



Frontline



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**ANZAC DAY • NATIONAL VOLUNTEERS WEEK
PSYCHOLOGICAL ABUSE • AEMVF PROGRESS REPORT**

CONTENT FOR FRONTLINE

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Countrywide Media

Level 2, 673 Bourke St,
Melbourne 3001
Postal: GPO Box 2466,
Melbourne 3001
PH: 03 9937 0200
FAX: 03 9937 0201
EMAIL: admin@cwmedia.com.au

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executive committee

EXECUTIVE OFFICER

Susan Caracoussis
GPO Box 2706, Adelaide 5001
M 0414 877 374
E susan@sasesva.org.au

CHAIRPERSON

Warren Hicks
GPO Box 2706, Adelaide 5001
Metro South SES Unit
M 0424 435 416
E warrenhicks2@bigpond.com

DEPUTY CHAIRPERSON

Gordon Hartley ESM
Eyre Headquarters Unit
PO Box 1632, Port Lincoln 5606
P 08 8683 0504 M 0429 900 840
E hartleygordon@internode.on.net

SECRETARY

Louise Reynolds ESM
South Coast SES Unit
PO Box 1563, Victor Harbor 5211
M 0438 828 529
E reynolds@adelaide.on.net

TREASURER

David Ward ESM
Loxton SES Unit
PO Box 818, Loxton 5333
P 8584 7540 Wk 8584 6641
M 0414 833 947
E david.ward6@bigpond.com

committee regional representatives

CENTRAL REGION

Trevor Bond
Tea Tree Gully SES Unit
PO Box 243, St Agnes 5097
M 0417 859 196
H 8263 5759 F 8265 5405
E bonchbool@arcom.com.au

EAST REGION

William Job (Bill)
Wattle Range Unit
PO Box 245, Millicent 5280
M 0417 819 817
F (08) 8733 2936
David Ward ESM
Loxton Unit
PO Box 818, Loxton 5333
M 0414 833 947
P 8584 7540 W 8584 6641
E david.ward6@bigpond.com

WEST REGION

Peter Codrington
Ceduna SES Unit
PO Box 386, Ceduna 5690
M 0427 269 161
W 8626 2037 F 8625 3916
E cedses@bigpond.com
Jim Darling ESM
Tumby Bay SES Unit
41 West Tce. Tumby Bay 5605
M 0428 882 213
Ph 8688 2221
E jinwd@ozemail.com.au
Gordon Hartley ESM
Eyre Headquarters Unit
PO Box 1632, Port Lincoln 5606
P 08 8683 0504 M 0429 900 840
E hartleygordon@internode.on.net

Stefanie Zakrzewski
Tea Tree Gully Unit
PO Box 243, St Agnes 5097
M 0438 840 183
E stefanie.zakrzewski@health.sa.gov.au

Dean Overton ESM

Kangaroo Island Unit
PO Box 460, Kingscote KI 5223
M 0428 300 353
Ph/Fax (08) 8553 2374
E deanandbev@bigpond.com

sub-committees

WEBSITE

Dave O'Shannessy
Sturt SES Unit
M 0400 008 577
E d.oshannessy@sturtrescue.com.au

FRONTLINE

Editorial email: susan@sasesva.org.au

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Chairperson's report



I hope this edition of *Frontline* finds you and your families well. Since the last edition, there have been a number of events and issues that have kept the Association Executive busy and we are only halfway through the year.

Volunteer Week this year saw a number of events aimed at emergency service volunteers and their employers. You may have been lucky enough to see the television commercial that thanked employers of SES and CFS volunteers. The advertisement was organised by Volunteer Management Branch (VMB), and given the short timeframe and limited budget allocated for the project, it came out looking okay and has received positive feedback.

VMB, as part of Volunteer Week, also organised a breakfast for volunteers and their employers at which the Minister presented employers with certificates in recognition of their efforts in employing and supporting emergency service volunteers. More of these community presentations are planned, so when one is being planned for your region, give VMB a hand and nominate your employer.

You may have also heard that the review of the *Emergency Services Act* has been tabled in Parliament, and while a lot of the recommendations focus on issues around fires, there are a few that affect SES volunteers. In short, the three services will remain three services, and there are some recommendations to the structure of the Boards, but volunteer representation on these Boards will remain, as already advised to the Association by the Minister.

This leads me to my next point: nominations for these Boards. Later this year, the Association will be asked to submit a list of suitable persons to sit on the Advisory Board and the SAFECOM Board. You don't have to be a member of the committee or for that matter a unit manager, you just need to be able to take a sector-wide view to the discussions. We need nominations from both male and female candidates to ensure that the Boards meet gender requirements. If you have the time and the skills to sit on a board, now is the time to start thinking about preparing your resume and sending it to the Association so that we can add your name to the lists.

If you don't feel you have the time to sit on a board, but still feel you would like to help represent the interests of volunteers, why not consider nominating for a position on the committee; our AGM will again take place after the SES parade and a number of positions need to be filled.

Also from time to time, the Association is asked to provide people for other committees or focus groups, set up for a short time, to look at particular issues, and again we need to know who would be interested. The Committee cannot and should not do it all.

As the AGM draws nearer, the Association will again be calling for nominations for the Keith Lane Memorial Award, so if you know of someone in your unit, or for that matter a neighbouring unit, who has done that little bit extra, fill in a nomination form and let the Association know about them. We are often critical of the Service, for not doing enough in recognising our efforts, so here's your opportunity to acknowledge the efforts of an SES volunteer you know.

The last edition of *Frontline* contained a membership form for the Association, and I would like to thank all those volunteers who took the time to fill them in and return them. The Association now has proof that it represents the interests of SES Volunteers, and while it was pleasing to see the response, we cannot truthfully claim to speak for all SES volunteers, a point that we are often reminded about in meetings about volunteer interests. So the aim for the Association in the next 12 months is to increase official membership of the Association, so that we can well and truly claim to represent the vast majority of SES volunteers. So if you have not already done so, please fill in a membership form and send it in, so that the Association can continue its work in ensuring the interests and concerns of SES volunteers are being looked after.

Till next time, stay safe.

Warren Hicks
Chairperson, SASESVA

Executive Officer's report

The last three months have been extremely busy for the SES and of course your Volunteers' Association. Signing of the Charter came to fruition on June 17 and of particular interest were comments in the Premier's speech:

"It spells out and reaffirms the State Government's commitment to the thousands of brave and selfless South Australians who dedicate their time and, on occasions, risk their lives for the benefit of our communities.

Even though the Charter that we've developed here in South Australia was based on similar agreements established in other jurisdictions, by necessity ours had to be different.

That's because this State already provides superior safeguards for volunteers under the *Volunteers Protection Act*, and the *South Australian Fire and Emergency Services Act*.

This new Charter not only builds on existing partnerships' agreements, but it commits the Government and our agencies to an even closer process of consultation and cooperation with our emergency service volunteers."

Whilst some volunteers were unsure of the Charter, the signing signals an acknowledgment of the importance of consultation and the key role played by volunteers. This importance had also been reiterated during National Volunteer Week in May.

The Premier also took the opportunity at the Charter signing to comment on the recent State Budget, where: "the State Government also confirmed its strong commitment to our emergency services sector and volunteers, organisations in the recent State Budget. That provided more than \$73 million in cash in-flows to the CFS and SES. Among the announcements contained in the Budget was the Government's commitment to spend almost \$16 million over four years to enable a Type 1 helicopter – such as the Erickson AirCrane – to be based in South Australia throughout the fire danger season.

Having a firefighter helicopter permanently or primarily stationed in South Australia was one of the recommendations to come out of the Wangary Bushfires Coronial Inquest. The State Government is acting on those recommendations, with a further \$2.85 million set aside over four years in response to those recommendations. Also included in the recent Budget were:

- Additional funding to cover fuel costs for the emergency services sector, including the Volunteer Marine Rescue
- Replacement of the SA Rescue Squadron vessel
- Further investment, beginning in 2009-10, for the Bushfire Co-operative Research Centre to continue its valuable research work.



Attending the signing were Merise Adamson and Peter Mundy from Prospect Unit.



Stuart Macleod and Warren Hicks view the Charter.



Warren Hicks, Chair, SASESVA signs the charter and in the background, the Premier, the Minister and Stuart Macleod.

As you can see, the Government is committed to ensuring that South Australia remains able to respond quickly and efficiently to events such as floods, hazardous material incidents and structural fires as well as the ever-present bushfire danger."

The Premier concluded with: "The signing of this new Charter this afternoon formally recognises that our emergency services volunteers are an integral part of South Australia's emergency response capacity. It reflects agreements about the core values and responsibilities held by the Government, by our emergency services agencies, by the volunteer associations, and by the volunteers themselves."

However, the Association is meeting with the SES shortly to discuss budgets for 2008/2009



Stuart Macleod and Warren Hicks with the Charter.

and is aware of the severe limitations being felt across the board. Funding for SES appears to remain static, yet demands continue to increase. South Australia hasn't had an event such as the Newcastle disaster for Government to recognise the cost implications caused by flood and storm damage (yet this is an area being reviewed by insurance companies due to the billions of dollars paid out in recent times). In actual fact, the New South Wales State Government subsequently recognised the need for additional funding and the budget for 2007-08 included "spending on emergency services will reach a record \$831 million, an increase of almost 9 per cent. This includes a record \$51.5 million for the State Emergency Service, including more than \$540,000 for 20 new floodboats and \$800,000 to provide safe, reliable vehicles for our SES volunteers."

Funding in South Australia needs to increase urgently. Many of you may not be aware, but besides the restrictions on the SES, the Volunteers' Association is also hindered and as the reduction in funding impacts,

Branch on volunteer retention and recognising the role of employers. It is imperative we recognise employers for their support and more importantly, families, for the many hours a loved one is away helping others. We know the need to review work/volunteering/life balance, as an emergency sector volunteer has far more demands in that their time in volunteering is not for a set period, but as required.

Our regional Board meeting was held in Berri in mid-June and both the Commissioner of SAFECOM, David Place, and the Chief Officer SES, Stuart Macleod, joined us for open and frank discussions, a report will appear in the next issue of *Frontline*.

Nominations are now being called for the annual Keith Lane Award and the Association is working with the SES in seeking nominations for the ESM and will also assist those units who wish to nominate a member for a Citizen of the Year Award. We have produced a generic nomination form for your convenience and remember, it is an honour to be recognised by the community where one serves.

Finally, the Association has recently entered into an agreement with DEFCOM, and members will receive their membership cards over the next two months. Please visit the DEFCOM website for details of discounts available. For those who are unaware, DEFCOM is the name given to a discount loyalty card which provides members with point of sale discounts and benefits from many companies and businesses (For full details visit the DEFCOM website: www.defcom.com.au). We also have a limited supply of the *2008/9 Entertainment Book*

which provides many useful discount vouchers. If you wish to purchase copy at \$65, please email me on susan@sasesva.org.au. The Association receives \$12 from each copy sold and the funds generated will be applied to this year's annual parade and family day on Saturday, November 15. Of course, we continue to appreciate the support of Holdfast Insurance Brokers and Rob Mitchell.

Susan Caracoussis
Executive Officer SASESVA



Left: The Hon Mike Rann, Premier of South Australia. Right: The Hon Jennifer Rankine, Minister for Volunteers, signing the Charter while the Premier; the Hon Carmel Zollo, Minister for Emergency Services, Stuart Macleod, Chief Officer SES and Warren Hicks, Chair; SASESVA, look on.



our representatives will be restricted in undertaking unit visits and as a consequence we will shortly be sending a contact poster to each unit, and encourage members to telephone us with any issues they wish to raise. Your Association is run by volunteers who give of their time freely and my role as Executive Officer is also only part-time, yet we endeavour to focus on volunteer needs, issues and well-being at all times.

The Association has also been busy, consulting with Volunteer Management

from the Chief Officer's Desk

The long hot days of summer have certainly become an old SES memory. Despite enjoying something of an 'Indian Summer' in June, winter is upon us, and we can look forward to the usual busy period of storm and flooding responses before the next fire season comes around. April 2 saw our first real storm of the season into Adelaide and the settled areas. Most parts of the state were impacted to various extents, and with 430 odd tasks managed through the State Control Centre, it was certainly an interesting season opener. We hope that the historical storm record continues to be our "norm", as other states always seem to count their storm events in the thousands of tasks rather than the hundreds of tasks we experience. Let us hope that the impact of climate change in this state does not change that balance too much.

I take this opportunity to congratulate SES volunteer and trainer Don Skinner from the Ceduna Unit. Don was awarded the Emergency Services Medal (ESM) in the Queen's Birthday Honours List, and is a very worthy and valued recipient of that distinguished award. Unit Manager Peter Codrington wrote up the citation for Don's award, and in keeping with many of our unsung SES heroes, he describes a dedicated volunteer demonstrating the very best of community spirit and service. Don joined the Ceduna Unit in 1977, and is still active with over 30 years of service. Throughout his volunteer career, he has been committed to training and operations in a broad range of skills. Former Divisional Officer and now Unit Manager of the West Region Operations Coordination Unit Gordon Hartley (also a holder of the ESM) described Don as having been the "backbone of training for the West Coast and a privilege over the last 20 years to have worked and trained with a person of great expertise and enthusiasm." Having worked closely with Don myself in the past, I can do nothing but agree with these sentiments. Well done Don.

The drive to bring more stability across the paid element of the Service continues with applications now closed for the position of Deputy Chief Officer. Matt Maywald, and Greg Reedman before him brought expertise, drive and passion into their acting roles as DCO, and I recognise here that without their commitment and support, my job would have been nigh on impossible. My very sincere thanks go to Matt and Greg for all that they have done. Interviews for the DCO position have just concluded and we will shortly have the position permanently filled.

Other positions currently set up for interviews are those of the Operations Support Officer and the Training Coordinator. Both of these positions are placed in the Special Operations, Training and Safety Command, and will be filled at the earliest possible opportunity. These appointments

were endorsed by the SAFECOM Board in the SES Workforce Plan for 2007/2008, and the Board endorsed the new Workforce Plan in May 2008 for our future personnel management. That document shows that we have a workforce cap or ceiling of 39 full-time staff, with 36 full-time and one part-time staff employed. Not a lot of staff for a huge workload is it?

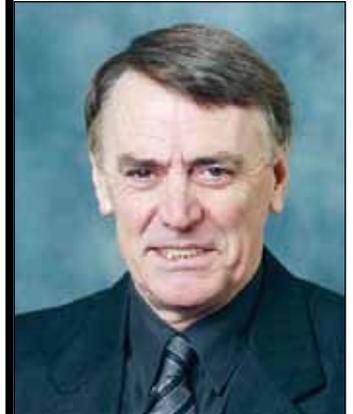
Volunteer week has come and gone, and during that period SES enjoyed some excellent promotional opportunities. The SES Volunteer Charter was not signed during the week due to the absence of some key signatories, but instead took place on June 17. On that day in Parliament House, the Premier, the Ministers for Emergency Services and Volunteering, the Chief Officer, the Commissioner of Fire and Emergencies and the SASES Volunteer Association Chair met to sign this document and ratify the consultation processes that will take SES into the future.

Other events during Volunteer Week, and including the Community Cabinet meeting of that time, saw SES volunteers receive certificates of recognition from the Premier, and on several occasions, Minister Zollo presented volunteers with NSW medallions recognising their involvement in the task force deployments of June 2007.

The list of projects under way or planned for the second half of 2008 is impressive. Not only impressive in terms of the outcomes we hope to achieve, but also in terms of the load that will be imposed on paid staff. It is entirely appropriate here that I express my thanks to the staff of the SES for the work that they do, and for the vital support that they provide to SES volunteers. The coming months will see increasing loads in the form of the upgrade of the SAGRN radio system, the SA Computer Aided Despatch System (SACAD), occupational health, safety, welfare and injury management (OHSW&IM), vehicle fleet management, the Standards of Emergency response, grievance and issue management, and training including maintenance of our RTO status. These are issues that paid staff manage for everyone's benefit, and yet the list is only a sample of normal SES business. If it sometimes seems difficult to catch up with Regional and State staff, they are probably head down making sure these projects come home on time.

My sincere thanks go to the volunteers and staff of the SES for the service you provide to the community of South Australia. Please remember from time to time to actually say thank you to your partners and families, your employers and friends for their support that enables you to serve. As usual, I encourage everyone to stay together and stay safe.

Stuart Macleod





Physical and Psychological Guidelines

Employers as well as employees are responsible for health and safety at workplaces. This legislation has been in place since 1986 and Section 19 of the *OHSW Act, 1986*, states that “...an employer... ensure so far as reasonably practicable that the employee is, while at work, safe from injury and risk to health...” While Section 21 of the *OHSW Act, 1986*, states that “An employee must take reasonable care to protect the employee’s own health and safety at work”. What has changed is that employers and individuals are now both held more accountable for their actions.

Not being in a fit state, physically or psychologically, whilst involved in any activity as a member of the SES, may potentially lead to a breach of the *OHSW Act*, resulting in legal proceedings.

The SES already has a requirement for members to attend a medical examination prior to some training courses such as Urban Search and Rescue (USAR), CABA Training, Air Observer and Confined Space. These are described as “specialist” courses and hence require a higher degree of fitness; the majority of our members are general rescuers, and other than a signed declaration of physical and psychological fitness when they apply to become a member, are not required to attend an entry medical or a routine medical.

To continue to place members in the field on operations or training courses without medical evidence that they are reasonably able to carry out their duties without being adversely affected by a pre-existing medical condition, is to contravene the organisation’s duty of care to all members. It has been suggested that in the future, all members could fall into four categories:

1. Operational Member
2. Operational Support Member
3. Marine Member
4. Specialist Member

A baseline medical could then be one of the prerequisites for joining the SES. The same medical could also be conducted for members that have been injured as part of their medical clearance and return to work plan. Members that attend specialist training will continue to do the required medical examinations that are pertinent to the specialist courses.

The type of baseline medical is currently under development and prior to implementation, will be distributed to all units for consultation. It is envisaged that this consultation process will commence in July 2008.

Stay safe.

Pete Nygaard

SEEKING INPUT FROM ALL SES VOLUNTEERS

BY HELPING US TO REVIEW THE ADMINISTRATIVE WORKLOAD OF VOLUNTEERS

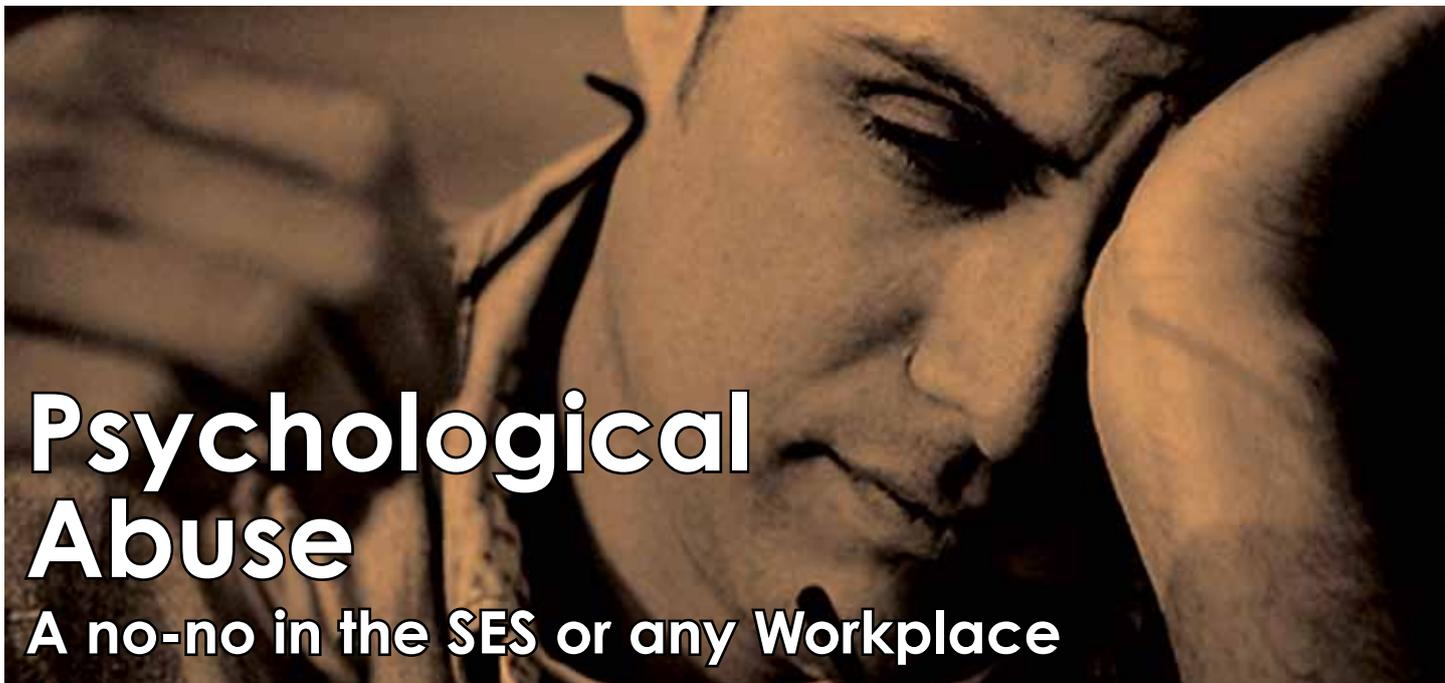
Agencies within the emergency services sector are responding to feedback that a growing administrative burden is impacting on the ability to retain volunteers. To develop options for this situation, a review is to occur over the next two months.

VLee HRM Consulting will undertake the review and areas will include:

- conducting and completing a workforce survey, utilising an online survey tool (or hard copies if preferred) for metropolitan areas and focus groups for regional areas.
- Providing analysis and evaluation of the findings from the survey and focus groups, and:
- Providing recommendations and options for potential solutions to address the various issues relating to administrative workloads.

Your honest and constructive involvement in the review process is sought, in particular through the completion of the survey or attending a focus group.

For further information please contact **Suzy Williss** on **0407 771 712** or email her at **suzy@vleehrm.com.au**



Psychological Abuse

A no-no in the SES or any Workplace

The Association receives many requests for information and this article is as a result of the many enquiries received. Please let us know if you have a topic you would like featured in the next issue of *Frontline*.

Whilst it is known that workplaces have become increasingly stressful, the same applies to volunteer environments and in the case of the SES, each unit can be referred to as a workplace.

Stress claims have increased considerably in the workplace, and volunteers in the emergency sector, also like workers, may feel stressed, in that they continue to produce more with limited resources.

Those who are unable to contribute effectively may become redundant and those who expose inadequacies of other volunteers can cause a serious threat to the positions they hold.

Abusers maneuver their way by having influence over the vulnerable – new volunteers, those promoted to a new position, and those in leadership – which then creates a highly stressful working environment.

An example of a volunteer becoming a victim is when the abuser isolates a volunteer from the rest of their colleagues. Once without a support system, one becomes vulnerable to the stages of abuse that may lead to complete coercion.

Victims may become reliant on the abuser, consumed or overwhelmed by the perceived power that the person or ‘abuser’

has over others. Due to the ongoing constant drive to meet often excessive or unreasonable demands, and even expectations to generate approval and hence alleviate the abuse, the victim becomes physically and then emotionally weak, which then reinforces compliance rather than challenging the abusive behaviour. Victims know that they are being treated unfairly, but feel powerless to then do anything about it. Veiled threats

and rumours can lead to the demise of other volunteers and often even give further power to an abuser’s demands. A victim believing that by complying, abuse will abate, is incorrect.

Victims have now reached the stage where they are blaming themselves for their low self-esteem. They start to believe they are not worthy of holding a position and become grateful for any tolerance forthcoming. A positive comment or action lulls them into the belief the worst is over, yet in reality the

victim will fall further into a coercive behavioural pattern as the abuse returns.

The stage has now been reached where the victim can see no way out and is reduced to self-preservation, which means compliance with requests and expectations is the only action. Once this pattern is in place, it is almost impossible to break.

“Examples of a volunteer becoming a victim is when the abuser isolate a volunteer from the rest of their colleagues. Once without a support system, one becomes vulnerable to the stages of abuse that may lead to complete coercion.”

Check list for psychological abuse

Isolation

Command or power of perception

Induced physical and mental exhaustion

Threats

Occasional indulgences

Demonstrating unlimited power

Degradation

Enforcing trivial or minor demands

VALE BRUCE REED

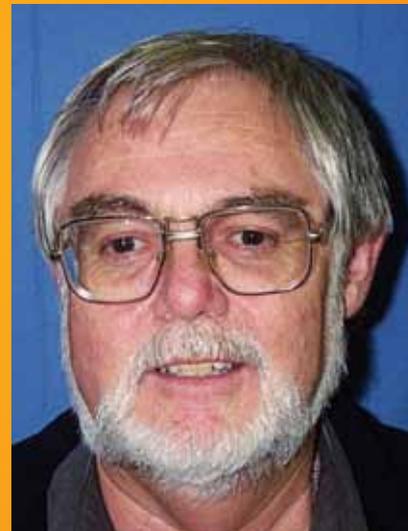
It is with deep regret that we advise the passing of long serving SES volunteer, Bruce Reed. Bruce died suddenly at home on May 13, aged 60.

Bruce joined the SES as an inaugural member of the Noarlunga Unit on October 17, 1979. He served in various positions at the Unit, including that of Unit Manager for approximately three years. In 1995, Bruce transferred to State Headquarters Unit, as Deputy Unit Manager on the formation of the Unit, a position he held until April 2006.

Bruce was awarded the National Medal for 15 years of diligent service in 1994, and in 2005 he received the First Clasp for a further 10 years. He remained an active member to his death.

Bruce was a willing worker and was always there when needed. His training as an engineer gave him excellent assessment and documentation skills that he put to good use in preparing the operations systems at SHU. He was also very active on the SES State OSH&W Committee.

Bruce always had a ready supply of jokes and both his contribution and his humour will be sadly missed. Our thoughts are with his family.



Colin Goodrich
State Headquarters Unit

AUSTRALIAN EMERGENCY MANAGEMENT VOLUNTEER FORUM (AEMVF)

PROGRESS REPORT MAY 2008

www.aemvf.org

The Australian Emergency Management Volunteer Summit (AEMVF) was established in 2002 following an Emergency Volunteer Sector Summit held in 2001 as a part of the United Nations sponsored International Year of the Volunteer.

The participants, who were mainly volunteers, insisted that a peak body should be formed to represent the Emergency Volunteer Sector. They also agreed at the Summit that the big issues facing the sector were recognition, training, funding and legal protection. A second Summit was held in 2005, and the same issues resurfaced, together with recruiting and retention. Emergency Management Australia (EMA) fostered the formation of the AEMVF, and membership was agreed by the Steering Committee for the 2001 Summit. The Convention of Ambulance Authorities, the Australian Institute of Emergency Services and FaHSCIA have since joined. EMA also agreed to sponsor the forum although making it clear AEMVF was not a sub-committee of the AEMC, or in any way subordinate to EMA. It could, however, send reports forward to the AEMC and to the Ministerial Council if it so wished.

Before the AEMVF was formed, the Emergency Volunteer Sector had no representative voice. Several of the member organisations were members of Volunteering Australia, but most were not, as they saw Volunteering Australia being mainly concerned with the broader, and much larger non-emergency volunteer sector. They were not critical of Volunteering Australia, but rather wanted their own forum,

which could have a good knowledge of the workings of their sector, and which would work alongside Volunteering Australia, to help volunteers from the emergency sector.

The AEMVF is now well established, and is recognised as the peak body for the Emergency Volunteer Sector by the Australian Government. FaHSCIA and EMA are both ex-

Commonwealth Ministers. None of these avenues were available before AEMVF was established.

The AEMVF provides a forum to receive and exchange information and learn from one another, which was not available previously. Most members acknowledge that this process has been very valuable to them, as we learn from others within the sector who are likely to face similar problems. It could be more valuable if all members ensured that they passed down throughout their organisations what they learn at the AEMVF meetings.

“The AEMVF provides a forum to receive and exchange information and learn from one another, which was not available previously. Most members acknowledge that this process has been very valuable to them, as we learn from others within the sector who are likely to face similar problems.”

The Operating Environment

The AEMVF is in a challenging situation with regard to being an advocate for our member organisations, because most of them are funded and controlled by the states and territories. This means we must always be careful not to be seen to be interfering in state and territory business. I believe that we have achieved credibility with the state and territory officials and ministers, but must continue to take care not to lose their support. This we can maintain by continuing to act responsibly on policy issues, and continuing to operate at both national and whole-of-sector levels.

officio members and, of course, Volunteering Australia is also a member. This means that we now have the appropriate external contacts and are recognised by them.

As has already been pointed out, the AEMVF can provide reports, advice, etc, to the Australian Emergency Management Committee (AEMC) and to the Ministerial Council on Police and Emergency Management – Emergency Management (MCPEM_EM). This gives the sector a voice at the level of the senior emergency managers in each state and territory, and the Attorney General’s Department, as well as the state and territory

Recognition

The fact that volunteers feel that they are being taken for granted, particularly at national level, was well known to the previous government, mainly through our activities. There had been no agreement reached on what to do about the problem, but the issue was alive and well. We generated a report on *The Cost of Being a Volunteer*, which is regarded as credible, and we contributed to the Volunteering Australia paper on the same subject. I visited Canberra on four occasions to meet with federal politicians, and each time the problem of lack of recognition at the national level was a major topic of conversation. A similar process will need to be followed with the new government. I have written to both the Attorney General, Robert McClelland, and to

Senator Ursula Stephens, introducing ourselves to them. The issue of recognition was discussed at the last Ministerial Council, and the AEMC has been directed to produce a report covering recognition, recruiting and retention of volunteers within the sector. We will be involved in this process.

Our website was a long time coming due to a lack of funds, but now the ongoing quality is up to the members of the forum. Summaries from each meeting are now placed on the website.

We have recently added to our website a summary of the Australian Honours and Awards for which volunteers qualify, and are also working on a second section covering the system for nominating Australian of the Year and Local Government Awards.

Training

While it doesn't apply to all members, we are providing regular updates on the review of the Public Safety Training Package, and giving advice when requested.

We will advocate on behalf of our member organisations to secure adequate funding for the review of the Public Safety Training Package.

We are negotiating with EMA to have volunteer leadership training conducted at the EMA Institute, Mt Macedon, which would be a major breakthrough because external leadership training is currently only available on a regular basis to bushfire and SES volunteers.

Recently, we carried out a training survey of members to see if we can do anything to assist them. Overall, training within the sector is in good shape, with almost all training being nationally accredited. However, the member organisations which have few or no permanent training staff advised that they have problems dealing with the paperwork associated with being a Registered Training Organisation and with accreditation. We will raise this issue when we report to the AEMC.

Funding

Following a report we provided to the AEMC in 2002, most of the states provided some financial assistance to the emergency sector volunteer organisations in the area of insurance.

In 2002, there was a threat to remove the approval for the government funded emergency services to retain their charitable status. We worked with AFAC to ensure that the decision, which had already been made to remove it, was overturned.

In 2006, we received funds from EMA to provide a report on *The Cost of Being a Volunteer*. This report now provides the benchmark on this matter. Costs range from around \$1,000 in cash and kind for the average volunteer, to over \$3,000 for self employed volunteers. The costs of being a volunteer leader are

Legal protection is largely a state and territory matter, although there is also Commonwealth legislation. No matters of major importance to the sector as a whole have emerged, since the earlier review was conducted and generally the level of protection provided to volunteers is now regarded to be adequate.

Governance

We have prepared a strategic plan which will be reviewed in 2009.

We have agreed on procedures for meetings and dealing with our member organisations and their affiliates.

We have developed membership criteria.

We have elected two deputy chairpersons, namely Andrew Coghlan from Red Cross and

support to the volunteers and their organisations.

We will review the regulations for the National Medal, as there have been complaints that its eligibility criteria are too restrictive as they apply to volunteers.

We will produce a report on how to deal with spontaneous volunteers once Red Cross completes its project on the matter.

We will seek a major role in the AEMC project to produce a report on recognising, recruiting and retaining volunteers.

We will work with FaHSCIA and Volunteering Australia on the National Volunteer Database project.

We will consult with the appropriate national authorities to see what can be done to assist member agencies with the administration and operation of the National Training System.

Conclusion

The AEMVF operates at the top levels of the Australian Government, and has achieved acceptance as the peak body for the Emergency Volunteer Sector. This means that when major policy issues emerge, we will be consulted, as long as we continue to be seen to be responsible.

The level at which we operate and the fact that most of our member organisations are controlled and funded at state and territory level, mean that achievements are likely to be long term. We have already provided a positive influence at national level by ensuring that our political leaders know something about the Emergency Volunteer Sector, and we have achieved a modest number of improvements for the sector. Provided we continue to act responsibly, we can continue to assist the sector with greater recognition and high level policy improvements in line with the directions we received from the two Summits.

BW (Hori) Howard
Chair

“The AEMVF operates at the top levels of the Australian Government, and has achieved acceptance as the peak body for the volunteer emergency sector. This means that when major policy issues emerge, we will be consulted, as long as we continue to be seen to be responsible.”

considerably higher than for mainstream volunteers.

We lobbied successfully, along with others, for the National Emergency Volunteer Support Fund (NEVSF) to continue and we will seek additional funding to be provided.

We will continue to argue for assistance with volunteers' out-of-pocket expenses. This issue is alive and well and was discussed at the last Ministerial Council.

Legal Protection

As a result of an early report to the AEMC, the states and territories reviewed their legislation which related to volunteer protection and most improved it.

Stephen Carter from St John Ambulance.

Ongoing and Future Agenda

We must continue to deal with the major issues raised at the two Summits, particularly lack of recognition, as this remains a major negative factor.

We have been attempting to secure funds through the NEVSF in order to produce a sector-wide guide to recruiting and retention, but so far we have been unsuccessful. We will of course keep trying.

We will continue to seek financial assistance for volunteers' out-of-pocket expenses, and for better



ANZAC DAY

Several SES Units participated in Anzac Day marches, dawn services and related activities. Port Lincoln Unit assisted with road closures, Ceduna Unit marched, while Mt Barker Unit assisted the RSL with its dawn service.

In Adelaide, the SES provided support for the annual Anzac Day Parade which concluded at the Cross of Sacrifice, North Adelaide.

Keith Smith from Western Adelaide Unit was appointed a senior marshal by the RSL and other members from Western Adelaide and Enfield volunteered their time to support this national day of commemoration. Support on the day included being banner and flag bearers, controlling the backend of the parade, dispersal and collecting the banners and flags at the parade's end.

Keith has been involved in the Anzac Day Parade for more than 20 years and took over as the SES Coordinator in 1999 from Graham Farrell.

Besides the steady work flow, the SES volunteers enjoyed the rapport established with veterans who took part in the parade, and at the end were keen to talk with volunteers as a way of acknowledging their past roles and ongoing memories.

Christine Driver met veteran Bryce Andrews who served in the 110 CCS (Casualty Clearing Station) at Milne Bay, where the first Japanese defeat occurred during World War II. Christine learnt much from Bryce about his service, feelings after the war and what had taken place at Milne Bay.

The Battle of Milne Bay occurred when the Japanese attacked the Australian base, on the eastern tip of New Guinea, on August 25, 1942, with fighting continuing until September 5, 1942, when the Japanese finally retreated, and armed resistance concluded on September 7, 1942.

The battle was the first in the Pacific campaign where allied troops defeated the Japanese land forces, and the assault was also on the southern-most point, of all the Japanese land advances. The Japanese had hoped to take Milne Bay to use as a base for its air and naval support of the Kokoda Track campaign.



Western Adelaide member Christine Driver with veteran Bryce Andrews who served in the 110 CCS (Casualty Clearing Station) at Milne Bay, where the first Japanese defeat occurred during World War II.



Alwin Munchenberg, age 105, who served in the 2/48 and was a stretcher bearer with frontline service at Tobruk, El Alamein and in Palestine. Alwin was born on the 13 March 1903 and enlisted in 1940 and due to the age restrictions that applied was discharged in 1943 when aged 40.



The aftermath of this battle was 311 Japanese personnel were killed, and 700 listed as missing in action. The Japanese navy evacuated 1,318 personnel.

Australian casualties totalled 534, with 161 killed or reported as missing in action. The US forces lost 14 personnel and had many wounded.

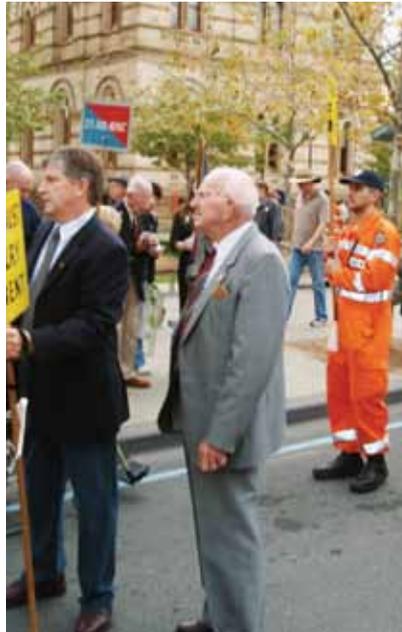
Another amazing veteran who Peter Larvin met as the parade dispersed, was Alwin Munchenberg, aged 105, who served in the 2/48 Australian Infantry Battalion and was a stretcher bearer with frontline service at Tobruk, El Alamein and in Palestine. Alwin was born on March 13, 1903, and enlisted in 1940 and due to age restrictions which then applied, was discharged in 1943, when he turned 40. Yet in those three years he saw some of the fiercest battles of the war.

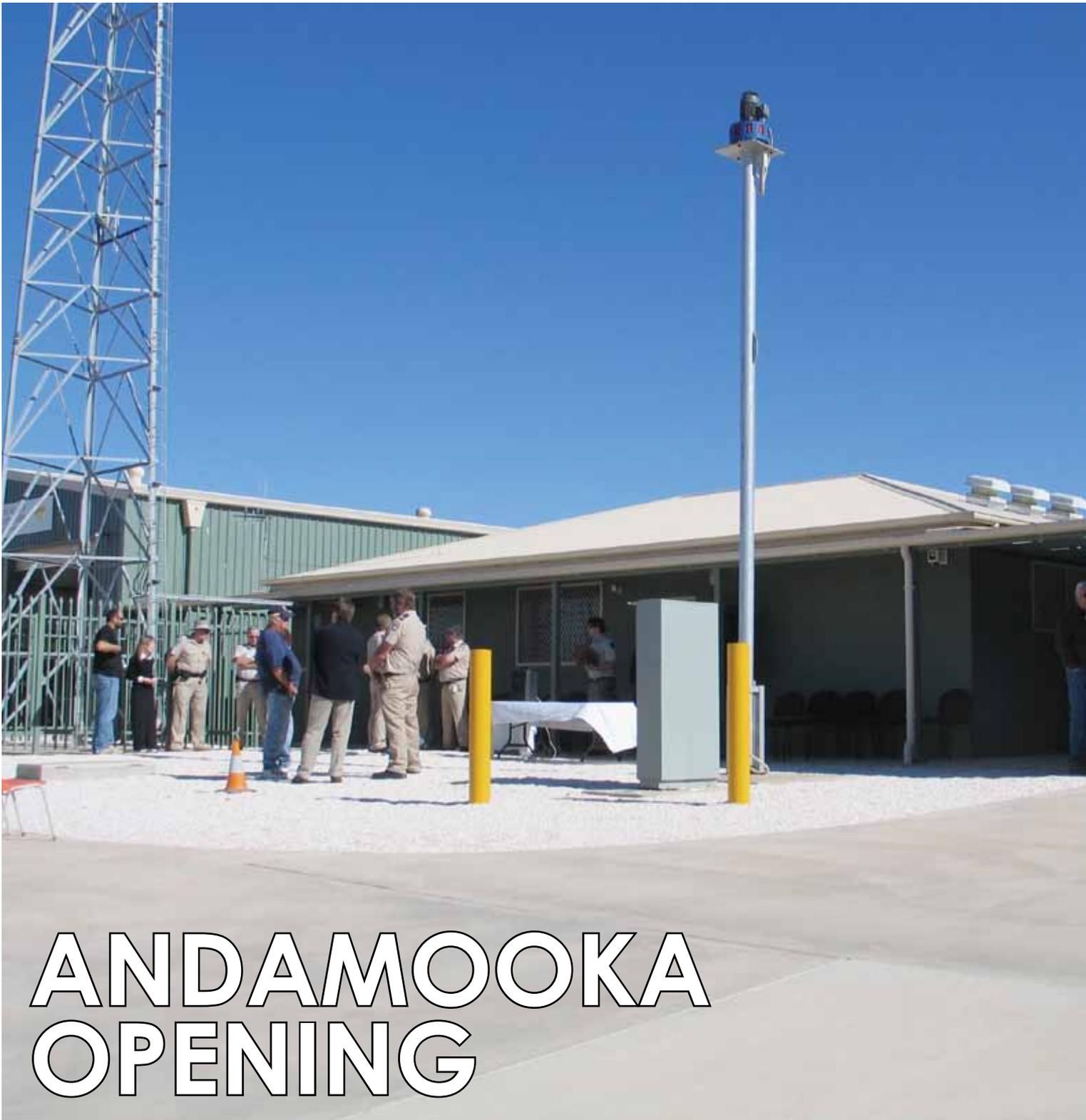
The Siege of Tobruk was an extended confrontation in North Africa and for a great part of the siege, Tobruk was defended by the reinforced Australian 9th Division. The fortress was to be held for eight weeks, but the 9th Australian Division held it for over five months, before finally being withdrawn and replaced by the British 70th Infantry Division. The battle lasted 240 days. Many of us are familiar with the history of Tobruk, which was attacked by the Italian-German force under Lieutenant General Erwin Rommel, yet not many of us would be aware of Lieutenant General Leslie Morshead who led 9th Division.

While the Battle of El Alamein, from October 23 to November 5, 1942, was one of the largest battles involving the western allies. El Alamein was a large battle which involved 220,000 men, 1,100 tanks and 900 guns on the allied side, while the Axis powers (or the enemy) comprised 180,000 men, 600 tanks and 500 guns. The allied forces had 13,000 casualties from the battle, with the 9th Division suffering 5,800 casualties, while the 2/48th Battalion suffered the most deaths with 83 killed in action, 1 presumed dead and 12 subsequently died from their wounds.

Above: Members from Western Adelaide and Enfield also assisted as flag and sign bearers.

Right: Lyn Little marches annually with the Royal Australian Electrical Mechanical Engineers group in memory of her brother, Douglas Borlaise, who was the first member of his group killed in Vietnam. Lyn carries Douglas' flag.





ANDAMOOKA OPENING

On Friday April 16, 2008, the new joint SES/CFS facility in Andamooka was officially opened by Lyn Breuer, Member for Giles. Lyn provided a brief history of the Andamooka Emergency Services which included:

- In 1972, Andamooka was registered as an EFS Brigade and changed to CFS in 1979.
- In 1985, a SES/CFS combined group was established and set about fundraising to fill the gaps for equipment and training.
- Andamooka SES operated as a registered unit from 1988.
- The first appliance was a Blitz, where volunteers spent more time pushing than driving.

The facility has been designed to meet the operational needs for

the Andamooka community and surrounding areas which include Roxby Downs, both for now and into the future.

The Master of Ceremonies on the day was Nigel "Digger" Campbell, who was the CFS Captain during most of the planning and construction time for the facility. Stefan Bilka (SES Unit Manager) Anne Legg (the current CFS Captain), and Max Thomson (Communications Officer with both services) were all involved in the planning of this important event.

Speaking at the opening were Matt Maywald (A/Deputy Chief Officer SES) and Mick Ayre (Manager, Strategic Services CFS). They outlined the teamwork and community spirit that has enabled the services to work together in such a cooperative and professional way. This was highlighted by the fact that most members have dual membership of the SES and CFS.



Left: Andamooka Facility.

Top: Lyn Breuer with Digger Campbell in the background.

Right: From L-R: Max Thomson, Anne Legg, Stefan Bilka and Digger Campbell.

Below: Stefan Bilka was presented with life membership of the CFS, as well as being the first life member of the 'Andamooka Emergency Services'.





The Hon Carmel Zollo with self-employed volunteers Karl Beer and Viki Pachtyn.



Above: David Waters, representing the City of Norwood, Payneham and St Peters, the Hon Carmel Zollo, Vini Ciccarello, the Member for Norwood) and Cliff Grimes who was presented with a commemorative medallion from the NSW Government for assisting with the Newcastle floods in June 2007.



*Left: The Hon Carmel Zollo with Trevor Bond.
Below: The Hon Mike Rann, Premier of South Australia, addresses guests prior to presenting certificates.*



NATIONAL VOLUNTEER WEEK

Volunteer Week for SES and CFS volunteers commenced with a breakfast at St Peter's Town Hall, on Monday, May 12, where the Hon Carmel Zollo MLC, Minister for Emergency Services addressed guests:

“Today really is just an opportunity for us to say thank you to you all. Whether you are volunteers, family members of volunteers or you employ emergency services volunteers, you are doing a great service to the community.

Today, celebrating the contribution of our emergency services is timely because today is the first day of Volunteer Week.

As a government, we recognised some time ago that we needed to do more to recognise and thank our SES and CFS volunteers.

That was why I asked the SAFECOM Advisory Board to come up with ideas, which would lead to a program about volunteer and employer recognition. I know that David Place will speak more about the specifics of the program but I think it is important for us to put it on the record that volunteer issues are one of our highest priorities.

Volunteers in our sector give up a lot, but their families and the employers also sacrifice things. When its 2am and the volunteer gets a call to attend an incident, its often the partner of the volunteer who has a disturbed night's sleep. When a volunteer's pager goes off during a family function or during a busy day at work, family, friends and employers give something up as well.

It is timely that we are holding this breakfast because today marks the beginning of National Volunteer Week. As part of our commitment to recognise the work of volunteers, there are a few things going on. Volunteers from the SES and CFS will be profiled in various state and regional newspapers, messages of thanks from our emergency services chiefs and our Commissioner will be aired on radio, and we are launching a new community service announcement television commercial that you can all see here today.

I'd like to make mention of those who are receiving awards and Certificates of Recognition at this function and during the Community Cabinet activities. Your contribution and your efforts deserve a special mention.

In closing can I pass on my thanks and the thanks of the entire government to you all for your efforts. Please enjoy the breakfast and have a fantastic National Volunteer Week.”

David Place, Commissioner, SAFECOM, also acknowledged the commitment and passion of our fire and emergency service volunteers, and the supportive role played by their employers.

David then summarised the number of volunteers in the emergency sector and their varying roles. David also expressed appreciation to those employers who support emergency sector volunteers. “The Volunteers Employer Recognition and

Support Program is a strategic approach to employer supported volunteering within the emergency services sector.

SAFECOM is working on a range of activities as this program is rolled out. One element is the Employer Recognition Certificates and by presenting these today we are raising the profile of these employers. They benefit from having staff who are emergency service volunteers – people who are team players and are disciplined, well trained and ready to step up and take on leadership roles, adding to the resilience of their communities.

In addition, volunteers will shortly benefit from a Volunteer Charter, which is a commitment to consult with and consider the views of CFS and SES volunteers on all matters that can be reasonably expected to affect them.

We all have a role to play to ensure our volunteers, and those who employ them, feel that their contribution is valued and their time and efforts are genuinely appreciated. As we mark International Families Day, this week, we recognise how

volunteering strengthens communities as a whole, and I particularly want to thank families of our volunteers.

SAFECOM's volunteer program gives back to those who are very often the unsung heroes. To them, their families and the employers who support them, we thank you.”

Stuart Macleod, Chief Officer SES and Euan Ferguson, Chief Officer CFS also addressed guests and Stuart spoke on the fact that volunteers are the lifeblood of the SES, while

it was pleasing to have Euan acknowledge that the SES were the silent achievers on Kangaroo Island.

Employer Recognition Awards were presented to:

City of Norwood, Payneham and St Peters (Volunteer Cliff Grimes, Campbelltown Unit)

City of Marion (Volunteer Richard Read, Campbelltown Unit)

C31 Adelaide (Volunteer Deb Chamberlain, Eastern Unit)

Alexander Symonds Pty Ltd (Daniel Palmer, Tea Tree Gully Unit)

ECH Inc (John Cooper, Tea Tree Gully Unit)

SAFECOM (Flic Hopkinson, Campbelltown Unit)

and self-employed volunteers:

Karl Beer from Skywide Enterprises Pty Ltd and to Viki Paxtyn of Pink Lady Birdz. Both are volunteers at Tea Tree Gully Unit.

The Minister also presented a Premier's Certificate of Appreciation for Outstanding Volunteer Service to Trevor Bond from Tea Tree Gully Unit.

“I'd like to make mention of those who are receiving awards and Certificates of Recognition at this function and during the Community Cabinet activities. Your contribution and your efforts deserve a special mention.”



John Larence and Luke Goreham from Western Adelaide.

The breakfast provided the opportunity for guests to view the newly completed Community Service Announcement that was going to air as a part of the week.

The SES also participated in the National Launch of Volunteer Week, which was held in Rundle Mall, Adelaide at lunch time on the 12th, where Senator Ursula Stephens, Parliamentary Secretary for Volunteering and Social Inclusion, officially launched the week, with members from Western Unit and the Dog Rescue Unit in attendance. Of course Lily and Jaegger were a hit with the crowd in attendance and Senator Stephens happily posed with them at the end of formalities.

Senator Stephens said: "So can I say thank you again to you all – you are doing a mighty job. Volunteers are a very, very important part of the Rudd Government's Social Inclusion Agenda – we see that volunteers are a way of making our society inclusive. Without volunteers the Government will never be able to replace intergenerational disadvantage with intergenerational inclusiveness. Congratulations and well done – you are changing our world!"

The day concluded for SES volunteers when the Premier presented his Certificates of Appreciation for Outstanding Volunteer Service to several SES members as a part of the evening Eastern and North Eastern Suburbs Community Cabinet meeting, at San Giorgio La Molara Community Centre Incorporated, Payneham.



Community Service Ad being produced.

Recipients were

Karl Beer	James Lovell
Craig Brassington	Simon Matisons
Ian Brittin	Matt Murphy
Jon Brook	Viki Paxtyn
David Campbell	Megan Peel
Deb Chamberlain	Richard Read
Jana Clifford	Andrew Rowe
John Cooper	Morwenna Stanford
Andy Dunkley	Phil Tann
Tim Jasson	Peter Wilmott
Daniel Jones	David Zakrzewski
Tony Lose	Stefanie Zakrzewski
Peter Lovell	

EQUESTRIAN AND BOWLS RESULTS FROM SAPES

The 2008 Sapes Games were held from May 2-11, being the fourth time the event has been staged with volunteers and employees from around 25 agencies participating.

At the bowls competition, there were 28 pairs entered, with Ernie Irwin and Tony Brown from Port Lincoln finishing fourth overall. The second SES pair competing were Gordon Hartley from Eyre Headquarters and Graham Weyland from Onkaparinga. Regrettably, the draw was such that Ernie and Tony eliminated Gordon and Graham along the way.

Participants in the equestrian competition were Shaye Williams from Strathalbyn, Craig Coburn from Wudinna and Judith Hackett, Melinda Nietschke and Judy Kearney from Kapunda Units. The weather was good and everyone who attended enjoyed the event.

Our SES equestrian members achieved the following results in the competition:

Obstacle course

Bronze – Judith Hackett on Harlequin

Hack under 15hh

Gold – Judith Hackett on Harlequin

Hack under 15hh

Silver – Melinda Nietschke on Rebel

Pairs of Hacks

Bronze – Judith Hackett on Harlequin

Melinda Nietschke on Rebel

Showjumping 60cms

Silver – Shaye Williams on Boongala Stardust

Showjumping 80cms

Bronze – Shaye Williams on Boongala Stardust

It was great to see S.A.S.E.S. members out representing our service. Well done!

Also our thanks to Shell and Craig Coburn for the equestrian photos. Whilst Craig didn't come away with any medals, he was delighted to represent his unit and had a ball and his message to other volunteers is "come along next year and represent your unit."



Above: Craig Coburn



Winged Horse Productions



Ernie Irwin, Tony Brown, Gordon Hartley and Graham Weyland.



Winged Horse Productions



Winged Horse Productions

Kapunda SES mounted team's day out

On Saturday, May 10, Melinda Nietschke, Judy Kearney and Jude Hackett from the Kapunda SES Unit, with their horses Rebel, Rosie and Harley, left before the sun was up, heading to West Beach for the Police and Emergency Service Games.

Thanks must go to Ajay for safely driving us there and home again, and thanks to Paul and Kimberley Kearney for supporting us throughout the day.

We all competed in the dressage test, followed by an obstacle course which involved walking over a red tarp, shifting a Driza-bone from one post to another, walking past a drum with umbrellas in it, walking past a silver tarp hanging on the fence and walking through 2 posts with 10 balloons on them blowing in the breeze.

After lunch we competed in the hack ring. Melinda and Jude went in hack under 15hh, where Jude received the gold medal and Melinda the silver. Judy competed in the hack over 15hh. Melinda competed in heavy weight hack, rider under 30 years old and pair of hacks with Jude where they received bronze medals. Jude also went in heavy weight hack, show hunter, and rider over 30 years.

After the hacking, medals were presented for the dressage and obstacle course. Jude was very proud of her pony who took out bronze in the obstacle course.

To round off our day, we watched the showjumping for a short time, then headed for home. We arrived home after dark all tired but happy!

Judith Hackett
Melinda Nietschke
Judy Kearney

QUEEN'S BIRTHDAY HONOURS

Congratulations to Don Skinner from Ceduna SES Unit and Joan Stanton, from Volunteer Marine Rescue, for receiving Emergency Service Medals in the Queen's Birthday Honours announced on Monday, June 9, 2008.

Donald Skinner joined the SES in April 1977 and has previously been awarded the National Medal and Volunteer Medal.

Don, a master plumber, owns and runs his own plumbing business from Haslam, where his work covers the Streaky Bay and Ceduna areas. Over the years, Don has downed tools, at his own expense, to attend many SES taskings throughout the Far West Coast, with many lasting several days.

Don has been Controller and also undertaken training and rescue officer roles within the Ceduna and Streaky

Bay Units. He has been a volunteer regional training officer for the West Region with 20 years experience in Light and Heavy Rescue, Vertical Rescue Instructor, Air Dropmaster and Air Observer.

Don has been associated with almost every Vertical Rescue tasking on the Far West Coast over the last 20 years and has been heavily involved in leading the SES/National Parks

clean-up of the Koonalda Cave to return the cave to its pristine condition.

Additionally, Don is a qualified scuba diver and again has assisted the National Parks in the location and recording of historic shipwrecks on the Far West Coast.

Don now acts as a technical advisor and safety officer for Ceduna SES Unit, backing up the trained members of Vertical Rescue. Don is pictured on a seal tagging operation for the National Parks and SARDI.



Joan Stanton has been a member of the South Australian Sea Rescue Squadron for 28 years and has been an operational member since 1981. During this period, she has performed operational duties as Skipper, Crew Member and Radio Operator, and has attended numerous emergency callouts, often in adverse weather conditions and at considerable personal risk.

Whilst a member of the SA Sea Rescue Squadron, Joan has also served in a variety of positions on the Executive Committee, including secretary for 13 years and is currently in her third term as commodore, the presiding officer of the SA Sea Rescue Squadron.

Under her guidance, the SA Sea Rescue Squadron has undergone significant expansion, now operating flotillas at Adelaide Shores, Edithburgh, Copper Coast and Wirinna, as well as significantly improving the standard of rescue vessels and facilities, including the upgrading of the squadron's headquarters at West Beach, and the operation of a 365-days-per-year marine radio emergency monitoring service, on which she continues to perform rostered duty.

In 1997, Joan was awarded Life Membership of the SA Sea Rescue Squadron and in 1998 named the Boating Industry of SA "Boatperson of the Year". She is also a longstanding delegate of the Volunteer Marine Rescue (VMR) Council of South Australia and has made a significant contribution to the continued development of VMR activities throughout the state.

Her commitment to VMR has been well above that usually seen of volunteers, and has been at considerable personal and family sacrifice. Joan has pioneered the way for women performing operational duties within VMR and continues to be a strong advocate for the welfare of all members.

RECENT CALLOUTS

SEMI TRAILER FIRE EAST OF KIMBA

A semi-trailer fire near Kimba saw members of the SES, CFS and SA Police called out just after 4am. Crews arrived to discover the second trailer of the truck fully alight and multiple explosions occurring. The front trailer and prime mover were successfully removed and crews remained in attendance while the trailer burnt out, waiting for the mopping up and salvage.

Pictured is a photo from another semi-trailer fire in Cobar, where SES volunteers assisted the Rural Fire Service. Here the fire occurred due to an electrical fault in the prime mover and the load comprised mixed freight plus dangerous goods including 1 ton of ammunition and gun powder, along with 8 drums of a corrosive substance. In this case, the second trailer was saved.



WHYALLA GAS LEAK

The incident in Whyalla resulted in the SES being called by SAPOL to assist the Gas Company with the turn-off of gas meters. The SES provided 42 per cent of the volunteers, who came from Whyalla, Cleve, Wudinna, Tumby Bay, Pt Lincoln, Eyre Head Quarters, Quorn, Pt Pirie, together with CFS from Stirling North, Napperby and Crystal Brook. Volunteers combined into 30 teams of 2 people and the area was doorknocked and gas meters turned off. The job took just under 12 hours.

COLLEGE PARK BUILDING

A State Heritage listed College Park building was left in ruins after a vapour explosion caused major damage to the former Bells Plumbers Shop. The building had history on the Payneham Road site from 1883, and had been in a dilapidated state, while negotiations had continued over restoration.

SES volunteers cleared debris and secured the site.

TELSTRA BUILDING

A sewerage overflow resulted in the evacuation of 1,200 employees from Telstra House. SES volunteers and MFS crews mopped up the mess and remained in the building overnight to decontaminate each floor.

PORT LINCOLN

Gwen Hartley recently received her First Clasp to the National Medal, which represents more than 25 years service to the SES. She was presented with her clasp by the Hon Carmel Zollo, Minister for Emergency Services, who along with members of the SAFECOM board met with volunteers from Port Lincoln and West Regional Headquarters Units at the State Emergency Service Unit, Les Watts Drive, Port Lincoln.

Gwen joined the Port Lincoln Unit in 1981, and held the position of admin officer in the unit. Then she joined the Regional Headquarters team as section leader. Her job was to set up and teach staff to operate the Divisional Emergency Operation Centre (DEOC) in the Port Lincoln Police Station and in the Whyalla (DEOC).

After a major road accident, Gwen had to fight her way back into using radio and computers, and is now a serving member of the West Regional Headquarters Unit stationed in Port Lincoln.

Western Region Headquarters Unit also assisted Elders with the opening of their new premises by setting up for the event and cooking the barbecue. The occasion provided the opportunity to hold a recruitment drive, with members handing out brochures and fridge magnets. Over 300 guests attended the opening and included the Member for Grey Mr Rowan Ramsey, MHR, and the Member for Flinders, Mrs Liz Penfold MP.



The Hon Carmel Zollo presents Gwen Hartley with her clasp, while the Chief Officer SES Stuart Macleod looks on.



Left to right: Lesley Kolega, Norman Johnston, Dean Andrew and Bronte Charlton.



Lesley Kolega, Deputy Unit Manager, with at rear Jenny Krahege, Admin Officer.

APPLICATION FOR MEMBERSHIP OF THE S.A. S.E.S. VOLUNTEERS' ASSOCIATION INCORPORATED

NAME IN FULL.....

ADDRESS

TOWN / SUBURB..... POSTCODE.....

MAILING ADDRESS (if different to the above address)

.....

TOWN / SUBURB..... POSTCODE.....

EMAIL

TELEPHONE OR MOBILE

FACSIMILE.....

UNIT.....

I wish to apply for membership of the Association and in terms of the Association's Funding agreement with the Minister via the S.A. S.E.S., plus its Constitution and Rules, declare that I am an Ordinary member of the Association, being a current serving S.A.S.E.S. Volunteer Member.

Signed:..... Dated:.....

Please return your completed membership application form to:

S.A. S.E.S. Volunteers' Association
G.P.O. Box 2706
ADELAIDE S.A. 5001

Or Email to: susan@sasesva.org.au
Or Fax to **8410 3115**