

# NATIONAL EMERGENCY

## RESPONSE

Official Journal of the Australasian Institute of Emergency Services



VOLUME 36 NO. 3 SPRING 2023  
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# NATIONAL EMERGENCY RESPONSE



Official Journal of the Australian Institute of Emergency Services

Spring 2023 • National Emergency Response

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Queensland Fire and Emergency  
Services plan to control bushfires in  
the Toowoomba region (October 2023).  
Photo courtesy of QFES.



# NEW MEMBERS

The Australasian Institute of Emergency Services is pleased to announce the following emergency services people joined the AIES between August-October 2023.

| NAME                         | ORGANISATION                   | NAME             | ORGANISATION                               |
|------------------------------|--------------------------------|------------------|--|
| <b>NSW/ACT/International</b> |                                |                  |  |
| Hannah Bennett               | Shoalhaven City Council        | Andrew Bartels   | CFA  |
| Jamal Box                    | SES                            | Rohan France     | CFA  |
| Gunnar Hardy                 | SES                            | Narelle Hocking  | Department of Families, Fairness & Housing |
| Richard Hart                 | Shoalhaven City Council        | Chris Longmore   | SES  |
| Elim Humphries               | Fire & Rescue                  | Simon Lund       | CFA  |
| Marie-Annick Kyle            | Department of Customer Service | Lacey Martin     | SES  |
| Mark Layson                  | Ambulance                      | Belinda McKnight | Central Goldfield Shire Council            |
| Paul Marshall                | VRA Rescue                     | Kylie Pancutt    | CFA  |
| Paul McQueen                 | SES                            | John Valcich     | CFA  |
| Bruno Monteleone             | ANSTO Lacus Heights            | Karen Van Huizen | Alpine Shire Council                       |
| Nicole Morris                | Corporate Protection           | Russell Wilmott  | Protective & Safety Services               |
| James Roberts                | Marine Rescue                  | Lisa Worcester   | Gippsland Water                            |
| <b>QLD/NT</b>                |                                |                  |  |
| Ian Bacon                    | SES                            | <b>SA/WA</b>     |  |
| Jenny Brown                  | SES                            | Warren Erasmus   | Rio Tinto                                  |
| Julie Crocker                | SES                            | Simon Polling    | Ambulance Service                          |
| Kailani Dillon               | SES                            | Jason Ullrich    | Fire & Safety Australia                    |
| Wayne Mathie                 | SES                            | <b>TAS</b>       |  |
| Carolyn Murphy               | SES                            | Gordon Gunton    | Disaster Relief Australia                  |
| Suzan Neary                  | QFES                           | Gregory Kelly    | Tasmania Fire Service                      |
| Darren Ranger                | SES                            |                  |  |
| Samuel Wallace               | SES                            |                  |  |



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



[www.linkedin.com/groups/3844281](https://www.linkedin.com/groups/3844281)

Articles, photographs and short stories are sought for the *National Emergency Response Journal*. Please submit items for the next edition to [editor@aies.net.au](mailto:editor@aies.net.au) by **16 October 2023**. There is an annual award for the best article submitted by an AIES member.

## ADJUNCT PROF BRETT AIMERS ELEVATED TO FELLOW

By National Director and Victorian Division Vice President Doug **Caulfield** OAM RFD FAIES

Long serving Victorian Division committee member Adjunct Professor Brett Aimers MAIES has been elevated to the status of AIES Fellow.

The announcement was made at the 37th Annual Gippsland Defence & Emergency Services Dinner held at the Traralgon RSL recently.

Unfortunately, Brett was ill and unable to attend the event on the night where inspirational guest speaker, Andy Gillham, AFSM from Forrest Fire Management Victoria, spoke about his recent deployment to Canada.

Brett has since been presented with his Certificate of Admission as a Fellow (FAIES). •



Room set up ready for the 37th Annual Gippsland Defence & Emergency Services Dinner.



Adjunct Professor Brett Aimers, FAIES receives his Certificate of Admission as a Fellow of The Australasian Institute of Emergency Services by National Director and Victorian Division Vice President Doug Caulfield, OAM RFD FAIES.



# FROM THE PRESIDENT'S DESK

Christine (Chris) Miller, MAIES F.ISRM AMBCI

*National President*

I have recently emailed all members about some significant changes to the National AIES Board. I have served on the Board as a Director since February 2020, most recently as National Vice-President. When Bob Maul LFAIES resigned from his position as National President in July 2023, I stepped into that role. Some of you, with a sense of history, will note that I am the first woman to serve in this position.

Congratulations to Rebecca (Bec) Hunt, SA President and Director, who is now also the National Vice-President.

I won't duplicate our brief bios here. If you are interested, then you can read about all your Directors at the [AIES website](#).

With the resignation of NSW, ACT and International Division Secretary Jim Pullin FAIES, Ian Manock FAIES temporarily stepped into the role of Company Secretary. Thank you, Ian, and Jenny Crump who acted as Secretary and Treasurer for some months while Jim took leave. Ian is unable to continue in both roles, so the position of Company Secretary is now vacant.

The role of the Company Secretary is different from National Directors in that one of their chief functions are to keep the Board on track governance wise. They are one of our advisors on the Constitution and Rules as well as preparing the meeting agendas and minutes following each Board meeting. Any volunteers interested to take up this challenge? Please email me at [president@aies.net.au](mailto:president@aies.net.au).

I will also take this opportunity to thank Bob, one of the Founders of the AIES, and Jim, another stalwart of the AIES in NSW and nationally for their long service and many contributions to the AIES over more years than they may prefer to count.

I asked Bob to write a farewell article including some insights into what he and the other Founders hoped for the AIES when it was established. His article appears on page 14 in this edition of the NER.

Both the NSW and Victoria Division Management Committees continue to issue monthly newsletters to their division members. These newsletters are then shared for the information of other State Division Committees and their members. These newsletters provide updates on AIES activities, including webinars and other meetings, as well as information on emergency management conferences, seminars, training courses, etc, being run by government and private sector organisations throughout Australia.

The AIES also has a [LinkedIn](#) group. If you have not joined around 1,650 members of this group, I would encourage you to do so. AIES also has a [Facebook group](#) at which you can like and join the 2,400 followers there. The AIES is more active on its LinkedIn Group, so webinars, reports, and other items of interest, sometimes with short timelines, are more likely to be posted there.



Bushfire preparedness is now front of mind for all of us. As I started writing this article in the Shoalhaven, we were under heat wave and total fire bans. In addition to the hot weather, we were also dealing with gale forced wind gusts around Jervis Bay. I noticed one of my nearby NSW Rural Fire Service (RFS) teams hosted an open day on Sunday 17 September 2023 to help encourage our community to prepare for bushfire threats.





The Australian Government hosted the first National Disaster Preparedness Summit, 25-26 September 2023 in Canberra. The Prime Minister and the Minister for Emergency Management joined around 250 crisis management, response and recovery specialists from governments, industry, community, and the not-for-profit sector who attended the two-day event convened by the [Government's National Emergency Management Agency \(NEMA\)](#).

On 19 September 2023, the ["Bureau of Meteorology \(BoM, finally\) formally declared an El Niño weather event, meaning one is underway for the first time in eight years. The major climate event impacts the weather patterns of 60 per cent of the globe, with Australia particularly vuln](#)

On 8 June 2023, the [US National Weather Service, National Oceanic and Atmospheric Administration \(NOAA\) announced "The expected El Nino has emerged"](#)

Under the Chairmanship of Mr David Parsons ES, FAIES, and with the AIES Board's approval at our September and October 2023 virtual monthly meetings, several applicants became Certified Emergency Services Managers (CESMs). Congratulations to you all with another post nominal for some AIES members and fellows to recognise their continuing commitment to learning and leadership in emergency services. I won't steal David's thunder as he has written a more detailed article on page 24 of this edition of NER. Thanks also to the panels of highly qualified emergency management practitioners, who are also Fellows of the Institute, for investing their time in reviewing these initial applications. The Board wanted

to test the process before making a wider announcement and inviting more applications. We are ready to do so now. One of the reported highlights of the CESM process has been considering the training opportunities and others keeping current and leading thinking in emergency services' activities that the first groups of applicants have shared as part of the assessment process.

On 20 September 2023, the AIES, in partnership with the Institute of Strategic Risk Management (ISRM) made a joint submission to the Australian Government Department of Home Affairs and National Emergency Management Agency (NEMA) responding to the [Alternative Commonwealth Capabilities for Crisis Response Discussion Paper](#).

Our final submission is included on page 9 of this edition of the NER. Given the tight timelines, it was not possible to consult all AIES members before the final submission was required. In addition to the Board, other contributors are thanked for sharing some of their insights - AIES Victoria Committee Member, Alan Marshall CSTJ AFIML LFAIES; Ian Munro MAIES and David Lyster MAIES.

Key topics covered in the submission included:

1. Addressing category error
2. Developing a cause agnostic approach to risk
3. Training and doctrine
4. Better resourcing 'the long tail' of recovery
5. Funding and staffing
6. Standard setting and community resilience
7. Australian public expectation management
8. Proactive vs reactive approach

Will our submission make any difference? Who can say? What is clear is, since the recent National Defence: Defence Strategic Review (DSR) 2023, the Australian Defence Force (ADF) wishes to retreat from emergency response and recovery other than in the most extreme circumstances. See [page 109 of the DSR 2023](#).

Perhaps Australian governments have yet to fully appreciate that the Australian volunteer emergency service cadre is aging and reducing in numbers at the same time as the demand for their services is increasing in a changed climate environment.

You may have noticed that I have intentionally moved away from using the term 'climate change' as the climate has changed, and emergency services are in the frontline dealing with the adverse impacts. Are we passed the point where adaptation to these changes is possible? Some of our Canadian friends and colleagues, given the recent forest and peat wildfires, are saying: "This is beyond adaptation!" Our partner organisation, the Australasian Women in Emergency Network (AWE) hosts monthly Zoom discussions on [climate challenges in the emergency services](#). Other AIES members may be interested to join these webinars.

Your Board is preparing another joint submission to the Australian Government's COVID Inquiry. Advocacy is one of the services the AIES offers our members. We provide a voice for the Emergency Services, by speaking out on issues that affect our members and the community in general.

Your Board looks forward to the opportunity to involve more



AIES members and our partner organisations in preparing this submission and sharing the insights of many members who provided many services during the recent pandemic. See the [Inquiry's Terms of Reference](#) and the [Prime Minister's Media Statement](#) announcing this Inquiry on 21 September 2023

I am scheduled to return to Africa to observe a full scale, public health emergency simulation in the Kingdom of Eswatini (formerly Swaziland) in

November 2023. It has been wonderful to observe how our Eswati brothers and sisters have been maturing in their health sector emergency management capability. The Kingdom has a young, energetic population eager to learn and do even better to protect their people from a growing number of disaster challenges. In April 2023, two cholera cases were detected, treated, and contained quickly. According to the World Health Organization (WHO), Eswatini was one of 14 African

countries reporting cholera cases during March and April 2023. [Read more about this issue.](#)

We look forward to meeting more of you on 11 May 2024 in Brisbane when the Queensland/Northern Territory Division hosts our 47th Annual General Meeting and an all-day hybrid meeting of the AIES Board. Nearly all our Board meetings are via Zoom. It is good for most of us to get together annually face to face. We look forward to more details being shared by John Moy, President and Queensland Director and the National Treasurer, Jenny Crump, also based in Queensland in the coming months. Their program includes traditional meetings for the Board and all members, with a new addition of professional development opportunities.

Stay safe, well, and careful in what is shaping up to be a long and challenging disaster season. Best wishes to you and yours for the Festive Season.

Kind regards,  
Chris. •

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# AUSTRALIA NEEDS TO TALK ABOUT TRULY NATIONAL PREPAREDNESS

Australians live in complex and uncertain times. This strategic situation demands that governments leverage whole-of-nation capability, engage the wider community about national preparedness, and speak with, not at, stakeholders.

Source: **The Strategist**

*This article was published on [aspistrategist.org.au](http://aspistrategist.org.au)*

Communities in Australia and its region face a range of concurrent, consecutive and cascading economic and environmental challenges. The cost of living is rising and housing has become unaffordable for many. The looming El-Niño could trigger a fire season as severe as the Black Summer bushfires of 2019–20, which affected 60% of Australians. All of this comes before we consider Australia's precarious relationships in the increasingly contested Indo-Pacific region.

In simple terms, preparedness is about having measures in place today that ensure Australia's economy, society

and communities are sustainable and resilient despite the complex multi-hazard environment we face. Underlying the need to be prepared is the willingness to make hard choices about investment.

Preparedness is not about prediction. Leaders shouldn't get caught up in trying to define what precisely we need to prepare for and when. Instead, they need to be ready for compounding national disruptions of any kind, at any time. Given the interconnectedness of our modern world, integrating broad economic, social and environmental preparedness will be better for resilience than mapping out overly detailed contingencies.

At the heart of this is the need to adopt a more holistic view of preparedness and to challenge our assumptions—including the assumption that a lower level of economic and social amenity than urban Australia is 'business as usual' for regional and rural Australia.

Being prepared requires us to ensure that our supply chains are robust, and dependent on others only by explicit choice. It's about ensuring that local infrastructure is fit for today's purpose and designed for an uncertain future. A just-in-time approach to supply chains, infrastructure development and water has failed us. We need to





integrate our food systems, road and sea transport, and trade to ensure they support future economic, social and environmental outcomes. Communities will need to be made more resilient and sustainable, along with being prepared for emergencies.

Governments are wrong if they assume that Australians, particularly in regional and remote areas, are not engaging in expansive conversations about preparedness. Understanding the threats we face isn't confined to those with high-level security clearances. Consideration of the nation's challenges shouldn't start with highly classified conversations that, if we're lucky, are translated into unclassified summaries. Otherwise, conversations between governments and the community will become filled with platitudes and generalisations. It's time to start an unclassified, accessible discussion with a wider audience. Such an approach has a better chance of capturing imaginations and, in turn, meeting the nation's needs.

Civil society, the private sector and academia also have a significant contribution to make. The Productivity Commission notes that 'government intervention may crowd out private investment in risk management—

the net benefit of any intervention should outweigh the costs.' When creative thinking is needed, leaders must involve the whole nation in solving the problem.

A national conversation on preparedness would allow communities to coalesce around a strategic challenge. It would build cohesion rather than polarise and divide. It would build trust and confidence in the nation's resilience.

Covid-19 showed us that there are many voices with divergent views, and that many in our community don't accept being told what to do by governments. Public trust in government, especially bureaucrats, remains low. We can't assume that when the time comes, the nation at all levels in all regions will suddenly spring into action. Many already take on a disproportionate load. In the years prior to 2022, recovery funding was provided for 65 disasters in 332 unique local government areas that impacted 61% of Australians. While communities may continue to be willing, they have little left to give.

Of course, we can't anticipate or prepare for every eventuality; after all, there isn't just one crisis to prepare for. However, by fully engaging the nation about

national preparedness, leaders can help strengthen communities.

The absence of that national conversation will result in Australians continuing to be unprepared and surprised or, at worst, paralysed and divided. Australia can't afford the devastating impact that would have on communities, businesses and families, especially when the most vulnerable are disproportionately impacted when things go wrong. •



#### ABOUT THE AUTHOR

Gill Savage is a senior fellow with ASPI's Northern Australia Strategic Policy Centre.

**The Strategist — The Australian Strategic Policy Institute Blog.**  
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## **ARE THEY TRIPLE OK?**

An R U OK? conversation guide for family and friends of police and emergency services workers and volunteers

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A conversation could change a life.

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# ALTERNATIVE COMMONWEALTH CAPABILITIES FOR CRISIS RESPONSE DISCUSSION PAPER

## ISRM AND AIES JOINT RESPONSE

The Institute of Strategic Risk Management (ISRM) was established to create a global centre where practitioners, academics and policy makers can come together to share information, help progress and promote the underlying understanding and capabilities associated with strategic risk and crisis management, and to develop their own personal and professional networks (<https://theism.org/en/about-us>).

The Australasian Institute of Emergency Services (AIES) is a membership organisation for emergency service and affiliate organisations. For more than 40 years, the Institute has acted as an independent forum where members can be heard, and their opinions shared. The AIES provides a voice for the Emergency Services, by speaking out on issues that affect its members and the community in general (<https://aies.net.au/>).

The Alternative Commonwealth Capabilities for Crisis Response Discussion Paper pertains to submissions on the capabilities that the Commonwealth Government needs to have to support state and territory-led crisis response and recovery efforts as an alternative to the Australian Defence Force (ADF), identifying that the ADF's assistance has, amongst other capabilities, included planning support, response and recovery.

### THE ROLE OF DEFENCE FORCES

Australia is not alone in reviewing the role of its defence force in contributing to whole of Government responses beyond its primary role. The UK Government<sup>1</sup> and the RAND Corporation<sup>2</sup> have reviewed the role of defence forces in relation to climate change, the need for increased societal resilience, and a changing strategic outlook.

The Australian Defence Force has a range of equipment and provides a ready source of labour to support whole

of government response to crisis and emergency events. A key ADF strength is the level of training personnel receive in strategic thinking and planning, that allow the ADF to support State Governments' planning in times of emergency and crisis. The ADF expends significant resources selecting, training, and educating its workforce. The ADF's professional military education and training (PMET) program not only trains personnel in specific roles but educates them to better understand the variety of contexts in which they need to operate and enable them to contribute to whole of government initiatives.

Central to the ADF planning capability is a well-developed planning doctrine. The Joint Military Appreciation Process (JMAP), and training underpin ADF planning capability. JMAP is integrated into both general and specific planning courses. Developing professional skills through a combination of formal training, education and experience prepares



ADF personnel to apply planning skills not only to their core defence role, but also to a wider range of scenarios.

This joint ISRM-AIES response paper focuses on the following areas:

1. Addressing category error
2. Developing a cause agnostic approach to risk
3. Training and doctrine
4. Better resourcing 'the long tail' of recovery
5. Funding and staffing
6. Standard setting and support for community resilience.
7. Australian public expectation management
8. Proactive vs reactive approach

### CATEGORY ERROR

The Australian Government<sup>3</sup> and the International Standard Organisation (ISO)<sup>4</sup> define crises as extraordinary events, characterised by high levels of uncertainty and requiring adaptive responses. The ISO defines crises as being strategic in nature, requiring different response and recovery thinking and actions than those events that may be predicted, and for which communities have standing arrangements.

Conversely, emergencies (i.e. fires, storms, cyclones, and floods) can be predicted and prepared for to a large degree. Areas of flood risk are documented, fuel reduction is a well understood fire management practice, and the times of the year for which storm, cyclone and fire preparation are prudent practice are well known. States have dedicated agencies, with established and exercised plans, to respond to such emergencies.

Despite the doctrinal and functional difference between emergencies and crises, there is a tendency to apply familiar and established emergency management processes and plans to unfamiliar crises. For example, there is a propensity to apply incident management systems, that often lack the structure and the trained personnel to support strategic and consequential thinking<sup>5</sup>.

The Commonwealth Government's Crisis Appreciation and Strategic Planning (CASP) Guidebook articulates the requirement for different processes to respond to a crisis. Australia's emergency management doctrine typically does not make this distinction nor however

does it recognise for the need to apply different tools under conditions of elevated uncertainty, where traditional forecasting and risk management techniques may not be applicable.

The education, training and skills required by those managing emergencies and crises differ. Developing appropriate training education and doctrine for crisis managers, provides the opportunity to build a crisis management capability and reduce reliance on the ADF. Broadly, developing and funding personnel in the private, public, and not for profit sectors to be able to support the government in managing a crisis, including both response and recovery, is one way of reducing the burden on the ADF. Organisations such as Disaster Relief Australia<sup>6</sup> draw on the training, skills and experiences acquired through their service with the ADF but reduce the need to draw on the capabilities and resources of those currently serving in the ADF.

Australian states, territories, and local governments also need to be better placed to identify and more promptly respond to crises. Before the crisis or emergency, improved preparedness and risk mitigation can reduce the costs of response and recovery. This Discussion Paper emphasises resilience. We need to collectively find ways of nurturing resilience as the disasters keep occurring and as the climate changes. We need to be innovative and think outside the box rather than continuing to fall back onto the historic position of reliance on the ADF when disasters become unmanageable by local resources.

Other well-known organisations such as the Boy Scouts<sup>7</sup>, Girl Guides<sup>8</sup> and Royal Life Saving Society<sup>9</sup> also provide emergency management training to some of their members. St John's Ambulance<sup>10</sup> have trained and deploying members in an emergency. The Australian Government, through National Emergency Management Agency (NEMA), could encourage and support better utilisation of these not-for-profit organisations drawing on their potential resources. There are resources, other than the ADF, that could potentially better support other Australians in times of crisis or emergencies. Engaging and coordinating those resources, and more, is well within NEMA's remit to do<sup>11</sup>.

### CAUSE-AGNOSTIC APPROACH TO RISK

The House of Lords report, Preparing for Extreme Risks, noted that "witnesses suggested that it would be more valuable for the National Security Risk Assessment to give more attention to the consequences of a disruptive event rather than to the cause"<sup>12</sup>. In the same report Sir Oliver Letwin notes the value of being able to respond to a wide range of possible events, saying that the UK needs "the capacity to deal in a non-specific way not with the thing that is afflicting us but with the fallout from it—the consequences of it"<sup>13</sup>.

Although Australian emergency management doctrine has adopted an "all hazard" approach, that concept is not well defined or understood. An all-hazards approach may be defined as an "integrated approach that involves developing, broad, preparedness, decision-making, response, and recovery capabilities that can deal with a full spectrum of different disruption-related risk and disruptive conditions"<sup>14</sup>. Such an approach should not start with known hazards, yet this is the approach reflected in most emergency risk assessments.

Increasingly the cause of an event is less important than its aftermath. "To change course, new approaches are needed. This will require transformations in what governance systems value and how systemic risk is understood and addressed. Doing more of the same will not be enough"<sup>15</sup>. The UNDRR 2022 Global Assessment Report (GAR 2022)<sup>16</sup> addresses the importance of identifying those assets (physical and social) a community most values, and then working backward to determine what may destroy or degrade those assets.

A benefit of a hazard-agnostic, consequence-informed approach, is that it requires careful articulation of the type of event which may lead to those assets which are most valued being destroyed or damaged. This in turn reduces the opportunity for the 'biggest or loudest' interests in the room to promote their hazard as the most significant.

The UK Government began publishing in 2008 its National Risk Register<sup>17</sup>. The Australian Government could do similarly. Investing in an Australian National Risk Register would provide a platform and leadership for better emergency preparedness with the



Australian businesses and community more generally. Investing in better risk assessment and management would reduce reliance on the ADF, and reduce adverse outcomes following crises and emergencies. If you understand what you, your family, your community and Australia are facing, then you can enhance resilience as well as being better prepared to respond and recover, and with less reliance on the ADF to do so.

### TRAINING AND DOCTRINE

Emergency responders are trained for their agency roles and to respond to the hazards for which their agency is responsible. There is, however, a doctrinal and practical difference between emergency response and emergency management. The ADF recognise this need, and has developed and continues to deliver the Professional Military Education and Training (PMET) program to train its decision makers and planners appropriately. There is currently no equivalent program for professional and volunteer emergency management education and training to better prepare emergency planners or managers in Australia. The United Kingdom (Emergency Planning College), Canada (Justice Institute of British Columbia) and the USA (Federal Emergency Management Agency's Emergency Management Institute), have central emergency management education institutes. Since the closure of the Australian Emergency Management Institute (AEMI), Mt Macedon, Victoria, in mid-2015, Australia has had no equivalent central emergency management education institute.

While CASP reflects a planning process like the Joint Military Appreciation Program (JMAP), Australian emergency management doctrine does not articulate or implement such an approach. Doctrine and training are closely linked. Doctrine should inform training and effective organisational learning process should ensure that there is a closed loop between doctrine and improvement based on experience gained in each crisis. However, doctrine needs to be forward looking, learning from the past for the future. Responsive doctrine requires that a capability be developed that allows doctrine to be changed as frequently as circumstances

dictate, rather than being driven by predetermined review timelines.

The benefit of developing nationally consistent emergency management doctrine and training is that it enables more effective utilisation of resource capacity, available across all community sectors and jurisdictions. Significant emergency management capability exists in Critical Infrastructure Owners and Operators, NGOs, business, non-emergency service govt entities etc. Open sharing of doctrine and access to training for all capability providers, (not just emergency service organisations such as fire and SES) are key to achieving an integrated national dynamic resourcing capacity. In other countries such as New Zealand and the USA, there are many examples of utilisation of the capabilities and capacity of diverse organisations to support emergency response and recovery. In New Zealand, for example, response and recovery leadership training integrates public and private sector leaders in its courses. This helps to build interoperability and enables more effective resource utilisation.

The current National Resource Sharing Centre operated by the Australian Fire Authorities Council is constrained by its focus on emergency services. The reality is that emergency management is a whole of society issue requiring effective utilisation of resources and capabilities from all sectors. There needs to be a mechanism that can be applied across all sectors to enable efficient dynamic capacity utilisation. Such a mechanism would help develop skills in:

- Situational awareness
- Sense and meaning making
- Cognitive bias and critical thinking
- Enhanced decision making
- Effective and directive communication skills
- Effective reflective and learning practices.

### BETTER RESOURCING 'THE LONG TAIL' OF RECOVERY

Although the focus of this paper is on resilience, it also makes some references to recovery following crises and emergencies. Assistance from the ADF is much welcomed by those Australians most impacted by many emergencies. However, recovery is much more than hosing out flooded homes, and taking

irrecoverable items to the footpath for local governments to arrange collection.

Future planning for emergencies impacting Australians needs to better appreciate and resource the challenges posed by the "long tail" of recovery for many. Too often, local governments and not-for-profit organisations have been left to deal with increased resource demands and expectations from their disaster-affected communities, with little or no additional funding to deliver coordinated, comprehensive, and not time-limited recovery services.

As important as the Disaster Ready Fund is<sup>18</sup> (and those funds will be put to good use throughout Australia), the question remains: Who is allocated the Disaster Funding? Although the National Disaster Relief and Recovery Arrangements (NDRRA), between the Commonwealth, State and Territory Governments exist, it should be noted that:

- Responding to natural disasters, including the provision of relief and recovery assistance to disaster affected communities, is primarily the responsibility of state and territory governments.
- When the NDRRA is activated, the Australian Government may fund up to 75 per cent of the assistance available to individuals and communities<sup>19</sup>.

The ADF has played a short-term role in supporting emergency recovery, but more robust arrangements to manage the long tail of recovery need to be considered and implemented to reduce the adverse outcomes for many Australians following disasters impacting them, their homes, businesses, communities, and Australia more generally. Investing in recovery brings people back into the productive economy sooner.

Australians, especially those living in disaster prone areas, are being 'priced out' of the insurance market, so Australian Governments and not-for-profit organisations will be dealing with an increasingly uninsured population, when disaster strikes.

### FUNDING AND STAFFING

The major difficulty with the current proposal to withdraw the ADF from emergency management activities is that, until a parallel workforce is in place, the Australian population will be more vulnerable



to adverse impacts of natural and man-made disasters.

Whatever the solution that is agreed between the Commonwealth, State, Territory and Local Government, historic underfunding and cost shifting needs to be addressed. Globally and locally, many have ceased using the term, "climate change", but instead are accepting that the current context is the "climate has changed". During the recent Canadian fires, some emergency managers and others were noting that these 2023 fires were beyond adaptation. If such catastrophic conditions become the new normal or occur with greater frequency, and if the ADF has retreated from its involvement in emergencies, except in the 'most dire' circumstances, what are the alternatives? Who and how will responses be funded? What can be done to address the ageing of Australia's emergency service volunteer workforce? How can the lack of interest and availability of younger Australians to join the emergency services, especially as volunteers, be addressed? As we understand it, recruitment and retention of members is growing problem with the ADF too<sup>20</sup>.

At the recent National Conference of Defence Reserves Association, it was noted that it was taking up to 12 months for interested prospects to be recruited. The CDF indicated that this had to change and foreshadowed revision of the reserve recruitment process.

## STANDARD SETTING AND COMMUNITY RESILIENCE

### Standard setting by the Commonwealth Government to be maintained by State, Territory and Local Governments and support for community resilience

In the long term, the Commonwealth Government needs to continue to address future hazards with a comprehensive, risk driven, progressive approach to supporting emergency management, with such considering the people power, the training, and the skills required (including development of the skills and capabilities listed on page 10). The best available equipment suitable

for the future<sup>21</sup> must support staff and volunteers while:

- capturing the knowledge, they have gained.
- educating, empowering and enabling them.
- accepting, and acting on Indigenous, other community and local knowledge, and integrating the predictive capacity that artificial intelligence (AI) offers in an ever-changing operational environment in preparing and responding to emergencies.

The Commonwealth needs to establish and monitor agreed quality standards with common operating procedures, platforms, training, and procurements. This will allow better support for rapid deployments across State and Territory borders, when required. As per the previous section all levels of Australian Governments need to support and encourage community resilience to support communities for future crises that will impact them from time to time.

## AUSTRALIAN PUBLIC EXPECTATION MANAGEMENT

Given the clearly stated position that the ADF wishes to withdraw from assisting in emergencies<sup>22</sup>, how is this position to be conveyed to the Australian public? They have the expectation, built on years of experience, that the ADF will come to their aid in times of adversity. A public education campaign explaining the new arrangements for Australian emergency management would need to be funded and restated, on a regular basis, as the historic disaster season from October to March/April is breaking down due to a changed climate. In addition, engaging communities and gaining their support ahead of a disaster response makes the response more effective. This can also serve as a hearts and minds approach to shift the dial back to engaging the public as a crucial force multiplier specifically in proactive prevention.

## PROACTIVE VS REACTIVE APPROACH

Historically emergency management has been viewed as primarily a response activity followed by a recovery activity. While there is much lip service given to the prevention and preparation aspects, these critical variables are arguably the most important for disaster reduction

and long-term results<sup>23</sup>. While a focus on resilience as an outcome is excellent an equal focus on proactive prevention and proactive preparation is not well understood nor accepted. A shift to applying a more cohesive approach that does not look at hazards and threats alone but also looks at opportunities to prevent and minimise damage and disruption, would yield significant long-term savings in almost all areas. In addition, an engaged set of critical stakeholders that are aligned pre-incident are more likely to perform cohesively and effectively when a response is required.

## RECOMMENDATIONS

The following recommendations are offered to reduce the need for ADF planning support emergency response and recovery in other than the most extreme circumstances:

1. Develop nationally consistent doctrine, reflective of the CASP, recognising the need for different management structure for crisis management and its connectivity with more standard and routine emergency events.
2. Develop national doctrine to support a consequence-based approach to risk at the operational and strategic level. The world is changing, and COVID-19 demonstrated that hazards that countries have least experience with may have the most substantial consequences.
3. Develop and resource nationally consistent crisis and emergency management planning doctrine, supported by training and exercising to develop planners to the capability level currently provided by the ADF.
4. Promote a national emergency management training culture that is inclusive and accessible to emergency managers from across society and develops a more human centric approach.
5. Develop a national capability to coordinate the utilisation of resource capacity embedded in all of society not just emergency service organisations.
6. Train for stakeholders to look at proactive prevention as a crucial risk management skill set and opportunity area. •



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*Dr G Schneider*

Dr Gavriel (Gav) Schneider  
ANZ Regional President Member  
ISRM Global Advisory Committee



*CF Miller*

Ms Christine F Miller MAIES  
F.ISRM National President  
AIES

# NATIONAL PRESIDENT RETIRES FROM POST

In July 2023, I stepped down as National President of the Australian Institute of Emergency Services.

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



In July 2023, I stepped down as National President of the Australian Institute of Emergency Services. My decision to resign was based on several reasons, but mainly because it was time for me to step down. I am nearing 81 years. I felt it was more appropriate for a younger member of the Board, who is more actively involved in the emergency management to take over the role of National President and chair the Board.

I have served the Institute for 44 years volunteering in various executive roles including: NSW Division President and Vice President; National President and Vice President; General Secretary and National Registrar from 1995-2015. I am also a Life Fellow of the Institute, a recipient of the Institute's National Award for Excellence and the National Medal of Excellence.

During my career, I worked for the NSW State Emergency Services and Civil Defence Organisation, NSW State Rescue Board, State Emergency Management Committee, and NSW Police Service including as Chief Staff Officer Operations and Plans, Chief Planning Officer, and Division/Region Emergency Management Officer (a Statutory role) for several NSW Police Divisions and Regions in the Sydney Greater Metropolitan area. For some years, I was also a Senior Lecturer, (Emergency Management) at the NSW Police Academy, Goulburn.

In a private capacity, for 54 years, I have been and continue to serve as a Justice of the Peace (NSW). I also served as the Director and Treasurer of the NSW Teachers Club for 23 years; still serve as a Director/Treasurer of the Mosman Returned Servicemen's Club (2007-2023); and a Director of the National WIRES GIFT Fund (2015-2023). I am also a Life Member of the NSW Teachers Club and a Life Member of the Mosman Returned Servicemen's Club.

As one of the founders of the Institute, your current National President, Chris Miller asked me to share how the AIES was established and what our hopes were for the Institute in those early years.

In 1974, senior members of the NSW State Emergency Service and Civil Defence (SES&CD) Organisation established a National Institute of Emergency Services at an annual meeting of Commonwealth and State Directors of SES&CD. The Institute was to be funded by subscriptions from members of the SES&CD as well as associated emergency services organisations, from government and private sector emergency response and recovery agencies. The Institute was founded to be totally independent of Australian Governments.

We were concerned that emergency management experience and skills developed, and training courses conducted at the Commonwealth Civil Defence School (later Australian Emergency Management Institute, Mt Macedon, Victoria) and elsewhere were not recognised. This is why soon after the establishment of the AIES, it put in place the post nominals of MAIES (Member of the Institute), FAIES (Fellow of the Institute), and LFAIES (Life Fellow of the Institute) to recognise for the skills, experience, and training in emergency management of its members.

In 2015, the 1985 incorporation Articles of Association, Memorandum of Association and By-laws were replaced with the Constitution and Rules, when the AIES became a company limited by guarantee under Australian Securities and Investments Commission (ASIC). Your National Board of Directors continues to review and amend these governance documents.

The Institute's principal objectives continue to hold true today and are reflected on the AIES website, [www.aies.net.au/](http://www.aies.net.au/) and in the Institute's quarterly journal, *National Emergency Response* (NER). During the COVID-19 pandemic, the Board moved away from mailing hard copies to emailing members PDF versions of NER issues.

The Institute has achieved a lot in its almost 50 years of history, there are many achievements on which I could reflect. For instance, advocacy to all levels of Australian Governments on volunteers' insurance when carrying out their official duties during emergencies of all types in the early 2000's helped lower the insurance premium costs.

In concluding this article for the journal, I remain proud, as one of the founders of the Institute. I have had the good fortune to work with so many wonderful stalwarts of the Institute over so many years. There are too many to name everyone and thank them for their loyal service to the Institute. I take this opportunity to recognise some of those I have been most closely associated with including: Lewis (Lew) Hughes OBE.; Air Marshall Carter CBE; Air Marshall Bill Townsend CBE; Colonel Roger Jones; Inspector Maurice Massie QPM; Alan Alder AM; Brian Lancaster O.St J.; Barry Presgrave AM; David Parsons ESM FAIES FBCI; John Rice LFAIES; Alan Marshall C.St.J. LFAIES; Major General Brian W (Hori) Howard AO, MC, ESM (Retired); and Steve Jenkins FAIES.

I am confident that the AIES will continue as a successful organisation contributing to its members and emergency services in Australasia for many years to come. I would like to share best wishes for the future of the Board, Divisional leaders and the AIES membership generally. •



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# THE TIMELINE OF THE (SEEMINGLY) NEVER ENDING DISASTER AND THE HUMAN COST

By Graeme **Craig** ESM, FAIES

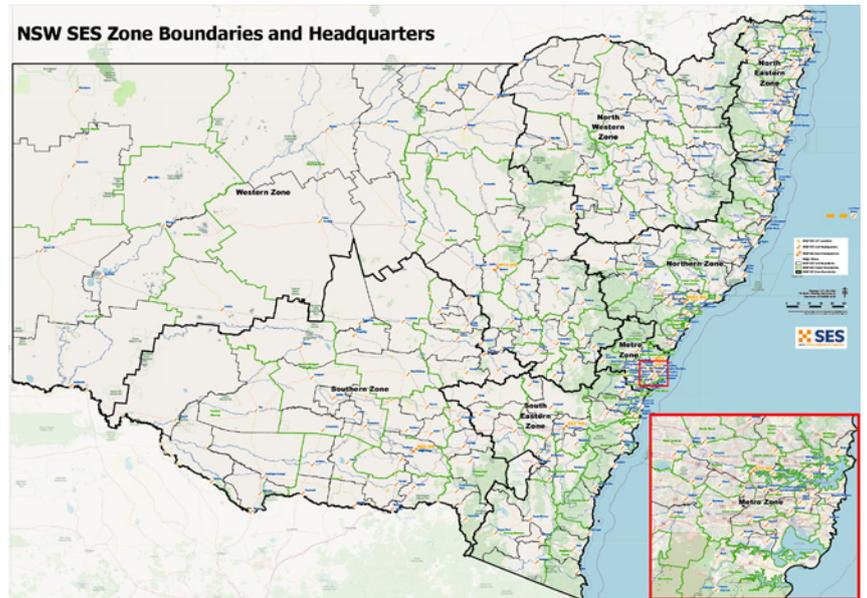
## IT STARTED

It all started with a protracted pattern of drier and hotter weather on the East Coast of Australia. While not reaching an El Nino classification, it did sit at the alert level for an extended period of time. Combined with a well behind hazard reduction program that could not be completed due to the unfavourable conditions was beginning of – dare I say – The Perfect Storm!

The 2019-2020 fires have been well documented so there isn't too much further detail that I need to provide here, other than to confirm that my involvement, and that of the NSW SES, Northern Zone kicked off with a support operation to the NSW Rural Fire Service with the Tuncurry Fire on 26 October 2019 with a stint as the NSW State Emergency Service Liaison Officer at the Tuncurry Emergency Operations Centre.

## ABOUT NSW SES - NORTHERN ZONE

As a result of a major restructure of the NSW SES in 2018 (taking the agency from 17 regions to a five zone structure), the Northern Zone, along with its head office in Metford in the NSW Hunter



NSW SES Zones

Valley, was established. The zone boundaries were the Hawkesbury River in the south, the Queensland Border in the north with a western boundary that roughly follows the Great Dividing Range. The Zone shares borders with the NSW SES Western and Metro zones.

Within the footprint are 64 units that mainly following the Local Government Areas with a coastal interface and around 800 kilometres of coastline that also extends inland in the northwest to Urbenville and in the southwest to Murrurundi.



This area contained multiple high-risk areas predominantly due to the flood risk with the key river systems being the Tweed, Clarence, Macleay, Hastings, Manning, Hunter rivers and the lakes on the NSW Mid North and Central Coast. This area was managed by a staff of 28 split across offices in Metford, Taree, Grafton, and Goonellabah with a membership of around 2,500 volunteers. Other important facts include 24 Local Government Areas (and Local Emergency Management Districts), two Regional Emergency Management Districts and close to 1.5 million population, which can triple during peak holiday season.

### FROM SUPPORT TO COMBAT

The NSW SES Northern Zone provided significant support resources to the firefighting effort (as did the NSW SES as a whole). This included IMT personnel right through to field support resources. This nearly four months of perpetual support operations resulted in considerable fatigue on all personnel but more importantly from our volunteers' perspective. Their support drew heavily on their available days to take time away from work, family, and other commitments. While this would normally not present a huge issue, as the ensuing events unfolded, we learned that this was a critical problem that would require great ingenuity to resolve. The fires concluded ultimately when the rain events started.

### IT STARTED WITH A STORM

Conditions rapidly turned extremely wet. The persistent rain that fell quickly charged the river systems and filled the dams. While this went a long way to resolving the drought consequences, it also meant that the water catchments capability to absorb rainwater was greatly diminished. The ultimate result was that virtually all rain that fell would flow to its local creek or river system leaving a high risk of flooding.

Poet and writer Dorothea Mackellar famously wrote in *My Country* that we are a "land of droughts and flooding rains" and the combination of both resulted in the continuance NSW State Emergency Service's extensive operational timeline.

Our first major storm resulted in an activation of the Northern Zone Incident Control Centre on 7 February 2020. This was the start of a procession of severe storms, floods and severe storms leading to floods. These events would continue predominantly in the Northern Zone footprint through to mid-October 2022. These events included catastrophic flooding across all river systems within the zone footprint.

These were successive major events with conditions deteriorating progressively culminating in large scale flooding and inundation on the Mid North Coast in March 2021.

These floods caused widespread isolations of major towns and centres. Multiple flood rescues were undertaken across the entire area of operation including (but not limited to) towns of Wingham, Taree, Port Macquarie, and Wauchope. This high level of activity was heavily impeded by the conditions preventing the provision of support to our local SES units – not only with personnel, but assets also. Due to roadway inundation, there was no way to move assets or people by road and due to the severe weather conditions, there was no way of providing support via the aviation capability even though these resources had been pre deployed to the general area.

The seriousness of this event cannot be underestimated. This flood resulted in the rescue of whole villages due to imminent inundation. Many of the flood rescues were people being removed from their house through windows, off their roof or from other imminently life-threatening situations including a family being rescued from the roof of their caravan which was floating down the Manning River.

During the Mid North Coast Flood, 8,163 incidents were responded to. These included 752 flood rescues, 198 evacuations and a multitude of other flood support and resupply related tasks. While this was a significant event, it is due to a combination of the excellent response from the NSW SES, our partner agencies and an element of good luck that resulted in no loss of life.

Operations and finalisation continued for some months after the actual response concluded.

We still had not completed the post operational work when severe storms occurred across the entire Northern Zone footprint with a particular focus on Southeast Queensland and the Northern Rivers of NSW. This was well underway in the early stages of February 2022. This culminated in sustained torrential rain over the Northern Rivers Catchment. Floods were predicted to be like that experienced in 2017, which had serious consequences and resulted in major pre-deployment of resources to the Northern Rivers of NSW. What then happened exceeded anything that had ever occurred in the past.

The flood peaked very quickly at a height more than 2 metres higher than the previous flood of record. The result was an unprecedented catastrophic flood which quickly over ran the local and surrounding resources. The Incident Management Team (IMT) was fully operational in Goonellabah – a suburb in the higher parts of Lismore. Included in this IMT were representatives from all emergency services and the Australian Defence Force.

When this peak occurred, the levee at Lismore had overtopped, and the flood water kept rising. The available emergency service resources responded to the incidents that they were able to. This response was greatly assisted by what was to become known as the 'Tinny Army'. These civilian vessel owners carried out multiple flood rescues working alongside the responding Emergency Services personnel and assets. The Broadwater, Woodburn and Lismore Units suffered inundation of their facilities and major flooding occurred in the Ballina, Mullumbimby, Murwillumbah, Casino, Coraki, and the Tweed Heads Unit areas.

During this disaster, the NSW SES and supporting agencies responded to 2,157 flood rescues. This is only the number that we coordinated. The actual number of flood rescues was much greater due to the assistance provided by the Tinny Army. In addition, 1,353 evacuations were actioned and between flood support tasks and resupply jobs across the Northern Zone, a further 21,753 incidents were responded to.



The consequences of this flood were prolific for many towns in the Northern Rivers Catchment. Recovery and rebuilding operations continue today and are likely to continue for an extended period with many residents never returning.

Tragically, five lives were lost during the Northern Rivers Flood.

### THEN WHAT?

After the protracted response to the Northern Rivers, we continued to process the consequential finance and logistics work resulting from this flood. This continued for a considerable period. But, even then, we still weren't done. Floods worsened in the Metro, Southern and Western Zones resulting in a continued response by Northern Zone and the whole of the NSW SES to aid those affected communities.

### INCIDENT SUMMARY

From when the fires started to the conclusion of the floods, the team in the NSW SES Northern Zone were either operational, completing the post operational work, in preparation for a new event or responding to floods elsewhere in NSW for 1,166 consecutive days.

A total of 57,588 individual incidents were recorded in the above time period in the Northern Zone footprint including:

| INCIDENT TYPE             | TOTAL  |
|---------------------------|--------|
| Flood rescues             | 3,331  |
| Evacuations               | 1,574  |
| Resupply                  | 1,720  |
| Flood support             | 14,841 |
| Storm incidents           | 31,389 |
| Other (incl fire support) | 4,733  |

### ELEPHANT IN THE ROOM

It would be remiss of me not to acknowledge that during these years of response, COVID19 was well and truly in play and ultimately another hazard that we needed to navigate.



Historical flood heights at Lismore. Photo: NSW SES.

### INQUIRIES AND RESULTS

Following the fires and in particular, the floods, several inquiries were commissioned – some by the NSW Government and others called for by the NSW State Emergency Service. Many recommendations were made – some accepted and others not but one in particular was an absolute game changer for the Northern Zone.

Throughout the Inquiries, it became clear that the NSW SES was under resourced to be able to respond effectively to our combat or legislated roles when the emergency escalates to the size of the major flooding events. This recognition has resulted in a significant growth in our staff capability with a primary goal of providing

better service to our volunteers and ultimately to our communities.

The main impact on Northern Zone was that it was divided into two Zones (as was Western Zone). The old Northern Zone footprint became two Zones – North Eastern Zone (Tweed Heads south to the Clarence Valley) and the new Northern Zone (Nambucca south to the NSW Central Coast). The key benefits other than the obvious reduction in footprint were that the new zones would be equally or better resourced than the original zone. This meant that another 30 staff would be recruited in the old Northern Zone footprint alone. There were further Inquiry recommendations that also attracted additional staffing across the state.



The key benefits:

- A smaller more manageable area of command
- More staff to provide additional support directly to Units – mainly in the areas of
  - › Training
  - › Planning
  - › Operational development and support
  - › Logistics support
  - › Facilities, assets, and financial support
- A split of the high-risk flooding areas between two zones as opposed to a single large one
- An ability to build effective and productive relationships with our volunteer base

### THE IMPACTS ON OUR PEOPLE

While acknowledging the critical impacts on the members of the communities directly affected by these emergencies, the effects on our people were extensive and, in some cases, devastating. Many of

our staff and volunteers having lived through this series of emergencies and disasters have managed to minimise the effects of this sustained and traumatic period however, some have not fared so well.

None of the thousands of NSW SES and partner agency personnel – both from Australia and overseas agencies – can unsee what they have seen and will have to accept their ‘new normal’. There is also a risk of additional psychological consequences.

The NSW SES and our partner agencies all have programs to support the psychological welfare of their members and their families. There is a risk that some may have or develop a Post-Traumatic Stress Injury (PTSI).

The other noticeable impact is the resulting movement of zone staff. Of the 28 that were employed on the original Northern Zone staff, only eight remain in the new Northern Zone.

The net turnover is not as bad as it may appear as a number of the original Northern Zone team

has geographically become part of the North Eastern Zone team.

The impacts were equally, if not greater, on our volunteer members who (as did the staff) diligently and with the utmost commitment to their communities, continued to serve from one emergency operation to another – often at great personal cost through loss of income and other difficulties that evolve from sustained emergency responses.

An important part of the healing process is to ensure that the lessons that were observed during the entire operational period are collected – even if a formal After Action Review was not able to be conducted due to the conglomeration of fires, storms, and floods.

We owe it to our people to not only say thank you but ensure that they are awarded every highly deserved possible accolade available but most importantly, that they are provided with the necessary and appropriate care to ensure their ongoing capability to live in and serve their communities with the distinction that they always have. •

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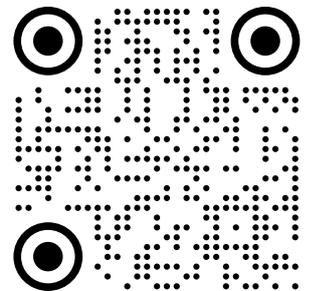
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# AWE EXCELLENCE AWARDS 2023

The Australasian Women in Emergencies Network (AWE) is thrilled to announce the recipients of the inaugural AWE Excellence Awards 2023.

Source: **Australasia Women in Emergencies Network**

*This article was published on [awenetwork.org.au](http://awenetwork.org.au)*

**T**he AWE Excellence Awards recognise and honour the contributions of women to emergency management and disaster resilience.

Ruth Wraith OAM, who presented the awards at the Australasian Women in Emergencies Day Forum, said, "Today, in comparison to the relatively recent past, women hold key roles and responsibilities in all aspects of emergency management and disaster resilience, and carry these out to a high standard. It is more than timely that their contributions are acknowledged in a public way. On behalf of the wider community, I congratulate each of the recipients of the AWE Excellence Awards 2023, and all AWE members whose dedicated work across a wide range of services supports Australasian communities. The Australasian Women in Emergencies Network is to be congratulated for their work supporting women in these roles and for initiating the AWE Excellence Awards."

AWE Co-founder, Committee Member and Awards Lead Kath Cooney said, "We were overwhelmed by the calibre of nominees and the accolades that they were given by those who nominated them, as well as



their referees. It is clear that women right across the sector are playing critical roles and making extraordinary contributions to emergencies right across Australasia, and we are

delighted to be recognising and honouring these extraordinary women through the AWE Excellence Awards." AWE congratulates all recipients of this year's AWE Excellence Awards. •



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# CFA SAFETY AWARD

CFA's Oscar 1 was awarded the Overall Safety and Fire Exercise prize at the 30th Victorian Mine Rescue Competition (VMRC).

**V**MRC is an annual safety training exercise, which pits mine rescue and emergency response teams from Victoria and New South Wales against each other in a series of simulated emergency situations.

Organised by the Minerals Council of Australia (MCA), it also provides an event for mine rescue teams and emergency services to share knowledge and experience.

Oscar 1 is a volunteer technical rescue team with underground mine and tunnel rescue capability. Team captain Trent Dempster said it was the closest thing to real-life training.

"The fire award is one that we chase. We get told we should win it every year and we don't. This year we came out on top, which is fantastic," he said. •



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# MEMBERS' KNOWLEDGE RECOGNISED

## Certified Emergency Service Manager

The AIES awards the Certified Emergency Services Manager (CESM) designation to recognise members that are remaining contemporary through continuing professional development and sharing their knowledge with the emergency management sector.

By David Parsons **ESM CESM FAIES**

*President NSW/ACT/International Division*

**T**he AIES appreciates that continuing professional development is very important for ensuring our members are evolving their skills and knowledge in line with:

- Current research and innovation
- Changing community expectations
- Better industry practice
- Evolving technology
- Lessons learned
- Findings from inquiries.

To qualify for the CESM, AIES member are required to undertake 100 points of continuing professional development and knowledge sharing activities each year.

Members submit a record and evidence of the activities they have completed on a triannual basis. A Panel of Adjudicators verifies the application and assesses if CESM designation conditions are met. If the application is successful, the applicant is entitled to use the CESM post nominals for a period of three years.

### WHAT ACTIVITIES CONTRIBUTE TO ACCUMULATING POINTS

Points are accumulated under two areas. These areas include knowledge development and industry contribution activities.

Examples of knowledge development activities include:

- University study
- Churchill Fellowships
- Formal education activities
- Diploma subjects



*Kate Goldsmith MAIES - Victorian Division (seated) becomes the first AIES member to be awarded Certified Emergency Service Manager, signing documents alongside National Director and Victorian Division Vice President Doug Caulfield, OAM RFD FAIES.*

- Short courses
- AIDR Master Classes
- Conferences
- Webinars
- Deployments to work with other organisations or areas.

Examples of industry contribution activities include:

- Published papers
- Participation in industry development and review activities

- Conference presentations
- Teaching
- Service on panels and boards.

### WHO ADJUDICATES APPLICATIONS?

The CESM Adjudication Panels comprises three AIES Fellows with a National Director Chairing the panel. CESM Adjudicators report to the AIES National Board on their determination.

### CERTIFIED EMERGENCY SERVICE MANAGER DESIGNATION AWARDEES

It is exciting to be able to announce our first CESM awardees. These members have committed a significant effort to be active learners and contributors to the emergency management sector. Our very first submission was from Kate Goldsmith from Victoria.



**KATE GOLDSMITH CESM MAIES (VICTORIA DIVISION)**

Kate Goldsmith became a member of AIES in April 2022 as a result of a referral by an existing AIES member. She is currently studying at Charles Sturt University and has made substantial progress towards completion of a Bachelor of Emergency Management. Kate is employed with Moira Shire Council as the Acting Emergency Management Coordinator and is currently involved in the recovery aspects of the October 2022 flood event that occurred along the Murray, Goulburn and Broken River systems within northern Victoria/southern New South Wales. Kate also participated in the AIES delegation attending the 2023 Emergency Management Institute Week at Massey University in New Zealand. Kate has also recently attended the AIDR Volunteer Leadership Development Program through the AIES.



**STEVEN SCHWARTZ CESM MAIES (QUEENSLAND/NORTHERN TERRITORY DIVISION)**

Steve Schwartz is a researcher and educator with the Centre of Disaster Studies at James Cook University. He has been a member of the Far North Queensland SES for nearly 10 years and a member of the Australian Institute of Emergency Services since February 2020.

Steve has been an active search and rescue (SAR) volunteer in far North Queensland since 2014. In 2022 he received a Commissioner's Commendation for his SAR work. Steve's passion for search and rescue has led him to formal study and he is now in the final year of a PhD focusing on lost person behaviour. Through his doctoral work, Steve hopes to better understand lost wilderness tourist experiences. He has published his findings in the *National Emergency Response Journal* and the *Australian Journal of Emergency Management*. He has also presented at Disaster and Emergency Services Conferences.

Steve also has a keen interest in disaster management and disaster research. He currently teaches disaster management to postgraduate students, has been involved in numerous disaster responses throughout Australia as an SES volunteer and has twice been awarded national emergency medals. Moving forward, Steve hopes to continue to use his academic and practical insights to further develop search and rescue and disaster management theory and practice.



**BRETT HENDERSON CESM MAIES (NSW/ACT/INTERNATIONAL DIVISION)**

Brett is a retired Senior NSW Police Officer, with experience as a Local Emergency Operations Controller (LEOCON) in Sydney's inner and outer Western Suburbs. Although retired, Brett has completed a Masters in Emergency Management and is currently undertaking Doctoral Studies, which focuses on how communities can participate in emergency management. As a member of the NSW SES, he has deployed to Western and Far Western NSW, responding to major flooding and additionally to Western Australia, as part of the NSW SES contingent, responding to flooding in that State. He has been actively involved in training, focussing on incident command and control (AIIMS). He has previously been a member of the NSW Division AIES Board. Brett has continued to engage with other emergency managers nationally and, during 2023, he has expanded that experience through engagement with practitioners in the Pacific, Canada and the US. As part of this process, among other engagements, in 2023, he participated in Massey University's Emergency Management Institute Week in Wellington, New Zealand.



**DR RUSSELL DIPPY**  
CESM CEM FAIES  
(SOUTH AUSTRALIA/  
WESTERN AUSTRALIA DIVISION)

Dr Russell Dippy is a dual internationally certified emergency manager. He is a Doctor of Public Safety Student at Charles Sturt University in Australia, and the Emergency Management Coordinator for the South Australia Police (SAPOL). SAPOL provides policing and emergency management to a large geographical part of Australia but with a relatively small population. Russell has held this role for over 24 years of his 35-year policing career, and has undertaken Operational and Strategic leadership roles through a range of emergency management responses to state, national and international emergency events.

Russell has published articles in the area of Emergency Management Professionalisation. He holds a Master of Emergency Management with Distinction and a Vocational Graduate Certificate in Management (Learning) and a range of vocational qualifications in management, volunteer management, leadership, and human resources. He has been deployed internationally with

an Australian Government disaster medical assistance team and was a founding member of the Australian Emergency Management Assistance Team. He has been deployed interstate to support other jurisdictional emergency management responses.

On a day-to-day basis he provides holistic emergency management policy, training and management across the prevention and preparedness to emergencies and supports operational management of response and recovery operations. He provides extensive executive support and training to government and non-government agencies to support emergency management awareness and development. Russell is an active participant in many of Australia's national policy areas relative to emergency management. He is a regular reviewer of Australian Institute of Disaster Resilience Handbooks and other national publications.

He is a member of the International Association of Emergency Managers (IAEM), holds the Certified Emergency Manager (CEM) designation and is currently part of the IAEM Oceania Executive, a member of The International Emergency Management Society (TIEMS) where he also holds the TIEMS International TQC Certification for International Emergency and Disaster Management (TQC), and is a member of the Australasian Institute of Emergency Services where he holds the recently developed Certified Emergency Services Manager (CESM) certification. He is a Fellow of the Academy of Emergency Management (FAcEM), and a Member of the International Association of Emergency Management (MIAEM) and a Member of the Australasian Institute of Emergency Services (MAIES).



**DAVID PARSONS ESM**  
CESM FAIES (NSW/ACT/  
INTERNATIONAL DIVISION)

David Parsons conducts emergency management education programs for Charles Sturt University, Australian Institute for Disaster Resilience, Australian Centre for Incident/ Investigation Management Solutions and Response and Recovery Aotearoa New Zealand. David was the author of the AIDR Emergency Planning and Incident Management Handbooks. David has over 45 years with the NSW SES. David is currently the NSW President of the AIES NSW/ACT/ International Division. In previous roles David managed Sydney Water's Emergency Management Program and regulated the NSW mining industry for emergency management.

As part of his CESM points David completed leadership programs at the University of Pennsylvania and Massachusetts Institute of Technology.



**DAVID ROSE CSM MAIES**  
(NEW SOUTH WALES/  
AUSTRALIAN CAPITAL TERRITORY/  
INTERNATIONAL DIVISION)

David is currently the Assistant Director Strategic Planning for the ACT State Emergency Service, where he is responsible for the development and delivery of strategic and operational plans, capability development, and assurance

programs. This key role supports operational leadership in delivering the Strategic Flood Risk Management Plan and drafting the Flood and Storm Sub-Plans under the ACT Emergency Plan. David has been employed as a Planning and Intelligence Officer in numerous Level 2 and 3 Incident Management Teams throughout ACT, NSW, and VIC, primarily for floods and storms, but also in response to the Covid-19 pandemic and protest activities in Canberra.

David has over 35 years' experience as a strategic planner, project manager, and crisis and risk advisor, including military service as an officer in the Australian Army's Airborne and Special Forces units. Between 2005 and 2018, he advised a broad range of governments and companies in crisis and risk management with a specific focus on emergency management, threat and risk assessment, and physical security across Iraq, the Arab Gulf States, Japan, Nauru and Libya. David was the Security Project Manager for the Australian Embassy in Baghdad with responsibility for the delivery of project outcomes and management of a multi-million-dollar budget. He was the Risk

Advisor and Emergency Management Coordinator for the Australian Border Force Regional Processing Centre on Nauru, advising the Emergency Control Organisation through numerous high-profile incidents to successful conclusion. His project experience includes oil and gas, electrical sector, major manufacturing, pharmaceutical, logistics, non-governmental organisations, telecoms, and diplomatic missions.

David holds a Graduate Diploma in Business and a Graduate Diploma in Training and Development, and a range of specialised diplomas and certificates in management, WHS and risk related technical skills. He is a qualified AIMS Level 2 Planner and Incident Controller and is a member of the Australasian Institute of Emergency Services (AIES), and the International Association of Emergency Managers (IAEM).

**To find out more about how to quality for the Certified Emergency Service Manager, contact your local Division (see contacts on page 40).**

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Source: [myPolice Queensland](#)

## Day for Daniel

# AUSTRALIA'S LARGEST NATIONAL CHILD SAFETY EDUCATION AND AWARENESS DAY

### WHAT IS PERSONAL SAFETY?

Personal safety is teaching kids to trust themselves, to know when they're feeling uncomfortable or scared.

Often a child can't express themselves with words when they're feeling upset, and this means body clues are important for a child to recognise when they're scared or uncomfortable.

- Crying
- Sweaty palms
- Heart pounding
- Hair standing on end
- Wobbly knees
- Funny tummy.

These are all ways the body has of telling us when we're not in a good place.

It is important that our children recognise these signs, so they know if they are in an unsafe situation or with an unsafe person.

If a child does feel unsafe, it's important they know what they can do.

- Scream
- Run
- Say NO!
- Tell someone.



*On the Daniel Morcombe Foundation's national day of action, Day for Daniel, officers from Queensland Police Service walked alongside parents, carers, educators and children to promote child safety awareness.*

Practice these with your children, make sure they know it's never rude to say NO! To scream, or run away if they feel afraid.

### THE SAFETY NETWORK

A child's safety network is made up of adults who the child can trust, who will believe them and who can help them.

A few examples could be:

- Mum
- Dad
- Grandparent
- Aunt
- Teacher
- Family friend.

This is the safety network and every child should have at least five adults whom they can trust.

This Day for Daniel, take some time to talk with your children, talk about body cues, formulate a safety network with them, practice a loud NO! Children need to feel confident that they can talk about things that have upset them. Make sure they know they can trust you to believe them. Make sure they know they can talk to you about anything. •



*Bushfires will become more frequent and intense under a changing climate. Dean Lewins/AAP*

## 'AUSTRALIA IS SLEEPWALKING': A BUSHFIRE SCIENTIST EXPLAINS WHAT THE HAWAII TRAGEDY MEANS FOR OUR FLAMMABLE CONTINENT

As I heard reports of the fire tearing through the Hawaiian island of Maui, I felt utterly depressed. As a fire scientist, I know the unfolding horror – which has killed 93 people so far – is just the beginning. It's a portent of what Australia and other countries will experience in a warmer world.

Source: [Theconversation.com](https://www.theconversation.com)

*Dr David Bowman, Professor of Pyrogeography and Fire Science, University of Tasmania*

**F**or Australians, the reports inevitably bring back memories of our awful Black Summer in 2019-20. Like the Maui tragedy, those huge, uncontrollable bushfires were a terrifying glimpse of the intense fires we can expect as climate change worsens.

Global warming – the result of fossil fuel burning – means bushfires will become more frequent and severe. Of course, we must reduce greenhouse gas emissions. That is blindingly obvious.

But we must do more than that. Australians must urgently adapt to our fiery future.

### RECORD-BREAKING HEAT AND FIRES

The Maui fires have been fuelled by strong winds, dry vegetation and low humidity. People were forced to run into the ocean for safety. Hundreds of structures have been damaged or ruined and many people are injured.

Hawaii is not the only part of the northern hemisphere being ravaged by fire.

In recent weeks, wildfires have ripped through Canada, Greece, Spain, Portugal and elsewhere. At one point, 1,000 fires were burning in Canada alone.

The fires have in part been fuelled by record-high temperatures. In July, temperatures reached 53.3°C at California's Death Valley. In fact, July was Earth's hottest month on record.

The southern hemisphere is also experiencing highly unusual conditions. Antarctica is struggling to freeze over; it's reportedly missing a chunk of ice bigger than Greenland.

And Australia is experiencing an unseasonably warm winter. The country looks set for a hot, dry, El Nino-fuelled summer, putting fire crews on high alert.

### AUSTRALIANS MUST HEED THE WARNINGS

Australia, too, is fast becoming a continent of more uncontrolled fire.

Let's compare the period of 1988 to 2001, with the period 2002 to 2018. In Australian forests, the average annual burned area in the second period was 350% greater than in the first. If we include 2019 – the year the Black Summer fires began – the increase rises to 800%.

The Black Summer fires were started by lightning and human activity. They were fuelled by extreme heat, record low rainfall and widespread dieback of vegetation. It meant the fires burned at unprecedented intensity.

The Black Summer fires burned more than 24 million hectares nationally. Some 33 people were killed by the fires, more than 429 died from smoke-related effects, and more than 3,000 homes were destroyed.





People watch an approaching fire in Maui. Alan Dickar/AP.



When will Australians get a grip on this escalating global problem? Sean Davey/AAP.



This satellite image from NASA shows thick bushfire smoke moving into the Tasman Sea from NSW and Victoria on January 3, 2020. EPA/NASA HANDOUT.

The drying and warming that drove the Black Summer fires are linked to human-caused climate change. These changes are resulting in longer fire seasons and extended periods of drought.

As I watch the fires blazing in Hawaii, I'm constantly asking myself: when will Australians – who live on one of the most fire-prone continents on Earth – get a grip on this escalating global problem? How many more warning signs do we need?

### WHAT MUST BE DONE

When the Bushfire Royal Commission handed down its report in October 2020, I described it as a “clarion call for change.” Finally, Australia had a map for its journey toward adapting to fires and other natural disasters.

The scope of the commission's recommendations was vast. For governments alone, it called for changes across land-use planning, infrastructure, emergency management, social policy, agriculture, education, physical and mental health, community development, energy and the environment.

The commission also called for an acknowledgement of the role of Indigenous fire managers in mitigating bushfire risks.

Almost three years on, we haven't seen the changes needed. We're behaving as if we've got an endless amount of time. Australia is sleepwalking into our fiery future.

The pandemic shows humans are amazingly adaptable. We used

an integrated approach to mitigate and adapt to that threat. We need an equivalent response to adapt to fire and climate change – but it's just not happening.

There is much Australia can do to adapt to fire. We can improve our urban planning regimes and building standards. We can better manage fuel loads in our forests. We can increase our firefighting capacity and get much better at bushfire preparation and early warning systems.

And importantly, we should draw on Indigenous knowledge and the expertise of Aboriginal communities. These approaches could prove vital not only managing extreme fires in Australia, but elsewhere in the world.

### LOOKING AHEAD

One thing Australians can all agree on is that we don't want catastrophically uncontrolled fires.

As our Black Summer showed, these fires not only destroy lives, homes and biodiversity. They actually threaten the Earth's systems. Black Summer pumped huge amounts of carbon into the atmosphere. It depleted the ozone layer. It created an algal bloom in the Southern Ocean bigger than the Australian continent.

It's vital that we slash greenhouse gas emissions as quickly as possible, to stabilise Earth's climate. But that's not sufficient. Australians have to adapt to fire, too.

The fires in Hawaii remind Australians that our summer is just around the corner. We don't have much time. •



### ABOUT THE AUTHOR

David Bowman has received funding to study fire ecology and management from the Australian Research Council (ARC), the NSW Bushfire Risk Management Research Hub, Bushfire and Natural Hazard CRC, Australian Nuclear Science and Technology Organisation (ANSTO) and Natural Resources and Environment Tasmania.

## THE CONVERSATION

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# THE HARD TRUTHS: ADDRESSING ENDEMIC CHALLENGES IN EMERGENCY MANAGEMENT HIRING PRACTICES

In this ever-evolving world, our societies are constantly being tested by emergencies and crises that shake the foundations of our security, stability, and prosperity.

Source: **The Emergency Management Network**

By *Todd T. De Voe, creator of the Emergency Management Network*

In such turbulent times, the efficacy of our responses and actions reveals the robustness of our preparations and the depth of our understanding of emergencies. Yet, I fear the lessons we just witnessed in Hawaii will be repeated. Hawaii is a stark reminder of our vulnerabilities and the pressing need to introspect and reform the system. The perils of assigning unqualified or ill-prepared individuals to roles pivotal to Emergency Management (EM) can't be underscored enough.

I want to draw your attention to a profound, complex problem that looms over many jurisdictions within the United States. We need only turn our gaze to the disheartening situation in Hawaii to understand the deep gravity of the matter. The sentiment I bring to you is a stark one: many of our jurisdictions are, in essence, merely one catastrophe away from facing a fate similar to that of Hawaii.

In several jurisdictions, retired first responders or politically connected individuals are hired for emergency management roles who need more training in emergency management's labyrinthine, multifaceted role. Many view this job as an easy "retirement" job (full disclosure: I also came from the first responder world 20 years ago.) and find it more complicated than they thought.

While the experience of first responders is undeniably invaluable, and they possess critical skills honed from years on the front, there is an underlying concern. This hiring trend has sometimes overshadowed truly dedicated emergency managers



*Emergency Management is the Belayer of Disaster Response and Public Safety Photo by Omid Armin*

who have dedicated their careers to mastering the nuances of emergency management and are genuine EM professionals.

Emergency management professionals bring unique competencies and a comprehensive understanding of the field.

These hiring practices of taking marginally qualified who may have EM-adjacent careers raise questions about the long-term impact on the quality and effectiveness of emergency management programs.

I have long held and will argue today, that we are doing a tremendous

disservice to our residents as public servants. How so? By the two cardinal sins in emergency management: firstly, by hiring ill-prepared individuals for the vast responsibilities they shoulder, and secondly, by relegating emergency management to a position of collateral duty.

In this context, collateral means that emergency management, rather than being a solid fixture in administrative responsibilities, has been dispersed thinly in a piecemeal fashion, diluting its importance. It has become a mere afterthought or an additional duty rather than a core function.



This is deeply problematic in disaster management, where the well-being and lives of our citizenry hang in the balance. For jurisdictions to take a half-hearted approach, believing this is the right solution for the community's needs, is outrageous.

The hiring of unqualified individuals to roles of vital importance compounds this issue. Emergency management is a specialized field requiring an in-depth understanding of risk assessment, disaster response, logistics, communication, project management and more. Appointing someone without the requisite skills, experience, or passion is akin to asking a novice to pilot a commercial airplane: the results can be catastrophic.

It is not my intent today to cast aspersions or point fingers but rather to implore each and every one of us to acknowledge this pressing issue and commit to actionable solutions. We must re-evaluate and restructure our approach to emergency management. This includes providing rigorous training, investing in specialized personnel, and ensuring that the importance of this function is recognized at every echelon of our administrative structures.

To do anything less is to leave our communities vulnerable, to stand unprepared on the precipice of potential disaster. Today, Hawaii is a stark reminder of what can transpire when jurisdictions do not hire the most qualified individuals. Let us use this as a wake-up call, urging us towards action and an unwavering commitment to the safety and well-being of our residents.

Let's peel back the layers to truly understand the root causes of this alarming trend.

At the forefront is a disturbing misunderstanding of the role of emergency management. To the uninitiated, EM might appear as a sequence of reactive measures. It is a complex symphony of anticipation, planning, strategy formulation, and precise execution. However, limited by their peripheral understanding, many hiring authorities make the egregious error of overvaluing tangential qualifications while undermining the competencies paramount to EM.

Next, we cannot overlook the shadows of political influences that lurk in many EM appointments. This isn't merely an administrative concern but a moral and ethical one. When appointments pivot on political affiliations or pressures rather than genuine merit, we don't simply jeopardize professional standards; we imperil the communities we are duty-bound to safeguard.

There's also the unsettling tendency to devalue specialized education and training. Contrary to some misconceptions, EM isn't a generalized field. It requires as much specialization and training as medicine or engineering. Yet, there's a persistent myth that anyone with a semblance of administrative experience can seamlessly transition into EM. The results of such misconceptions can be devastating.

The ramifications of these systemic issues are manifold and severe. With poor decision-making at the helm, what could be manageable crises often spiral into uncontrollable disasters. We need not look further than the Lahaina fire incident to understand the dire consequences of inadequate preparation and understanding. Such events don't just lead to immediate destruction but also have lasting repercussions in the form of eroded public trust.

Over time, communities start viewing their protective institutions not as their shield but with skepticism, even disdain. Furthermore, the EM profession, which should be held in high esteem, starts to wane in its perceived value. A field that should epitomize expertise, preparation, and commitment becomes synonymous with inefficiency and negligence.

At this pivotal juncture, the path forward demands introspection and swift action.

A pivotal starting point is to emphasize the primacy of education. This endeavor transcends the confines of traditional academia. It's about fostering a culture where practitioners are deeply entrenched in both the theoretical frameworks and the practical difficulties of emergencies. This calls for a concerted effort from the EM community to advocate for rigorous educational programs and engage with educational institutions to ensure curriculum relevancy.

Promoting certification and professional standards is not just a procedural necessity but a moral imperative. By instituting and upholding universally recognized certification systems, we ensure standardized service delivery and offer aspiring EM professionals a clear and structured career trajectory.

Furthermore, we must hold hiring authorities accountable. Those responsible for filling EM roles must be cognizant of the profound consequences of their decisions. This extends beyond immediate outcomes and delves into the long-term trust and confidence communities place in their protective institutions.

Our collective mission in the Emergency Management community is unambiguous. We are at a defining moment in our profession's history. We have the choice to either persist in our current trajectory, marred by inadequacies and inefficiencies, or to rally together and elevate the standards and expectations of our field. Maui and numerous other cautionary tales must serve as our guiding lights, urging us to reform and strengthen. Our communities deserve the best; our solemn duty is to ensure they receive nothing less. Let us commit to forging a future marked by excellence, foresight, and unwavering dedication. •

VIEW ONLINE

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# INNOVATION GROWS EMERGENCY DEPARTMENT AVOIDANCE, IMPACT REPORT REVEALS

St John WA (SJWA) has launched into a post-COVID era with a refreshed approach to improving clarity and service delivery for the Western Australian community by investing in pathways allowing patients to avoid public Emergency Departments (EDs) when appropriate.

Source: **St John Ambulance WA**

*This article was published on [stjohnwa.com.au](http://stjohnwa.com.au)*

Its Impact Report – published today – revealed more than 216,000 patients were able to access care without requiring transport by emergency ambulance, and in many cases without attending ED, thanks to SJWA programs.

#### THOSE PROGRAMS INCLUDED:

- Almost 134,000 patients attending one of SJWA's six premium Urgent Care locations rather than attending a public ED.
- A record of 30.65 per cent of all Triple Zero (000) ambulance incidents resulted in a patient avoiding transported by emergency ambulance to a public ED via diversion to programs like the St John WA Secondary Triage Team, SJWA partnership with South Metropolitan Health Service's Virtual Emergency Medicine and Health WA's Virtual ED (WAVED), Healthdirect, low acuity crews or transporting patients to a non-ED location.

Improved service to community was also demonstrated in the State Operations Centre (SOC) where 93 per cent of Triple Zero (000) calls were answered within 10 seconds, up from 87.7 per cent the previous year.

As the financial year ended, SOC achieved rates as high as 99.5 per cent, in the face of a 1.2 per cent annual increase in Triple Zero (000) calls to 287,130.

An entirely refreshed Ambulance Services Agreement signed with the WA



Department of Health in December 2022 marked the start of a new era for St John WA from January 1, and delivered on strategic goals including a five-year contract and boost to country services.

"Importantly, the Agreement provides a pathway for change to facilitate innovation in partnership with the Department of Health," SJWA Group CEO Kevin Brown said.

"The improved emergency response performance of 6.2 per cent in the first six months operating under the Agreement compared to the same period the previous year is reflective of the new focus and capability it supported.

"And we're grateful to the State Government for funding of 31 additional paramedics, as well as relief support, to nine of our response locations across regional WA."

He said the organisation was well placed to build on its charitable contribution to the Western Australian way of life and further

support volunteer-led country sub centres going forward.

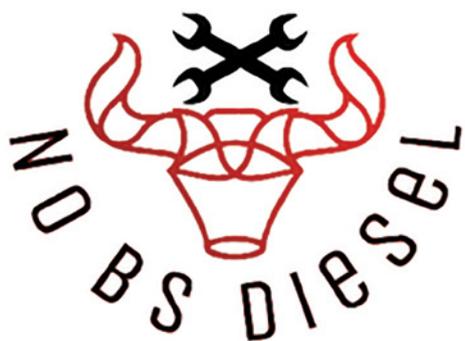
"In the past year, volunteers dedicated more than 236,000 hours to community, which spanned Triple Zero (000) ambulance response in country areas to enabling vulnerable people to access health care through Community Transport Services and ensuring the WA way of life was safe and supported through Event Health Services," Mr Brown said.

"On a personal level, getting to know team members across the length and breadth of WA means I have learned the organisation comprises a team with remarkable mettle: Unwavering in their service to humanity, respectful of the deep connection to community, and willing to act without hesitation.

"It's humbling to be part of such a passionate and committed team and as leaders, we will continue listening and learning about what will strengthen St John WA as we enter this next chapter together."

#### ADDITIONAL HIGHLIGHTS INCLUDED:

- 105,455 people trained in first aid and 3472 trained in first aid for mental health.
- 2.6 per cent increase in WA children taught first aid, including nearly 18,000 disadvantaged students learning for free.
- Almost 4000 ambulance team members undergoing violence de-escalation training, with body cameras and safety vests to be trialled.
- Six midwives recruited to 24-hour State Obstetrics Referral call (STORC).
- Two Council of Ambulance Authorities awards for ambulance delivery of Take Home Naloxone and Critical Care Paramedic internship, which was expanded to on road response.
- \$2.1 million state-funded Family and Domestic Violence training to 3000 frontline team members.
- Launch of Reconciliation Action Plan.



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# CFS WINS SA TRAINING AWARD

The South Australian Country Fire Service (CFS) was awarded the winner of the 2023 SA Training Awards, Large Employer of the Year in recognition of its high-quality Vocational Education and Training offered to volunteers and staff.

The Large Employer of the Year award recognises a large business or enterprise that has achieved excellence in the provision of nationally recognised training to their personnel.

It is the dedicated and passionate CFS volunteer Trainer Assessors and staff from across South Australia who have contributed to the development, delivery, assessment, management and administration of quality training for CFS members that have made this award possible.

CFS Deputy Chief Officer, Georgie Cornish, said as one of the largest



emergency service Registered Training Organisations in South Australia, this is an incredible achievement that deserves to be celebrated by all.

"It's an honour for CFS volunteers and staff to be recognised for their hard work and dedication to training," Ms Cornish said.

The CFS has been an enterprise registered training organisation since 2000, offering volunteers and staff nationally recognised training across six qualifications, three accredited short courses, and many units of competency.

CFS Volunteer Association President, David Lindner said this award is a testament to the professionalism of CFS volunteers and staff.

"This is a testament to not only the quality of courses available but the true professionalism of the volunteers and staff who deliver this wide range of knowledge so that the volunteers can continue to protect the public in a safe manner especially in emergency situations." •

## UPCOMING EVENTS

**FRONTLINE MENTAL  
HEALTH CONFERENCE**  
4-5 MARCH 2024  
GOLD COAST



Discover research, innovations and treatments from mental health experts, meet with peers, hear from sector leaders and unite to improve the mental health care and wellbeing of first responders - during training, whilst serving and in post-service. Conference registrations are now open. Visit [anzmh.asn.au/fmhc](http://anzmh.asn.au/fmhc) to find out more.

**FIRE BEHAVIOUR AND  
FUELS CONFERENCE**  
15-19 APRIL 2024  
CANBERRA



This conference will unite policy makers, scientists, fire managers and Indigenous land stewards for a shared purpose and a different future living with fire. Conference registrations are now open. Visit [canberra.firebehaviorandfuelsconference.com](http://canberra.firebehaviorandfuelsconference.com) to find out more.

**ANZ DMC CONFERENCE**  
22-23 JULY 2024  
GOLD COAST



AIES will once again sponsor this annual conference. In 2024 the theme is Leading in Times of Crisis, designed around empowering change and recovery through learning, innovation and adaptation. Conference registrations are now open. Visit [anzdmc.com.au/](http://anzdmc.com.au/) to find out more.

**EMERGENCY MANAGEMENT  
CONFERENCE**  
16-17 JULY 2024  
MELBOURNE



Put this one in your calendar and keep an eye on [esf.com.au/events/emergency-management-conference/](http://esf.com.au/events/emergency-management-conference/) as more details are released soon.

# MERCHANDISE

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

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

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

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

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

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**\$12.50** each

including postage & handling fee

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

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| Medium      | Chest 54 – Front Length 72.5 |          |
| Large       | Chest 58 – Front Length 75   |          |
| X Large     | Chest 61 – Front Length 77.5 |          |
| 2X Large    | Chest 63 – Front Length 80   |          |
| 3X Large    | Chest 66 – Front Length 82.5 |          |
| 4X Large    | Chest 68 – Front Length 85   |          |
| 5X Large    | Chest 71 – Front Length 87.5 |          |
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## **THE INSTITUTE'S AIMS**

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

## **THE INSTITUTE'S OBJECTIVES**

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

## **THE INSTITUTE OFFERS**

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

## **MEMBERSHIP**

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

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There are four classes of membership:  
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There are five categories of affiliation with the Institute that may be offered to persons who do not meet the requirements for membership:  
• Associate • Student Member • Retired Member  
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Applications for membership will be considered from persons who are at least eighteen years of age and who:  
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Our members come from  
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The 15th Academic Symposium was successfully convened at Hobart, with the attendance of the Most Venerable Mugunuwela Anuruddha Mahathero and five other high monks from Sri Lanka, in addition to local community leaders.

This year's discussion was centered on carrying out the historical mission of Tantrayana Buddhism to benefit humankind and all sentient beings, in which more than 200 theses were submitted for the discussion.

