

FRONTLINE

THE OFFICIAL JOURNAL OF THE SOUTH AUSTRALIAN STATE EMERGENCY SERVICE VOLUNTEERS' ASSOCIATION INCORPORATED

Introducing the Minster for Emergency Services

Around the Units

Clipsal 500

Situational Awareness



April
2014



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CHAIRPERSON'S REPORT

WARREN HICKS ESM

Since the last edition of *Frontline* many units and the Service in general have been extremely busy with extreme weather events. Strong winds in the weeks before Christmas meant that many metropolitan units had an increase in their work load at a time when most people were slowing down in preparation for the holiday break.

The heat wave and fires that followed again increased the demands on volunteers. Then throw in the strongest wind event that the State had experienced on record and the result was that many SES volunteers and units found themselves the busiest they had ever been.

Some members went from supporting CFS on the fire ground, to handing out extreme heat pamphlets to the public, to dealing with wind damage, minor flooding and then back to the fires. Given the demands, it is no wonder that many volunteers and paid staff have felt under pressure and in some cases burnt out. We are not the only ones; one council has recently been in the local papers saying that the storms have created a backlog of work in dealing with tree damage that will take council maintenance crews months to catch up with. A view echoed by my local Mayor when I caught up with him at social event.

Of course all these events meant the Service received lots of media coverage, almost every night there seemed to be a representative of the SES on the nightly news. It is hard to remember when the Service had such coverage for such an extended time and it would be nice to see it continue in order to increase the public's knowledge of the wide variety of tasks that we do, and that we are volunteers who provide excellent service given the resources we have.

All this hard work resulted in the Government giving SES volunteers a four day pass to this year's Clipsal 500 and around 400 from all over the State took up the offer and based on what I saw and to those volunteers I spoke to, had an enjoyable time.

Of course the other event that took place was the State election and the Association wrote to the leaders of both major parties to promote the good work that we do and to see what they were prepared to do or offer to help us continue to do the work that the SES does. Sadly neither leader responded to my letters before the election, so I was unable to say which party would provide the best outcomes for us if they won the election.

Whatever the outcome the Association knew that we would be having a new Emergency Services Minister and if you have not heard the Hon Tony Piccolo MP, has been given the Emergency Services portfolio and given his previous portfolio of being the Minister for Volunteers he has some knowledge about the issues of being a volunteer. I have already had a meeting with him and he is already talking about how he hopes to meet as many SES volunteers as he can, so he can hear firsthand some of the issues they face, and also looking at recognition for the amount of work Emergency Services volunteers have done over the summer months.



As for whether or not this will result in more funding for the SES, it is too hard to see. Talk of tight budgets at both a State and Federal level make it hardly likely that the SES will be able to obtain the level of funding that the extreme weather events of the last few months show that we need. On a positive side the Minister reinforced the Government's position that there would be no amalgamation of the Services, as they provide different important roles.

One final point on recognition, while we often complain how little the Service or the government does to recognise the efforts of SES volunteers, I wonder what individual units are doing? How many have held a family day at the unit and organised a barbecue to say thanks to volunteers and their families for the efforts they have put in lately and I just don't mean the usual Christmas show. If we are serious about recognition it has to be done at all levels of the Service. Just a thought and I would like to hear what various units are doing.

Till next time
Warren Hicks
Chairperson

Photos supplied by Mark from Whyalla SES. The SES played an active role in supporting the fire operations at the Bangor Fire (Southern Flinders).



CHIEF OFFICER'S REPORT

CHRIS BEATTIE



The extraordinary protracted weather experienced in South Australia this summer was unprecedented in its severity and impacts and resulted in an incredible workload for the SES and other emergency service agencies throughout the state.

SES staff and volunteers had their work cut out for them responding to a high impact storm in December, three successive extreme heat events over January and February, a damaging lightning and thunderstorm storm event

in early February (that saw SES receive over 1,200 calls for help in 24 hours) which was topped off by more storms and flooding in mid-February resulting in over a thousand calls for assistance. At the height of operations a local incident management team based at the Campbelltown SES Unit was coordinating crews and trucks from four SES units, as well as strike teams from the MFS, CFS, and DEWNR in a bid to normalise the impacts as quickly as possible.

It would be remiss of me not to acknowledge that over this period SES volunteers and staff also provided substantial support to the CFS. The weather conditions over January and February created an intense fire risk which led to over 600 rural fires and a number of protracted campaign fires. SES members made a significant contribution to the firefighting efforts through the provision of base camp and staging area personnel, incident management team members, airfield and water bomber support crews and logistics support crew. The seamless integration of agency personnel and interoperability of our systems and work practices is testament to the robust emergency management arrangements we have in place in this state.

There is no doubt that SES volunteers and staff, along with our colleagues within other emergency services, have been leading from the front ensuring the safety of the South Australian community who place their trust in us. That the SES has maintained such a sustained tempo of operations, whilst delivering world's best community safety outcomes, is a credit to each and every member.

All South Australians should be rightly proud of the service which works so hard to keep our communities safe and resilient.

Over this extended operational period, our members' efforts have epitomised the values that underpin what it means to be a member of the SES. Indeed, it is our core values that support the agency's vision, shape the culture and reflect what the service values. Our core values (People & Community, Building Trust & Respect, Being Accountable and Being Professional) are timeless and do not change; they are sustainable in the longer term and help in all areas of the business – from decision making to clarifying our identify and promoting the service to the community. Importantly, these values will underpin the agency's business planning and its response to findings of the recent SES Pulse Survey.

The report from the Pulse Survey has been sent to all SES members. Its findings relate to a study which was conducted in 2013, and it provides indicators that show an overall improvement in satisfaction of both volunteers and staff in comparison with a 2006 survey. The improvement in staff satisfaction is remarkable, while improvement in volunteer satisfaction is steadier and indicates that there is still much to do. All members (staff and volunteer) will have an opportunity to review and analyse the results and provide input into specific strategies to address priority areas through workshops that are being held within units and across the state Unit Management Advisory Group meetings and in other fora. In undertaking this important work I encourage all members to consider and reflect upon the values that underpin and define the service and use them as a prism to review and consider the results of the Pulse Survey. Applying a values-based approach to our collective analysis of the report's findings will strengthen the strategies developed to address priority areas of concern and legitimise their resourcing and implementation.

Before signing off and on an unrelated matter, I'd like to acknowledge and congratulate District Officer Terri Purvis and Yankalilla's John Edge for being recognised in this year's Australia Day Honours List. Terri and John both received the meritorious recognition of an Emergency Services Medal. Both have had remarkable careers with the SES and their professionalism, dedication and commitment to the service and their communities serves to inspire all of us.

Thanks once again to everyone within SES for your collective efforts and support over the summer period. There is no doubt that your time, energy, skills, knowledge, passion and commitment have made a remarkable contribution towards building a reliable and trusted organisation which works together to build safe and resilient communities.

Keep up the great work, train hard and stay safe.

INTRODUCING THE MINISTER FOR EMERGENCY SERVICES, THE HON TONY PICCOLO MP

Following the recent State Election, the Hon. Tony Piccolo MP was appointed Minister for Emergency Services.

First elected to State Parliament in March 2006, he is the Member for Light, an electorate in South Australia's north, encompassing four different local government areas (City of Playford, Town of Gawler, Light Regional Council and the Barossa District Council).

Tony is an accountant by profession and was the Business Manager for Gawler's Trinity College.

Prior to entering State Parliament, Tony served for almost 25 years in Local Government, including six years as Mayor and 10 years as Deputy-Mayor of the Town of Gawler.

Tony understands the important role all Emergency Service Personnel have ensuring the community remains safe.

He lives in his electorate with his two sons, Raffaele and Stefan.

Aside from Emergency Services, his other portfolios are Disabilities, Police, Correctional Services and Road Safety.





EXECUTIVE OFFICER'S REPORT

SUSAN CARACOUSSIS

Whilst the Chair's report has also addressed the extreme weather and record number of taskings for our volunteers, I believe that this needs to be reiterated and that units should use some of these statistics for both recruitment drives and reminding the community of the both significant role the Service plays in times of need and how the Service provided support to local communities without hesitation.

The extreme weather experienced (from just prior to Christmas: storm, wild winds, heat, fire, flooding), which resulted in major damage and also the loss of power for extended periods has certainly provided excellent examples of why the State Emergency Service plays such an important role in our State, and should remind all that the government is dependent on the support of volunteers in the community. The clean up in many council areas will take months and articles have already appeared in local community newspapers of the impact this is having on council budgets. Then of course there will be all the insurance claims made by business and individuals, and it will take months to collate these figures.

As Warren mentioned, these demands for support placed immense pressure on our volunteers who worked tirelessly to respond to callouts, again often impacting on both their careers and families. Fatigue was high during this period, as our volunteers work and still had to juggle these commitments.

Statistics are a way to understand the demands:

1. 3 February extreme weather resulted in 1200 plus calls for our volunteers

2. 13 February deluge added another 800 responses to support the community
3. Campbelltown Unit had responded to 500 callouts since 1 July - doubling the previous year's callouts in just 6 months
4. Tea Tree Gully also has responded to more callouts in the same period 348 compared to 295 for the 2012.13 year
5. The list goes on and on in this regard.

It will be interesting to see the final tasking figures as at the 30 June 2014, compared to recent years:

2006	4,950
2007	5,744
2008	5,891
2009	7,216
2010	8,739
2012	5,263
2013	5,693
2014	*

Then coupled with these figures one has to remember that they are the taskings and each responding crew comprises four members, so if one starts to think about the actual total personnel response and number of hours involved, it almost becomes overwhelming.

Tea Tree Gully Unit Manager Phil Tann was quoted in Messenger Newspapers as saying: " These SES members are just volunteers and it gets hard to balance, life and work with the high amount of call outs we're getting, but they have done a fantastic job." Phil is so correct in what he said, yes our volunteers always step up when needed to help their communities.

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That's why it is so important to be able on occasions recognise our volunteers and say thank you in some way. The Clipsal 500 was one way to do so and a separate thank you appears later in this edition of Frontline.

Another group we need to thank are our supporters and the Frontline advertisers who ensure we are able to have a magazine, and plus also receive funds from its production, which assist us to support our volunteers, when that support is required, often such support being kept private, as volunteers are the priority.

Additionally, we have continued partnerships with others and all volunteers should have by now received their 2014 DEFCOM discount card, while many volunteers have enjoyed the benefits of the Department of Environment, Water and Natural Resources partnership in providing complimentary multi-park and camping passes.

Then the Police Credit Union donates \$1,000 annually to the Keith Lane Award, Guarna Legal assists volunteers with legal matters and Nuts About Foods provides a substantial discount.

Thank you to all.
Susan



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2014 UNIT MANAGERS' FORUM AND AWARDS DINNER UPDATE

This year's forum will be held on the weekend of the 18 – 19 October, and the Working Group are already hard at work on the program and seek your input on any topics that you feel should be included in the program. The forum will again be held at the South Australian Police Academy.

So please ensure that 18 – 19 October is marked in your diaries now.

AUSTRALIA DAY EMERGENCY SERVICE MEDAL RECIPIENTS

Congratulations to John Edge and Terry Purvis for receiving the Emergency Service Medal in the awards announced on Australia Day.

John joined the SES in 2003 as a volunteer with the Yankalilla SES Unit and has since served with distinction in many managerial roles, including Training Coordinator, Rescue Officer, Administrative Coordinator, Business Coordinator and Operations Response Manager. John is also an active member and Captain of the Yankalilla Country Fire Service (CFS) Brigade.

John has dedicated his volunteer career to training other volunteers and helping to establish training standards across what is a very busy SES District. John is a volunteer instructor across a number of SES disciplines, both operational and managerial, and regularly travels the State to pass on his skills and knowledge to other volunteers. His willingness and passion to train others has made him a real asset to the service.

John is regularly called upon to represent volunteers at the highest forums. During 2013, he became the Hills Fleurieu District representative member of the SES Executive Advisory Group and has also represented the SES on the White Paper Training Review Committee.

He has proven to be an excellent role model, coach and mentor, and has a strong relationship with the Yankalilla Area School, via the old Premier's ACTIVE8 Program, and the schools own program, which in the past has attracted quite a few valuable members to the service. Last June John, assisted by John Talbot-Smith from the CFS, ran a two day program of practical and theory for 20 students from the school at the Unit/Brigade to provide an ongoing connection with the younger community. The skill sets ranged from ladder climber, stretcher lashings, road crash rescue to communications and some fire fighting with portable fire extinguishers.

Last year, John also approached the school principal, Christine Bell, re an idea for a poster competition, for the primary students, who had to include information on the national telephone number and what the SES did. Again actively reflecting his work in the local community.

While, Terri has been accredited with being a guiding force in a number of initiatives within the SES and the emergency services sector. She has dedicated her volunteer and professional career to training other volunteers and has contributed greatly in the establishment of training standards across a busy region. Terri joined the SES in 1981 as a founding member of the Meningie SES Unit, first as a rescuer and later was appointed as Administrative Officer and



Training Officer, roles which she performed for several years.

Terri encouraged and established a working program with the Meningie Area School as part of the Active 8 Program operating in schools for a year. This involved working closely with approximately 40, Year 10 students and providing them with a training program teaching life and practical SES skills, organising Active 8 camps and reporting on progress.

In late 2003, Terri was appointed to one of the newly-created full-time positions of State Training Officer within the SES, which involved looking after and working with 18 Units and staff across the Murrayland, Fleurieu, South East and Riverland Regions, in developing appropriate curriculum and training material. With the SES restructure in 2012, Terri, was appointed as the Hills Fleurieu District Officer.

Terri also recently celebrated thirty years of marriage to John and to recognise the occasion they were presented with a cake at Meningie SES unit, where John is a volunteer.

LEGO BECOMES A SUCCESSFUL PROMOTIONAL TOOL FOR MILLICENT SES

Gordon Hateley, a member of Millicent SES Unit, came up with the idea and then created SES vehicles out of lego. The detail used in their construction is amazing and for completion, Gordon even added SES logos which he obtained from SES stickers for their authenticity.

Gordon's vehicles have been displayed in local shop fronts as an SES promotional tool for recruitment for Millicent Unit and have proven extremely popular. Inquiries have even received asking where the pieces can be purchased.



NEW TRAINING OPPORTUNITIES AND INITIATIVES

DIANA MACMULLIN



I am absolutely delighted to announce that we have a new structure for the training section. Our new Capability Coordinators will be responsible for not only updating our existing training but also expanding the range of training that SASES is able provide to members. At last we will be able to provide skill development for people who work in Support Operations roles; we will be developing training in Incident Management; and we will also be working with Unit Managers to develop the skills they need.

One of the Capability Coordinators will also be working to develop training in Emergency Management for agencies across all levels of government (such as local councils), one of SASES' responsibilities.

Training will continue to be delivered primarily through District Officers and the extraordinary group of dedicated volunteer trainer/assessors, but now they will be supported to further develop their skills in vocational training as well as learning how to deliver new training programs, as the Capability Coordinators work to increase the range of skill development opportunities that SASES can provide.

We also now have a Flexible Learning Coordinator who will work with the Capability Coordinators to provide more learning opportunities on-line to supplement our face-to-face training.

Capability Coordinator responsibilities

The Capability Coordinators will be responsible for development of curriculum and training resources – reviewing and updating existing courses and developing new training. They will be monitoring our current training capacity, making sure there are enough trainer/assessors in each skill area across the state. And they will coordinate with District Officers to make sure that relevant training is delivered in each district, ensuring we have the capabilities we need.

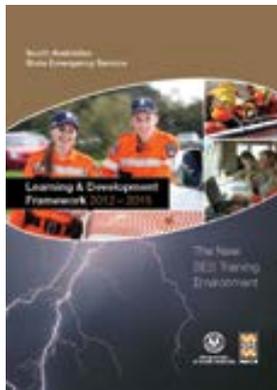
Capability Pages

The Coordinators will also be developing and maintaining Capability Pages for each skill area, another new initiative. On the Capability Pages members will be able to access learning materials and videos; find out the latest news, such as changes

in equipment or industry developments; check pre-requisites for training; find out about the relevant Standards of Emergency Response and risk profile; and learn about equipment used. There will also be links to useful websites, FAQs and a blog to keep you up-to-date. (These are still in the very early development stage, but keep an eye out for them in the future.)

Realising the White Paper

One of the first tasks I was given when I commenced with SASES as Senior Curriculum Development Officer was to work with the White Paper Working Group to consider what we wanted to achieve and develop a plan for moving forward. The result was the Learning and Development Framework 2012-2015, which was launched in October 2012 at the Unit Managers Forum. When I reflect on that document and our efforts over the past 18 months it is pleasing to note that we are starting to tick off several of the goals outlined in the Framework:



- SES Level 1 Training (so that new members can get out on the trucks sooner)
- Introduction of self-directed learning and on-line learning (for greater flexibility)
- Introduction of new accredited courses
- Maintain safety at an incident scene
- Conduct briefings & debriefings
- Review & updating of existing courses
- Rescue Operations (replacing Basic Rescue)
- Land Search

- Offering full Cert III qualification
- Offering Recognition of Prior Learning (RPL)

Introduction of the new capability streams is another major step forward.

Getting involved

It's important that everything we do meets our members' needs. If you would like to be a part of this work, reviewing existing courses and shaping new training, we would love to hear from you. As work starts on each new course we will be seeking the involvement of experienced members for a training reference group.

We are all very excited about our new agenda; however realising these goals will take time. It can take several months to develop just one new course – researching content, consulting with experts and users, writing the learner guide, preparing detailed lesson plans, developing assessment strategies and tools, and then developing trainer capacity.

Sometimes progress seems excruciatingly slow, but we are moving forward and I am very optimistic that we will meet the goals outlined in our three year plan.



Until next time, keep learning.

Diana MacMullin
Manager, Training and Organisational Development

CATHY ALLEN is the Capability Coordinator for several areas:

Unit Management

- Business management
- Stakeholder management
- People management

This includes taking a lead in the Unit Managers Forum.

Community Engagement (which includes working with the Volunteer Recruiters)

Trainer/Assessor development

- Coordination of TAE training
- On-going professional development

Cathy also provides **specialist training** advice:

- RPL Advisor
- LLN Specialist



CAPABILITY



BRENTON CLARKE is Coordinator for **Safety & Technical Systems**.

Brenton is responsible for training in technical and high risk areas:

- Vertical Rescue
- USAR (including BA,CBRN and Confined Space)
- Search dogs

Brenton is also working on a new approach to **skills maintenance** which will bring changes to the current requirement for automatic re-training in several areas.

He also has broader responsibilities which include review, research, development and monitoring of all safety related systems and issues.

IAN BONYTHON is our new Capability Coordinator in the **Operations** area:

- Rescue Operations
- Land search
- Storm and Water Damage Operations
- Driving under operational conditions
- Navigation
- Advanced Rescue tools and techniques
- Maintain safety

And he will be working with subject matter experts to support:

- Vertical Rescue - Access
- USAR Cat I
- Inland/Inshore Boat Operations
- Air Search & Drop Master
- Shoring (including Vehicle Safety)
- Road Crash Rescue



DANIEL SCHULZ is taking on a **special projects** role including:

- **Policy development** and implementation (look out for the new Trainer Endorsement process)
- **Training Needs Analysis** – across the service and in each district. This is a major project which will make sure that training provision in future will be relevant in all areas.

Daniel will also continue in his role with Road Crash Rescue, working with Ian.



ROBERT CHARLTON is the Capability Coordinator in two areas:

Incident Management

Team Leader development

- Control a Level 1 incident
- Briefings and Debriefings

And he will be working with subject matter experts on AIMS courses

Support Operations

- Work in an Emergency Operations Centre
- Base Camp
- Staging
- Communications

Emergency Management

- Introduction to EM
- Induction for EM Committees

Robert will also be working on development of training for higher level qualifications in EM.



STEPHAN SCHMIDT is our Coordinator for **Flexible Learning**.

His work spans all capabilities as he works to develop our on-line capacity. This will include working with Capability Coordinators to provide:

- On-line course content
- Capability Pages
- 'Real time' on-line training facilitation



JO BROOKS provides training **administration support** across all areas, including:

- Training administration and TAS data entry
- Research and other support for Emergency Management training
- Support to relevant State and National committees



E-LEARNING IN SES

Stephan Schmidt, our new Coordinator for Flexible Learning, writes about e-learning.

We live in the 21st century, so online learning and teaching (love it or hate it) is considered as a non-negotiable component of the education/training arena. The SASES Learning & Development Framework 2012-2015 highlights that it is timely for SES to consider complementing its face to face (f2f) training model with a range of others methodologies to provide a more flexible approach to skill development.

We understand that everyone has different learning styles and each facilitator has preferred delivery approaches and methods. The most important message needing to be conveyed to people new to e-learning is that learning and teaching principles are still the same - changes relate to the tools and some techniques that are specifically applied within the online environment. Online learning encourages self-directed learning and allows learners to undertake their study at home when it is most convenient for them and at a pace that suits their learning style.

Importantly online learning is not the answer for everything. It needs to be seen as an additional learning/training tool, which complements and value-adds to what is currently done in a face to face classroom. Of course, practical tasks still ideally require physical observation and assessment; however, the underpinning knowledge the learner requires to be able to successfully complete a practical task can be provided prior to a f2f workshop or session via the online environment. In fact, the pre-reading or pre-viewing videos prepare the learner before attending a f2f session, complementing the running of a hands on workshop. When the learner comes prepared into a session, the facilitator has more time to conduct

practical hands on demonstrations.

In the past, this underpinning knowledge was only available as hardcopy in learner guides, which meant bombarding learners with pages and pages of text. One of the many possibilities extended by being online is underpinning knowledge can be converted into many engaging and innovative mediums encouraging learners to engage with the learning content and also with other online learners within their learning community.

The use of hard copy learner guides means that the content is very static. Using a combination of both hard copy and online learning information means greater flexibility, helping us to meet a broader range of learning style preferences. Online learning and teaching is more than uploading a few text files or PowerPoint presentations for members to read. Reading information is only one part; communication and connecting with others is the other, and arguably, the most important part. It is vital that learners and trainers collaborate and communicate. Isn't that what we do in a f2f environment? We talk, exchange ideas, provide suggestions, ask questions, help each other out etc. The same needs to happen in an online environment, we just need to learn how!

The trainer's role is to guide, facilitate and provide information, but it is not only the trainer's responsibility to make an online course a success; the learner has to meet their responsibilities too, by participating actively in discussions, activities and becoming self-directed in



the learning process - just like in a f2f classroom situation. We are all familiar with how f2f situation work in, but many of us haven't experienced an online environment. Online learning skills need to be developed. As with everything else: what you put in, is what you get out. It will be difficult at first, but the more often you do it, the easier it will become. Certainly it has been proven that the blended online learning approach is one of the most successful models. Face-to-face training will always be important in the emergency services sector and we will continue to deliver a broad range of workshops where members will be able to develop the skills required.

We are very much looking forward to the opportunities that the online environment offers our organisation. We are also very committed to working together with learners and trainers. This is crucial - we will build this environment together so that it works for you. If you have any questions, e-learning concerns, ideas, recommendations or simply just want to talk e-learning and teaching, contact Stephan. He is more than happy to collaborate and provide assistance wherever possible. Let's experience the new SES e-learning pathway together!

SES STAFF AWARDS

While District Officers were in Adelaide for their February Training Meeting, the Deputy Chief Officer, Dermot Barry, took the opportunity to present the following medals/awards at a morning tea:-

Graeme Wynwood (Manager, Operations Planning & Support) and Derren Halleday (Commander, South Region) were presented with their 20 Year Bar to the SES Long Service Medal.

While Bob Stevenson (State Emergency Management Planning Officer) was presented with his 10 Year SES Long Service Medal and Mark Tuckwell (District Officer, Flinders Gulf, North Region) received his 2nd Clasp to the National Medal.



Mark Tuckwell, Derren Halleday, Dermot Barry, Graeme Wynwood and Bob Stevenson.

AWARDS PRESENTED TO BURRA VOLUNTEERS

David Carman, General Manager, South Australian State Emergency Service, visited Burra SES Unit on Wednesday 12 March to present awards to unit members Andrew Shepley and Unit Manager Bruce Gundersen who both received their five year certificate, while Wendy Williams was presented with her National Medal for fifteen years service.

Congratulations to the three.



David Carman with Andrew Shepley.



David Carman with Wendy Williams



David Carman with Bruce Gundersen



SITUATIONAL AWARENESS

IT'S KEY FOR ALL OF US WHEN RESPONDING TO EMERGENCIES

Situational Awareness in its simplest form is being aware of what is occurring around us, which assists and guides us to plan what to do. This ensures that we are aware of what could occur and how we would manage it.

Situational Awareness is a key component of all of our emergency responses. Complete, accurate, and up-to-the-minute situational awareness is essential for all emergency services personnel working in dynamic and high-risk situations. Poor or absent situational awareness is often found to be one of the primary factors in accidents attributed to human error and oversight.

How can we ensure we have can maintain good situational awareness

Dynamic Risk Assessment: Undertaking a dynamic risk assessment to identify hazards, plan what we will do, remove or manage the risks and then undertake safe operations, is critical in the first phase of building our situational awareness.

Clear communication: Effective communication is critical in achieving and maintaining situational awareness, including clearly communicating the course of action to follow. Defining the expectations of all personnel eliminates doubt and builds the teams situational awareness.

Task performance awareness: Awareness of how your task and the tasks of other team members contribute to the overall outcome is essential. We may not know all aspects of other team members' jobs, but we must be aware of what actions, information, we can provide to them so they can do their jobs effectively, and what would happen if we didn't.

Status awareness: Effective leaders plan ahead and communicate the plan to all personnel. This ensures that everyone is aware of the plan and fosters a clear understanding of the established goals.

Continual reassessment: Assess and reassess the incident's progress in relation to agreed outcome, to determine if you and your team members are on track to safely and effectively achieve the outcome.

How can we stop compromising or losing our situational awareness:

Confusion: The sense of disorder or a "gut feeling" that things are just not right is a very reliable clue to the loss of situational awareness. Your body detects stimuli long before you have consciously put it all together.

No safety officer: When there is no one identified as the safety officer, or responsible for identifying and reviewing safe operations, who is looking for hazards? It is imperative that for every incident we encounter, no matter how minor or complex, that there be an individual monitoring everyone and the scenes safety.

Procedural violations: Disregarding training or procedures has the potential to put everyone in a area where no one may be able to predict the outcome with any certainty. The consequences of your actions cannot be predicted with any assurance of the outcome.

Tunnel vision: Can occur when we fixate on one task or become preoccupied with work reducing our ability to notice other important information. This can lead to overload and distraction, therefore prioritizing and delegating tasks and minimizing job distractions can improve safety if you are overloaded.

Incorrect perception: Perception is our mental picture of reality, based on the information received and how we process it. The amount and quality of information available limit all pictures of your current operational state. Insufficient information makes it difficult to ensure that your mental picture is always aligned with reality. Past experiences and expectations affect your mental picture.

Complacency: Assuming everything is under control affects our vigilance when things are slow and tasks are routine. Challenging yourself and your team to be prepared for contingencies through planning or training can reduce the likelihood of complacency.

Situational awareness is dynamic, hard to maintain, and easy to lose. Knowing what is going on all the time is very difficult for any one person, especially during complex high-stress incidents.

It is important that we know what behaviour is effective in keeping ourselves situationally aware.

Situational Awareness helps us to see bad things coming in time to change the outcome.

SES VOLUNTEERS ENJOY CLIPSAL 500

On the 14 February Ministers Leon Bignell and Ian Hunter in conjunction with the South Australian Motor Sport Board Chief Executive Mark Warren announced that South Australia’s emergency service volunteers, who’d been dealing with storm damage and fighting dangerous bushfires during the past few weeks, would be shouted to a day at the Clipsal 500 Adelaide, thanks to the State Government and the South Australian Motor Sport Board.

2,000 four-day passes (effectively 8,000 tickets) to the Clipsal 500 were given to the State Emergency Service Volunteers Association and the Country Fire Service Volunteers Association for distribution amongst their members.

Then Emergency Services Minister Ian Hunter said that it was a great way to say thank you to the volunteers for the many hours they’d committed to protecting the community this summer.

“The first weeks of 2014 had seen record-breaking extreme heat, dangerous bushfires, and the most damaging winds for 30 years,” he said.

At the announcement he said: “Our SES and CFS volunteers have been so quick to fight fires and help our suburbs and communities to quickly recover from storm damage over the past few weeks.

“The SES says about 250 of its volunteers and more than 40 staff responded to last week’s storms.

“50 SES volunteers and 12 staff continue to work with the CFS and other agencies on the Bangor fire,” said Mr Hunter.

Tourism Minister Leon Bignell said the Clipsal 500 was the perfect way for the hard-working SES and CFS volunteers to take a break.

At the launch Minister Bignell said “The Motor Sport Board’s contribution is effectively 8,000 tickets for the emergency service volunteers to share and enjoy a day or two at one of South Australia’s major events,” he said.

“The tickets will provide great views of the action for the volunteers, and they’ll be able to attend the after race concerts.

“I’m sure many of the volunteers are motor racing fans, so at this year’s Clipsal 500 they’ll get to see Volvo cars competing in the V8 Supercars races for the first time, and a new racing format with two races on Saturday and the deciding 250km race on Sunday,” he said.

South Australian Motor Sport Board Chief Executive Mark Warren said: “the SES and CFS volunteers do a terrific job keeping our community safe and they deserved a well-earned break. The invaluable contribution of these volunteers is not to be underestimated. They are out on the front-line saving people’s homes and lives so we are proud to offer them a little respite at the Clipsal 500. We have a huge line-up of on and off-track entertainment planned for this year’s event so I’m sure they’ll all enjoy themselves.”

The Association contacted all volunteers letting them know about the State Government’s and South Australian Motor Sport Board’s generous gesture and volunteers who attended the Clipsal 500 came from across the State including members from the following units:

- Ceduna
- Roxby Downs
- Whyalla
- Quorn
- Hallett
- Clare
- Saddleworth
- Kapunda
- Keith
- Meningie
- Millicent
- Murray Bridge
- Strathalbyn
- South Coast
- Yankalilla





Together with all units in the metropolitan area.

Of course the SASES still had an operational role with volunteers in attendance each day, and it was great to be able to also have them attend as spectators.

Comments received from volunteers who attended included:

“Had a great day on Friday at the Clipsal. Had a girls day out. Caught the train and then the shuttle bus which made it very easy. Looking forward to Sunday and the Keith Urban, Guy Sebastian concert.”

“Thanks to those who provided the tickets for the emergency services. It made for a great weekend.”

“Went to the Clipsal again on Sunday afternoon. It was a fantastic afternoon and evening. Thanks again to those who provided us the tickets.”

The Association wishes to thank the State Government and South Australian Motor Sports Board for acknowledging our volunteers in this way and also thanks to Judith Hackett from Kapunda Unit for the photographs she supplied which certainly reflect all the activities of the Clipsal 500.



TRAINING TURNS INTO REAL RESPONSE FOR MINTABIE SES MEMBERS

Mintabie SES unit, where many members are also CFS volunteers, undertook an **Advanced Tools** Training in December.

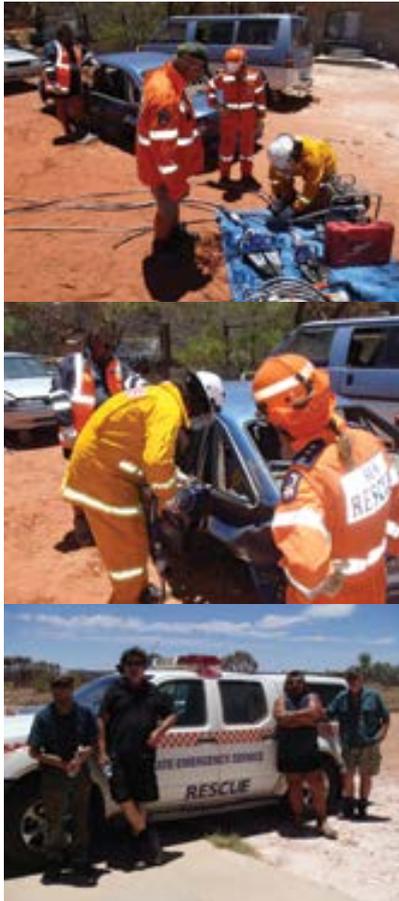
The course covered Advanced Tools and Communications and again it was a typically hot outback day and the members worked hard to get through all the content, which was interrupted with the unit responding to an actual road crash alarm 45km north of Marla.

After responding and then returning to complete the course, all were tired, but pleased with the day and the outcome.

Congratulations to Mintabie SES members on their efforts.

Pictured from left to right in front of the vehicle: Richard, Brett, Rhino and John.

Andrew Clarke
District Officer Outback



SES Volunteer Portal reminder

In April 2013, all SES volunteer members received a new email address to be used in conjunction with the SES Volunteer Portal. Since that time this email address, together with the Unit and/or personal email addresses have been used when sending information to members.

The Chief Officer has advised that it is now time to move forward, and as it had always been the intention to only use the portal address when communicating with members, this would become effective from Tuesday, 1 July this year with the SES only sending emails to the portal address. Volunteers if they prefer, can have their portal email redirected to another email address, but first they must register on the SES Volunteer Portal, there are easy instructions on how to set up the redirection. If anyone has difficulty registering, help is available from Sally Pfeiffer (08 84634163) or Sara Pulford (08 84634372) at SHQ, or from your District Officer.

Women.

Women are an evil race
They play all sorts of games.
They'll lead you up the garden path
And call you filthy names.

They'll say that they are equal
Equality when it suits.
Then out of the blue, they change
their minds
And in go the nails and boots.

They play it weak and girlish
When you know their hard as nails.
They'll wrap you around their fingers
And exploit us defenseless males.

Some like to remain as spinsters
Some others like to marry.
Some women like to play about
With every Tom, Dick or Harry.

So let's face it, women are a curse
A necessary evil that is true.
So to all the women of this world
We men still can't do without you.

Pye.

ADVANCED TOOLS TRAINING COOBER PEDY

Cooper Pedy unit also undertook an **Advanced Tools Training** course in December 2013, which happened to be held on a **Sunday** when the temperatures were expected to be high, so we decided to make an early start to the training.

The team firstly completed the theory component in the class room and then talked about Correct PPE, WH&S and communications.

After working through the advanced tools, I set up a scenario where the participants from the unit were then working on different tools and areas of an incident. This scenario also provided the opportunity for Unit Manager Luke Kenny to take charge and practise his Incident Control skills, where he certainly showed us his capabilities in this area.

Many at the unit are seasoned members and it is pleasing to note the camaraderie, as they take great pride in working with and mentoring some of the younger and newer unit members.

The photographs show the unit members who undertook the course by the truck and action shots taken while they trained.

Andrew Clarke
District Officer Outback



LETTER OF THANKS



Jennifer Rankine MP
 Member for Wright
 P.O. Box 1111
 Golden Grove Village 5125

SA State Emergency Service

15 JAN 2014

Received

12 January 2014

Mr Chris Beattie
 Chief Officer
 State Emergency Service
 GPO Box 2706
 Adelaide SA 5001

SA State Emergency Service

21 FEB 2014

Received

Mr Chris Beattie

CEO

State Emergency Service (SES)

GPO Box 2706

Adelaide SA 5001

Dear Sir,

Re: Campbelltown SES attendance at 29 Breaker Street, St. Morris

We would like to acknowledge the prompt and professional response and work carried out by Michael, Team Leader, Andrew, and the rest of the team who attended our property and safely removed a tree limb from the roof of our house. This occurred on Saturday, 21st December, 2013 during unusual and extreme windy weather.

We request that our sincere gratitude be extended to all the staff including the second team who were dispatched to remove the tree limb ensuring the safety of our home.

We feel appreciative of the incredibly important community work which your teams of volunteers undertake.

Yours sincerely

Mary Amanatidis & Phil Palmer

Dear Mr Beattie,

I am writing to you to express my appreciation to the State Emergency Service for their participation in my thirteenth annual Community Safety Day promotion held recently at the Golden Grove Village Shopping Centre.

I would be most grateful if you could pass on my sincere thanks and appreciation to all of the volunteers who gave up their time to attend. Through their involvement, residents were able to find out more about various safety issues within the community.

Once again, thank you for your continued support for this important community awareness program.

Yours sincerely,

Jennifer Rankine
 Member for Wright

15/1/2014

It has been all ahead in leaps and bounds for Strathalbyn SES Unit.

Strathalbyn unit undertook a recruitment drive last August and was successful in recruiting fourteen new members who have been described as "signing up for the long haul".

Several of these recruits participated in a Road Crash Rescue training course held in November and the photograph shows the new Road Crash Accredited members with the Assessors and Trainers.

Judy Schriever
 Strathalbyn SES



LETTER OF THANKS

David

I think I can act on behalf of the residents at Peterhead regarding this matter as I am also a resident affected by the flooding that occurred.

I would appreciate if you could pass on my personal thanks and that of the local community to both MFS and SES for the efforts and quick response to the flooding that occurred last Friday. The efforts of all crews attending was absolutely commendable and I can honestly say that the methodology employed by MFS in particular for evacuating water from firstly the street and then the affected dwellings, clearly provided a level of support to the affected residents that otherwise would not have been present.



The resourcing of a full command structure in the face of high demands from the extended residential area reinforced the exceptional community mindedness of MFS, SES, staff and volunteers.

A number of my neighbours have now been temporarily relocated pending flood repair work to their premises that could, and most probably would, have been much more severe if it were not for the efforts and actions of MFS and SES staff and volunteers.

Again please pass on these thanks to the many persons who responded to my local community in need of friendly help in the face of a very unnatural weather event.

I have attached two photos taken at 7.20am that show the dimension of water in the street that readily flows into many dwellings that are established with flooring at or below street level.

A commendable job well done.

Kindest regards

Laurence Kennedy 17 February 2014



STORM TROOPER PASSES THROUGH STRATHALBYN ON HIS WALK AROUND AUSTRALIA

On New Years Day the Fleurieu received a visit from Star Wars character, Storm Trooper, who in reality is Scott Loxley, a 501st Legionnaire who is walking around Australia pushing his trolley while dressed in his Storm Trooper outfit raising money for the Monash Children’s Hospital. His aim is to walk the 15, 000km in 12-18 months and raise \$100,000 for his efforts.

By chance, Strathalbyn SES Unit members Judy and Colin Schriever met Storm Trooper whilst having lunch at the Bridge Hotel at Langhorne Creek, and upon striking up a conversation found out that Scott had given up his career in the military to complete the trek.

Colin also learnt that they were both in the same Infantry Battalion, at the same time, but had never come across each other. A bond of friendship was immediately formed between Scott, Judy and Colin and on the following day, Judy and Colin escorted Scott into Strathalbyn on their bikes, and ensured they passed by the Strathalbyn SES Unit.

“We are all going to keep in contact with each other and we intend to catch up with Scott before the Western Australian border and walk with him for a while,” Judy and Colin said, “just for companionship and security.”

“We knew what we had to do and started our training for this trek the day after we met Scott”, they said, and they have already caught up with Scott again, about 10km out of Port Wakefield, each walking 5km with him.

They said: “The Nullarbor, of course should not be taken lightly, but we are looking forward to being of support to Scott.”

To follow Scott go to www.facebook.com/StormingAustralia for Monash Children’s Hospital.

Judy Schriever
Strathalbyn SES



Anonymous
Supporter

YANKALILLA VOLUNTEERS RECOGNISED

Two awards were presented by Deputy Chief Officer Dermot Barry at Yankalilla SES on the 2 April during an executive visit to the unit. Terry Savage was presented with his 10 year medal and Warren Wilkinson received his five year meritorious service certificate.

Terry Savage has been a very active member for the last ten years, having put his talents to use in all major land searches and major storm events in the unit's response area, as well as volunteering for intra and interstate deployments. Terry has a main interest in the "RUBBER DUCKY", and just recently sat in it all day on the Murray river, assisting ETSA to control marine traffic, while they strung new powerlines across the river - resulting in a \$1,500 donation to the unit. He is now looking to be involved in the new RIB vessel when it arrives in the last half of this year.

Some of the community events that Terry has attended include the field days for cadets and BBQs for disadvantaged children, as well as our own annual Yankalilla Area School two day introductory session to SES and CFS. Without a doubt the main passion in his life is the art of fishing, and it is a very rare night indeed when he would not be seen on the Normanville jetty, or has packed his caravan for the annual Barramundi run at Daly River in the Northern Territory.

Terry is continuing his role of WHS and Quartermaster for Yankalilla SES and is serving on the committee currently.

Warren Wilkinson has been a regular and reliable member of the unit over the last five years, and having gained his requalification in CERT4, will hopefully be coming on board as a trainer for new members. Warren lives just that little bit too far out of town to make a lot of the callouts, but does his time on the radio, and is available for relief shifts and second responses. Warren was a previous training coordinator for the CFS at Yankalilla, is also presently an officer with CFS, and is willing to train members when asked to do so. Sometimes it is hard to decide which uniform to wear, but for a major CFS fire, he will usually volunteer for logistics within SES, unless required to drive the Bulk Water Carrier. Warren went to New South Wales as an SES member to assist with the fires.

Warren comes from a military and civilian aviation background, and his interests include being involved with the over 50's club - who recently donated a sum of money to the unit as well.

John Edge
Yankalilla SES



SAVE THE DATE

It's getting close to that time of year again where SAFECOM's Volunteer Services Branch start planning for the next Volunteer and Employer Recognition and Support Program (VERSP) event. This time we're heading to Murray Bridge in late May but more details will become available a little closer to the date.

In the meantime, we encourage volunteers who are thinking about coming along to consider nominating their supportive employers for an award when the nomination forms are sent out. It's a great opportunity to recognise those employers who support you in your role as an emergency services volunteer. This could mean they

release you to respond to call outs or you could be a self-employed volunteer that drops everything when the pager goes off. Whatever your circumstances we recognise that volunteering can have an impact on the workplace and this is our opportunity to say thanks to those who support you.

For more information on the VERSP, you can contact the Volunteer Services Branch on 1300 364 587.





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SES
RESCUE

Emergency Management

April 2014

SOUTH AUSTRALIA'S DISASTER RESILIENCE NEWSLETTER

A hot, wet and windy summer impacts South Australia

The 2013-14 summer season saw intense and prolonged periods of heatwave conditions that scorched most of South Australia as well as a severe wind event and widespread flooding that impacted the Adelaide metropolitan area, the Mid North and Riverland districts.

Adelaide experienced 13 days of maximum temperatures above 40°C – when the average is two days – and this included a record-breaking five consecutive days above 42°C.

Three distinct periods of extreme heat were followed by a severe wind event that caused considerable damage in Adelaide's eastern suburbs and, a few days later, widespread flooding.

The February severe wind event resulted in the State Emergency Service (SES) responding to more than 1000 calls for assistance from the general public. To better handle the operational response to this event, the SES established an Incident Management Team (IMT) at the Campbelltown SES Unit.

Falling trees and branches during the severe wind event resulted in considerable damage to the state's electricity distribution system. SA Power Networks worked around the clock to restore power to the tens of thousands of customers impacted – some of which lost power for more than 24 hours.

The heavy rain that fell on the Adelaide Metropolitan, Mid North and Riverland districts resulted in the issue of a Flood Watch and localised flooding with a number of houses at Peterhead, in Adelaide's north western suburbs, particularly badly affected.

Numerous arterial roads and streets in the Adelaide metropolitan area were covered with water – many as a result of drains being blocked by leaf litter, rubbish and other material – resulting in particularly dangerous conditions for motorists.

Over this period of heightened operational response, the SES activated its State Control Centre for an extended period to coordinate cross-government activity in response to these events.

The Country Fire Service (CFS) also kept its State Coordination Centre continuously activated for almost four consecutive weeks responding to more than 600 rural fires, among them the Bangor fire in the Southern Flinders Ranges which drew most of the public and media attention.

The Bangor fire resulted in unprecedented demands for CFS firefighters and partner agencies including the SES, Metropolitan Fire Service (MFS), Department of Environment, Water and Natural Resources (DEWNR) and Forestry SA. Support was also received from Victoria's Country Fire Authority (CFA) and the NSW Rural Fire Service (RFS) as well as an army of local farm fire units.

During the 13-18 January heatwave, the SA Ambulance Service (SAAS) responded to nearly 3,800 emergency and urgent incidents. This represented an increase in workload of 17 per cent compared to the same week in 2013.

Surf Life Saving SA (SLSSA) was also busy over summer with a significant increase in people visiting the beaches looking for some respite from the heat.

Volunteer surf lifesavers provided extra patrols on weekdays and extended weekend patrols to cater for the increased use of the coast. Professional lifeguard services were also increased with both volunteers and lifeguards dealing with an increase in many incidents.

This included first aid incidents from sun burn through to near drownings and also treating hundreds of people for marine stings from the jimble, a small clear bell shaped jellyfish which is common during hot still periods.

Numerous public safety warnings were issued by various agencies during the three heatwaves, including the SES, SA Health, SafeWork SA, the Department for Communities and Social Inclusion (DCSI) and the Department of Primary Industries and Regions SA (PIRSA).

The SES Community Engagement Unit (CEU) played a key role in disseminating extreme heat safety information to the general public, with unit members visiting shopping centres, the Adelaide Railway Station and other locations to hand out material. The CEU also handed out extreme heat safety information to arriving passengers at the international terminal at the Adelaide Airport.

On February 14, 31 days after it began, the Bangor fire was finally declared "Controlled" having swept through more than 35,000 hectares and destroying five houses. Dozens of homes however were saved.

A number of sheds were lost, with extensive damage sustained to fencing, and at least 700 sheep perished.

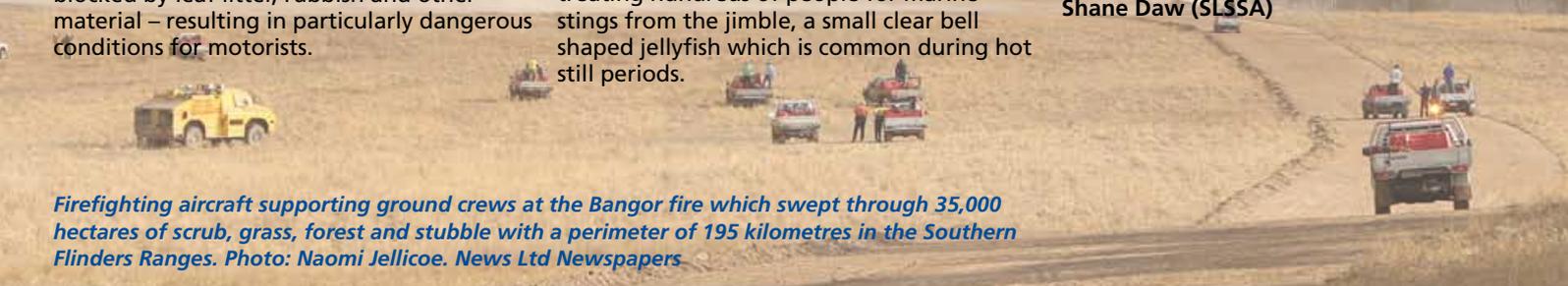
CFS Regional Commander Bluey Devine said bringing Bangor under control required a remarkable effort not only by the CFS, but from other supporting emergency services, multiple government and community agencies and numerous private farm fire units.

"The Bangor fire was challenging not only for those involved in firefighting, but for the communities who anxiously awaited the fire to impact," he said.

"The resilience of the rural communities was outstanding."

Chris Beattie (SES), Chris Metevelis (CFS), Simon Nankivell (SA Health) and Shane Daw (SLSSA)

Firefighting aircraft supporting ground crews at the Bangor fire which swept through 35,000 hectares of scrub, grass, forest and stubble with a perimeter of 195 kilometres in the Southern Flinders Ranges. Photo: Naomi Jellicoe. News Ltd Newspapers





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2014 Resilient Australia Awards - SA Nominations Now Open



All 2013 Resilient Australia award winners. (Source: Commonwealth Attorney General's Department)

Five South Australian projects were recognised at the Resilient Australia Awards National Ceremony held in Canberra last December.

An initiative of the Commonwealth Attorney General's Department and the South Australian Government, the Resilient Australia Awards recognise innovative practices and achievements that are helping to make the nation's communities stronger, more resilient and better prepared to manage emergency situations.

The 2013 National Winners are as follows:

- Department of Environment, Water & Natural Resources (DEWNR), Climate Change Unit –and the Local Government Association of South Australia
- ABC Local Radio - Emergency Broadcasting

The 2013 National Highly Commended awardees are as follows:

- Port Neill Emergency Ready Committee (PNERC)

- Central Local Government Region of Councils, in partnership with Regional Development Australia, and the Northern and Yorke Natural Resources Management Board
- SA Fire and Emergency Services Commission (SAFECOM), in partnership with SA State Emergency Services (SES), Zone Emergency Management Committees, and the Department of Planning, Transport, and Infrastructure (DPTI), Building Management

Nominations for the 2014 Resilient Australia Awards are now open and close on Wednesday, 2 July, 2013.

All nominations can be submitted online. Details are available on the SAFECOM website: http://www.safecom.sa.gov.au/site/emergency_management/resilient_australia_awards.jsp

For more information on the 2013 SA winners, go to:

http://www.safecom.sa.gov.au/site/emergency_management/resilient_australia_awards/2013_resilient_australia_awards_sa_winning_entries.jsp

Common Alerting Protocol Updated

Late last year an updated version of the Australian Government standard for Common Alerting Protocol (Australia Profile) was released.

The Common Alerting Protocol (CAP) is an international standard that facilitates the construction and exchange of emergency alert and warning messages between various systems and networks. CAP can be used to alert and inform emergency response agencies, media and the general public. CAP ensures that messages remain consistent and clearly indicate to the recipient the severity of the threat and best response.

The standard should be used by governments, organisations and all agencies seeking to provide a common standardised approach to distributing alerts and warnings.

It can also be used by organisations seeking to interoperate with emergency alerting agencies or internally with their employees. A copy of the standard is available from <https://www.govshare.gov.au/item-details/?rid=57>



Alert SA campaign extends to radio

The Alert SA campaign has once again featured in South Australian newspapers, digital media, bus shelters, and this time even radio!

A broadcast approach has been taken to ensure as many South Australians as possible are made aware of the Alert SA website www.alert.sa.gov.au. This will continue throughout April and May 2014 so keep an ear out for the ads.

The Alert SA site has undergone some enhancements to ensure it is now mobile and tablet friendly so that people can easily view the site on their hand-held devices.

An additional tab for current alerts has been added which allows the viewer to see in one consolidated place all current warnings that have been issued under the Advice, Watch and Act or Emergency Warning framework.





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Signing of Common Incident Management Framework – Control

In February 2014 a Common Incident Management Framework (CIMF) Control Agency Agreement was signed by all control agency chief executive officers.

This is a first in Australia and will now see all South Australian control agencies working under a common framework, with consistent terminology and standards at local, regional and state levels.

In addition, the framework commits control agencies to the application of functional management, aligns management to the ten responsibilities of a control agency, provides for a common diagrammatic representation of the management structures and nominates that the person leading the control agency in the response is to be known as the Incident Controller.

This last point will reduce a large amount of confusion that arises with multiple persons wearing similar tabards.

This new framework builds upon the April 2011 agreement signed by the Country Fire Service, Metropolitan Fire Service, State Emergency Service and Police which at the time was also a first across the nation.

The 2011 agreement received recent praise at the last State Emergency Management Committee (SEMC) by the CFS Chief Officer Greg Nettleton.

Mr Nettleton asserted that one of the reasons for the successful management of the January (2014) fires, heat and flood events was in part due to the seamless integration between the emergency services, due to the common incident command systems in use between emergency services and police in this state.

The commonality of this system with national systems also allowed seamless integration of the fire fighting resources from New South Wales, Western Australian and Victoria. Given that praise, it can be reasonably assumed that the new agreement will have similar benefits for the community.

The State Coordinator, Commissioner Gary Burns, congratulated all signatories for their unity and commitment, noting that such cooperation between the agencies significantly contributes to ensuring that the South Australian community receives the best possible response from all agencies during an emergency.

For further information on this agreement please contact SAPOL's Emergency Management Coordinator, Senior Sergeant Russell Dippy on (russell.dippy@police.sa.gov.au) or 08 732 24251.



Pictured at the signing of the agreement are back row (from left) Rick Janssan (DMITRE), Don Frater (PIRSA), Bret Morris (DPC), Grant Lupton (MFS), Stephen Christley (SA Health) and Rod Hook (DPTI). Front row (from left) are Greg Nettleton (CFS), Gary Burns (SAPOL) and Chris Beattie (SES).

National taskforce established to review the Bureau's emergency management services

In July 2011 the Commonwealth Government commissioned a review of the capacity of the Bureau of Meteorology to respond to future extreme weather and natural disaster events and to provide accurate and timely seasonal forecasting services.

A copy of the review's report is available from <http://www.environment.gov.au/resource/review-bureau-meteorologys-extreme-weather-and-seasonal-forecasting-capacity>.

A new national taskforce has been established to progress three of the Review's Priority Actions and Options:

- Priority Action 3: Formalise and standardise service levels provided to emergency services

- Priority Action 4: Agree clear allocation of responsibilities to state and local government for flood management, with defined boundaries on the bureau's role
- Option 21: Apply a consistent cost-recovery model to all services delivered to state/territory fire and emergency service agencies

The taskforce has been charged with developing an approach for the bureau to provide a nationally consistent set of services to emergency management agencies, making recommendations on measures to harmonise and standardise the bureau's services; making recommendations on the future allocation of responsibilities across all three spheres of government for flood management; and preparing an implementation plan to accompany any recommendations.

As project outputs are developed and delivered there will need to be a mechanism by which end-users are engaged and kept informed and a reference group of stakeholders established to facilitate timely exchange of information and updates on the project.

Should your agency wish to receive updates on progress with this project please contact SES (Camilleri.Mary@ses.sa.gov.au).

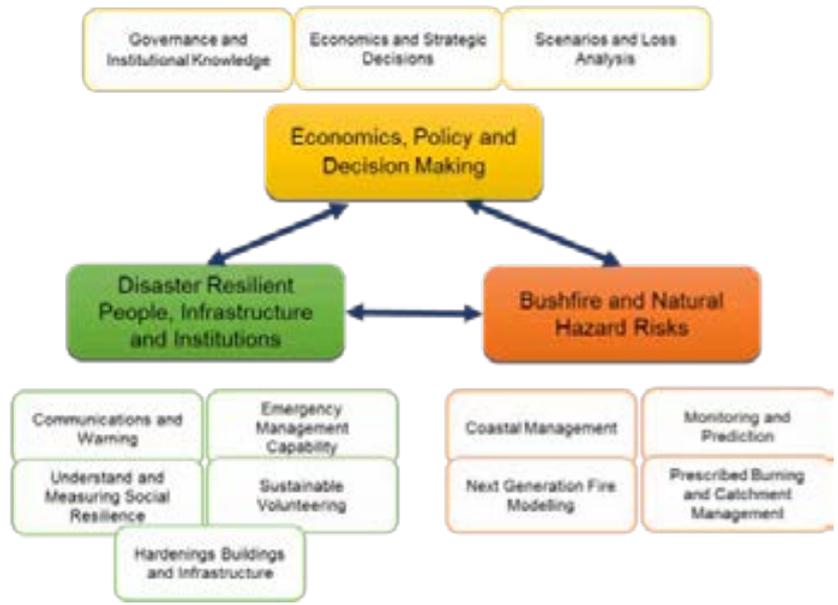


Research Agenda for the Bushfire and Natural Hazards

The research program for the new Bushfire and Natural Hazards CRC kicked off in March with 170 project end users and researchers attending the Establishment Research Advisory Forum which was held in Adelaide over 18-20 March 2014.

Established in 2013, the program of research will span eight years with a global budget of over \$130 million in cash and in-kind contributions from the Commonwealth, all states and territories and a number of universities and non-government partner agencies. There are three themes covering 12 clusters of projects, most of which span the priorities for those working in a multi-hazard environment.

- **Governance, policy and decision making.** This theme deals with the economics of disasters and the interface between risk-based priorities and the practice of resource allocation, where the greatest tangible benefits can be made.
- **Resilient people, infrastructure and institutions.** Five clusters of projects contributing to this theme aim to improve the conceptualisation of resilience and the factors that both promote and inhibit its development. Improved understanding of these factors is intended to contribute to and optimise the development of a capability to identify vulnerability and manage the risk and enable resilience.



- **Bushfire and natural hazards risks.** Four clusters of projects focus on coastal management, fire modelling, monitoring and prediction and prescribed burning and catchment modelling will seek to provide better forecasts for events with greater accuracy and timeliness. More information on the 35 projects being undertaken by the CRC is available from <http://www.bnhcrc.com.au/research/overview>

New Emergency+ app launched

Over 66 per cent of incoming calls to Triple Zero (000) are now made from mobile phones and callers often do not know exactly where they are – creating delays in call-processing.

Without an accurate location emergency responders cannot be dispatched or their arrival on scene is delayed.

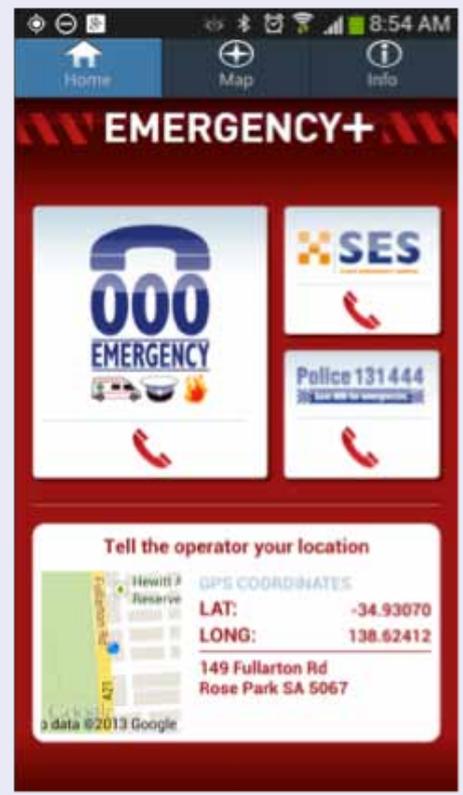
To combat this growing issue, a new app has been launched called "Emergency+". It has been developed to enable Triple Zero callers to tell emergency services call takers their location coordinates using their smartphone's existing GPS functionality.

Call centre numbers for the State Emergency Service (SES 132 500) and Police Assistance Line (PAL – 131 444) have also been included in the app. This will assist in calls being directed to the most appropriate number.

"Emergency+" is available for free download from iTunes and Google Play

app stores. Aztec and QR codes have also been developed to allow users to be taken directly to the "Emergency+" app in the respective app store.

All South Australian organisations are encouraged to promote the app as an important public safety initiative and to include the Aztec and QR codes in relevant safety material and campaigns.



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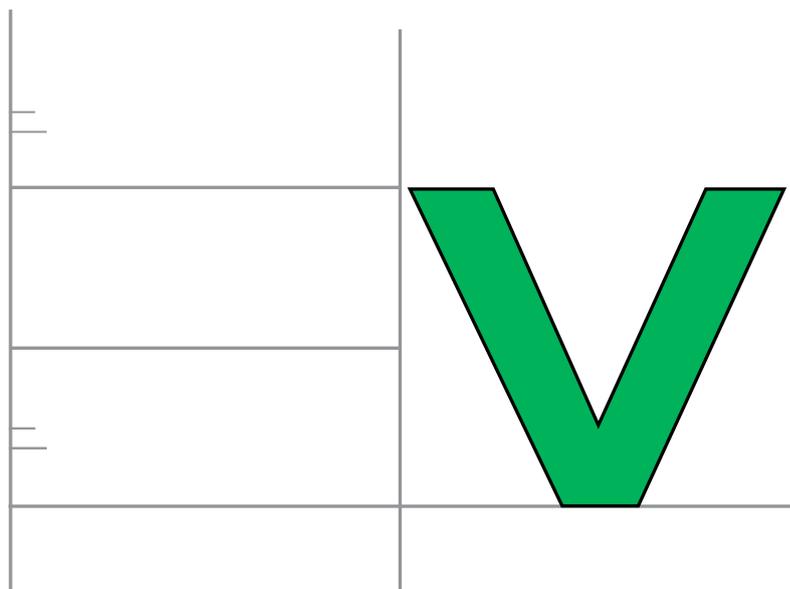
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