



Australian Council of
State Emergency Services

State & Territory Emergency Services National Performance

INDICATORS

NOVEMBER 2008





Contents

Foreword	Page 4
Copyright	Page 5
Disclaimer	Page 5
Introduction	Page 6
Purpose	Page 6
Strategies	Page 7
Drivers of Change	Page 9
Structure	Page 10
Management Information	Page 11
Prevention and Mitigation	Page 20
Preparedness	Page 24
Response	Page 34
Recovery	Page 40
Annex	
Annex A - References	Page 43
Annex B - Table References	Page 47
Annex C - ACSES/AFAC Working Groups	Page 48
Annex D - S/TES Public Safety Training Package Courses	Page 49
Annex E - Participation received for the documentation	Page 53

1 Foreword

These Indicators have been developed by a Working Group representing all State and Territory Emergency Services (S/TES). Funding for the project was received via the National Emergency Volunteer Support Fund, which is managed by Emergency Management Australia (EMA) on behalf of the Attorney General's Department. Without this funding the project would not have been possible, and we are most grateful for their support for this most important initiative. The ABS was engaged to provide statistical support and quality assurance, and much of the information herein has been provided by the volunteers of the S/TES who have our thanks.

Ten years ago, the Directors of the S/TES recognised that a national approach would be required if the value of their services to the community was to be maximised. Accordingly they established the Australian Council of State Emergency Services (ACSES) so that the expertise resident within their own organisations could be shared by all. Particular emphasis was placed on Training, Equipment and Public Communication, for which standing sub-committees were formed. The first chair of ACSES was Mr Rhys Maggs, AM, the then Director of Victoria SES.

ACSES has co-sponsored this project and provides this report recording progress towards a national approach to the management and operations of the S/TES, without interfering with their internal workings. We are convinced that this approach will maximise the effectiveness of our operations in support of the community during emergencies, and will foster progress towards our goal of achieving greater recognition of the significant contribution our volunteers make towards the safety of the people of Australia.

B.W. (Hori) Howard AO, MC, ESM
Chair
ACSES

2 Copyright

Copyright in the material which appears in this publication is subject to the operation of the Copyright Act 1968.

You are welcome to reproduce the material which appears in this publication for personal, in-house or non-commercial use, without formal permission or charge.

In the event that you wish to reproduce, alter, store or transmit the material that appears in this publication for a purpose other than personal, in-house or non-commercial use, you can apply to ACSES at the following address for formal permission.

B.W. (Hori) Howard AO, MC, ESM
Chair
ACSES
15 Balfour Road
Austimer NSW 2515

3 Disclaimer

ACSES accepts no responsibility for the accuracy or completeness of any material contained herein and recommends that users exercise their own skill and care with respect to its uses. Users must not assume that this publication is error-free or that it will be suitable for any particular purpose.

ACSES disclaims any liability (including for negligence) to any person in respect of anything and the consequences on anything, done, or not done by any such person in whole or partial reliance upon the whole or part of the information in this publication.

ISBN: 978-0-9803050-2-9



4 Introduction

S/TES of Australia are the most versatile and widely used of all Emergency Service Organisations. They are the lead agencies for the nation's significant natural disasters being floods, storms, cyclones, and provide the majority of Road Crash Rescue services in rural areas of Australia.

The S/TES have a national peak body - ACSES.

ACSES has national subgroups covering Doctrine, Operations, Training, Occupational Health and Safety (OH&S), Communications, Public Education and Equipment. ACSES is a full member of the Australasian Fire & Emergency Service Authorities Council (AFAC) and is represented on all applicable subgroups.

The most important asset of the S/TES is its volunteers. They are highly skilled and well trained to provide rescue, first aid and other services necessary in emergencies. S/TES Units provide support to other emergency services, including the Police, Fire and Ambulance Services, as well as being involved in a range of community activities. Frequently, volunteers travel outside their own areas, including interstate, at short notice, sometimes for many days to respond to emergency situations in other communities.

Through the ACSES, all S/TES are working towards national consistency in:

- operational training;
- equipment;
- public education; and
- management practices.

5 Purpose

ACSES has identified a need for nationally consistent performance indicators.

In 2007 funding was obtained through the National Emergency Volunteer Support Fund to develop these Performance Indicators.

These Performance Indicators have been developed by a working party formed by ACSES. It has drawn on the framework used for the Productivity Commission's Report on Government Services within the Emergency Management framework of Prevention/Mitigation, Preparedness, Response and Recovery (PPRR).

These indicators will be useful to each S/TES, State and Australian Governments, the public, our volunteers and staff and the media to highlight the cost effective contribution that is made to our communities in times of need.

They will add value at the national level by providing a consistent framework and reporting mechanism for S/TES that could be included in the Report on Government Services.

At the Jurisdiction level these indicators will assist in the development of business cases for best practice to improve the capability and effectiveness of S/TES to prepare for and respond to flood, storm, cyclone and other emergencies.

The indicators developed as part of this project and presented in this paper are a first step towards gap identification and alignment of performance reporting on the activities provided by S/TES in supporting the communities they serve in time of flood, storm, cyclone or other emergencies.

ACSES will continue to develop and possibly expand these indicators through an iterative change process in the coming years which will see expanded reporting on a nationally consistent basis.

6 Strategies

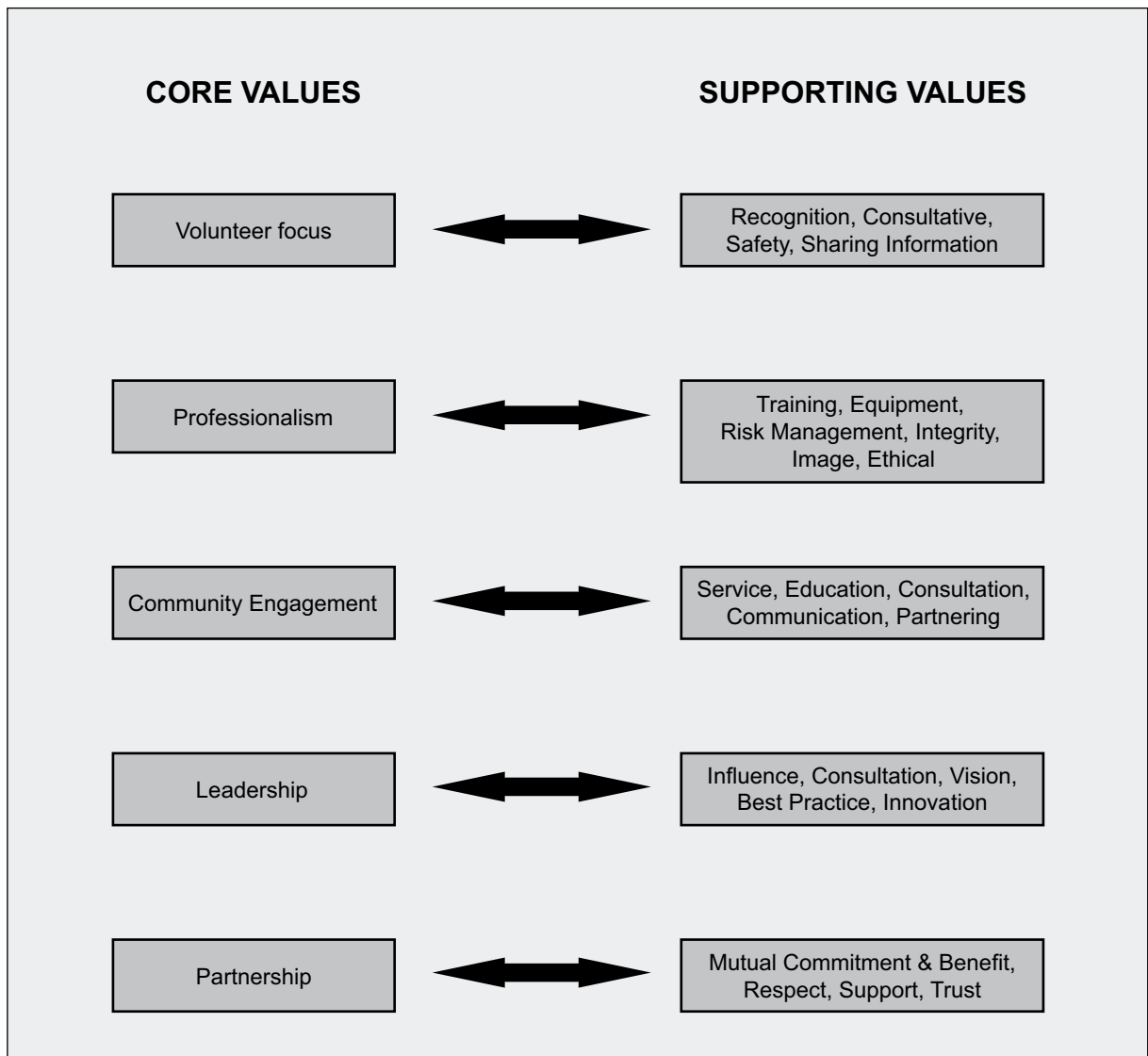
ACSES has a Strategic Plan for the period 2007-2009.

VISION

A national peak body developing best practice for safer communities.

PURPOSE

To represent the S/TES at national level.



KEY GOALS

OUTCOMES

Exchange knowledge,
information & initiatives



Members are informed of
development & initiatives in
other jurisdictions

Provide a best
practice learning &
development framework



Volunteers & staff have access
to consistent, cost effective
education & training

Enhance the profile of
the State & Territory
Emergency Services



Greater Brand Recognition

To be the volunteer
emergency service
of choice



Improved recruiting & retention

Provide leadership
with equipment



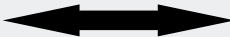
Better, consistent &
cost effective equipment

Partner with
relevant organisations



Increased organisational
strength & influence

More effective & influential
membership of the
Australasian Fire &
Emergency Services
Authorities Council (AFAC)



Participating as a full partner with
AFAC, including membership of
the Committee of Management &
a name change to reflect
ACSES membership

A high level of community
engagement & education



A better prepared community

7 Drivers of Change

The following key issues are identified as drivers of change within S/TES.

- Recruitment and retention
- Climate change
- Changing demographics
- Community expectations of S/TES
- Time pressures/employment
- Cost of volunteering
- Leadership and management
- Funding
- Training
- Recognition



8 Structure

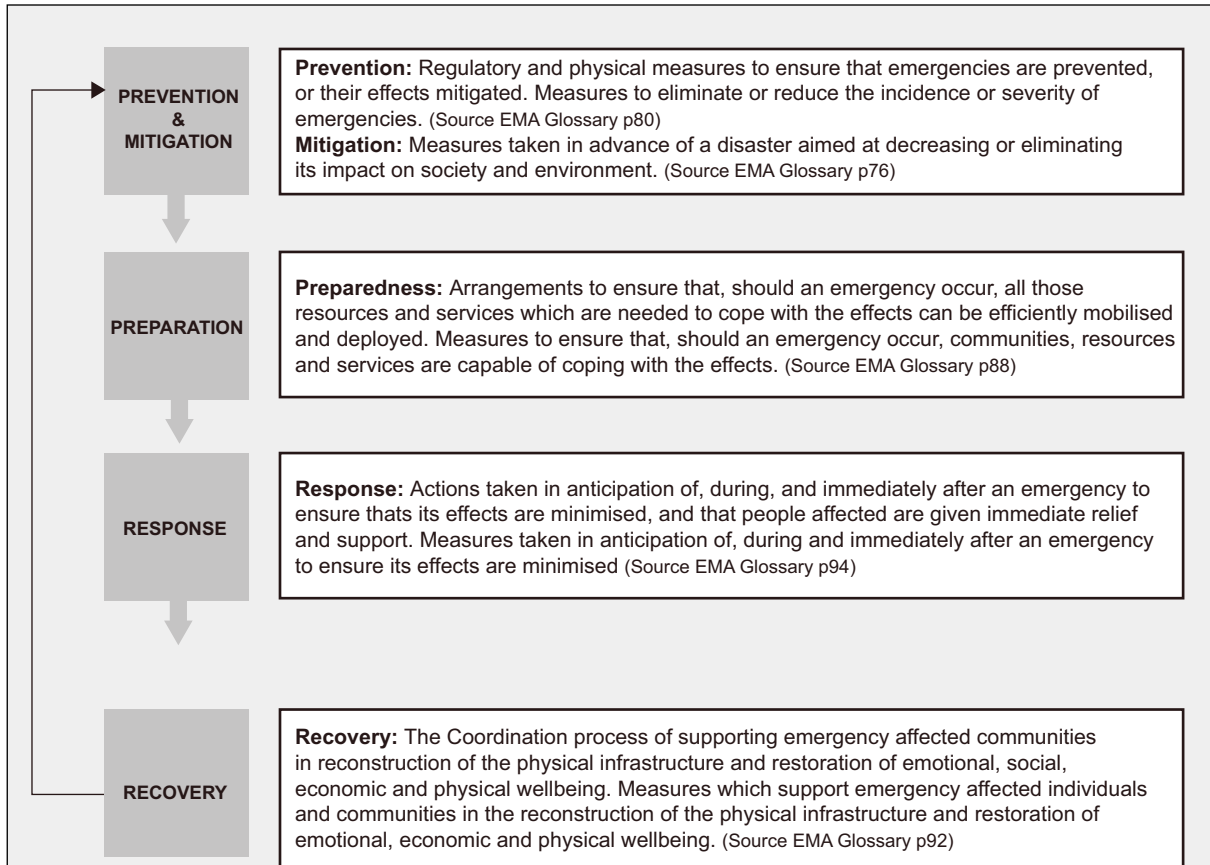


Diagram 1: Source: RoGS – Prevention: source: EMA Glossary p80
 Mitigation: source: EMA Glossary p76, Preparation: source: EMA Glossary p88
 Response: source: EMA Glossary p94, Recovery: source: EMQ Glossary p92

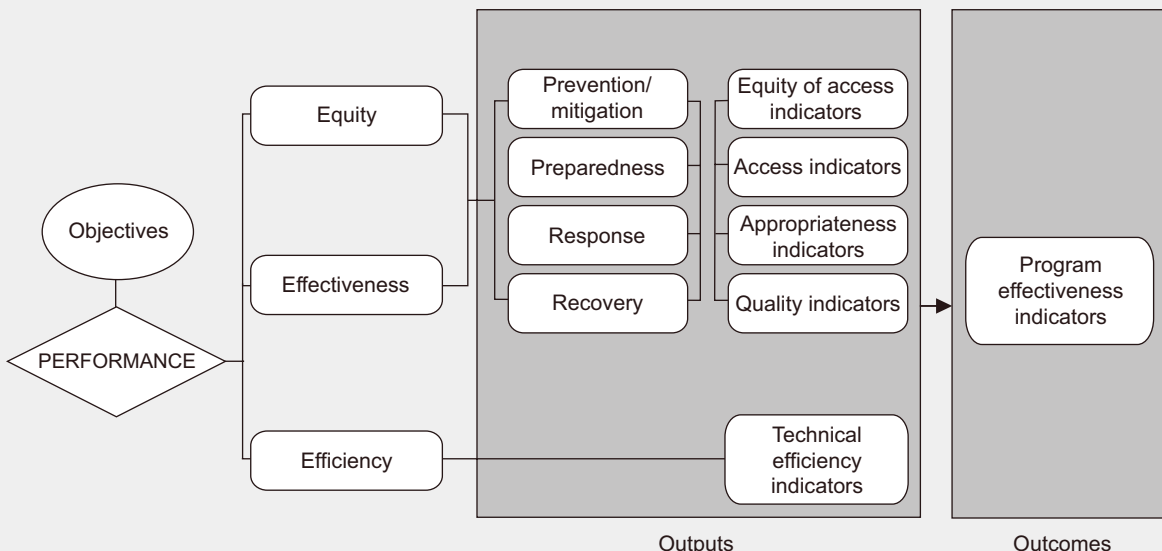


Diagram 2: Source: RoGS 2006 – Part D (Emergency Management)

9 Management Information

As detailed in this chapter, ACSES has compiled a set of Management Information of Inputs and Outputs from various sources to support the Outcomes and Objectives identified across the Prevention/Mitigation, Preparedness, Response and Recovery framework.

9.1 Average Annual Cost of Natural Disasters by State/Territory 1967/2005

This table identifies by jurisdiction the average annual cost of natural disasters to the community between 1967 and 2005.

Flood, severe storms and cyclones represent 80.7% of the cost of natural disasters, and the S/TES are the lead agencies for all three of these events.

Average Annual Cost (\$million in 2005) of Natural Disasters (a)						
State	Flood	Severe storms	Cyclones	Earthquakes	Bushfires	TOTAL
NSW	172.3	217.1	0.6	145.7	23.9	559.6
VIC	40.2	23.8	0.0	0.0	36.7	100.6
QLD	124.5	46.7	99.3	0.0	0.7	271.2
SA	19.3	16.7	0.0	0.0	13.0	49.0
WA	4.7	13.2	43.3	3.1	4.6	68.7
TAS	6.9	1.2	0.0	0.0	11.5	19.5
NT	9.1	0.4	138.5	0.3	0.0	148.3
ACT	0.0	0.5	0.0	0.0	9.7	10.2
Australia	376.9	325.2(b)	281.6	149.1	100.1	1232.9
Share of Total(c)	30.9%	26.7%	23.1%	12.2%	8.2%	100.0%

Table 1 Source: Bureau of Transport and Regional Economics publication "About Australia's regions 2007" published in June 2007. The original data comes from the EMA database. <www.ema.gov.au>

(a) These figures exclude the cost of death and injury

(b) Figure includes costs associated with a storm involving several Eastern States (\$216.7m) which has not been allocated to any individual state data in the table

(c) Figures may not add to totals due to rounding

9.2 Responsibilities of State Emergency Services and Territory Emergency Service

This table identifies by jurisdiction, the operationally related activities of each S/TES.

S/TES Responsibilities, by State								
The Responsibilities	NSW	VIC	QLD	SA	WA	TAS	NT	ACT
Storm damage	Y	Y	Y	Y	Y	Y	Y	Y
Flood response	Y	Y	Y	Y	Y	Y	Y	Y
Road rescue	Y	Y	Y	Y	Y	Y	Y	N
Earthquakes	Y	Y	Y	Y	Y	Y	Y	Y
Civil defence	Y	Y	Y	Y	Y	Y	Y	Y
Land search & rescue	Y	Y	Y	Y	Y	Y	Y	Y
Inland marine search & rescue	Y	Y	Y	Y	Y	Y	Y	N
Offshore marine search & rescue	N	Y	Y	Y	Y	N	Y	Y
Support to emergency service organisations	Y	Y	Y	Y	Y	Y	Y	Y
Support to non emergency service organisations	Y	Y	Y	Y	Y	Y	Y	Y
Assistance for municipal planning	Y	Y	Y	Y	Y	Y	Y	N
Conduct of emergency management courses	N	Y	Y	Y	Y	Y	Y	N
Air observer	Y	Y	Y	Y	Y	Y	Y	Y
Vertical rescue	Y	Y	Y	Y	Y	Y	Y	N
Public safety awareness and education	Y	Y	Y	Y	Y	Y	Y	Y
Tropical cyclone response	Y	N	Y	Y	Y	N	Y	N
Tsunami response	Y	Y	Y	Y	Y	N	Y	N

Table 2 Source: State and Territory Emergency Services

9.3 Overview of Significant Operational Activities

Each S/TES has provided an overview of their activities for the reporting period. This information is contained at Annex A.



9.3.1 Activities

This table identifies by jurisdiction, the activities for 06/07

2006-2007	NSW		VIC		QLD		SA		WA(a)		TAS		NT		ACT(b)		
	Task	Hours	Task	Hours	Task	Hours	Task	Hours	Incident	Task	Hours	Task	Hours	Task	Hours	Task	Hours
Storm	36,530	315,016	8,595	44,550	654	12,218	1,585	55,059	103	n/a	4,680	55	556	21	312	1,199	-
Flood	180	4,998	847	6,976	23	389	802	5,956	17	n/a	1,120	87	6984	4	54	176	-
Cyclone	n/a	n/a	n/a	n/a	0	0(c)	n/a	n/a	4	n/a	1,351	n/a	n/a	1	17	n/a	-
Road Crash Rescue	625	5,988	1,450	15,053	68	1,495	799	50,834	64	n/a	564	326	2,287	14	233	n/a	-
Vertical Rescue	22	1,178	n/a	n/a	33	856	18	197	6	n/a	89	n/a	n/a	3	27	2	-
Land Search	350	18,435	887	8,916	369	18,025	192	4,486	87	n/a	8,162	1	2,193(d)	18	1,137	20	-
Emergency Service Organisation Support	514	25,685	2,460	40,418	837	8,887	n/a	n/a	52	n/a	n/a	92	1,774	24	408	n/a	-
Community Support	1,218	69,552	1,393	34,446	56	3,754(e)	76	3,223	n/a	n/a	n/a	9	80	30	979	n/a	-
Earthquake	2	6	n/a	n/a	n/a	n/a	n/a	n/a	1	n/a	0	n/a	n/a	n/a	n/a	n/a	-
Marine Search	n/a	n/a	97	1,367	15	344	100	1,968	n/a	n/a	n/a	n/a	n/a	4	40	n/a	-
Tsunami	35	726	n/a	n/a	n/a	n/a	n/a	n/a	1	n/a	0	2	51	n/a	n/a	n/a	-
Other	1,536	31,757	n/a	n/a	69	1,610	n/a	n/a	276(f)	n/a	3,245	n/a	n/a	32	455	117	-
Community Education	277	7,619	n/a	n/a	1	15	169	5,644	n/a	n/a	n/a	35	n/a	3	527	n/a	-
Community First Response	122	383	n/a	n/a	n/a	n/a	301	4,320	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-
Incident Management	n/a	n/a	n/a	n/a	n/a	n/a	650	11,796	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-
Communication Support	n/a	n/a	n/a	n/a	16	4,421	374	17,251	n/a	n/a	n/a	7	293	n/a	n/a	5	-
Total	41,411	481,343	15,729	151,726	2,141	52,014	5,066	160,734	611	n/a	19,211	527	14,218	154	4,189	1,519	-

Table 3 Source: State and Territory Emergency Services

- (a) WA data is incidents not "tasks" as this information is archived and not readily available
- (b) ACT no information on hours-possible future indicator
- (c) Assumption that cyclone tasks have been reported under "Storm" category
- (d) Includes all Search and Rescue (land and marine)
- (e) ES organisation Support includes – Assist Crime Scene, Fire Operations, Helicopter Support, Medical Evacuation, Traffic Control
- (f) WA temporary building repairs and miscellaneous support

9.4 Volunteers

This table identifies by jurisdiction, the number of volunteers of each S/TES.

Number of S/TES Volunteer Staff, by State									
Year	NSW	VIC	QLD(a)	SA	WA	TAS	NT(b)	ACT	Australia
2003-04	10,026	4,839	17,211	2,050	2,039	450	582	180	37,377
2004-05	9,835	4,350	12,456	1,998	2,015	575	495	244	31,968
2005-06	10,302	4,437	9,394	1,896	1,863	577	392	168	29,029
2006-07	10,331	4,411	7,159	1,821	1,854	525	347	191	26,639

Table 4 Source: State and Territory Emergency Services.

- (a) Note from Qld jurisdiction on drop in numbers due to membership review.
- (b) Note from NT jurisdiction on drop in numbers due to membership review.

9.5 Permanent Staff

This table identifies by jurisdiction, the number of Full Time Equivalent (FTE) permanent staff in each S/TES.

Number of S/TES FTE Permanent Staff, by State									
Year	NSW	VIC	QLD	SA	WA (a)	TAS	NT	ACT	Australia
2003-04	125	73	72	34	40	N/A	13	9(b)	366
2004-05	121	80	72	34	41	24	13	7	392
2005-06	136	84	72	35	44	24	13	7	415
2006-07	174	93	72(c)	35	44	25(d)	13	7	463

Table 5 Source: State and Territory Emergency Services.

- (a) WA Note: Figure is an estimate only and includes pro-rata numbers for staff responsible for whole of government EM functions and corporate services. In country areas, staff manages both SES and Fire Service and these numbers have also been included on a pro-rata basis.
- (b) Combined with Rural Fire Service (RFS)
- (c) There is 44 staff dedicated to Qld SES for a total of 72 staff including corporate services.
- (d) SES in Tasmania also performs whole of government EM functions at all levels of government. 6 of the 25 permanent staff perform these functions and many of the remainder support both. For purposes of comparison against volunteer numbers 19 should apply.

9.6 Volunteers

This table identifies by jurisdiction, the number of Units of each S/TES.

Number of S/TES Volunteer Units, by State										
Year	NSW	VIC	QLD	SA	WA SES	WA VES (a)	TAS	NT	ACT	Australia
2003-04	232	140	346	68	71	12	28	36	9(b)	472
2004-05	231	140	343	68	69	14	28	36	7	537
2005-06	228	140	341	68	69	14	24	36	7	920
2006-07	227	140	341	67	69	14	32(c)	36	7	877

Table 6 Source: State and Territory Emergency Services

- (a) Volunteer Emergency Services
- (b) Combined with RFS
- (c) Includes specialised Search and Rescue (SAR) Teams

9.7 Volunteer Units with Road Crash Rescue Roles

This table identifies by jurisdiction, the number of Units of each S/TES that provide Road Crash Rescue services.

Number of S/TES Road Crash Rescue Units, by State									
Year	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	Australia
2006-07	88	101	14	55	26	23	(a)	0	307

Table 7 Source: State and Territory Emergency Services.

- (a) NT does not have specific road crash rescue units. Most non-metropolitan units have road crash rescue capacity. Some of these units are joint NTES Fire Rescue Service (FRS) units

9.8 Budget

The budgets of the S/TES are provided from a wide range of sources both government and non-government. However, the majority of funding is provided by the State and Territory Governments and this detail is set out below. It should be noted also, that there is an emergency services levy in Western Australia and South Australia, which provides the total budgets of these S/TES.

S/TES Budgets, by State									
Year	NSW (\$000)	VIC (\$000)	QLD (\$000)	SA (\$000)	WA (\$000)	TAS (a) (\$000)	NT (\$000)	ACT (\$000)	Australia (\$000)
2004-05 (b)	34,251	14,053	6,800	9,778 (d)	n/a	2,326	2,141(f)	911	70,260
2005-06 (b)	40,547	14,452	10,559	15,750	n/a	3,985	2,219 (f)	791	88,303
2006-07 (b)	41,603	18,591	10,049	14,062 (d)	182,329(e)	4,323	2,602 (f)	1,055	274,614
2007-08 (e)	51,533	24,256	13,321(c)	14,997 (d)	222,217(e)	4,242	2,320 (f)	1,182	338,547

Table 8 Source: State and Territory Budget Papers and State and Territory Emergency Services.

(a) TAS SES is also responsible by statute for broader whole-of-government emergency management functions across all levels of government and the stated TAS SES funding supports these functions.

(b) Actual Expenditure

(c) There is not a specific SES budget reflected in the Service Delivery Statement; however, the QLD Department of Emergency Services uses a service costing model that estimates the funding provided to support the SES.

(d) SA budgets sourced principally from Community Emergency Services fund (approx 95%). In 2004/05 and 2005/06 SASES was part of Emergency Service Administration Unit and paid a cross charge for administrative support. From 2006/07 onwards SASES was separated and cross charge was eliminated with a new coordinating body (SAFECOM) independently funded.

(e) These figures include FESA related costs associated with SES. FESA is unable to separate funding allocations based on services. Estimated actual for total costs of services are provided for the organisation as a whole. These figures include costs to deliver SES, Fire & Rescue Services, Bush Fire Services and Volunteer Marine Rescue Services

(f) Budgeted Expenditure

9.8.1 S/TES Funding

Other Sources of funding include:

- local government;
- sponsorship; and
- fund raising.

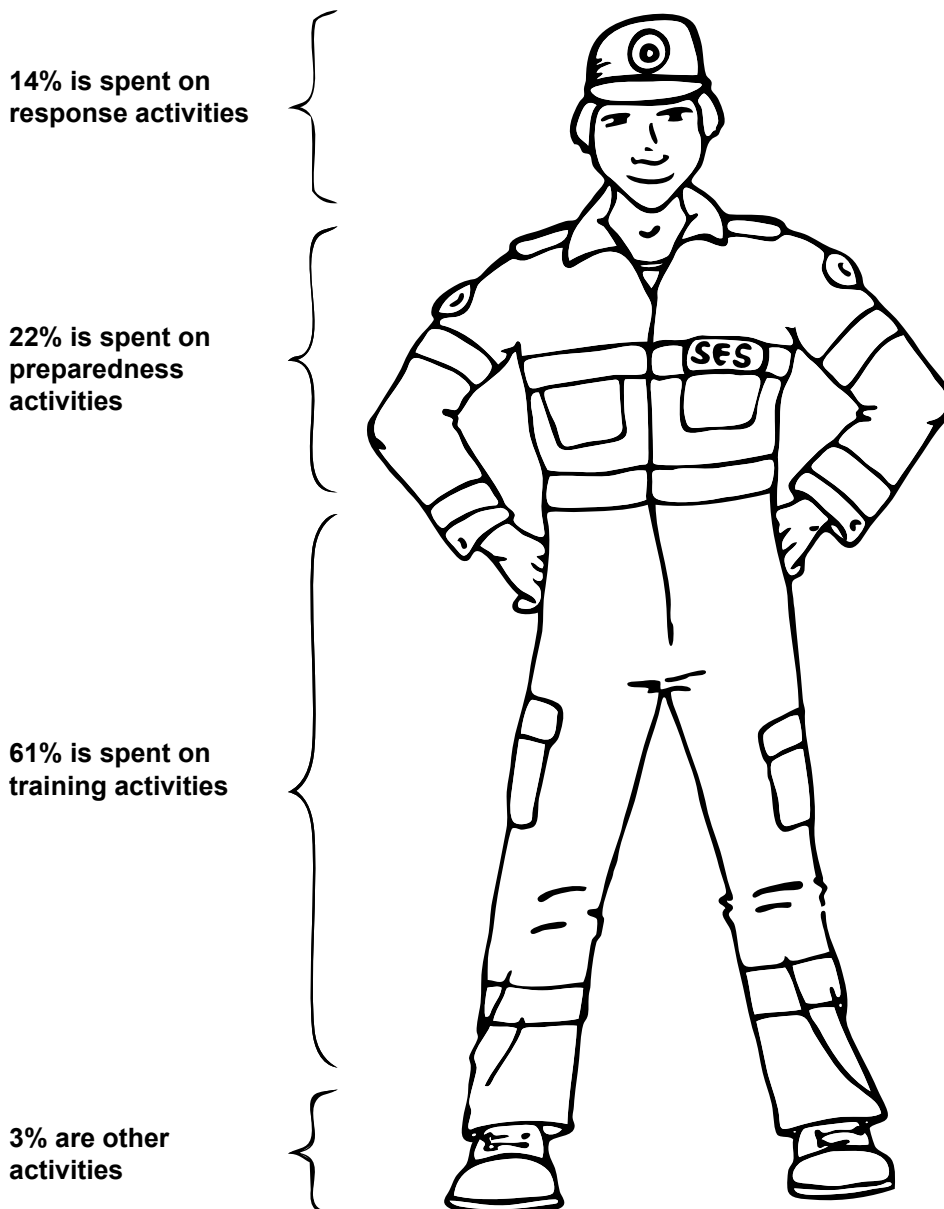
9.9 ACSES/AFAC Partnership

ACSES is a full member of AFAC. S/TES participate in ACSES sponsored groups to improve information exchange, interoperability and collaboration at a national level. Under the auspices of ACSES, S/TES participate in a number of AFAC sponsored groups to achieve the same results between Fire and Emergency Services. The table at Annex C contains a full list of ACSES and AFAC sponsored working groups

9.10 Contribution by Volunteers

The following diagram provides an overview of how a typical volunteer's time is aggregated across response activities and tasks to prepare for response activities.

A typical volunteer's time



A volunteer contributes on average a total of 204 hours per year in preparing for and responding to flood, storm, cyclone and other activities to support their communities in times of need. Commitment is generally weekly and senior volunteers for example specialist team leaders and commanders will commit significantly more time.

Source: The value of volunteers in State Emergency Services Report, Prof John Handmer, November 2007

9.11 Cost of being a Volunteer

In 2006 the peak body of the volunteer emergency management sector, the Australian Emergency Management Volunteer Forum (AEMVF) generated a project to ascertain the cost of being a volunteer in the emergency sector. The S/TES were the major contributors to a national survey the results were as follows:

- Average cost in cash and kind per volunteer per annum: \$950
- Average cost per employed volunteer per annum: \$1679
- Average cost per self employed volunteer per annum: \$3282
- Average cost per retired volunteer per annum: \$687

The cost of fuel was identified as a major negative factor by the volunteers. This has risen over 40% since the survey was conducted.

Source: The cost of volunteering report, Anglicare, November 2006

9.12 Review

The information provided in this document will be updated biennially.

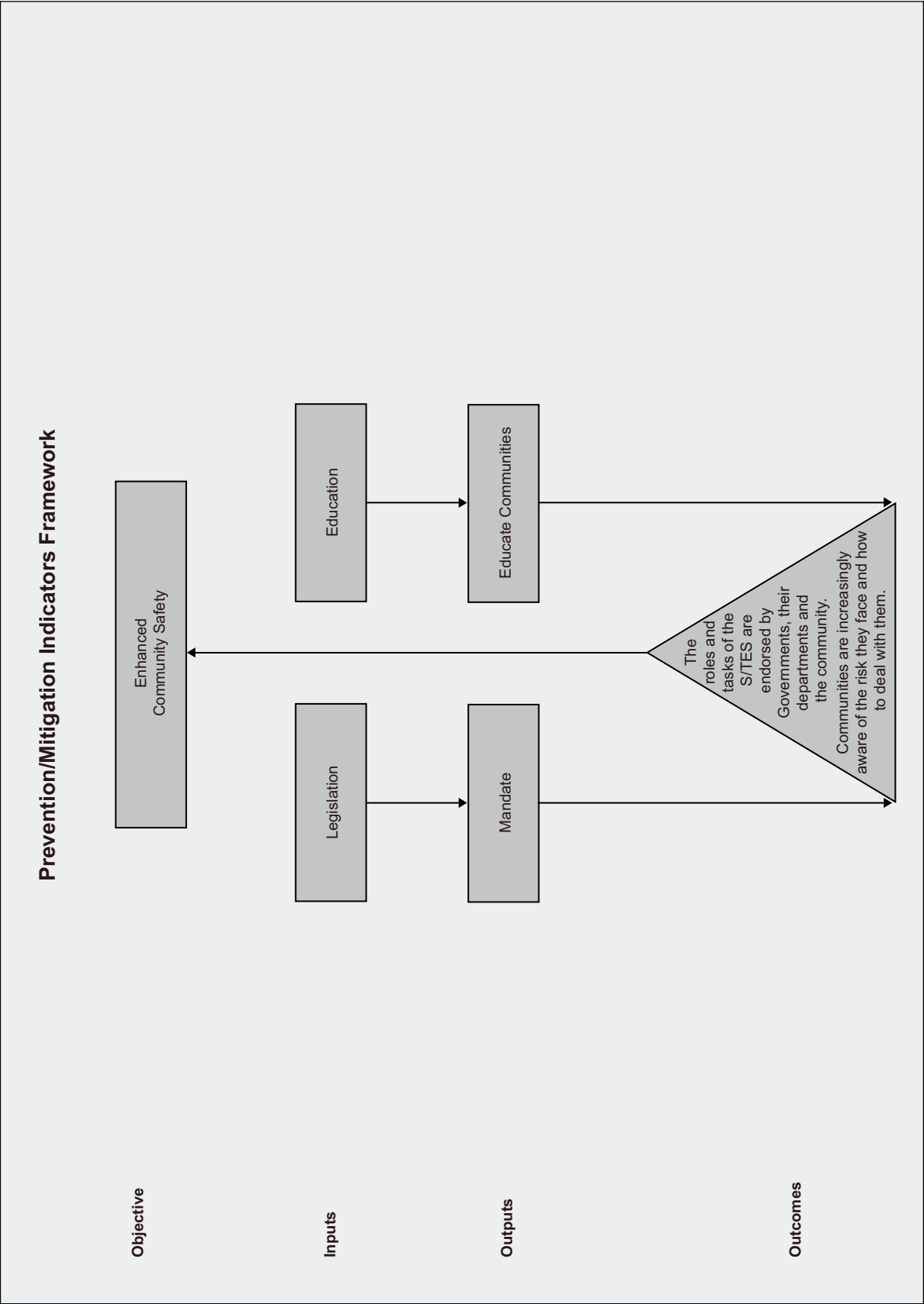
9.13 Possible future management information

- More detailed reporting on the contribution of volunteers particularly at the more senior levels.
- Recruiting and retention statistics including churn.
- Ongoing scrutiny of the costs of being a volunteer.



Prevention & Mitigation





10 Prevention/Mitigation

The Emergency Management Australia (EMA) Glossary defines “Prevention and Mitigation” as:

Prevention

- Regulatory and physical measures to ensure that emergencies are prevented, or their effects mitigated.
- Measures to eliminate or reduce the incidence or severity of emergencies.

(Source: EMA Glossary p89)

Mitigation

- Measures taken in advance of a disaster aimed at decreasing or eliminating its impact on society and the environment.

(Source: EMA Glossary p76)

10.1 Objective

Enhanced community safety

10.2 Inputs

10.2.1 Legislation

- The roles and tasks of S/TES are specified in legislation, plans or other instructions.

State	Legislation	Date Last Reviewed
NSW	State Emergency and Rescue Management Act 1989 State Emergency Service Act 1989	2005
VIC	Victoria State Emergency Act 2005 Victoria State Emergency Service Regulations 2006 Emergency Management Act 2005	2005
QLD	Disaster Management Act 2003	2003
SA	South Australia Fire and Emergency Services Act 2005 South Australia Emergency Management Act 2004	2007
WA	Fire and Emergency Service Authority of Western Australia Act 1998 Emergency Management Act 2005	2006 Due in 2010
TAS	Tasmanian Emergency Management Act	2006
NT	NT Disasters Act As in force at 29 October 2007	2007
ACT	Emergency Management Act 2004	2006

Table 9 Source: State and Territory Emergency Services.

10.2.2 Education

ACSES has formed a National Public Communications Committee which is responsible for the national coordination of public education and raising our profile.

The S/TES conduct public safety campaigns on their lead roles of flood, storm, cyclone and tsunami.

10.3 Outputs

10.3.1 Legislative Mandate

The S/TES have the legal basis to carry out their assigned roles.

10.3.2 Educated Communities

State	Community Education Programs
Australia	National SES Week
NSW	Floodsafe Stormsafe
VIC	Flood Smart Storm Smart Driver Reviver 132 500 Education Campaign
QLD	Natural Disasters Summit 2008 Annual Cyclone & Storm Season Campaign
SA	132 500 Education Campaign Storm Safe Flood Awareness
WA	Storm Safe Wet Season Campaign
TAS	Storm Safe Campaign
NT	Cyclone Awareness Flood Safe
ACT	StormSafe

Table 10 Source: State and Territory Emergency Services.

The Public Communications Committee has:

- Developed a national logo for national projects; and
- Developed nationally consistent campaigns for the lead roles of flood, storm and cyclone.

The Public Communications Committee is:

- Working with the EMA to raise the profile of the S/TES during Operations.
- Developing a common media approach within the Australasian Inter-service Incident Management System (AIIMS) Incident Control System (ICS) framework.
- Developing a national Media Officer Training Resource Kit.
- Working on a system of Media Officer exchanges.
- Collaborating on National SES Week activities each year.
- Liaising with EMA on tsunami safety material.
- Liaising with EMA on the appropriateness and currency of existing EMA safety material.

10.4 Outcome

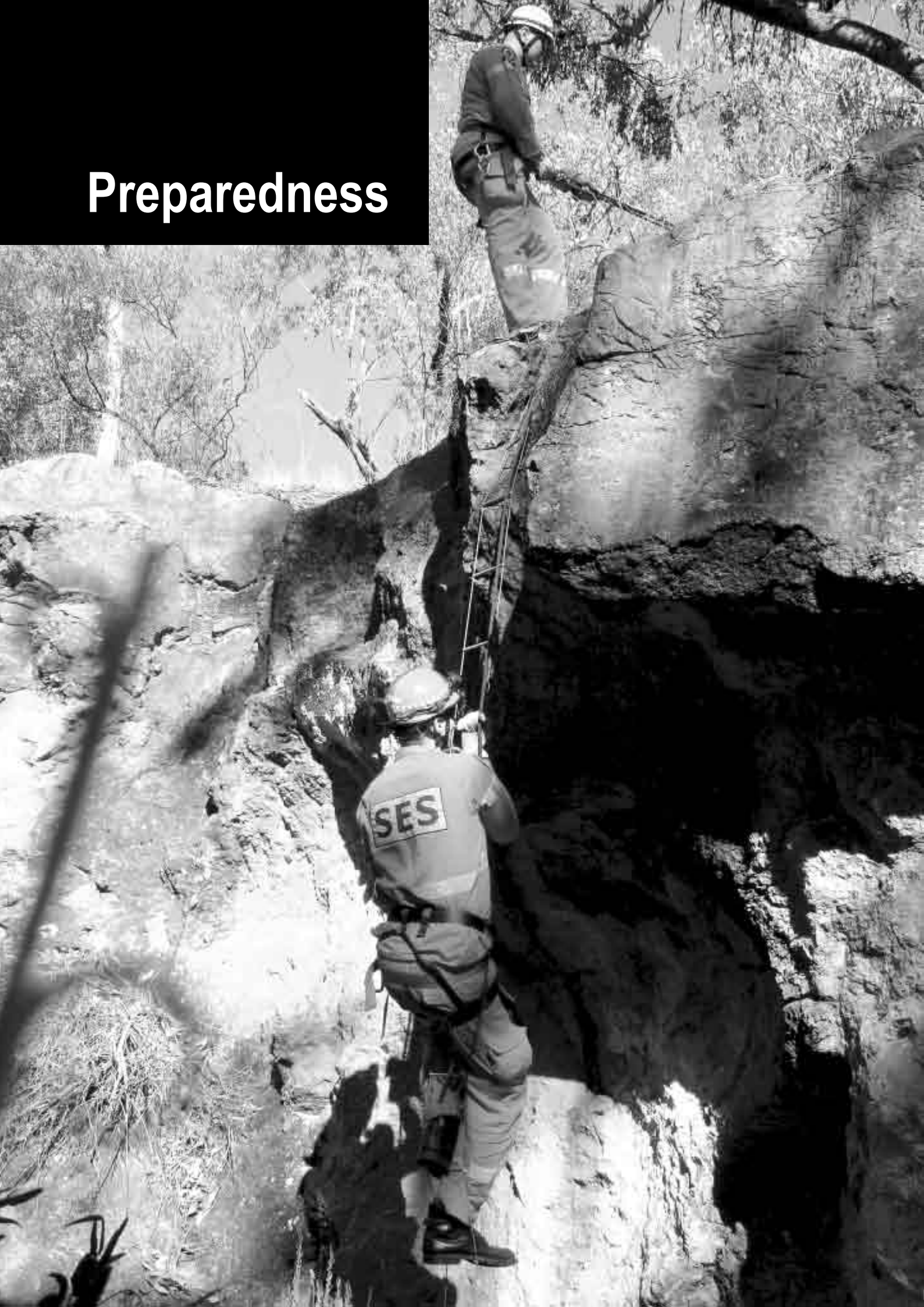
The roles and tasks of the S/TES are endorsed by governments, their departments and recognised by the community.

Communities are increasingly aware of the risks they face and how to deal with them.

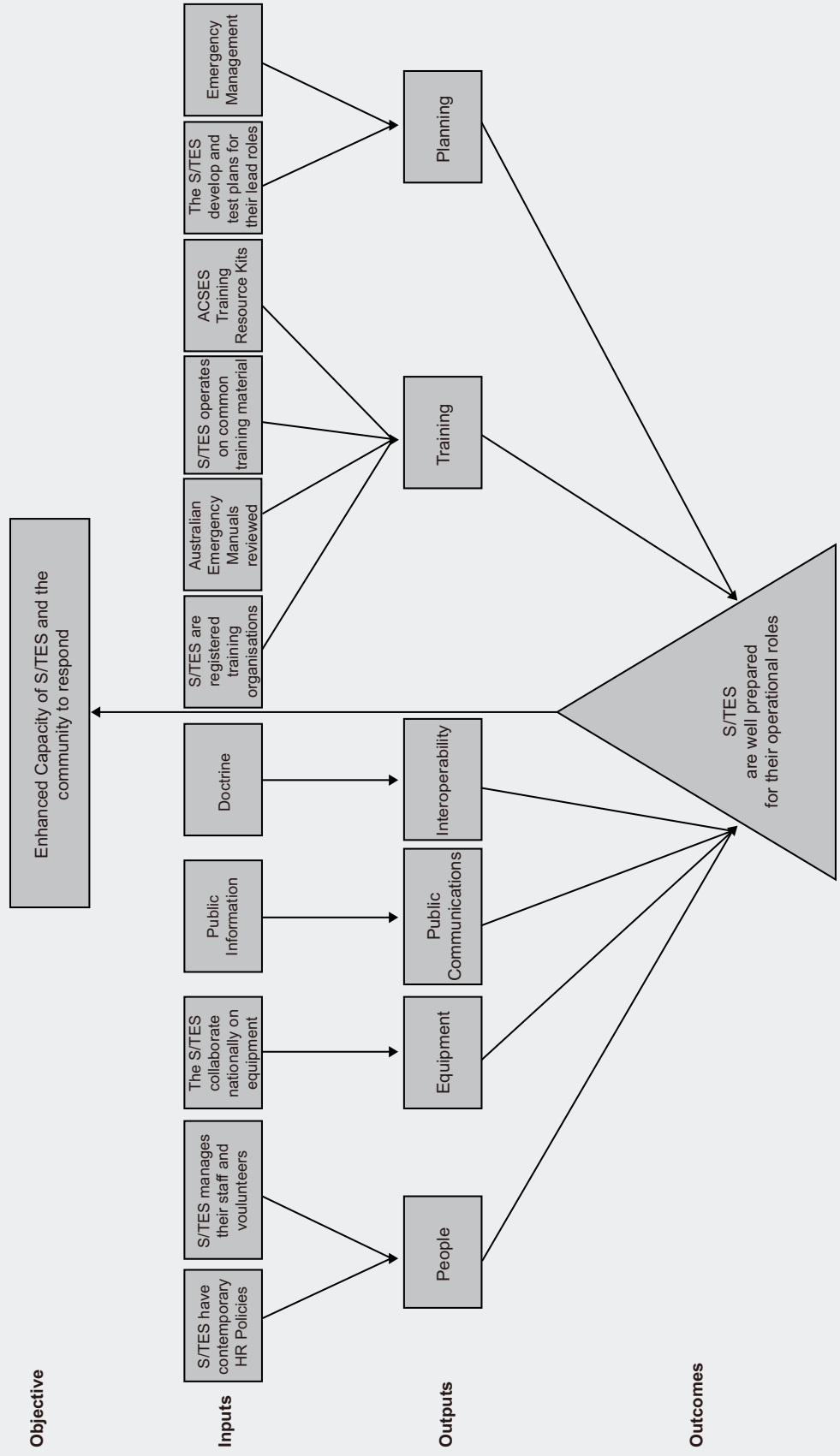
10.5 Possible Future Indicators

- Measure the effectiveness of community safety information.
- Review the community profile of the SES.
- Review the communication strategies and partnerships between S/TES and the Mitigation Authorities.

Preparedness



Preparedness Indicators Framework



11 Preparedness

The EMA Glossary defines “Preparedness” as:

- Arrangements to ensure that, should an emergency occur, all those resources and services which are needed to cope with the effects can be efficiently mobilised and deployed.
- Measures to ensure that, should an emergency occur, communities, resources and services are capable of coping with the effects.

(Source: EMA Glossary p88)

11.1 Objective

Enhanced capacity of S/TES and the community to respond

11.2.1 Interoperability

11.2.1 Doctrine

In 2007 ACSES formed a Doctrine Group to provide a platform for sharing information on all aspects of managing the volunteers and of the S/TES.

11.2.2 People

11.2.2.1 S/TES have contemporary human resource policies

S/TES are required to provide their volunteers and staff with modern human resource policies. This table identifies those policies by jurisdiction.

S/TES Human Resource Policies, by State								
	NSW	VIC	QLD	SA	WA	TAS	NT	ACT
Code of Conduct	Y	Y	Y	Y	Y	Y	Y	Y
Criminal History Checking	Y	Y	Y	Y	Y	Y	Y	Y
Equal Employment Opportunity	Y	Y	Y	Y	Y	Y	Y	Y
Honours, Awards and Recognition Systems	Y	Y	Y	Y	Y	Y	Y	Y
Critical Incident Support Program	Y	Y	Y	Y	Y	Y	Y	Y
Exit Interviews	Y	Y	N	N	Y	N	N	Y
Recruiting Programs	Y	Y	Y	Y	Y	Y	Y	N
Retention Programs	Y	Y	N	Y	N	Y	N	N
Worker’s Compensation	Y	Y	Y	Y	Y	Y	Y	Y
Protection Against Litigation	Y	Y	Y	Y	Y	Y	Y	N
Cultural and Linguistic Diversity	Y	N	N	Y	N	Y	N	N
Indigenous Programs	Y	N	Y	Y	N	N	N	N

Table 11 Source: State and Territory Emergency Services.

11.2.2.2 S/TES have personal information on volunteers and staff to enable them to be properly managed

S/TES have information on their volunteers and staff covering.

Personal Information Collected	NSW	VIC	QLD	SA	WA	TAS	NT	ACT
Name	Y	Y	Y	Y	Y	Y	Y	Y
Address	Y	Y	Y	Y	Y	Y	Y	Y
Family Details	Y	Y	Y	Y	Y	Y	Y	Y
Gender	Y	Y	Y	Y	Y	Y	Y	Y
Next of Kin	Y	Y	N	Y	Y	Y	Y	Y
Contacts	Y	Y	Y	Y	Y	Y	Y	Y
Age	Y	Y	Y	Y	Y	Y	Y	Y

Table 12 Source: State and Territory Emergency Services.

11.2.3 Training

11.2.3.1 S/TES are Registered Training Organisations (RTOs) or under the scope of a parent organisation

State	Registered Training Organisation Status	Year Achieved
NSW	NSWSES RTO	1998
VIC	VICSES RTO	1995
QLD	EMQ is the RTO for SES	1998
SA	SASES is an RTO	2007
WA	FESA is the RTO for SES	Initial Registration 1995 Current Status 2004
TAS	Current RTO	1998
NT	PFES College is the RTO for NTES	Initial Registration 1998 Current Status 2008
ACT	ESA is the RTO for SES	2000

Table 13 Source: State and Territory Emergency Services

11.2.3.2 S/TES operate on common training material

ACSES has a National Education and Training Committee through which:

- Training doctrine is developed on a national basis;
- Nationally consistent training and support material is developed; and
- Input into the review of the public safety training package is being coordinated.

S/TES offer the following nationally consistent, accredited training to their volunteers.

State and Territory Emergency Service Qualifications Currently Offered
Certificate II in Public Safety (SES Rescue) PUA20400
Certificate II in Public Safety (SES Operations) PUA20500
Certificate III in Public Safety (SES Rescue) PUA30400

Table 14 Source: State and Territory Emergency Services. A Complete List of S/TES training competencies is at Annex D.

11.2.3.3 Australian Emergency Manuals Reviewed

The National Education and Training Committee coordinates the revision of the Skills Series of Australian Emergency Manuals on behalf of Emergency Management Australia.

Year	Review Program
2005-06	General Rescue, Storm Damage Operations
2006-07	Land Search Operations
2007-08	Flood Rescue Boat Operations, Road Accident Rescue
2008-09	Swift Water Rescue (new), Four Wheel Drive Vehicle Operations
2009-10	Operations Centre Management, Vehicle Rescue

Table 15 Source: National Education and Training Committee.

11.2.3.4 S/TES Training Resource Kits

The National Education and Training Committee develop and review Training Resource Kits.

This table lists the Training Resource Kits that have been developed since 2000. Once developed the Training Resource Kits go through a process of continuous improvement reviews.

Training Resource Kits	
First Aid	Landsearch
Maintain Team Safety	Flood Rescue Boat
General Rescue	Induction
Map Reading and Navigation	Operate Communications Equipment
Road Crash Rescue	Storm and Water Damage
Team Leader	Traffic Control
Unit Administration	Vertical Rescue
Work in an Operation Centre	Looking after People
Air Observer	Community Education
Working with the Media	Basic Wildfire Awareness
4 Wheel Drive	Field Search Controller
Landsearch Team Leader	Induction and Basic Skills
Navigation	Train Small Groups
Workplace Assessor	Skills Trainer (TAA)
Trainer Assessor (TAA)	Evidence Gatherer (TAA)
Operate in a Vocational Education Technology (VET) Environment (TAA)	Drive Vehicles under Operational Conditions
Australasian Inter-service Incident Management System (AIIMS) Incident Control Systems (ICS)	Storm and Flood Awareness

Table 16 Source: ACSES National Education and Training Committee. Note: Trainer and Assessor (TAA)

11.2.4 Equipment

11.2.4.1 The S/TES collaborate nationally on the design, development, procurement and safe use of equipment

ACSES has a National Equipment Committee (NEC). The Committee:

- Meets face to face twice per year and holds teleconferences as required.
- Is represented on relevant AFAC equipment related committees

11.2.5 Communication

11.2.5.1 Public information

This table shows the means by which the public can obtain public safety information.

Arrangements	NSW	VIC	QLD	SA	WA	TAS	NT	ACT
Telephone	✓	✓	✓	✓	✓	✓	✓	✓
Website	✓	✓	✓	✓	✓	✓	✓	✓
Printed Material	✓	✓	✓	✓	✓	✓	✓	✓

Table 17 Source: State and Territory Emergency Services.



11.2.6 Planning

11.2.6.1 The S/TES develop and test plans for their legislated operational roles

S/TES are responsible to develop and test emergency plans for their legislated operational roles at state and local levels. This table identifies the planning responsibility for state level plans by jurisdiction.

Jurisdiction	Planning Responsibilities
NSW	Flood, Storm, Tsunami
VIC	Flood, Storm, Earthquake, Tsunami
QLD	QLD Agency Support Flood Response Special Rescue Incident Management Road Crash Rescue Search Storm Damage Operations Traffic Management Vertical Rescue Community Education
SA	Flood Response, Extreme Weather, Tsunami, USAR
WA	Earthquake, Flood, Storm/Tempest, Tropical Cyclone, Tsunami Isolated Communities Freight Subsidy (Support Plan)
TAS	Tasmanian Emergency Management Plan (all hazard) 3 x Regional Emergency Management Plans (all hazards) Special Plan for Visits of Nuclear Powered Warships to Hobart) Flood Management (Warning and Response Plan) Tasmanian Contingency Plan for Space Re-entry Debris Plan Tsunami Plan (under development) Support for all other plans (e.g. Municipal Emergency Management plans, pandemic, recovery, oil spill, animal disease, petroleum products, electricity)
NT	NT wide All Hazard Emergency Management Planning, Aircraft Tropical Cyclone, Floods, Land SAR, Storm Surge, Tsunami, Vertical Rescue Range of COMPLANS on behalf of the NT Govt
ACT	Storm, Flood

Table 18 Source: State and Territory Emergency Services.

11.2.6.2 Emergency Management Responsibilities

Jurisdiction	Responsibilities
NSW	Support other Agencies
VIC	Municipal Emergency Management Plans – assist with development and Audit Role
QLD	<p>State Disaster Management Plan QReception Plan State Disaster Recovery Plan (under development) Gladstone Port Safety Plan Brisbane Port Safety Plan Functional Plans:</p> <ul style="list-style-type: none"> • Coordination • Community Recovery • Health • Transport • Building & Engineering • Communications • Emergency Supply <p>Threat Specific Plans:</p> <ul style="list-style-type: none"> • Bushfire • Oil Spill at Sea • Emergency Animal • Plant and Aquatic Animal Disease
SA	<p>Zone Emergency Management Plans Zone Emergency Management Committees - involved in the development of Emergency Management Plans, for other emergency services.</p>
WA	<p>SUPPORT RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Air Search • Communications • Emergency Operations Centre • Evacuation • Fire Fighting Support • Resupply of Isolated communities • Sea Search • Temporary Building repair • Resource Co-Ordination Support • Emergency Re-supply • Miscellaneous Support
TAS	<p>Earthquake, Landslip, land slide, Sea inundation-storm surge Community Awareness, Hazard Research, Civil Defence, Tsunami</p>
NT	Civil Defence
ACT	Range of COMPLANS on behalf of the NT Govt

Table 19 Source: State and Territory Emergency Services.

11.3 Outputs

11.3.1 Interoperability

S/TES are improving capability to support one another.

11.3.2 People

The modern Human Resource policies of the S/TES ensure that the volunteers and staff of the S/TES are properly managed and protected.

11.3.3 Training

S/TES volunteers are trained to nationally accredited standards.

11.3.4 Equipment

The National Equipment Committee is working towards:

- Development of standard equipment lists according to Emergency Response Activity Standards (ERAS) classifications.
- Developing bulk purchasing initiatives for equipment in consultation with AFAC.
- Developing national standards for road crash rescue equipment

11.3.5 Public Communication

S/TES are improving their capacity to provide Public Safety Information both during operations and other times.

11.3.6 Planning

Plans have been developed for S/TES lead roles.

11.4 Outcomes

S/TES are well prepared for their operational roles.

11.5 Possible Future Indicators

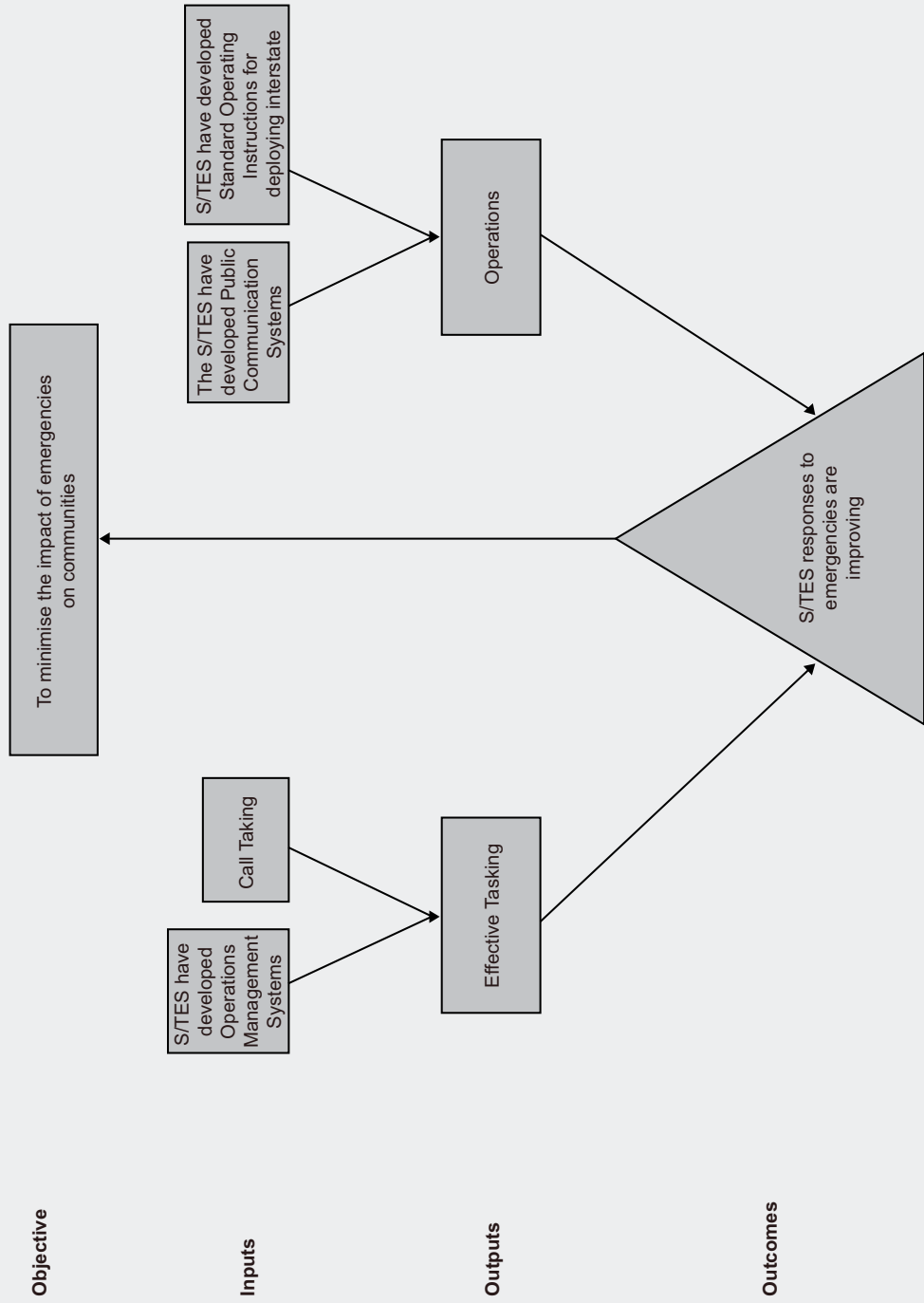
- **Retention**
Better understand the needs of volunteers through the use of surveys to identify and address gaps in existing programs
- **Equipment**
Better understand equipment requirements, including development of equipment lists, minimum standards and the working life of types of equipment and the timeframe for their replacement.



Response



Response Indicators Framework



12 Response

The EMA Glossary defines “Response” as:

- Actions taken in anticipation of, during, and immediately after an emergency to ensure that its effects are minimised, and that people affected are given immediate relief and support.
- Measures taken in anticipation of, during and immediately after an emergency to ensure its effects are minimised.

(Source: EMA Glossary p94)

12.1 Objective

To minimise the impact of emergencies on communities

12.2 Inputs

12.2.1 ACSES has formed an Operations Group

ACSES has formed an Operations Group to collaborate on all aspects of S/TES operations.

12.2.2 S/TES have operational management systems.

S/TES Operational Management Systems, by State								
	NSW	VIC	QLD	SA	WA	TAS	NT	ACT
Operations Management Systems	Y	Y	Y	Y	Y	Y	Y	Y
Type (Electronic/Manual/Both)	B	B	B	M	B	B	M	B

Table 20 Source: State and Territory Emergency Services.

S/TES are progressively introducing the Australasian Inter-service Incident Management Systems (AIIMS) into their Operational Management Systems (OMS).

S/TES AIIMS, by State								
	NSW	VIC	QLD	SA	WA	TAS	ACT	NT
AIIMS Program	Y	Y	Y	Y	Y	Y	Y	Y
Year of Change to AIIMS	2007	2007	2006	2008	2000	2009	1992	2008

Table 21 Source: State and Territory Emergency Services.

12.2.3 Call Taking

S/TES have progressively introduced the 132 500 number for emergency help in floods and storms.



The call taking varies for each S/TES from centralised to decentralised. All S/TES except NT have adopted 132 500.

12.2.4 The S/TES have public information systems to enable the public quick access to their services and for them to respond in emergencies.

S/TES have developed a variety of channels through which to provide the public with information during emergencies.

Public Communication Channels within S/TES, by State								
	NSW	VIC	QLD	SA	WA	TAS	NT	ACT
Websites	Y	Y	Y	Y	Y	Y	Y	Y
Email	Y	Y	Y	Y	Y	Y	Y	Y
Fax stream	Y	Y	Y	Y	Y	Y	Y	N
RSS	Y	N	N	N	Y	N	N	N
SMS	N	N	N	N	Y	Y	N	N
Public Warning Systems	Y	Y	Y	N	Y	N	Y	Y
132500	Y	Y	Y	Y	Y	Y	Y	N
CAP	N	N	N	N	N(a)	N	N	N

Table 22 Source: State and Territory Emergency Services.

(a) FESA is currently in the progress of implementing CAP and a supporting system – State Alert, a legislative amendment is required prior to its implementation.

12.2.5 The ACSES operating group has developed standing operating instructions for interstate deployments

12.4 Outputs

12.4.1 Operations

S/TES Operations are increasingly more compatible with those of other emergency services as AIMS/ICS is implemented. S/TES are increasingly capable of deploying interstate to support one another. The following table provides details of recent S/TES interstate assistance.

Jurisdiction	Interstate Assistance
NSW	2007 July VIC - Floods
VIC	2007 June NSW – Floods and Storms
QLD	2007 June NSW – Floods and Storms
SA	2007 June NSW – Floods and Storms
WA	N/A
TAS	N/A
NT	2007-VIC- Bush Fires
ACT	2007 June NSW – Floods and Storms

Table 23 Source: State and Territory Emergency Services.

12.4.2 Effective Tasking

With the introduction of OMS and of 132 500 the effectiveness of S/TES responses has improved.

12.4 Outcome

S/TES responses to emergencies are improving.

12.5 Possible Future Indicators

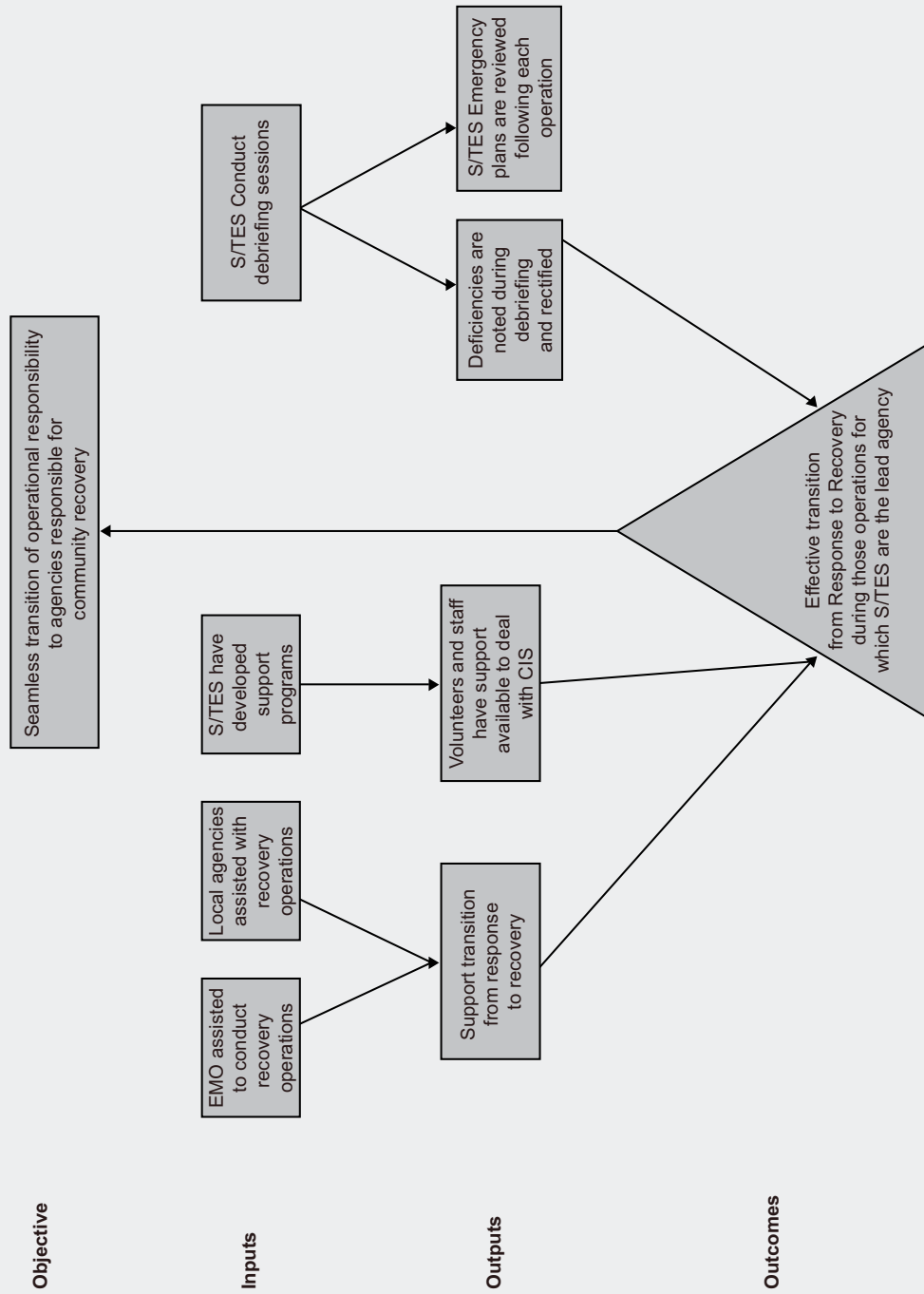
- **Public Communication Systems**
Measure the effectiveness of the current warning systems application to flood, storm, cyclone and tsunami operations.
Measure the impacts of avalanche call receipt in major operations
- Measure the effectiveness of interstate support operations



Recovery



Recovery Indicators Framework



13 Recovery

The EMA Glossary defines “Recovery” as:

- The coordinated process of supporting emergency-affected communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical wellbeing.
- Measures which support emergency-affected individuals and communities in the reconstruction of the physical infrastructure and restoration of emotional, economic and physical wellbeing.

(Source: EMA Glossary p92)

13.1 Objective

Seamless transition of operational responsibility to agencies responsible for community recovery.

13.2 Inputs

There are elements of recovery operations in S/TES flood and storm response activities because in many cases the actual event will have passed. As such the S/TES response assists the affected communities to return to normal.

13.2.1 Membership of Recovery Committees

S/TES are generally members of recovery committees.

13.2.2 S/TES assist emergency management organisations to conduct recovery operations

S/TES provide information to local authorities and recovery agencies to assist in recovery operations

13.2.3 S/TES review plans and operations after each event.

13.2.4 S/TES have developed support programs

13.3 Outputs

13.3.1 Support Transition from Response to Recovery

The S/TES have developed links with the recovery sectors to ensure that there is a smooth transition from response to recovery.

13.3.2 S/TES Emergency Plans are reviewed following each operation

13.3.3 Deficiencies are noted during debriefing and rectified for:

- Warnings
- Operations
- Training
- Equipment

13.3.4 Volunteers and staff have support available to deal with CIS

13.4 Outcome

Effective transition from response to recovery during those operations for which S/TES are the lead agency.

|

13.5 Possible Future Indicators

- Strengthen links with the Recovery Centre
- To develop standing operating procedures for operations with recovery centres.

Annex A References

9.3.1 NSW

The largest operation was the June storm event for which the response operation lasted 18 days, involving personnel from all 17 SES Regions, and teams from 102 of our 227 Units. We were also well supported by SES teams from the Australian Capital Territory, Victoria, Queensland and South Australia, along with the NSW Rural Fire Service and NSW Fire Brigades. As a result of the storm, the SES received some 19,951 requests for assistance and, in addition, managed flood responses to major flooding on the Hunter River and Tuggerah Lakes. This operation was the second largest the SES had responded to in the 52 years of its existence and, combined with an active storm season from October 2006 to April 2007, resulted in the 2006-07 reporting year being the busiest storm year on record with some 36,530 requests for assistance.

On 2 April 2007, the SES implemented the NSW Tsunami Emergency Plan for the first time, when an earthquake off the Solomon Islands produced a tsunami, which potentially could have had an impact on the coast of NSW. The Plan, which had been exercised in State Headquarters, worked well. Maritime agencies and authorities were warned and SES Coastal Regions and Units prepared themselves for an operational response. Fortunately, only small rises of around 10 centimetres were recorded in the sea level and no damage was recorded.

Our Community First Responder (CFR) program, produced in close cooperation with the Ambulance Service of NSW, has continued to develop. The program provides initial emergency medical assistance to communities that are some distance from their nearest ambulance station. By the end of the reporting year, CFR Units were accredited in Nundle, Captain's Flat, Sofala, Tambar Springs and Goolgowi.

In August 2006, then Minister for Emergency Services Tony Kelly opened our 24x7 Operational Communications Centre. The Centre receives life-critical calls from the NSW Police Force and the Ambulance Service of NSW in relation to accredited road-crash rescue response and our CFR program.

The Centre also provides a complete range of other call-taking services on behalf of volunteer Units and can monitor, and if necessary, take the 132 500 calls coming from the community.

During the reporting year, the SES completed the staff restructure it began in 2005-06. This has resulted in a much more functional and productive organisation at State Headquarters in Wollongong and has increased the staff in each of the 17 Regions from three to five.

The 2006-07 year has been another busy and productive year for the State Emergency Service.

9.3.2 VIC

VICSES responded to over 15,729 tasks during 2006–2007 with a total of 151,945 volunteer hours. VICSES provided support to other agencies during a number of significant operations, including the devastating bushfires across the State in December/January and the New South Wales floods and storms during June 2007.

A state-wide Flood Response Plan, prepared by VICSES in consultation with other emergency services agencies, was endorsed by the State Flood Policy Committee in April 2007.

The VICSES Emergency Response Activity Standards (ERAS), which identify the resources required by each Unit based on the activities and operations it provides in the local community, was implemented across the State. This framework, which assists in ensuring the operational capability of each Unit, was adopted by Queensland SES.

Asset management was a major focus for VICSES, with an Asset and Infrastructure Manager appointed and the development of an Asset Strategy to deliver more effective management of all assets across the State.

Delivery of six Regional transport trucks, 97 new car technology (NCT) road accident rescue cutters, 20 new road accident rescue kits, almost \$1m in emergency response equipment, contract for new heavy rescue truck program (8 trucks).

Emergency Management Capacity

The role of Emergency Management Services within VICSES was reviewed and redefined. This resulted in the development of two separate streams within emergency management – Emergency Management Planning and Advice and Community Education and Awareness. This restructure will enable VICSES to provide more robust and targeted emergency management services to other emergency service organisations, local government and the community.

9.3.3 QLD

A DACC request was approved to assist in the search for a Queensland Police Officer that had been missing on Mount Bartle Frere since Sunday 09 July 2006.

Storms impacted communities in the South East Queensland Area and damage was caused by rain, hail and damaging winds.

Storm activity caused localised flooding in the Ingham area extending towards the Northern boundary of the Hinchinbrook Shire. Torrential rain caused damage to road networks in the region.

From January to February 2007, severe weather conditions associated with an active monsoon trough and a tropical low resulted in torrential rain, high winds and widespread flooding throughout Northern and Western Queensland areas. This resulted in substantial damage to road infrastructure and inconvenience to impacted communities.

An outbreak of an endemic bacterial disease (*Streptococcus iniae*) at a Barramundi Farm in the Hinchinbrook Channel, Cardwell caused the death of approximately 50 tonnes of fish.

Very large significant wave heights were recorded at Weipa and a 1.1m storm surge was also recorded at Weipa. Ten crew members were rescued by EMQ Helicopter Rescue from the disabled mineral barge MV Wunma.

A Tropical Low off the central Queensland coast generated a Tropical Cyclone Watch from Ayr to St. Lawrence.

A severe thunderstorm impacted Tara in Southwest Queensland, the strong winds, heavy rain and hail caused substantial damage to a number of houses and the environment.

TC Odette (Category 1), formed in the Coral Sea off Mackay and started to track towards the coast before moving away and degenerating back to a Tropical Low.

Following a major underwater earthquake near the Solomon Islands, the Bureau of Meteorology issued warnings of a tsunami threat to eastern coastal and island areas. No destructive tsunami occurred, however small rises in sea levels were recorded.

A major exercise was conducted to practice the capacity of the representatives on the Nuclear Powered Warship Visits Committee and the Brisbane Port Safety Organisation to provide whole-of-government support and resource management in the event of a radioactive release from a visiting NPW.

Storm activity commencing in the period from 11-26 June 2007, caused localised flooding in the Northern and Western Queensland areas. As a result of the flooding, significant road damage was reported in 12 shires.

As a result of extensive storm damage and severe flooding in early June, three task forces were deployed to the Newcastle area (north of Sydney) to assist with clean up operations. A total of 295 personnel were deployed.

9.3.4 SA

Following severe storms in NSW in June 2007, NSW SES requested SES support from several states including SA to help in the clean-up following the storms. This event resulted in about 20,000 calls for assistance from the public and 140 SES staff and volunteers were deployed to NSW.

SASES supported SACFS with logistics on Kangaroo Island (KI) and at Willunga after lightning caused various bushfires in December 2007. On KI three taskforces involving 130

SES staff and volunteers were deployed and undertook about 2,000 hours of duty during this event.

There has been an increase in fallen tree incidents due to the extremely dry weather conditions in SA.

9.3.5 WA

Emergency events within Western Australia are becoming more significant and widespread. The increasing frequency and severity of natural emergencies, together with growth in population is placing pressure on emergency services.

During 2006-07, three tropical cyclones crossed the Western Australian coastline causing extensive flooding across the State. Tropical Cyclone George tragically resulted in three fatalities, numerous injuries and extensive infrastructure damage, property and environmental loss.

The Fire and Emergency Services Authority (FESA) concentrated on raising cyclone awareness amongst resource workers and visitors to the North West of the State. Also, the cooperative development of appropriate emergency management arrangements in 'hub' communities will improve the emergency management awareness and capacity of Indigenous communities.

Widespread flooding following cyclonic weather activity resulted in a natural disaster being declared for the Esperance area in January 2007. Major damage was sustained to the boat harbour, the Esperance town site and rural properties.

Agencies are continuing to work with communities affected by flood and bushfires and relief funding is being provided to assist with recovery activities.

Technology for managing emergency events is becoming increasingly important. The Western Australian Shared Land Information Platform – Emergency Management (SLIP-EM) will provide emergency management agencies with the most current and authoritative spatial mapping information. In addition, improved warning systems for tsunami and floods support preparedness and prevention activities and should reduce the impact of these natural events

- (a) The 2006-07 storm season was comparatively quiet with few significant weather events. The BoM reported 38 storms for the year, including summer thunderstorms and winter fronts. Severe weather warnings were issued for 20 events. SES volunteers across the State spent a total of 4,680 hours in storm related activities.
- (b) SES volunteers spent a total of 8,162 hours undertaking 87 searches during 2006-07, which included the Mundaring land search from 5-10 October 2006.
- (c) SES volunteers undertook six cliff rescues during the reporting period. No cave rescues were required. In total 89 volunteer hours were spent in response. A man was severely injured and immobilised in an isolated location following a cliff-top collapse. He was reported missing two days later. SES units and regional staff were deployed as part of a major search operation. That night the casualty was located and volunteers successfully conducted a complex three stage vertical rescue.
- (d) In 2006-07 SES volunteers committed more than 1,120 hours to responding to flood incidents. This includes a response in Esperance where winds gusted at speeds of 110 kph as 155mm of rain fell in 24 hours resulting in flooding.
- (e) Three SES units activated, travelling 120 kilometres, to protect nine homes from impending flood inundation. The local government estimates that \$450,000 value of property was saved thanks to the rapid response and expedient SES actions on site.
- (f) Heavy rainfall in the Midwest area of the State resulted in extensive flooding. SES volunteers provided assistance in preparation and recovery activities.
- (g) SES volunteers spent an estimated 1,351 hours responding to cyclone related activities during 2006-07. Three tropical cyclones crossed the WA coast – George, Jacob and Kara. A potential fourth cyclone, Isobel failed to intensify and crossed the coast as a tropical low storm front.

9.3.6 TAS

25 August 2006 missing person search at Cradle Mountain, four SAR units dispatched with 384 hours.

30 September 2006 missing person search at Forth River, five SAR units engaged with 121 hours.

22-29 September 2006 high winds storm task response consisting of 47 volunteers deployed with 156 hours.

December 2006 bushfires at St Marys, Scamander and Four Mile Creek for a duration of 152 days caused by escaped camp fire. 40 SES volunteers supporting TFS evacuated 40 homes.

21 January 2007 flooding in Hobart areas, 28 volunteers deployed with 35 hours.

14 March 2007, missing person search for two people at Waratah/Savar River. Eight units deployed, 140 hours.

These stats are restricted to major state-wide incidents for the reporting period of 2006/2007.

9.3.7 NT

The reporting period was relatively quiet for NTES in terms of emergency events. The low which later became Tropical Cyclone George caused extensive flooding right across the Top End, isolating large areas for up to ten days, causing extensive damage to Oenpelli and also affecting Darwin and Adelaide River. There was a major train derailment at Ban Ban Springs which fortunately resulted in minimal casualties and land and sea searches for missing people were prominent.

Throughout the period the NT continued to strengthen its capacity to deal with emergencies in a variety of ways. Planning was strengthened through the approval of the NT All Hazards Emergency Management Arrangements and work has commenced on the Region 1 and Adelaide River All Hazard Plans. The Department of the Chief Minister agreed to take on the responsibility for coordinating future recovery operations and these arrangements were successfully employed in assisting Oenpelli to recover from extensive flooding.

The NT Emergency Service strengthened the cyclone awareness public education campaign and led a review into the state of cyclone shelters across the Territory.

- (a) Evacuations, sand bagging, roof repairs and tree felling/removal in Darwin, Palmerston, Alice Springs and Adelaide River areas.
- (b) Tropical Cyclone George contributed to extensive flooding throughout Arnhem Land from Oenpelli, Jabiru and Corroboree down to Adelaide River. Record Rainfall levels were recorded in all areas with the greatest being a 93 Year record at Oenpelli and a 31 year record at Adelaide River. Evacuations of affected communities were conducted and flood supplies were arranged for over 200 stranded residents.
- (c) Responded to the Ghan derailment at Ban Ban Springs on 12 Dec 06.
- (d) Land searches were widespread throughout the NT with the most prominent areas being Maranboy, Watarrka/Kings Canyon and Barkly Homestead. Vertical Rescue was conducted for a tourist. Several river searches were conducted for missing persons with one body retrieval.
- (e) Assistance for a boat in distress and search for missing fisherman.

9.3.8 ACT

The ACT SES was involved in 1,519 incidents during the 2006/07 year representing the second consecutive year of growth. Ninety-one percent of the incidents related to storm and flood operations, with the remaining 9% involved in the provision of operational assistance to other services and agencies.

The most significant events of the 2006/07 ACT SES operations included:

A multi-day cleanup after a severe thunderstorm that caused in millions of dollars in damage to ACT property in February 2007; and

Two weeks of ongoing taskforce deployments to the NSW Hunter Region in June 2007 where volunteers and staff across five taskforces performed several hundred tasks relating to flood and storm response and recovery.

Annex B - Table References

Table Number	Description	Source
Table 1	Average annual cost of natural disasters by S/TES	Bureau of Transport and Regional Economics publication "About Australia's regions 2007" published in June 2007. The original data comes from the EMA database <www.ema.gov.au>
Table 2	Responsibilities of each S/TES	State and Territory Emergency Service
Table 3	Activities per jurisdiction	State and Territory Emergency Service
Table 4	Number of Volunteers per jurisdiction	State and Territory Emergency Services. a) Note from Qld jurisdiction on drop in numbers. b) Note from NT jurisdiction on drop in numbers due to membership review.
Table 5	Permanent Staff per jurisdiction	Source: State and Territory Emergency Services. (a) Combined with Rural Fire Service (RFS) (b) There is 44 staff dedicated to Qld SES for a total of 61 staff including corporate services.
Table 6	Number of Units per jurisdiction	State and Territory Emergency Service (a) combined with RFS
Table 7	Units with Road Crash Rescue	State and Territory Emergency Service (a) NT does not have specific road crash rescue units. Most non-metropolitan units have road crash rescue capacity. Some of these units are joint NTES/FRS units.
Table 8	Funding	State and Territory Budget Papers and State and Territory Emergency Services
Table 9	Legislation per S/TES	State and Territory Emergency Service
Table 10	Community education programs per S/TES	State and Territory Emergency Service
Table 11	Human resource policies by jurisdiction	State and Territory Emergency Service
Table 12	Minimum information on staff/volunteers by jurisdiction	State and Territory Emergency Service
Table 13	Registered Training Organisation by S/TES	State and Territory Emergency Service
Table 14	S/TES qualifications currently offered	State and Territory Emergency Services. A Complete List of S/TES training competencies is at Annex D
Table 15	Program of review details for manuals	National Education and Training Committee
Table 16	Training Resource Kits Available	National Education and Training Committee
Table 17	Arrangements for public safety information	State and Territory Emergency Service
Table 18	Planning responsibility, activities & reviews at state level	State and Territory Emergency Service
Table 19	Emergency Management Responsibilities	State and Territory Emergency Service
Table 20	Operational Management System by jurisdiction	State and Territory Emergency Service
Table 21	S/TES which have/or plan to have AIIMS	State and Territory Emergency Service
Table 22	S/TES public communication systems	State and Territory Emergency Service
Table 23	Details of recent S/TES Interstate Assistance	State and Territory Emergency Service

Annex C - ACSES/AFAC Working Groups

Sponsor	Group	Aceses Participation
ACSES	Directors	Y
ACSES	Doctrine Working Group	Y
ACSES	Performance Indicators Working Group	Y
AFAC	Operations Working Group	Y
ACSES	Community Education Committee	Y
ACSES	Equipment Committee	Y
ACSES	Education and Training Committee	Y
AFAC	Council	Y
AFAC	Committee of Management	Y
AFAC	Community Safety Group	Y
AFAC	Community Education Sub Group	Y
AFAC	Operational Services Group	Y
AFAC	Standards Sub Group	Y
AFAC	Rural Group	Y
AFAC	Urban Group	Y
AFAC	Urban Search and Rescue Project Group	Y
AFAC	Wildlife Aviation Technology Project Group	Y
AFAC	Volunteer and Employment Management Group	Y
AFAC	Occupational Health and Safety Sub Group	Y
AFAC	Volunteer Management Sub Group	Y
AFAC	Employee Management Sub Group	Y
AFAC	Learning and Development Group	Y
AFAC	Women In Fire fighting	Y
AFAC	Knowledge Management Group	Y
AFAC	Chief Information Officers Group	Y
AFAC	Productivity Commission	Y
AFAC	Collaborative Purchasing Group	Y
AFAC	New Vehicle Design Group	Y
AFAC	Environment Management Working Group	Y
AFAC	Urban Search and Rescue Working Group	Y
AFAC	Financial Management Taskforce	N
AFAC	Business Management Group	N
AFAC	Vector Command User Reference Group	N
AFAC	Personal Protective Equipment Committee	Y

Annex D - Public Safety Training Package Courses

State and Territory Emergency Service Qualifications Currently Offered			
Certificate II in Public Safety (SES Rescue) PUA20400 <i>Qualification Requirement: 7 Unit (6 Core + 1 Elective)</i>			
Type of Unit	Unit Code	Unit Name	Offered In
Core	PUAEME001A	Provide emergency care	First Aid
Core	PUASAR001A	Participate in a rescue operation	General Rescue
Core	PUACOM001B	Communication in the workplace	Induction
Core	PUAOHS001B	Follow defined occupation health & safety policies and procedures	Induction
Core	PUATEA001A	Work in a team	Induction
Core	PUATEA004B	Work effectively in a public safety organisation	Induction
Elective	PUACOM002A	Provide services to clients	Induction
Elective	PUAOPE002A	Operate communications systems and equipment	Operate Communications Equipment
Elective	PUAOPE003A	Navigate in urban and rural environments	Map Reading & Navigation
Elective	PUASAR008A	Search as a member of land search team	Land Search Team Member
Elective	PUASAR001A	Undertake storm and water damage operations	Storm & Water Damage
Elective	PUASES002A	Work in an emergency operation centre	Work in an Operations Centre
Elective	PUAEQU001A	Prepare, maintain and test response equipment	General Rescue
Elective	PUALAW001A	Protect and preserve incident scene	Land Search Team Member & Road Crash Rescue
Elective	FPIFGM069A	Trim & cross-cut felled trees	Cross-cut and Limbing
Elective	PUAVEH001A	Drive vehicles under operational conditions	

Certificate II in Public Safety (SES Rescue) PUA20500*Qualification Requirement: 7 Unit (6 Core + 1 Elective)*

Type of Unit	Unit Code	Unit Name	Offered In
Core	PUAOHS001B	Follow defined occupational health and safety policies and procedures	Induction
Core	PUATEA001A	Work in a team	Induction
Core	PUATEA004B	Work effectively in a public safety organisation	Induction
Core	PUAPOE002A	Operate communication system and equipment	Operate Communications Equipment
Core	PUASES002A	Work in an Emergency Operation Centre	Work in an Operations Centre
Core	PUACOM001B	Communicate in the workplace	Induction
Elective	PUAEME001A	Provide emergency care	First Aid
Elective	PUASAR001A	Participate in a rescue operation	General Rescue
Elective	PUACOM002A	Provide services to clients	Induction
Elective	PUAOPE003A	Navigate in urban and rural environments	Map Reading & Navigation
Elective	PUAEQU001A	Prepare, maintain and test response equipment	General Rescue
Elective	PUALAW001A	Protect and preserve incident scene	Land Search Team Member & Road Crash Rescue

Certificate III in Public Safety (SES Rescue) PUA30400

Qualification Requirement: 12 Unit (5 Core + at least 1 Elective Unit from Group A plus 6 additional Elective Units from Groups A or B)

Type of Unit	Unit Code	Unit Name	Offered In
Core	PUAEME002B	Manage injuries at emergency incident	First Aid
Core	PUAOPE002A	Operate communications systems and equipment	Operate Communication Equipment
Core	PUAOPE003A	Navigate in urban and rural environments	Map Reading and Navigation
Core	PUAOHS002A	Maintain safety at an incident scene	Maintain Team Safety
Core	PUALAW001A	Protect and preserve incident scene	Land Search Team Member & Road Crash Rescue
Group A Elective	PUASES003A	Undertake flood and inland waterways rescue boat operations	Flood Rescue Boat Crew Member
Group A Elective	PUSAR008A	Search as a member of a land search team	Land Search Team Member
Group A Elective	PUSAR002A	Undertake road accident rescue	Road Crash Rescue
Group A Elective	PUASES001A	Undertake storm and water damage operations	Storm & Water Damage Vertical Rescue
Group A Elective	PUSAR004A	Undertake vertical rescue	Vertical Rescue
Group A Elective	PUSAR007A	Undertake structural collapse rescue	
Group A Elective	PUAVEH001A	Drive vehicles under operational conditions	
Group B Elective	BSZ401A/402/403A	Plan, conduct and review assessment	Workplace Assessor
Group B Elective	BSZ404A	Train small groups	Train Small Groups
Group B Elective	PUACOM002A	Provide services to clients	Induction
Group B Elective	PUASES002A	Work in an emergency operations centre	Work in an Operations Centre
Group B Elective	FPIFGM069A	Trim and cross-cut felled trees	Cross-cut and Limbing
Group B Elective	FPIFGM111A	Fall trees manually intermediate (non-commercial)	Tree Felling

Type of Unit	Unit Code	Unit Name	Offered In
Group B Elective	FPIFGM112A	Fall trees manually advanced (non-commercial)	
Group B Elective	PUAOPE004A	Conduct briefing/debriefings	Team Leader
Group B Elective	PUAAMS001A	Work in an aviation environment	Air Observer
Group B Elective	PUAAMS002A	Search as a member of an air search team	Air Observer
Group B Elective	PUAAMS003A	Conduct stores dropping operations	
Group B Elective	PUACOM003A	Manage information	
Group B Elective	PUAEMR005A	Design/manage activities which exercise elements of emergency management	Exercise Management
Group B Elective	PUAMAN002A	Administer work group resources	
Group B Elective	PUASES004A	Establish and maintain a communications network	
Group B Elective	PUASES005A	Marshall aircraft	
Group B Elective	PUATEA002A	Work autonomously	
Group B Elective	PUACOM005A	Foster a positive organisational image in the community	
Group B Elective	PUAEME003B	Administer oxygen in an emergency situation	
Group B Elective	PUALAW002A	Conduct initial investigation at incident scene	
Group B Elective	PUALAW003A	Give evidence in judicial or quasi-judicial setting	
Group B Elective	PUAOPE001A	Supervise response	

Annex E - Participation received for the documentation

Sponsor B.W. (Hori) Howard AO, MC, ESM, Chair of the Australian Council of State and Territory Emergency Services

Directors **Philip McNamara**
Director General, NSW State Emergency Service

Mary Barry
Chief Executive Officer,
VIC State Emergency Service

Frank Pagano
Director, QLD State
Emergency Service

Stuart Macleod
Chief Officer,
SA State Emergency Service

Craig Hynes
Chief Operations Officer,
Fire and Emergency Services
Authority of WA

Andrew Lea
Director, TAS State
Emergency Service

Peter Davies
Director, NT Emergency Service

Tony Graham
Deputy Chief Officer,
ACT State Emergency Service

Chair **Greg Reedman**
Acting Deputy Chief Officer,
SA State Emergency Service
(July 2007 - January 2008)

Matt Maywald
Deputy Chief Officer,
SA State Emergency Service
(January 2008 – Current)

Convenor **Rhys Maggs**
Manager State Emergency
Services, Australasian Fire
Authorities Council.

Working Group Members
John Chatfield
Manager Telecommunications, VIC State
Emergency Service

Jan Dachs
Project Officer, ACT Emergency Service

Peter Davies
Director, NT Emergency Service

Mark Dole
Director, QLD State Emergency Service

Carole Dowd
Manager Corporate and Business Planning
and Reporting, WA Fire and Emergency
Services Authority

Andrew Edwards
Chief Information Officer, NSW State
Emergency Service

Andrea Heath
Assistant Director
TAS State Emergency Service

Australian Bureau of Statistics

Peter Damcevski
Director, NSW Statistical Coordination Branch

Jill Tomlinson
Assistant Director, NSW Statistical
Coordination Branch

Micheline Bruce
NSW Statistical Coordination Branch

Observers

Prof John Handmer
Royal Melbourne Institute of Technology

Nick Nicolopoulos
Acting Director Strategic Planning
NSW Fire Brigades

Jill Edwards
Manager National Business Performance,
Australasian Fire Authorities Council
Emergency Services

Administrative Support

Kim Maglov
NSW State Emergency Service

Sue Leitch
NSW State Emergency Service

Mary Camilleri
SA State Emergency Service

ACSES Working Groups

Directors
Doctrine Working Group
Performance Indicators Working Group
Community Education Committee
Equipment Committee
Education and Training Committee

