOM model

SESVA was represented on the Volunteer and Industrial Liaison Committee that worked in conjunction with the Implementation Taskforce.

SESVA volunteers participated in planning meetings and workshops organised by the Implementation Taskforce during the development stage.

Taskforce Chairman addressed the Unit Controllers' Seminar, SESVA State Council.

Staff each received a copy of all SAFECOM Newsletters.

There was constant interaction between staff members and the Taskforce Chairman throughout the planning and development of the SAFECOM model.

### **VOLUNTEERS – COUNTRY FIRE SERVICE**

Volunteer Fire Brigades Association recognised as the primary consultation body. VFBA sought ideas and opinions, and kept volunteers informed through:

Branch meetings (22 meetings in total at which SAFECOM was discussed)

Frequent updates to VFBA website

Each issue of VOLUNTEER Magazine

Circulation of fortnightly SAFECOM Newsletter to Brigades

6 Special Meetings around SA to discuss SAFECOM development

5 meetings with Brigades wanting to discuss SAFECOM development

2 meetings with Regional Operations Committees to discuss SAFECOM

6 State VFBA meetings that included SAFECOM on the agenda

5 State Volunteer Management Committee Meetings with CFS management

CFS volunteers were also consulted and made contributions to SAFECOM through:

- Attendance at one of the 16 information meetings conducted within the State

- Membership of 13 key working parties deciding the degree and nature of collaboration on operational and functional roles in the SAFECOM model

VFBA was represented on the Volunteer and Industrial Liaison Committee that worked in conjunction with the Implementation Taskforce

VFBA staff and volunteer representatives participated in planning meetings and workshops organised by the Implementation Taskforce during the development phase.

Taskforce Chairman addressed the Group Officers' Seminar, Region Operations Committee Meetings, VFBA State and Branch meetings, providing information on SAFECOM development and seeking volunteer input.

### **STAFF OF BOTH CFS AND SES**

Chief Officers were members of the Implementation Taskforce and had responsibility for consultation with their staff numbers.

Staff attended information sessions held around the State.

CFS staff participated in many of the volunteer meetings that included SAFECOM development on the agenda.

Staff from both CFS and SES were members of 20 working parties that addressed opportunities for emergency service organisations to benefit and improve efficiencies from greater collaboration.

Senior staff members participated in planning meetings and workshops organised by the Implementation Taskforce.

An industrial officer representing CFS and SES staff members was a member of the Industrial and Volunteer Liaison Committee.

# VOLUNTEERS ASSOCIATION ONLINE

Over the last few months, members of the Volunteers Association, and local volunteers alike, have been working together to provide an online service for our volunteers.

After a lot of research and hard work, the Association is proud to bring you the SA SES Volunteers Association Online. Located at <http://www.sasesva.org.au>, the aim of the web site is to easily bring information from the Association, to the volunteers in the field.

Created by Sturt members David O'Shannessy and C.J. Shaw, under the guidance of the Association's Executive officer, Derren Halleday, the site has been online for almost two months now. In this time, we have provided information on the Fire & Emergency Services Bill as it passes through parliament and information on how the SES VA has helped in this process. There is also an electronic version of the bill which can be downloaded by all. We have also made

available information on SES Public Relation happenings, such as the Only Way to Live Expo from May.

From our aim of bringing information to the volunteers in the field, we are providing the following, and easily accessible, information:

- Contact details for the Association's Executive Committee and Representatives,
- Information about the Keith Lane Award, and how to submit a nomination,
- Available products from the Amenities Fund, and pricing,
- Editions of Frontline for download, and
- Any new happenings within the Association which may affect volunteers, as they come to hand.

In addition to this, we are currently creating a Members

Only section which is accessible only by volunteers, to provide even more information which we may not want the general public to see.

Now that the site is online, we still have to keep it interesting, and to be successful in this we are looking for our volunteers to contribute to the web site and its content. This can be done in a number of ways. If you have any photos we could use in our gallery, important information to be distributed to members, or an article about a major tasking, we would love to hear from you. On the other hand, if there is something about the web site you want to see changed, or want to have something added, feel free to contact us



at the E-mail address below.

The website again is <http://www.sasesva.org.au>

For contributions, feedback, questions and enquiries E-mail [enquiries@sasesva.org.au](mailto:enquiries@sasesva.org.au)

**By David O'Shannessy**

## Port Augusta Awards

Here are a few photos of the awards presented at the local Volunteers Week Awards Ceremony in Port Augusta on Wednesday 11 May.

At this presentation, Laurel Shaw and David Tunks received individual recognition for their voluntary work with the SASES and the Port Augusta Unit was recognised for its work in the local community.

*Laurel Shaw and David Tunks with their individual awards*



*Frank Clarke, Laurel Shaw, David Tunks, Gavin Tunks and Mark Morgan*

# Pye's Poems

## Out of the Blue

I'm sitting here wasting my life  
With my daughter and my lovely wife,  
Lazing about with nothing to do  
I want to do something just out of the blue.

So we pack the car with all the gear  
Travelling and camping away from here,  
Where we're going nobody knows  
All we are following is our nose.

We follow the bitumen Oh so far  
After six hours sitting in the car,  
Now it's time for us to rest  
To find a campsite that's the best.

Erecting the tents for the night  
Cooking tea under the moonlight,  
Looking at the sky and all the stars  
Trying to work out the planet Mars.

Waking up at the crack of dawn  
Scratching our bums and having a yawn,  
Sitting at the table planning our day  
Looking at the map, planning our way.

Another night is about to begin  
Time to get some firewood in,  
Lounging about feeling the heat  
If this life it's hard to beat.

Up at daybreak to pack our gear  
Leaving our campsite with a cheer,  
The road gets rough the wind gets strong  
You wonder why you drive so long.

The outback trail is where we're going  
We soon get bogged and need some towing,  
Another 4x4 vehicle does come past  
Towing us out what a blast.

Travelling through the saltbush oh so dry  
Why people live out here you wonder why,  
A kangaroo appears out of the dust  
You have to avoid him that's a must.

Camping in the outback is so great  
It's time to leave before too late,  
You listen carefully at the hush  
The rains are coming with a rush.

The tracks are muddy and so wet  
The creeks are racing like a jet,  
The wipers cleaning the windscreen  
The weather has spoilt a wonderful dream.

You're heading home to Lipson Town  
From Pt Augusta you head down,  
After six hours at the wheel  
A sigh of relief you do feel.

Arriving home all tired and worn  
We'll unpack the car in the morn,  
So if you're having a boring life  
Do some travelling with your wife.

Pye 6/1/2004

## The Fire

It started off as a little flame  
That grew higher, higher and higher,  
Burning all that was ahead  
Soon it had become a wildfire.

The wind whipped the flame along  
At 80 kilometres an hour,  
Destroying all that was before it  
With its might, heat and power.

The fire was uncontrollable  
The humans claimed defeat,  
No animal, mineral or human  
Could stand the smoke or heat.

Nothing was safe in front of it  
Nine lives it did devour,  
Nothing could be done for them  
Against this awesome power.

Many buildings, stock and fences  
Were destroyed along the way,  
Everyone will remember this fire  
That happened on that dreadful day.

To whom that all did suffer  
This frightening force and creation,  
11 January 05 will be remembered  
Across this great Australian nation.  
To those who lost family and friend  
On this terrible "Black Tuesday",  
We pray for you and your loved ones  
And help is only a phone call away.

Pye 24/1/05

## Welfare

The Welfare Unit is the pride and joy  
For the Emergency Service Crew,  
From bedding, tents and catering  
There is nothing they can't do.

They get out of bed at five o'clock  
While everyone's asleep,  
Having their showers and getting dressed  
Without a noise or peep.

First thing on, is the coffee pot  
Then the bacon and the eggs,  
Toast, vegemite and marmalade  
They're flat out on their legs.

They even supply your smokos  
Breakfast, Dinners and Teas,  
They do it for the enjoyment  
Without a thanks or please.

But someone has to do it  
Our members are far and few,  
There is only one thing on their minds  
To look after the Rescue Crew.

So when you're having supper  
At some godly midnight hour,  
There is someone in the kitchen  
With their hands all covered in flour.

Have some respect for these people  
There are no others in reserve,  
They are a dedicated mob  
It is a pleasure for them to serve.

Pye 4/1/05

# Emergency Management Volunteers Summit 2005

April this year, I was given a wonderful opportunity to attend the Emergency Management Volunteers Summit held in Canberra.

**M**eeting up with the rest of the crew from SASES at the airport in Canberra we travel through to our accommodation for our stay, and as we had arrived in Canberra early in the day did not have to attend registration for the summit until 1600; Derren Halliday from SASESVA chauffeured us around for the day giving us a day of sightseeing, visiting the Telstra Tower, Parliament House, where we also had lunch, and of course we found some time to have a look around the shopping facilities.

The evening saw us visit the National Emergency Services Memorial and then off to the Welcome Reception where on display was the Emergency Management Volunteers in Action Photographic Competition; it was great to see photos from SASES.

Day two saw the summit underway, with a number of presentations throughout the day. The one I found the most enjoyable and memorable was Dr Fiona Wood with her presentation on the Drivers for Change. Dr Wood is a burns Specialist from the Royal Perth Hospital and was involved with the aftermath of Bali Terrorist Attacks. If you ever have the opportunity to listen to her, please do so, as she is inspirational.

Throughout the day, there was a couple of sessions for forum discussion, and to help facilitate the best outcomes we use a dedicated conferencing technology called iMEET; it runs on a network of computers connected to a main serve. It enabled

each group table at the conference to discuss a topic and then contribute their response via the computer, All the responses from all of the tables are then able to be projected and viewed by the whole summit. The key benefit of the technology is its capacity for each group to easily and quickly contribute their ideas, which then could be viewed by everyone, discussed, sorted and categorised as needed. With all contributions being captured in the process, it provided a valuable record of the whole summit.

To finish our day, we attended a dinner and thoroughly enjoyed the entertainment provided.

Day three highlights for me were the five Volunteers from a number of different organisations who gave their perspective and shared their motivations when volunteering. We also participated in forum discussions with trends coming out that had emerged throughout the summit.

With the summit drawing to a close, we were off to the airport to travel back to Adelaide.

Derren Halleday and our chief Mr David Place were the most fantastic of hosts during the trip and I would like to sincerely thank them.

**By Cindy McCourt**

Training/Administration Officer, Hawker SES

## Advertising We need you:



*For this magazine to survive and be free of charge to all the volunteers it is essential to have sufficient advertising to subsidise the costs.*

*It is also a great vehicle to  
advertise your business. Why?*



- Volunteers are very loyal to those who support them
- It will promote your business as a SASESVA supporter
- Discounts will apply
- 4000 volunteers throughout the state
- It has a captured audience who read the mag from back to front and keep them
- A networking opportunity may be created by all the advertisers as you all will have a common interest

Please call Tony Cornish on 0411 055 050 to discuss prices.

# letters

136 Second Avenue  
Royston Park SA 5070

1 July, 2005

The Manager  
State Emergency Service (SES)  
Level 7, 60 Waymouth Street  
Adelaide SA 5000

Dear Sir/Madam

Re: Campbelltown SES

On Tuesday 21 June, 2005, I, through the services of my neighbour as my phone was out of order, rang the SES as my front verandah was under water, and due to the weather forecast of more rain/hail and storm, I was very concerned, particularly after dark. SES referred us to the Local Council – Norwood Payneham and St Peters, who declined to help as it was not part of their policy to assist rate payers in this matter. We rang SES again and after explaining the problem, were informed that they would try to help which they did. The Campbelltown crew arrived before lunch, agreed that I had cause for worry and, although the promised rain did not eventuate, it eased. I was most grateful for their prompt assistance. They provided sandbags for my property which alleviated my concerns.

This is the first time that I have ever had to request SES help and I was most impressed with the response, and I would wish that my thanks will be conveyed to that branch as they were most professional, helpful and courteous. It is reassuring that the Emergency Levy is used to such excellent effect.

With thanks  
Yours sincerely

**Maria Sentschuk**

# letters

Andamooka Police  
Government Road  
Andamooka SA 5722  
Phone (08) 8672 7072  
Fax (08) 8672 7223  
Far North  
Local Service Area

Mr Mick Obst,  
Country Fire Service,  
Region 4,  
Port Augusta

Mr Matt Maywald  
State Emergency Service  
Flinders Region,  
Port Augusta

Dear Sirs:

Subject: Actions By Members Under Your Command,  
Glendambo Missing Persons search, 4/4/05

I write to you concerning the excellent response and attitude of members of your commands in relation to a missing persons search conducted at Glendambo on 4/4/05.

At about 8.30pm on Sunday 3/4/05, a 70-year-old gentleman was at the Mobil Roadhouse at Glendambo when he advised his wife he would be visiting the toilet. The gentleman, who was dressed in a pair of shorts, a singlet and a pair of sandals, carried nothing else with him. At 9pm that date the gentleman's wife became concerned about his not having returned and instituted a search of the toilets and nearby area. The gentleman was not located.

The gentleman suffers from dementia, has a pacemaker installed and is insulin-dependent, requiring an insulin injection at about 9.30pm that evening. After a search of the Mobil service station and the nearby premises in the Glendambo township area, the alarm was raised with Woomera Police when by 11pm he had not been located. Woomera Police activated the Glendambo & Woomera CFS units, the Andamooka Police and placed the Roxby Downs SES & Andamooka Emergency Services (joint unit) on standby.

By midnight the Glendambo CFS had responded and were beginning to conduct a brief search of the area, organising local hotel and service station staff as searchers. By 1.30am on Monday 4-4-05, a full scale search, coordinated from the Transport SA depot at Glendambo was being organised. The Roxby Downs & Andamooka units were mobilised to attend by 6am. At this time there was the Glendambo & Woomera CFS units, South Australian Ambulance service (with Woomera Emergency staff in assistance), local volunteers, and the Woomera & Andamooka Police in attendance.

The search was hampered by a number of factors, all of which were overcome promptly and without fuss. There are no maps available of Glendambo showing the township and nearby surrounds. A good usable "mud map" was made using Glendambo CFS local knowledge of the area. There is no radio communication network operating in Glendambo. GRN is not active and eventually GRN channel 40 (in simplex style) was selected for use in this incident. UHF radios were carried by some units and by the volunteer searchers as a secondary form of radio communications.

The area searched was extensive, covering a distance of a number of kilometres in all directions from Glendambo through scrub, swampy areas, and included the racetrack, 4wd track, dump, airstrip and residences. The township was also extensively searched including cars and closed buildings and sheds. During the evening, Pieter Scott of Flinders Region SES also arrived to assist in coordinating the search & searchers. The temperature had dropped to less than 12 degrees at this time.

By 6am on Monday 4-4-05, the Roxby Downs and Andamooka units had already joined the search force. Although all searchers called in from outside the Glendambo township had driven considerable distances at night when kangaroos, emus and other wildlife and stock were seemingly drawn to the roads, none complained and all were ready to search immediately upon arrival.

A Police "Star Force" search coordinator attended at 6.20am in the Rescue 1 Helicopter and took control of the search. As daylight was now breaking, a second, more intensive, sweep of the township area was instigated using all of the searchers. The helicopter searched the nearby area checking scrub and culverts from the air. During this search the male was located at about 9.30am, alive and well in one of the buildings in the town area (which allegedly had been already searched by a non services volunteer). The elderly male was medically checked by the Ambulance crews and when cleared as fit, was reunited to his wife's care.

In summary:

I write this letter to express appreciation to your staff members, for the effort they put in, attending and searching the areas allocated promptly and efficiently. For the response on a cold Sunday night, knowing that they would be late for or not be able to make work the next day, and in most cases losing a day's wages as a result of that attendance. There were no negative comments or attitudes displayed at any time.

The professionalism displayed by all who were in attendance made the search much easier to coordinate and execute. The Police Search coordinator, who is regularly responded to such searches, also expressed his appreciation of the efforts and attitudes that he witnessed during the search, stating that they were "outstanding".

On behalf of myself and the Police forward commander, Neil Wasley of Woomera Police, we would like to express our gratitude again for the services rendered and available for this incident, especially to the Glendambo and Woomera CFS units, the Woomera SA Ambulance Services (and Woomera Emergency Services for staff supplied), the Roxby Downs SES and Andamooka Emergency Service units and to Pieter Scott of SES, Flinders Region Command for his assistance.

Respectfully yours,

N.P. (Digger) Campbell  
Senior Constable  
1st Class, 2614/5  
Officer In Charge,  
Andamooka Police Station.

Neil Wasley  
Senior Constable  
1st Grade, 3436/4  
Officer In Charge,  
Woomera Police Station.