Mr Vincent Monterola AFSM
Chief Executive Officer
EMERGENCY SERVICES ADMINISTRATIVE UNIT

In accordance with section 7(2) of the State Emergency Service Act 1987, I have pleasure in submitting the report of the activities of the State Emergency Service for the financial year ended 30 June 2003, with a request that it be forwarded to the Minister.

David Place
Chief Officer
STATE EMERGENCY SERVICE

September 2004

FOREWORD

HON PATRICK CONLON MP
MINISTER FOR EMERGENCY SERVICES

During 2003-04 the State Emergency Service continued to deliver to the community an efficient and effective service attending 3948 tasks totalling 61,562 operational hours.

SES volunteers have responded to cases throughout the State and I thank you for your preparedness to come out to assist your neighbours and apply many of the skills you have developed over years of training. Throughout the year the SES has continued to provide support to the Police and other Emergency Services.

In addition we continue to support the SES Volunteers Association, we recognise the important contribution they and the SES management have made in supporting the introduction of SAFECOM and the new bill.

I would like to take this opportunity to thank the families of the SES volunteers for the support they provide and for the sacrifices they make to benefit the rest of the community. The Government understands that you are often the ones who miss out while your children, partners, Mums and Dads attend an incident and they couldn't do it without your support.

Finally I commend all SES personnel for their dedication, expertise and commitment to providing a service that is vital to the community and highly valued by the Government. Thank you for everything that you do.

ACTING CHIEF OFFICER (DIRECTOR)'S REVIEW

Nat Cooke
Acting Director

Although the numbers of emergencies responded to by the SES during the 2003/2004 financial year, was not as high as in the previous reporting period, storm response operations continued to keep Units busy particularly during late spring and early autumn.

Other major commitments have been in Road Crash Rescue (653 responses) and Search and Rescue (213 responses) operations, which the Service has performed across the State.

The vehicle replacement program is in it's fifth year of a ten year vehicle change over program and is on schedule, providing high quality vehicles to SES response Units.

Relationships with the other Emergency Service organisations have never been higher and the advent of the new SAFECOM governance arrangements and proposed legislation are eagerly awaited. SES volunteers and staff have contributed their time and effort by participating in the work of restructuring ESAU for the new Commission (SAFECOM).

Volunteer members were honoured in The Australia Day Honours list and one staff member in the Queen's Birthday Honours list with the award of the Emergency Service Medal, the highest recognition of distinguished service for the SES.

Finally I would like to play tribute to the on going high level of commitment and professionalism of the volunteers and staff of the South Australian State Emergency Service.

September 2004

Nat Cooke,
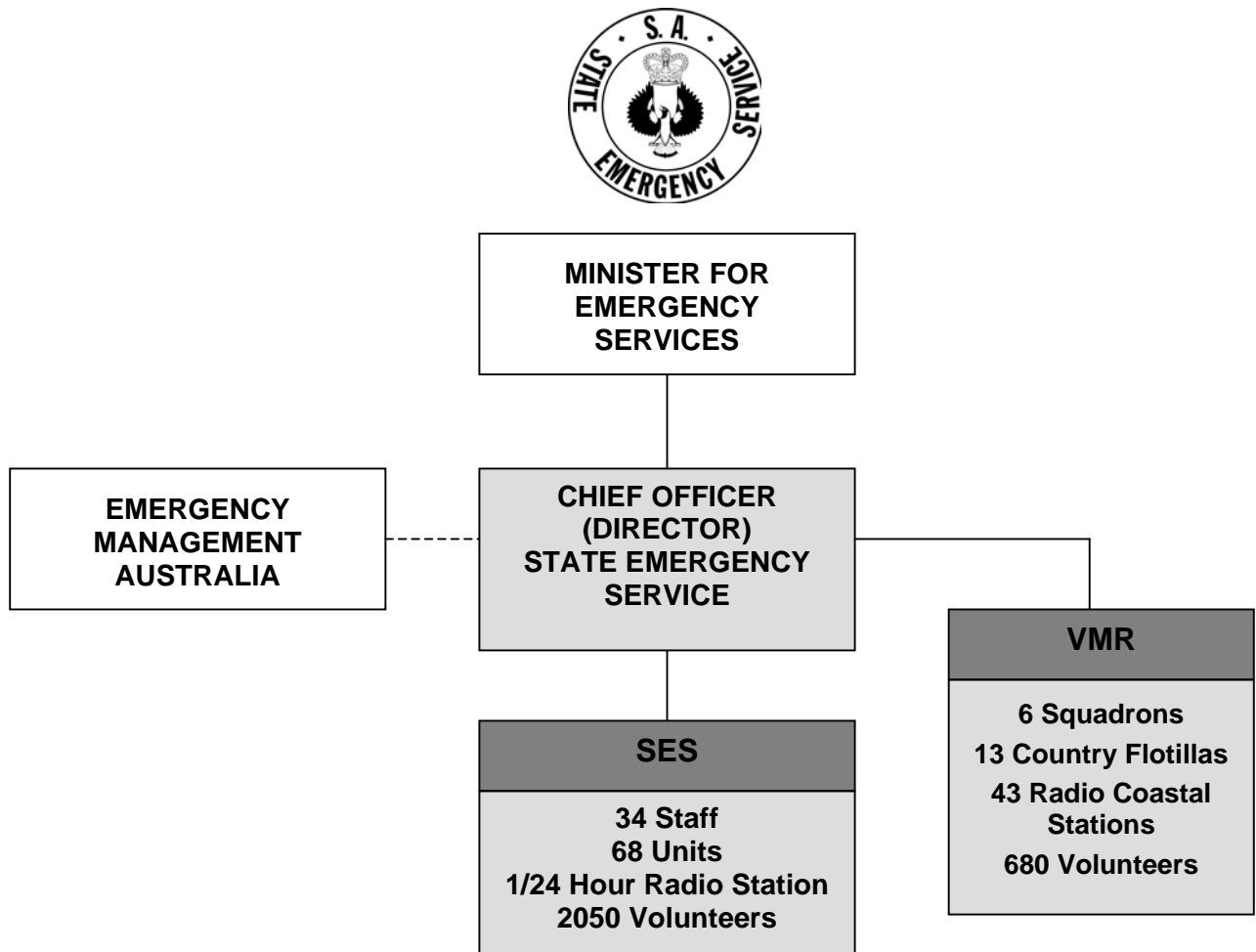**Acting Chief Officer (Director)**
STATE EMERGENCY SERVICE

CONTENTS

STATE EMERGENCY SERVICE

OPERATIONAL REPORTING CHART

MINISTER FOR EMERGENCY SERVICES

EMERGENCY MANAGEMENT AUSTRALIA

CHIEF OFFICER (DIRECTOR) STATE EMERGENCY SERVICE

SES

34 Staff
68 Units
1/24 Hour Radio Station
2050 Volunteers

VMR

6 Squadrons
13 Country Flotillas
43 Radio Coastal Stations
680 Volunteers

VISION

- *A safe and prepared community*

MISSION STATEMENT

- To provide an effective rescue service for the community of South Australia by State Emergency Service Units rendering immediate assistance during emergencies and disasters.

- To provide management and support to the State Disaster Organisation by ensuring an effective and coordinated response capability at all levels and to maintain efficient measures for the delivery of disaster recovery programs for the community of South Australia.

- To assist the community to cope with natural, or other, emergencies.

VALUES

Service   We are committed to serving and protecting the communities in which we live.

Integrity   We promote honesty, trust, mutual respect and ethical behaviour.

Volunteer Ethic   Our peoples' commitment and willingness to give without expecting reward.

Teamwork   Our Service is enhanced by the strength of our teamwork and a unified sense of purpose. We value people as our most important resource.

Accountability   We are accountable for the resources we receive as a public emergency service.

Learning   We value and promote learning opportunities by sharing knowledge and skills, and learning from others.

BACKGROUND

The State Emergency Service (SES) is a volunteer emergency service established to render immediate assistance during emergencies and disasters, and to assist the community to be prepared and to cope with emergency situations.

The *State Emergency Service Act 1987* formalises the Service's identity.

The role of the Service falls into three main categories:

- Local Incident Role (day to day);
- Disaster role;
- Disaster Management Planning and Training.

The SES cooperates closely with the other statutory emergency services to counter the effect of emergencies in South Australia. It attracts the combined support of State and Commonwealth Governments as well as commerce, industry, community groups and the general public.

Recent years have seen a greater involvement by SES Units in the mitigation of the effects of storm and flood. The State Disaster Plan reflects that and the SES has storm and flood relief as one of its responsibilities under that Plan.

Although the SES is an operational emergency service, the State Headquarters and Regional Managers have a significant State Disaster and Disaster Management role in addition to those operational matters directly related to SES Units. The State Emergency Service's involvement in disaster management matters is further enhanced by the conduct of Introduction to Disaster Management and other disaster management courses.

The State Emergency Service Headquarters is located at:

Level 7
60 Waymouth Street
ADELAIDE SA 5000
Telephone: (08) 8463 4171
Facsimile: (08) 8410 3115
Website: www.sessa.asn.au

SES INFRASTRUCTURE

The SES Consists of:

<u>Volunteer Units</u>

The 68 Volunteer Units provide an emergency response service, including the mitigation of the effects of storm and flood in all spheres of rescue work. SES Units support the activities of all other emergency services. The organization is trained as a specialist Rescue Service. It is one of the fourteen Functional Services identified in the State Disaster Plan.

The volunteer members of the Service continue to enjoy the respect of members of other emergency services and the community. Morale is high and members show great pride and loyalty in their Service. In 2003-04, the SES performed 3948 tasks which involved 61 562 operational hours. This represents a 29% decrease in taskings and a 28% decrease in hours worked over the previous year. The hours do not include any time involved in training, maintenance or administration, or the time spent by permanent SES personnel in supporting their volunteers in all of those activities. The number of incidents and volunteer operational hours is shown, later in this report.

The significant decrease in the number of operational tasks and hours over the 2003/2004 financial year is the result of an unprecedented low level of wind, flood and storm activity.

<u>Permanent Officers</u>

A major role of the permanent officers, particularly the Chief Officer (Director), the Disaster Management Training, and Planning Officers and the nine Regional Managers, relates to disaster management matters. These include planning, training, exercise preparation, conduct emergency management and administration.

At State level, Headquarters personnel are involved in State Disaster Committee matters including the administration, and operational management of the State Emergency Operations Centre, the provision of training courses and involvement in the writing and conduct of exercises. The SES is responsible to the State Disaster Committee for the coordination of all disaster management training in South Australia.

STRATEGIC DIRECTIONS

Disaster Planning and Management

Disaster Management and special Contingency Plans have been prepared, reviewed and validated.

- The State and Divisional Emergency Operations Centres have been maintained in a state of readiness and assessments have been undertaken of the effectiveness of such Centres;

- Links between and within the Functional Services have been developed, fostered and coordinated;

- Community awareness programs have been developed and promoted.

Emergency Responses

- The capability of the SES to deal with emergency situations has been maintained and improved;

- Accredited SES rescue Units are strategically deployed in both metropolitan and country areas of South Australia;

- Emergency response services and the need for community preparation and involvement before and during emergencies have been promoted.

Key Principles

The further development of the SES continues to be based on the following key principles:

- the involvement of trained volunteer members in deployment during emergency or disaster situations;

- the provision of adequate disaster management education and information programs to the South Australian community;

- the development of disaster management plans at Divisional and local levels, together with other special or contingency plans;

- the development of disaster management planning, resources, training and operational capacity at Local, Divisional and State levels involving permanent and experienced volunteer members.

Standards of Emergency Response

Standards of Emergency Response for SES Units have been prepared in order to:

- Ensure that the community is adequately protected from the dangers arising from certain emergency situations;

- Determine shortfalls in personnel, equipment and training within the SES, needed to fulfil its obligations under the SES Act & Regulations;

- Determine minimum standards for response to the various tasks undertaken by SES Units in protecting and supporting their communities during such emergencies;

- Establish the basis for future development of the Service in meeting its responsibilities to the community;

- Determine strategies for the most cost-effective utilisation of resources.

The SES Standards of Emergency Response address the question of the need and location for local volunteer units, as well as identifying 'best practice' parameters within which those Units are required to operate.

The Standards have been distributed to all SES Units through their respective Regional Managers and are currently utilised as a resource to Units and training members.

SES FUNCTIONS

Statutory Role

Under the *State Emergency Service Act 1987*, the functions of the SES are:

- to assist the Commissioner of Police in dealing with any emergency;

- to assist the State Co-ordinator, in accordance with the State Disaster Plan, in carrying out counter-disaster operations under the State Disaster Act, 1980;

- to assist the South Australian Metropolitan Fire Service and the Country Fire Service Board in dealing with emergencies in accordance with the Acts under which those authorities are established;

- to deal with an emergency where no other body or person has lawful authority to assume command of operations for dealing with the emergency;

- to deal with an emergency until such time as any other body or person that has lawful authority to assume command of operations for dealing with the emergency has assumed command;

- to respond to emergency calls and, where appropriate, provide assistance in any situation of need whether or not the situation constitutes an emergency; and

- to carry out such other functions as may be assigned to the Service by this Act or any other Act or by the Minister.

Disaster Role

In addition to the above functions, the SES, as one of the fourteen Functional Services identified in the State Disaster Plan, has certain roles under that Plan in a declared State of Disaster or major emergency incident.

SES is to provide reconnaissance, search and rescue and immediate sustenance within the disaster area, and to provide a mitigation response to storm damage and floods. The four areas of responsibility are:

Reconnaissance: To carry out reconnaissance in conjunction with Police immediately after a disaster or emergency, to establish the nature and extent of the disaster and to report to the State Co-ordinator on matters which require attention.

Search and Rescue*:* To provide search and rescue parties whose tasks are the rescue of trapped and injured casualties, first aid, disposition and direction of casualties, liaison with the other Functional Services, and continuing reconnaissance as required.

Welfare:	To provide interim warmth and sustenance to disaster victims before their arrival at Welfare Centres.
Storm and Flood:	To warn of floods and temporarily repair damage caused by storms and floods.

ORGANISATIONAL STRUCTURE

Executive

01 July 03 – 09 Jan 04
Director   Brian Fred LANCASTER, ESM, LFAIES, JP

09 Jan 04 – 30 June 04
Acting Chief Officer   Nathaniel James COOKE, RFD, MAIES

10 Jan 04 – 30 June 04
Acting Deputy Chief Officer   Stuart Millar MACLEOD, MAIES

01 July 03 – 22 April 04
Executive Personal Assistant   Tamara HOUGHTON

18 May 04 – 30 June 04
Executive Personal Assistant   Mary NOORLANDER

Managers

Manager, Communications Services Richard Edward COOMBE, BA (Acc)

01 Jul 04 – 09 Jan 04
Manager, SES Rescue Training   Stuart Millar MACLEOD, MAIES

Manager, Training and Development April COOPER, Dip T(Further Education)

State Disaster Management   Allan Leslie McDOUGALL,
Training Officer   ESM, RFD, B Sc, Dip Ed, MAIES

State Disaster Management   Robert Donald STEVENSON, B Ed, MAIES
Planning Officer

State Disaster Management   Noel George HODGES, OAM, FAIES, JP
Education Officer

Volunteer Marine Rescue   Alan Forsyth CORMACK
Coordinator

SES ADMINISTRATION

The Chief Officer (Director) is responsible for managing the State Emergency Service (SES) and for disaster management matters.

As State Controller (SES) under the State Disaster Plan, the Chief Officer (Director) assumes full operational control of the SES and its participating organizations as listed in the State Disaster Plan, when major emergencies or disasters are declared or, at other times, when the Plan is implemented.
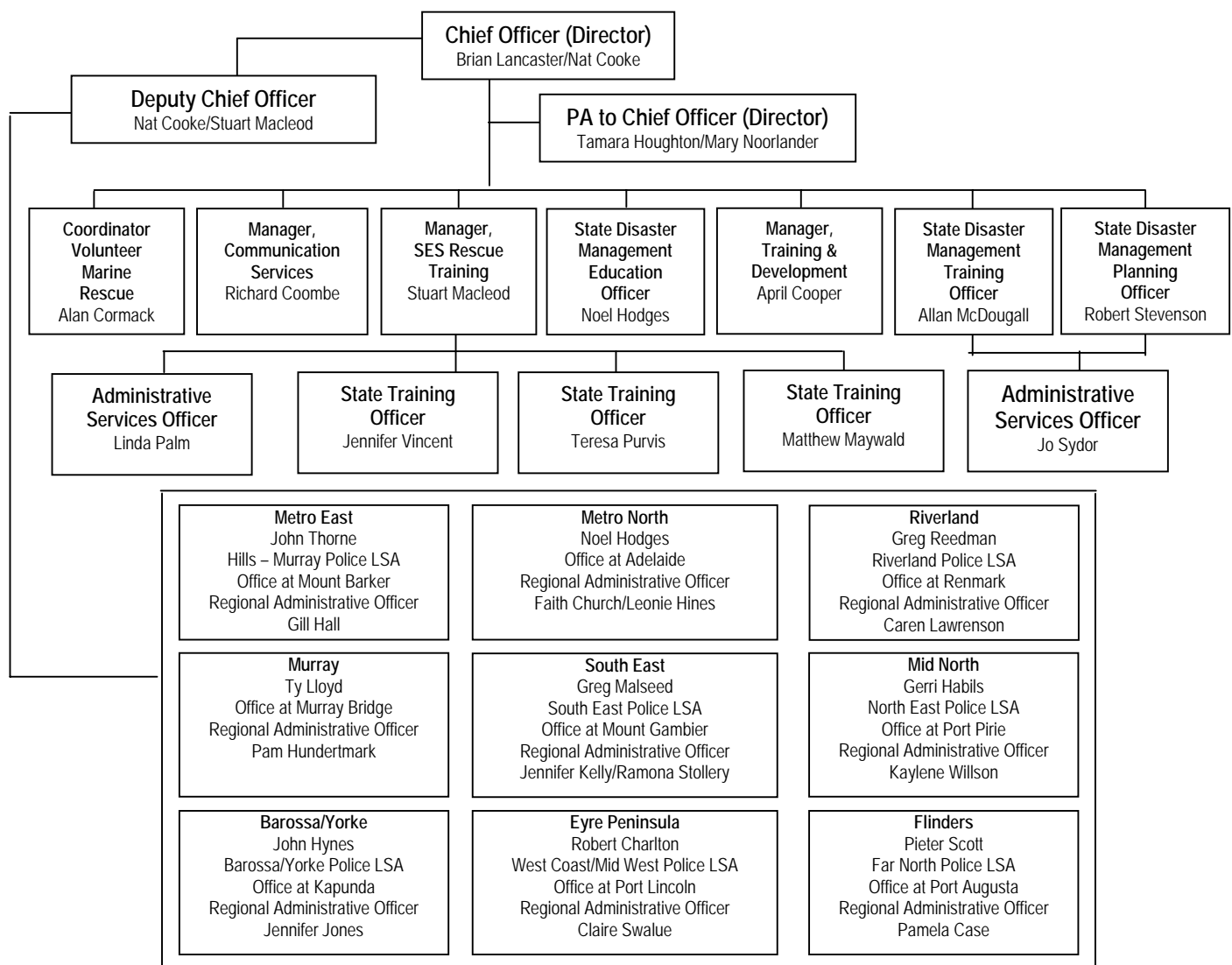
The Deputy Chief Officer is responsible for the day-to-day management matters and is directly responsible for the nine Regional Managers. In a declared major emergency or disaster, the Deputy Chief Officer assumes the role of Deputy State Controller (SES) and acts for the State Controller (SES) in his, or her, absence.

There are eight Headquarters staff, and including SEOC and divisional personnel, a total staff of 34 equating to 33 Full Time Equivalents.

ORGANISATION OF THE SES

State Headquarters: Level 7, 60 Waymouth Street ADELAIDE SA 5000

Divisional Headquarters: Locations as shown below:

Chief Officer (Director)
Brian Lancaster/Nat Cooke

Deputy Chief Officer
Nat Cooke/Stuart Macleod

PA to Chief Officer (Director)
Tamara Houghton/Mary Noorlander

Coordinator Volunteer Marine Rescue
Alan Cormack

Manager, Communication Services
Richard Coombe

Manager, SES Rescue Training
Stuart Macleod

State Disaster Management Education Officer
Noel Hodges

Manager, Training & Development
April Cooper

State Disaster Management Training Officer
Allan McDougall

State Disaster Management Planning Officer
Robert Stevenson

Administrative Services Officer
Linda Palm

State Training Officer
Jennifer Vincent

State Training Officer
Teresa Purvis

State Training Officer
Matthew Maywald

Administrative Services Officer
Jo Sydor

Metro East
John Thorne
Hills – Murray Police LSA
Office at Mount Barker
Regional Administrative Officer
Gill Hall

Metro North
Noel Hodges
Office at Adelaide
Regional Administrative Officer
Faith Church/Leonie Hines

Riverland
Greg Reedman
Riverland Police LSA
Office at Renmark
Regional Administrative Officer
Caren Lawrenson

Murray
Ty Lloyd
Office at Murray Bridge
Regional Administrative Officer
Pam Hundertmark

South East
Greg Malseed
South East Police LSA
Office at Mount Gambier
Regional Administrative Officer
Jennifer Kelly/Ramona Stollery

Mid North
Gerri Habils
North East Police LSA
Office at Port Pirie
Regional Administrative Officer
Kaylene Willson

Barossa/Yorke
John Hynes
Barossa/Yorke Police LSA
Office at Kapunda
Regional Administrative Officer
Jennifer Jones

Eyre Peninsula
Robert Charlton
West Coast/Mid West Police LSA
Office at Port Lincoln
Regional Administrative Officer
Claire Swalue

Flinders
Pieter Scott
Far North Police LSA
Office at Port Augusta
Regional Administrative Officer
Pamela Case

STRENGTH OF THE SES

The number of operational SES Units stands at 68, including the State Headquarters Unit, which provides operational support at State Headquarters, and in the SEOC. All Units are registered under the *State Emergency Service Act 1987*. As at 30 June 2003, the SES comprised:

Staff	Volunteers	Registered Units
34 (33 FTE)	2050	68 1 - 24 Hour Radio Station

The ratio of staff to volunteer members is 1:60. The variation in the membership data is as a result of the change of reporting criteria from 2003-04.

FINANCE

The SES has been funded from monies collected through the Community Emergency Services Levy Fund. See Statement of Financial Performance.

The Emergency Services Funding Act, 1998 provides for collection of a levy on fixed and mobile property in place of the charging of contributions from insurance companies, local Government authorities and State Government. The SES had not been a recipient of contributions from insurance companies but now benefits directly from the Fund. The change represents a fairer distribution of the cost to the community for providing emergency services.

COMMONWEALTH GOVERNMENT FUNDING

The Commonwealth Government provides a Staff Salaries Subsidy Program as part of the State Support Package. In addition to that program, South Australia obtains benefits from the Commonwealth through:

- limited funding to assist the State Disaster Committee;

- nominations to training activities at the Emergency Management Australia Institute (the costs of which are met by Emergency Management Australia) and the conduct of extension disaster management training courses in South Australia; and

- the provision of public information material, including training manuals, pamphlets, brochures etc, which are distributed by SES.

SALARIES SUBSIDY PROGRAM

The Commonwealth, through Emergency Management Australia, (EMA) continued to subsidise the State government salaries of the nine Regional Managers and the State Emergency Management Training and Planning Officers.

The Commonwealth subsidy received for these eleven positions in 2003/2004 was at the rate of $38 000 per position, a total of $418 000.

SPONSORSHIP/DONATIONS

The SES gratefully acknowledges the many sponsors and donors who have supported the Service through cash or material donations throughout the year.

FRAUD

There have been no incidents of fraud committed in the SES during the 2003-04 financial year.

SES OPERATIONS

NAT COOKE
Deputy Director

GOAL

To provide an effective rescue service for the community of South Australia.

PRIORITISED STRATEGY

SES Units, depending on geographic location and assessed community risks, provide a wide range of rescue and support services. These services include:

- road crash rescue
- land search
- animal rescue
- vertical rescue of all forms (cliffs, caves and structures)
- storm damage and flood mitigation
- marine search and rescue (rivers, lakes and sea)
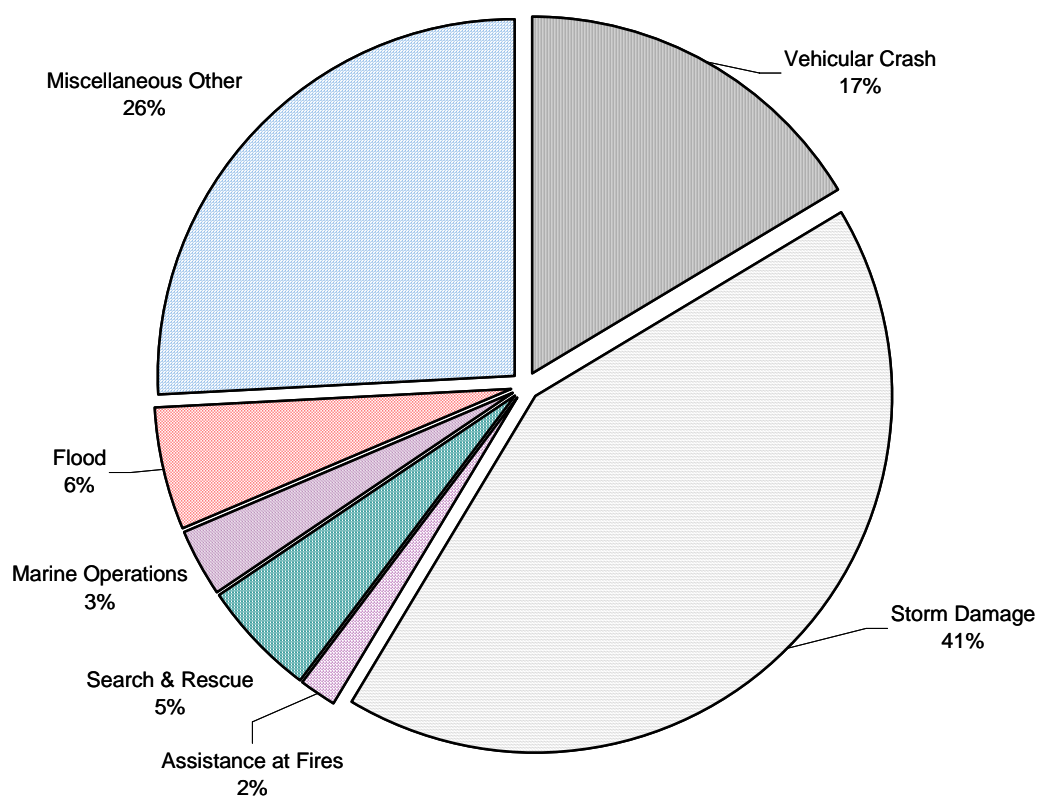- general and disaster rescue

INCIDENT STATISTICS

A breakdown of major activities for the last six years is as follows:

	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04
Vehicular Crash	583	553	580	655	630	653
Storm Damage	1289	1490	1332	1487	2661	1657
Assistance at Fires	87	67	333	75	104	68
Search & Rescue	186	213	125	143	418	213
Marine Operations	110	89	84	86	100	110
Flood	395	535	433	270	403	227
Miscellaneous/Other	1579	1645	1328	1258	1175	1020
TOTAL	**4229**	**4592**	**4215**	**3974**	**5491**	**3948**

NOTE: *"Miscellaneous" includes such incidents as aircraft emergencies, provision of first aid, animal rescues, assistance in evacuations, provision of power and lighting, assistance at HAZCHEM incidents, provision of emergency feeding, provision of communications and assistance to Police such as crowd control at major functions.*

Vehicular Crash
17%

Miscellaneous Other
26%

Flood
6%

Marine Operations
3%

Search & Rescue
5%

Assistance at Fires
2%

Storm Damage
41%

TOTAL NUMBER OF RESPONSES BY CATEGORIES
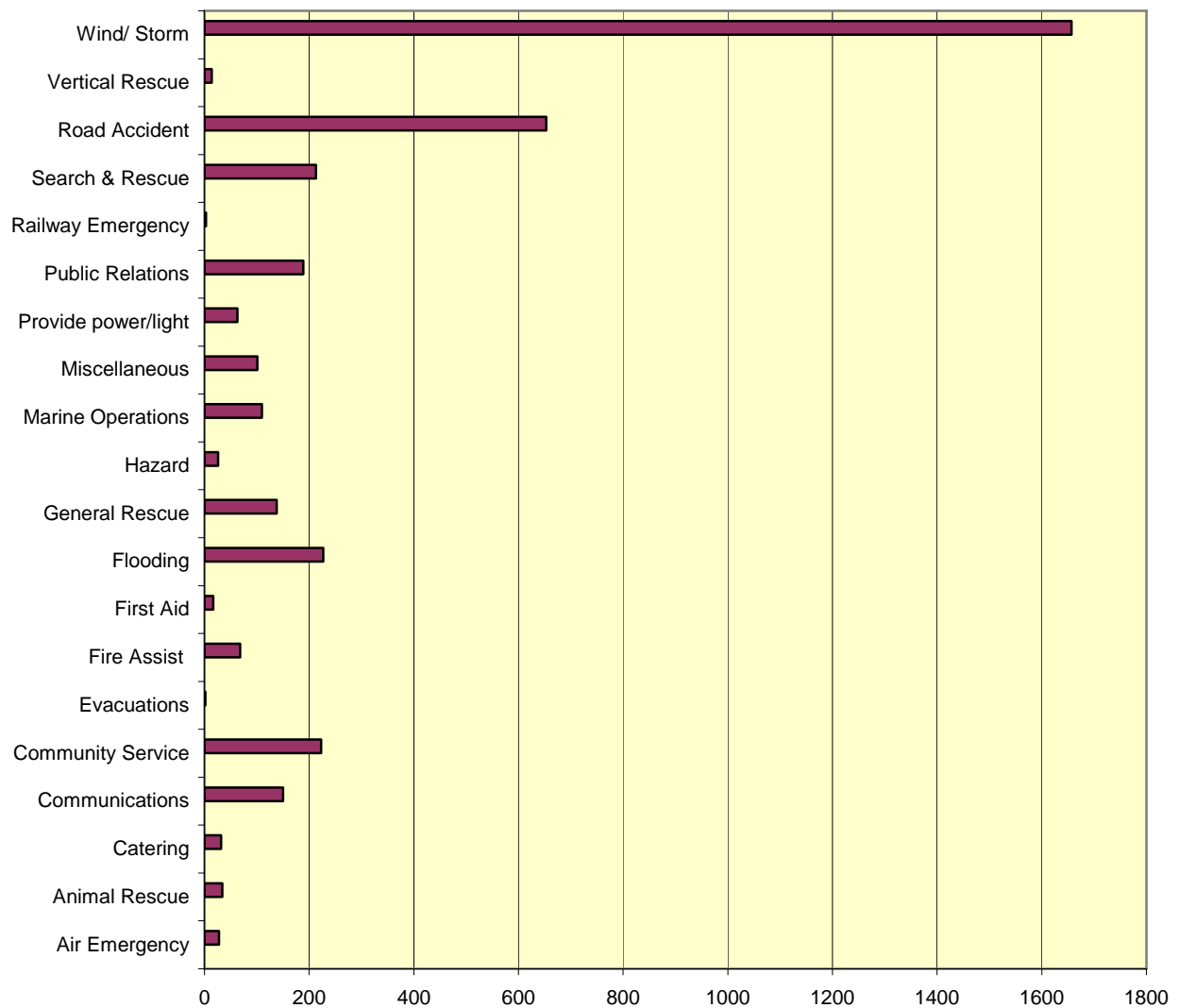
OPERATIONAL RESPONSE COMPARISON
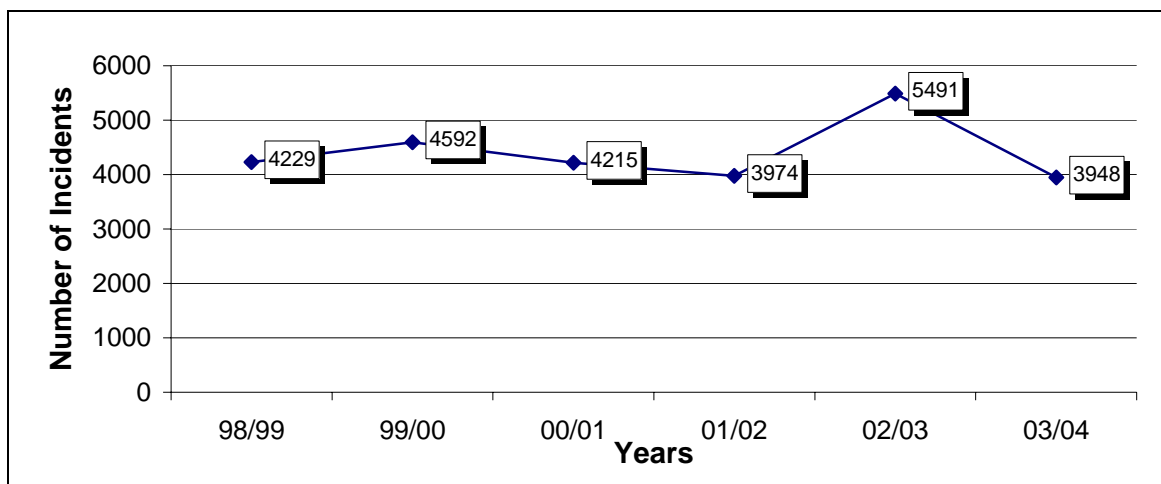
	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04
Air Emergency	78	54	32	32	32	28
Animal Rescue	39	43	39	55	62	34
Assist Fire Operations	87	67	333	75	104	68
Catering	85	67	101	62	52	32
Communications	142	333	271	154	220	150
Community Service	505	512	267	298	261	223
Evacuation	7	8	7	13	11	2
First Aid	27	17	33	51	29	17
Flooding	395	535	433	270	403	227
General Rescue	100	102	108	112	136	138
Hazardous Emergency	38	33	41	28	38	26
Miscellaneous	100	143	132	171	184	101
Public Relations	350	251	203	210	220	189
Provide Power & Light	74	55	67	54	61	63
Railway Emergency	1	8	8	3	5	3
Road Crash Rescue	583	553	580	655	630	653
Marine Operations	110	89	84	86	100	110
Search and Rescue	186	213	125	143	255	213
Vertical Rescue	33	19	19	15	27	14
Wind & Storm	1289	1490	1332	1487	2661	1657
Total	**4229**	**4592**	**4215**	**3974**	**5491**	**3948**

CHART OF INCIDENTS 1999 - 2004

DIVISIONAL OPERATIONS RESPONSE 2003-04

Pie chart titled with the following segments:

- Mid North 5%
- Eyre Peninsula 13%
- Flinders 3%
- Murray 7%
- Riverland 8%
- Barossa/Yorke 3%
- South East 8%
- Metro North 25%
- Metro East 27%
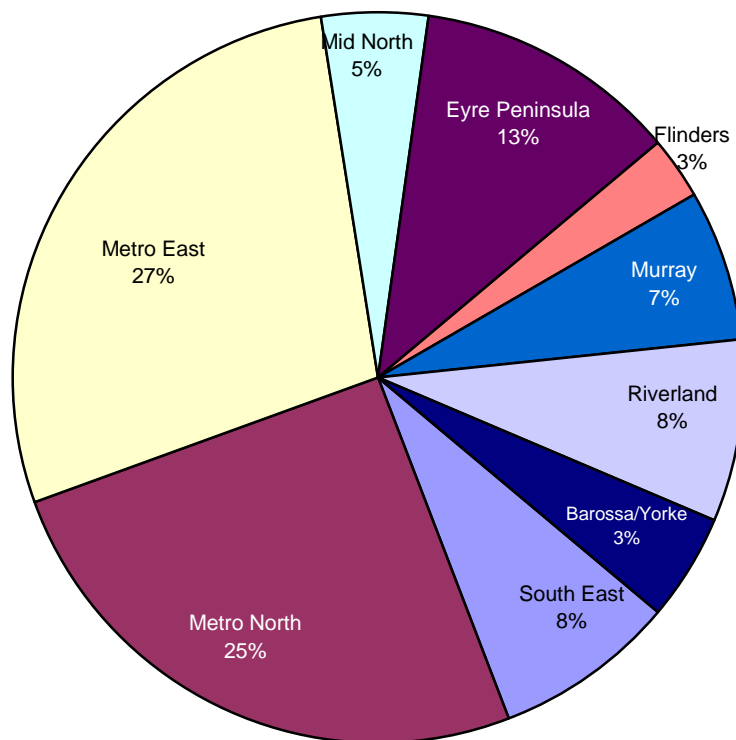
SUMMARY OF UNIT RESPONSES - YEAR 2003-2004

Unit	Responses	Unit	Responses
ADELAIDE HILLS *(formerly Mt Barker)*	86	MINTABIE	9
ANDAMOOKA	4	MOUNT GAMBIER & DISTRICT	190
BARMERA	45	MURRAY BRIDGE & DISTRICT	70
BERRI	114	NOARLUNGA	282
BLANCHETOWN	27	NORTHERN DISTRICTS	277
BOOLEROO CENTRE	13	NULLARBOR	11
BORDERTOWN	37	NUNDROO	3
BURRA	14	ONKAPARINGA	67
BUTE	6	PORT AUGUSTA	59
CAMPBELLTOWN	148	PORT BROUGHTON	8
CEDUNA	15	PORT LINCOLN	112
CLARE	33	PORT PIRIE	93
CLEVE	6	PROSPECT	160
COCKBURN	0	QUORN	5
COOBER PEDY	9	RENMARK-PARINGA	61
CUMMINS	25	RIVERLAND HEADQUARTERS	9
DOG SEARCH & RESCUE	61	ROXBY DOWNS	11
EASTERN SUBURBS	154	SADDLEWORTH & DISTRICT	10
ENFIELD	167	SNOWTOWN	20
EYRE HEADQUARTERS	29	SOUTH COAST	81
HALLETT	8	SOUTH COAST HEADQUATERS	1
HAWKER & DISTRICT	9	SPALDING	10
KANGAROO ISLAND	15	STATE HEADQUARTERS	19
KAPUNDA	92	STRATHALBYN	41
KEITH	18	STREAKY BAY	2
KIMBA	12	STURT *(formerly Happy Valley)*	213
KINGSTON SE	22	TEA TREE GULLY	174
LAURA	11	TUMBY BAY	109
LEIGH CREEK	0	WAROOKA	18
LOXTON	60	WATTLE RANGE	54
MAITLAND	34	WESTERN ADELAIDE	82
MARLA	0	WHYALLA	140
MENINGIE	32	WUDINNA	1
METRO SOUTH	206	YANKALILLA	29
TOTAL RESPONSES	**3948**		

SIGNIFICANT EVENTS

Although the total 'taskings' this financial year are less than in the previous year, a significant number of storm or flood events required an enormous effort on the part of our volunteers, mostly in the Adelaide Metropolitan area.

Storm and flood events resulted in the following responses to calls for help from the community:

DATE	TASKS
11-7-03	61
28-10-03	179
14-1-04	49
11-2-04	66
14-6-04	32

Storm and flood tasks form the majority of emergency work undertaken by the SES.

CALL TAKING

The State Emergency Service is a 24 hour Emergency Service Organisation.

Arrangements have been made with the Country Fire Service for its Operations Centre Officers to receive operational calls and deploy SES Units State-wide from its Centre which is staffed 24 hours per day.

STATE DUTY OFFICER

A system of rostered State Duty Officers is maintained by the SES. Should a situation arise whereby too many calls are received and cannot be handled by the CFS operators, the State Duty Officer will assume control and deploy the State Headquarters Unit to the SES Control Centre. This will also apply if one particular task is of such a size, nature or complexity, that more than one SES Unit is deployed and coordination by the State Duty Officer is required. This system is working well and has been activated on 6 occasions during the year.

FUTURE DIRECTION

The SES will continue to work to improve resources training and systems. This will enable the SES to provide the most effective response to, and management and coordination of, emergency incidents in the community.

The State Emergency Service intends to significantly lift the profile of the service in the community in order to attract more volunteers. This will enhance operational capabilities.

CO-LOCATION OF SES AND CFS STATE HEADQUARTERS

GOAL

To maximise the delivery of emergency services to the community.

PRIORITISED STRATEGIES

In 1997, the decision was taken to co-locate the State Headquarters of the State Emergency Service and the Country Fire Service so as to maximise the delivery of services to the community and to combine corporate services.

The SES, CFS headquarters co-location is working very well with enhanced interaction between Service personnel.

FUTURE DIRECTION

An enhanced service to the community, and the State of South Australia.

BUILDING PROGRAM

GOAL

To provide a supply and maintenance program for all SES Unit buildings to allow a standard of building to deliver a 30 year life span.   This will be applied to repairs and regular maintenance to lift the buildings to an acceptable quality for safety of personnel and storage of valuable equipment.

PRIORITISED STRATEGY

To work in cooperation with the other Emergency Service Organisations to maximise efficiencies by collocation of facilities where appropriate and feasible.

To develop a building and maintenance program to provide facilities that meet the operational needs of the SES.

ACHIEVEMENTS THIS YEAR

The SES completed major building projects with new facilities at Coober Pedy and Pt Broughton. The Metro South Unit relocated headquarters with the major refurbishment of the former Mitcham Council depot at Lynton. A new facility was purchased for the Strathalbyn Unit. A new headquarters is currently under construction for the Kingston Unit. Design work has commenced for a new facility at Tea Tree Gully and also for the redevelopment of the Kapunda Unit.

A variety of minor works projects were completed to upgrade or enhance the existing facilities at Noarlunga, Meningie, Warooka, Western Adelaide, Mt Gambier, Murray Bridge, Sturt, Hawker, Blanchetown, Maitland, Bute, and Burra.

FUTURE DIRECTIONS

Considerable work needs to be undertaken to bring the existing facilities across the State up to a consistent standard.   This process is being managed in consultation with the volunteers and other stakeholders to prioritise the major building works and extend the life of existing buildings by minor works.   Where new facilities are planned consideration is given to co-locate facilities with other Emergency Service Organisations where economies can be achieved.

COMMUNICATION FUNCTION

RICHARD COOMBE
Manager,
Communications Services

GOAL

To provide modern communications equipment and systems to deal with emergency situations.

PRIORITISED STRATEGY

Use modern communication technology to provide the service with equipment and systems to enable its volunteers to respond and coordinate emergency situations. This involves the use of a variety systems including fixed and mobile phones, pagers, the Government Radio Network and other long-range radio networks.

ACHIEVEMENTS THIS YEAR

The Government Radio Network is the backbone for the SES communications network. The system provides a trunked radio network as well as paging network.

The paging network provides a greater coverage than any commercially available systems. The provision of extra funding late in the financial year will provide the opportunity to supply extra terminal equipment to Units in the New Year.

This year saw the implementation of the central call and dispatch of units for taskings. This provides an efficient process to meet the emergency needs of the community.

FUTURE DIRECTION

The New Year will see the completion of new training resources to ensure consistent communication protocols and maximise the use of current equipment.

The SES will maximise the opportunities that present by embracing the new South Australian Computer Aided Dispatch System. This will require significant effort to ensure the documentation of current practices and the implementation of new processes and technology.

VEHICLE PROGRAM

GOAL

To provide SES Units with vehicles and vessels that provide a timely, safe and reliable response to any emergency that may affect the communities they serve.

PRIORITISED STRATEGY

To manage the replacement program in order to provide modern rescue vehicles by replacing vehicles that are reaching the end of their useful life in the first instance. To maximise the return on capital by managing the fleet through relocating vehicles in accordance with usage patterns and the SES Standards of Emergency Response criteria.

ACHIEVEMENTS THIS YEAR

This year new Light and Standard Rescue Vehicles were commissioned for Hawker, Streaky Bay, Prospect, Renmark, Hallett, Pt Pirie, Wattle Range(Millicent) and Noarlunga SES Units. A new rescue vessel was also commissioned for Tumby Bay SES Unit.

FUTURE DIRECTION

The SES is committed to the continual replacement of vehicles as they reach the end of their economic life. Further research and evaluation is being conducted to ensure that the response vehicles meet the variety of operation needs of units. This may result in additional types of vehicles based on the need to respond to risks in local communities.

PERSONAL PROTECTIVE EQUIPMENT PROGRAM

The personal protective equipment [PPE] program in financial year 2003-04 provided equipment for centralised issue to a total value of $300,000 to SES volunteers across the State.

The program provides for the centralised purchase and distribution of items of protective clothing and equipment essential to the safety of SES personnel operating in the field in a wide range of hazardous tasks.

Close liaison has been maintained with SES Units and Regions to ensure that the equipment acquired and issued meets operational requirements.

THE SES STAFF WORKFORCE

GOAL

To implement Human Resource Management strategies which address all personnel and industrial relations matters and results in employees being treated fairly and equitably.

PRIORITISED STRATEGY

To ensure that the organisation of the State Emergency Service meets contemporary standards to fulfil the roles and responsibilities of SES under the State Emergency Services Act.

Stream	ONGOING			CONTRACT			TOTAL		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
ASO1									
ASO2		13	13					13	13
ASO3		1	1					1	1
ASO4	1	2	3				1	2	3
ASO5	2		2				2		2
ASO6	3	1	4				3	1	4
mas2	1		1				1		1
Total	7	17	24				6	17	24
EXA				1		1	1		1
Total				1		1	1		1
OPS5	9		9				9		9
Total	9		9				9		9
Grand Total	16	17	33	1		1	17	17	34

Proportion of Female Staff in SES

As at 30 June 2004, 17 of the 34 staff employed by SES are female.

Leave Management

	2002-03	2003-04
Average number of sick leave days taken per FTE	5.11(1035.5 hours)	3.82 (916.5 hours)
Average number of family carer leave days taken per FTE	.06 (15 hours)	0.24 (57.75 hours)

The State Emergency Service is covered by the Emergency Services Administration Unit's policies on voluntary flexible working arrangements.

State Headquarters and Regional Management Staff make use of flexible working arrangements in order to meet the requirement of SES volunteers who are usually only available outside of normal working hours.

Two full-time administrative officer (ASO-2) positions are filled through job share arrangements between four members of staff.

FUTURE DIRECTION

Consideration of the structure and classification of staff in the SES may be considered in the next reporting period.

SES ROAD CRASH RESCUE OPERATIONS

GOAL

To provide an effective road crash rescue service for the community of South Australia.

PRIORITISED STRATEGY

Road crash rescue operational responses continue as one of the primary rescue roles of the State Emergency Service.

All 55 of the rural SES Rescue Units are committed to the road crash rescue role, and are listed in the multi-agency Road Crash Rescue Resource Directory. Whilst two country Units are designated as 'second response' units, the remainder are the 'primary response' agencies for their areas.

The 13 SES Units located within the Adelaide Metropolitan Area have no official road crash rescue response role. These Units do however; provide 'first aid' rescue services at a number of incidents that they come across in the course of their duties. With the arrival of the designated Metropolitan Fire Service rescue responses, SES Units hand over the incident and provide support if required.

The response to road crash rescue operations in the 2003-04 year comprised 653 incidents. This constitutes 16.5 % of total SES operations for the year.

FUTURE DIRECTION

SES personnel are trained for road crash rescue operations through the annual SES State Training Program. They are equipped and organised in accordance with the criteria laid down by the Emergency Services Coordination Committee, and in compliance with SES Standards of Emergency Response.

STATE DISASTER STORE

GOAL

To provide a stockpile of supplies of essential equipment for the SES or other emergency services in time of disaster.

PRIORITISED STRATEGY

The State Emergency Service maintains small stockpiles of disaster equipment at various locations throughout South Australia.

The primary stock holding is at the SES State Store at Regency Park. Lesser holdings are maintained at Port Augusta, Murray Bridge and Barmera.
Equipment in these holding areas consists of sandbags, plastic salvage sheeting, disaster casualty bags and folding stretchers.

FUTURE DIRECTION

The SES State Store will be maintained at Regency Park as a 'stand alone' facility, until the final outcomes of the ESAU joint storage facility project are determined.

EMERGENCY SERVICES COORDINATION COMMITTEE

The SES is represented on the Emergency Services Coordination Committee, which comprises senior managers of the Emergency Services and SAPOL.

This Committee continued to provide advice to the respective Chief Executive Officers on the range of matters common to Police and Emergency Services, with an emphasis on the elimination of overlap and duplication of resources and roles, and to common operational issues and resource sharing.

Memoranda of Understanding has been developed by the Committee in relation to an Emergency Service Coordination Charter, management of major incidents and road crash rescue.

EMERGENCY SERVICE ROAD CRASH RESCUE WORKING PARTY

The Road Crash Rescue Working Party is a working group under the Emergency Services Coordination Committee, and has been in operation for 17 years since the institution of the cooperative response system in August 1987.

The working party comprises senior Service representatives from:

State Emergency Service SA
SA Country Fire Service
SA Metropolitan Fire Service
SA Ambulance Service
SA Police

Regular Working Party meetings have been conducted throughout the year, with the primary project being the full update and amendment of the Road Crash Rescue Resource Directory.

PRIORITISED STRATEGIES

Establish procedures for the coordination of rescue services within the guidelines established by the Emergency Services Coordination Committee.
Ensure that the Rescue Resource Directory is current and amended from time to time as required.

Promote and recommend to the Emergency Services Coordination Committee compatibility and standards for equipment within the emergency services.

Refer proposed future purchases of equipment for information of the Emergency Services Coordination Committee to ensure that unnecessary duplication is avoided wherever practicable.

Identify areas where rescue resources should be provided and recommend to the Emergency Services Coordination Committee accordingly. These include the possibility of common equipment purchases, for all Emergency Service Organisations.

TRAINING

APRIL COOPER
Manager, Training &
Development

STUART MACLEOD
Manager, SES
Rescue Training

GOALS

The capability of SES Units to deal with emergency situations has been maintained and enhanced.

Accredited SES Units are strategically deployed in both metropolitan and country areas of South Australia.

PRIORITISED STRATEGY

- Training has been provided to SES volunteers and staff to enable them to operate safely and efficiently in accordance with appropriate training and competency standards.

- Accredited SES Units have been maintained at operational readiness through the provision of skills and management training.

- All SES Units have been trained in Rescue, Land Search, Storm Damage Operations and SA GRN Radio Procedures.

- Leadership and workplace training has been provided for volunteers and staff.

- Specialist training has been provided for Units to enable them to respond to "technical" rescue situations such as structural collapse and vertical rescue.

- Nationally accredited training and assessment has been provided to trainers and assessors to further implementation of the training and assessment framework.

Table 1 SES Training Activities Conducted 2003-04

Activity Types	State Training Program	Local & Regional Activities	Total Personnel Trained
Advanced Rescue Courses	1	5	107
Advanced Rescue Shoring Courses	3	0	44
Air Observer Courses	2		17
Basic Communication Courses	1	2	30
Basic Rescue Courses	1	27	275
Chainsaw Operations Courses	1	1	22
Chainsaw Safety Courses	4		52
GRN Radio Operations Courses	1	9	115
Land Search Operations Courses	5	1	85

Table 1 SES Training Activities Conducted 2003-04 (continued)

Activity Types	State Training Program	Local & Regional Activities	Total Personnel Trained
Land Search Team Leader Courses	1		2
Leadership Courses (SES/CFS)	5		32
Map Reading & Navigation Courses	6	4	85
Pump Operations Courses	1	1	10
Reconnaissance Courses	6		65
Road Crash Rescue Courses	10		101
Storm Damage Operations Courses	7	4	167
Tetra Line Gun Courses	1	2	28
Train Small Groups Courses	3		35
Traffic Management	2		39
Urban Search and Rescue Category One Courses	4		76
Vertical Rescue Courses	2	4	32
Workplace Assessor Courses	4		33
Totals	71	60	1452

Table 2 – Comparison of Training Activities Conducted 2002-03 Against 2003-04 Totals

Activity Types	Activities		Personnel Trained	
	2002-03	2003-04	2002-03	2003-04
Advanced Rescue Courses	11	6	168	107
Advanced Rescue Shoring Courses	2	3	58	44
Air Observer Courses	1	2	9	17
Basic Communications Courses	2	3	35	30
Basic Rescue Courses	22	28	170	275
Chainsaw Operations Courses	2	2	18	22
Chainsaw Safety Courses	3	4	62	52
Conflict Resolution Courses	1	-	12	
GRN Radio Operations Courses	2	10	6	115
Introduction to Change Course	1	-	25	
Land Search Operations Courses	5	6	98	85
Land Search Team Leader Courses	1	1	8	2
Leadership Courses [SES/CFS]	2	5	24	32
Map Reading & Navigation Courses	9	10	72	85
Pump Operations Courses	2	2	52	10
Reconnaissance Courses	1	6	15	65
Road Crash Rescue Courses	9	10	125	101
Storm Damage Operations Courses	2	11	31	167
Tetra Line Throwing Gun Courses	1	3	13	28
Traffic Management		2		39
Train Small Groups Course	5	3	60	35
Training Development Workshops	12	-	184	
Urban Search & Rescue Category 1 Courses	4	4	83	76
Vertical Rescue Instructors Workshops	1	-	18	
Vertical Rescue Courses	5	6	32	32
Workplace Assessor Courses	4	4	48	33
Totals	110	131	1426	1452

Table 3 – Summary of Training Activities 2003-04

Activities planned in State Training Program 2003-04	123
State Training Program activities actually conducted	71
Local and Regional training activities actually conducted	60
Activities conducted in the Adelaide Metropolitan Area	52
Activities conducted in regional South Australia	79
Total personnel nominated for all activities	1823
Total personnel who actually attended activities	1652
Total personnel who attained "trained" status	1452

**Table 4 – Summary of Activities
By SES Regions 2003-04**

Metro East	29
Metro North	23
Barossa/Yorke	7
Murray	6
Mid North	8
Riverland	10
South East	17
Flinders	12
Eyre Peninsula	19
Total	**131**

ROAD CRASH RESCUE COMPETITIONS

The combined SES/CFS State Road Crash Rescue Challenge was held at Brukunga in April 2004, bringing together SES and CFS operational road crash rescue teams to further practise and refine their skills in a competition environment. The activity was an excellent learning opportunity for SES crews, allowing them to enhance their already proven skills and to work with members of other road crash units/brigades.

The team from the Laura SES Unit proved strongest on the day both as the SES Champions and the State Champions and subsequently represented SA SES at the National Road Crash Rescue Competition in Melbourne in May 2004. The national competition involved 20 teams from fire and emergency services across Australia and overseas both career and volunteer. This provided yet another excellent learning environment for SES volunteers, and the Laura team was placed 13th out of the 20 participating teams.

NATIONAL DISASTER RESCUE COMPETITIONS

The SES National Disaster Rescue Competitions were conducted in Devonport, Tasmania on 1-2 November 2003 bringing together all States and Territories operational rescue teams to further practise and refine their skills in a competition environment. The competitions provide an excellent opportunity for SES crews to fine tune their already well-developed rescue skills and knowledge. The competition was well contested by some of the most professional and highly trained rescue teams in the country.

The six stands (navigation, casualty handling, general rescue, confined space, rescue from heights, heavy lift) provided realistic simulations for challenging the teams. The South Australian team, Tea Tree Gully Unit performed at a very high level and demonstrated their excellent skills.

SES TRAINING FRAMEWORK

SES continues to develop its training and assessment framework with the implementation of the training policies and procedures and competency based training and assessment.

Three new Training Officers were employed and commenced their roles in November 2003. Each of the Training Officers has been allocated a primary area, which effectively covers three SES Regions. In addition to these Regional responsibilities, each has some "all of State" roles, coordinated through the State Training & Development Team.

Terri Purvis is based at Murray Bridge Regional HQ, with responsibility for the Murray, South East and Riverland Regions.

Jennifer Vincent is located at Metro East Regional HQ, covering the Metro East, Metro North and Barossa/Yorke Regions, and is working collaboratively with Matt Maywald to cover the Mid North Region.

Matt Maywald is located at Mid North Regional HQ at Port Pirie, and will cover the Eyre, Flinders, and Mid North Regions (working collaboratively with Jennifer to provide support to Mid North).

In collaboration with Units, Regions and State they help, support and advise Units on the following to determine the training resources and needs of Units/Regions:

- Develop training plans
- Plan and deliver / conduct training and assessment (technical skills, training and assessment skills)
- Coordinate / facilitate training and assessment activities
- Support / advise / coach / mentor trainers and assessors
- Review training and assessment activities
- Contribute to state projects (TRKs, newsletter, research and analysis, competitions etc)
- Support training administrative processes
- Maintain knowledge/skills.

The Volunteers have welcomed them as they help Units identify their training needs and develop a training program to meet those needs. The training officers have made a significant contribution to closing the training gap. Unit Volunteers have been embracing the need for training and they are participating in training.

The development of Training Resource Kits continued during the year. The Subject Matter Advisory Groups (SMAGs) have continued to work on the technical information required for the Training Resource Kits. The Road Crash Rescue Training Resource Kit has been developed and will be launched and implemented early in the next 2004-2005 year. The other Training Resource Kits are still under development.

Another cornerstone of a quality training framework is its trainers and assessors. Volunteers continue to participate in nationally accredited competencies to gain their trainer and workplace assessor qualifications. There were 68 personnel trained in Train Small Groups and Workplace Assessment courses. Trainers and assessors will provide consistent and standardised training and assessment to volunteers across the State.

The State Training and Development Team hosted the first State Training Conference in October 2003. The purpose of the Conference was to provide opportunity for Volunteers and

Staff to participate in discussions and information sharing about the training framework, how SES will achieve best training practice and maintain quality assurance and to celebrate the achievements of trainers and assessors.

The State Training and Development Team continues to use communication strategies to inform volunteers and staff about training at an organisational level, the latest developments in the training framework and training generally, and results of training at all levels. Sharing information empowers trainers in the field. The strategies include Learning Matters Newsletter, articles in Frontline (Volunteer Association Magazine), Regional meetings and other written communiqués.

FUTURE DIRECTION

SES will continue to develop and implement the training framework, including the further development and implementation of training resource kits, registering as a training organisation, continued development of trainers and assessors across the State.

The training framework is being developed and will be incrementally implemented to ensure standardised assessment and training, portability of skills, skills recognition, equity and diversity, continuity of training pathways, consistency of approach to training is achieved.

The implementation of the new training framework will improve skill levels, help meet the Standards of Emergency Response, improve operational capabilities and give volunteers and staff recognition in a national training system.

The development of the new SA Fire and Emergency Services Commission will provide further opportunities for collaboration with the other Emergency Service Organisations to develop strategies for planning, coordinating, delivering, assessing and reviewing common competency standards.

CATERING

GOAL

To provide an adequate mass feeding service to community emergency response agencies.

PRIORITISED STRATEGY

The State Emergency Service has identified several strategic locations throughout the State to provide and deliver meals and sustenance to communities at evacuation points during major emergencies and disaster events and to provide emergency catering to other emergency services including SES personnel.

FUTURE DIRECTION

To provide continued training in catering and food handling practices to allow the SES to perform the catering services and the improvement of catering equipment and facilities to address the standards of emergency response.

AIR OBSERVERS

GOAL

To provide personnel at strategic locations for Air Observer and Dropmaster activities to meet our obligation for the provision of agreed services to the Australian Maritime Safety Authority.

PRIORITISED STRATEGY

To continue the required training and exercise regime as defined by AusSAR under existing agreement and in line with the newly developed Training Resource Kits against National Competency Standards.

This includes scheduled practice and the provision of training to SES personnel as Air Observers and Dropmasters.

To provide a safe working environment for such activities with safe and reliable aircraft and aircraft charter services.

FUTURE DIRECTION

Port Lincoln. Port Augusta, Mount Gambier and Adelaide SES Units will provide all Air Observer services for South Australia from 2003-04 onwards. Negotiations with AusSAR have established a Commonwealth training budget, through which SES trainers will train all South Australian Air Observers.

Adelaide based SES rescues will provide all Dropmaster services for SA from 2003-04 onwards.

OCCUPATIONAL HEALTH, SAFETY & WELFARE

This financial year has resulted in 19 workers compensation claims being received with a significant increase of 245% in costs since 2002 – 2003. The increase represents a consistent trend for the SES whereby these costs have steadily risen over a period of 5 years by 211%.

STRESS PREVENTION & MANAGEMENT (SPAM)

SES volunteers participated in 4 critical incident stress debriefings, 2 critical incident stress defusing and 3 pre-incident training sessions. Overall, 75 people were present with a total of 282 hours of professional services being provided in individual follow-up after emergency incidents.

6 Volunteer Peer Supports have completed studies and attained Certificates 3 Community Services Critical Incident Stress Management / Peer Support.

REDUCING OUTSTANDING LIABILITY

A common law claim has been settled with an SES volunteer.

The SES actuarial liability has significantly reduced, despite the SES having the most expensive ongoing claim from within the Government.

MECHANISMS OF INJURY

The most significant injuries were a fractured ankle, resulting in 183 lost days, a fall from a ladder resulting in 2 volunteers being injured; one of whom lost 110 days with fractures and a lower back injury incurring 61 lost days.

Accident investigations were conducted in order to prevent a recurrence through the implementation of control measures.

The OHSW Committee has only met on a few occasions but regular meetings have been held between the Regional Managers, HQ staff and the Manager HSW, to discuss OHSW matters.

The Government Compensation Fund has continued to fund the workers compensation for SES volunteers. Discussions have been held between the Workforce Relations Branch of DAIS and the SES to progress a transfer of the management of the SES workers compensation to the SES, which is targeted to commence 1 July 04.

Table 1 – OH&S Legislative Requirements

	2003-04	2002-03	2001-02
Number of Notifiable occurrences pursuant to Health Safety and Welfare Act Regulations, Division 6.6	0	1	0
Number of notifiable injuries pursuant to Health Safety and Welfare Regulations, Division 6.6	1	1	0
Number of notices served pursuant to Health Safety and Welfare Act, section 35, section 39, section 40	0	0	0

Table 2 – Injury Management Legislative Requirements

	2003-04	2002-03	2002-01
Total number of employees who participated in a rehabilitation program	1	5	4
Total number of employees rehabilitated and reassigned to alternative duties		0	1
Total number of employees rehabilitated back to their original work	1	4	0

Table 3 – WorkCover Action Limits

	2003-04	2002-03	2002-01
The number of open claims as at 30th June	4	6	6
Percentage of workers compensation expenditure over gross annual remuneration	Not applicable	Not applicable	Not applicable

Table 4 – Number of Claims

	2003-04	2002-03	2001-02
The number of new workers compensation claims in the financial year	19	18	22
The number of fatalities	0	0	0
The number of lost time injuries (LTI)	7	2	6
The number of medical treatment only (MTO) injuries during the reporting period	12	16	16
Total number of whole working days lost	382	118	352

Table 5 – Cost of Workers Compensation

	2003-04	2002-03	2001-02
Cost of new claims for the financial year	$93,919	$27,176	$47,677
Cost of all claims excluding lump sum payments	$54,094	$318,933	$329,342
Amount paid for lump sum payments s42 of the WRC Act	$39,825	$15,649	$0.00
Amount paid for lump sum payments s43, of the WRC Act	$0.00	$34,123	$0.00
Amount paid for lump sum payments s44 of the WRC Act	$0.00	$0.00	$0.00
Total amount recovered from external sources s54 of the WRC Act	$236	$0.00	$1,288
Budget allocation for workers compensation	Not Applicable	Not Applicable	Not Applicable

Table 6 – Trends

	2003/2004	2002/2003	2001/2002
Injury frequency rate (calculated from Australian Standard AS1885) for new lost time injury/disease for each million hours worked	Unable to calculate	Unable to calculate	Unable to calculate
Most frequent cause (mechanism) of injury 2003 / 2004 - Falls Trips and Slips 2002/2003 - Being Hit by Moving Objects 2001/2002 - Being Hit by Moving Objects	10 52% of new claim numbers	6 33% of new claims numbers	7 32% of new claims numbers
Most expensive cause (mechanism) of injury 2003 / 2004 - Falls Trips and Slips 2002/2003 - Falls Trips and Slips 2001/2002 - Being Hit by Moving Objects	$82,835 88% of new claim costs	$20,376 75% of new claim costs	$23,933 50% of new claim costs

Table 7 – Meeting the Organisation's Strategic Targets

	2003-04
10% reduction in new claim numbers for the financial year 2003-04 compared to financial year 2002-03	5.5% reduction
10% reduction in new claim financial costs for the financial year 2003-04 compared to financial year 2002-03	245% reduction
10% reduction in gross financial costs for the financial year 2003-04 compared to financial year 2002-03	10% increase
Gap analysis conducted between the PSSI requirements and the agency's current compliance. Action plans to be developed to address gaps	Not Applicable
Quarterly ESAU statistics provided to Health Safety and Welfare Committee. Trend analysis included	100% met
DAIS Workplace Services notification provided within 24 hours of all immediately notifiable injuries	100% met

FUTURE DIRECTIONS

With a new Chief Officer being appointed, a renewed interest to the OHSW program is expected.

SES participated in the HSW Branch review and the development of recommendations for a future pathway for OHSW service delivery through SAFECOM. While the final outcome of the review has not been implemented assistance for the SES is assured in its progress to meet the OHSW system requirements which will benefit all SES volunteers and staff.

DISASTER MANAGEMENT FUNCTION

The SES is an integral part of the State's overall disaster management system. The permanent officers of the SES, in addition to dealing with all matters related to the Service, also provide the executive support for disaster management planning and for other State Disaster Organisation activities. This includes the preparation and exercising of disaster management plans.

DISASTER MANAGEMENT ARRANGEMENTS

GOAL

Emergency response services and the need for community preparation and involvement before and during emergencies have been promoted.

Disaster Management and other special contingency plans have been prepared, reviewed and validated.

PRIORITISED STRATEGY

The SES has continued to foster the participation of all organisations and personnel involved in emergencies to ensure that all aspects of disaster management preparedness are fully coordinated.

The SES involvement with the State Disaster Committee includes assistance in the preparation of exercises and consultation with regard to the State Disaster Act and Plan.

PLANS

Divisional Plans

SES Regional Managers have been active in the development of Divisional Plans. Exercises have been conducted in most Police Local Service Areas and plans amended or refined. All plans are reviewed and amended as necessary, normally, on an annual basis.
The State Disaster Committee, as part of its functions under the State Disaster Act, has developed and distributed a State Disaster Committee Handbook describing the administrative responsibilities of persons appointed under the State Disaster Act and covering the appointment and duties of Local Service Area Commanders and SES Regional Managers.

Local Plans

There is no legislative authority for Local Government to prepare incident or disaster management plans, whereas it is possible for Officers in Charge of Police Districts to be instructed to do so.

SES Regional Managers have been involved in the maintenance of 19 Local Government area plans and 83 Police District Plans. These plans relate to the Local Service Area Counter Disaster Plans.

Contingency Plans

There continues to be a great demand on the SES to be involved in special contingency planning.

The Chief Officer (Director) represents the SES on the Adelaide Airport Emergency committee and is a member of the National Airports Emergency Planning Committee.

Currently, State and Regional Managers are involved in the preparation of various Industrial Plans and have been called on to advise on Hospital Disaster Plans and Regional Airport Plans.

OVERSEAS TRAVEL 2003-04

The State Rescue Officer travelled to New Zealand in May 2004 to attend the Australasian Meeting of the National Urban Search and Rescue Working Group.

Travel costs for this activity were met by Emergency Management Australia.

STATE EMERGENCY OPERATIONS CENTRE (SEOC)

GOAL

To maintain the State and Divisional Emergency Operations Centres in a state of readiness and to undertake assessments of the effectiveness of such centres.

Links between and within the Functional Services have been developed , fostered and coordinated.

PRIORITISED STRATEGY

During the year the SEOC has relocated from its back-up site in the POR room at Thebarton Police Barracks, to the Second Floor to the Police Communications Building, 20 Carrington Street Adelaide. The operational readiness of the SEOC is maintained by SAPOL Emergency and Major Events Section (EMES) personnel supported by:

- The State Emergency Management Training Officer, and
- The State Emergency Management Planning Officer.

The SEOC is the site from which, during declared states of emergency or disaster, all Functional Services of the State Disaster Plan are coordinated. In such circumstances, the SEOC is the operational headquarters of the State Coordinator, who is the Commissioner of Police.

FUTURE DIRECTION

It is planned that the SEOC will continue to be equipped with a level of technology appropriate to enable it to interface with its operational environment.

An emphasis will be made on familiarisation training to ensure SEOC personnel are operationally ready, not only for the 2004/05 fire season, but also for any hazard impact.

STATE DISASTER MANAGEMENT TRAINING OFFICER

ALLAN MCDOUGAL*L*
*Disaster Management
Training Officer*

GOAL

To provide adequate emergency management education and information programmes to the South Australian community.

PRIORITISED STRATEGY

The duties of the officer include a requirement to be available to the public and to organisations requiring information and training concerning the measures that are in place to deal with disasters and major emergency incidents. This includes State Government agencies, Local Government, educational institutions and private industry.

During the past year, emergency management training and advice concerning risk management have been provided to industry, community organisations, medical institutions, tertiary institutions and secondary school students.

Additional responsibilities of the officer include membership of the following committees:

- Central Exercise Writing Team (CEWT).
- Emergency Management Sector Working group (EMSWG) - a national committee.
- Australian Earthquake Engineering Society Annual Conference Committee.
- National plan to combat pollution of the sea by oil and other noxious and hazardous substances Committee.

FUTURE DIRECTION

Further implementation of flexible delivery of both familiarisation and competency-based courses is planned.

A strategy to improve the readiness of Divisional Emergency Operations Centre personnel has been developed and will be implemented throughout the State through a series of exercises carried out in conjunction with Primary Industries and Resources South Australia (PIRSA).

STATE DISASTER MANAGEMENT TRAINING ACTIVITIES

During the past year, some of the training activities undertaken have included:

- Participation in the Primary Industries / State Disaster Organisation exercises Southern Goose, Splashing Goose, Wounded Goose and Startled Goose.
- Disaster medicine training for hospital personnel.
- Emergency management courses for Police Superintendents.
- The State Disaster Organisation's "Exercise Team Spirit" prior to the 03/04 bushfire season.
- Disaster Exercise Management Courses – conducted in Adelaide.
- Two Disaster Management courses for Police Superintendents.
- Two Emergency Coordination Centre Courses conducted, in Adelaide, in conjunction with Emergency Management Australia.
- An "Implement Emergency Risk Management Phase 1 Course conducted with support from Emergency Management Australia, Mount Macedon.

Conducted Introduction to Disaster Management Courses
Conducted Introduction to Emergency Risk Management Courses

Briefings:
Briefed State Disaster briefings across government agencies
Red Cross Seminar Convention Centre
Exercise writing for, and conduct of, State Disaster Exercises "Team Spirit 03-1" and "Team Spirit 03-2"
Briefed Origin Energy on State Disaster Plan

Exercise writing and conduct
Exercise Team Spirit 03 (State Disaster)
EPIC Energy
Women's and Children's Hospital
FAYS
CFS
Royal Adelaide Show

Delivery of 1 day of Police Superintendents' Course

Extension Courses

Phase 1 Emergency Risk Management
Evacuation Course
ECC Management

Workcover Business Continuity Plan
DETE Disaster plan

Emergency Management Sector Working Group Mt Macedon

Authorising Officer for SA for Macedon courses
State Duty Officer, SES
SEOC Duty Officer

Earthquake Engineering Society Conference Committee member

Delivered Public lectures:
University of Adelaide Asymmetric Warfare Seminar
Bonython Hall – dealing with earthquakes
Seniors' Group

Planning

Port Security
National Plan to Combat Pollution of the Sea by Oil and other noxious substances committee

PIRSA Exercises:
Southern Goose
Splashing Goose
Wounded Goose
Wounded Goose 2
Startled Goose

CERM involvement with Mitcham Council

STATE DISASTER MANAGEMENT PLANNING OFFICER

ROBERT STEVENSON
*Disaster Management
Planning Officer*

GOAL

To provide emergency management planning functions in support of the State Disaster Functional Services and the preparation of special emergency management contingency plans

PRIORITISED STRATEGY

In accordance with the planning provisions detailed in the State Disaster Act, and in consultation and collaboration with the State Disaster Plan Functional Services, this officer has contributed to the review process and further development of Functional Service Plans. In addition, support to Divisional Emergency Management Committees in emergency management planning, has ensured that the major emergency / disaster response and recovery arrangements are in place to deal with this level of emergency.

The State Emergency Management Planning Officer represents the State Disaster Committee on the following committees:

- Emergency Services Major Event Coordination Committee
- Catering Functional Service Working Party
- Adelaide Airport Emergency Committee
- Interagency Incident Management Steering Group
- Community Emergency Risk Management Steering Group
- Catastrophic Disasters Emergency Management Capability Study Working Party – Mt Macedon

COMMUNITY EMERGENCY RISK MANAGEMENT (CERM) PROJECT

The Community Emergency Risk Management (CERM) Project was designed to provide a process whereby Local and State Governments can work collaboratively to assist councils in carrying out their community safety responsibilities

The first CERM pilot was conducted in the Riverland and involved the Berri-Barmera, Renmark-Paringa and Loxton-Waikerie Councils. Results of this extensive project have been published and individual councils are now in the process of examining them with a view to implementing treatment options.

Mitcham City Council has also conducted a CERM project, which is at a similar stage of development.

A third pilot CERM project is also proceeding in the Nepabunna Aboriginal Community in the northern Flinders Ranges of the state

STATE DISASTER WEBSITE

The development of the Security and Emergency Management Website has continued throughout the year. A draft Website is now in place and is in the process of being reviewed by the various emergency services represented on the Website.

This one stop, 24 hr online information portal will focus on informing and educating both the SA community and Emergency Services professionals on the principals and concepts of emergency management and the emergency management arrangements in South Australia.

SA FLOOD RESPONSE PLAN

The first draft of the SA Flood Response Plan 2004 has been completed and is currently being reviewed by key stakeholders.

Once any necessary alterations have been made, the plan will be subjected to wider review by all stakeholders with responsibilities under the plan. When this final consultation / review process is complete, the plan will submitted to the State Emergency Management Committee for final authorisation as a sub-plan to the State Emergency Management Plan.

FUTURE DIRECTIONS

The following have been identified as key future directions:

- Completion of the SA Flood Response Plan.
- Development of closer ties between SA SES and Local Government in Emergency Management.
- Implementation of the State Emergency Management Act and development of the State Emergency Management Plan.
- Development of the State Emergency Management Handbook.
- Inauguration of the State Emergency Management Committee.
- Development / support of Zone Emergency Management Committees.
- Development of Advisory Committees in support of the State Emergency Management Committee.

VOLUNTEER MARINE RESCUE

ALAN CORMACK
*Volunteer Marine
Rescue Coordinator*

The Volunteer Marine Rescue organisations in SA continued to provide a high quality emergency service along the vast coastline of this State and the many miles of inland water and lakes.

The Squadrons' rescue craft, crewed by specially trained volunteers, have been strategically positioned on the metropolitan and regional coastline to enable an effective emergency response to a call for assistance. During the 2003-2004 year, there have been a number of people rescued from boating incidents, and vessels in distress towed to safety.

The accredited volunteer marine rescue organisations, with combined membership of approximately 700 active volunteers and support members receive an annual grant from the Minister for Emergency Services to assist in maintaining this marine emergency service.

In addition, the Minister approved a number of additional funding grants to assist in the purchase of marine rescue equipment, towing vehicles and storage facilities. The organisations continue to be active in local fund raising to enable them to upgrade facilities or purchase additional equipment.

The Volunteer Marine Rescue organisations accredited by the State Marine Rescue Committee to function in SA are:

- Australian Volunteer Coast Guard – SA Squadron Inc.
- Royal Volunteer Coastal Patrol Inc.
- Victor Harbor-Goolwa Sea Rescue Squadron Inc.
- Air-Sea Rescue – Whyalla Squadron Inc.
- Air-Sea Rescue – Cowell Squadron Inc.
- SA Sea Rescue Squadron Inc.; and
- State Emergency Service.

MANAGEMENT & COORDINATION

The three management committees have continued to meet on a regular basis to address the ongoing operational and administrative functions. These committees are:

- State Marine Rescue Committee
- State Marine Communications Management Committee
- Volunteer Marine Rescue Council of SA.

A VMR Seminar was conducted in November 2003 at the Fort Largs Police Academy. Representatives from all organisations attended and a number of major outcomes were achieved such as the creation of a peak management body to replace the VMR Consultative Committee. This new body, titled the Volunteer Marine Rescue Council of South Australia, comprises of the Commodore of each Squadron, a representative from the State Emergency Service, the SA Police Department, and the Volunteer Marine Rescue Association of SA.

The major purpose of the new Council will be to coordinate and integrate the provision of an effective volunteer marine rescue service for the South Australian community and therefore, will

be strategic in its outlook. The Council will address high level policy and procedural matters that have an impact or affect all Squadrons.

The State Marine Rescue Committee, under the chair of the Officer in Charge, STAR Operations Group – SAPOL, continues to function focussing on operational matters. A major achievement this year was the determination and allocation of "primary operational areas" to each Squadron and a review of the accreditation process.

As the Coordinator – Volunteer Marine Rescue, I am responsible for the development and implementation of policies and procedures. I am the Chair of the Volunteer Marine Rescue Council of SA and the State Marine Communications Committee. I am also the Executive Officer to the State Marine Rescue Committee

I have worked closely with representatives from the Office of the Fund Manger, Community Emergency Services Fund, to ensure accountability and acquittance of the funding grants provided to each organisation.

OPERATIONAL REPORT

The volunteers from each of the marine rescue organisations continue to train on a regular basis to maintain the skills of members, or to train new volunteer members so that a service can be provided 365 days per year, 24 hours a day.

In 2003-04, the volunteers have provided in excess of 50,000 operational hours services to the community. Many of these operations were conducted in extremely poor conditions and often at night which increases the risk to the crew.

Incidents by Type 2003-2004
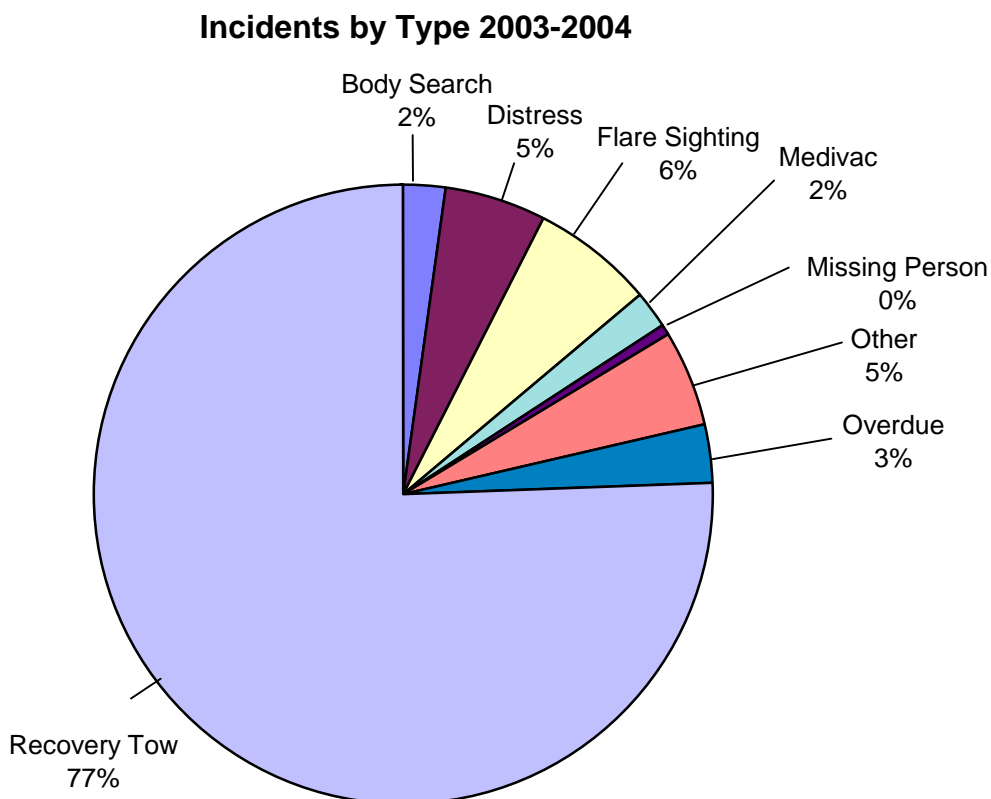
Incidents by Month 2003-2004

Month	Percentage
December	14%
January	17%
February	11%
March	11%
April	12%
May	1%
June	1%
July	6%
August	3%
September	5%
October	8%
November	11%
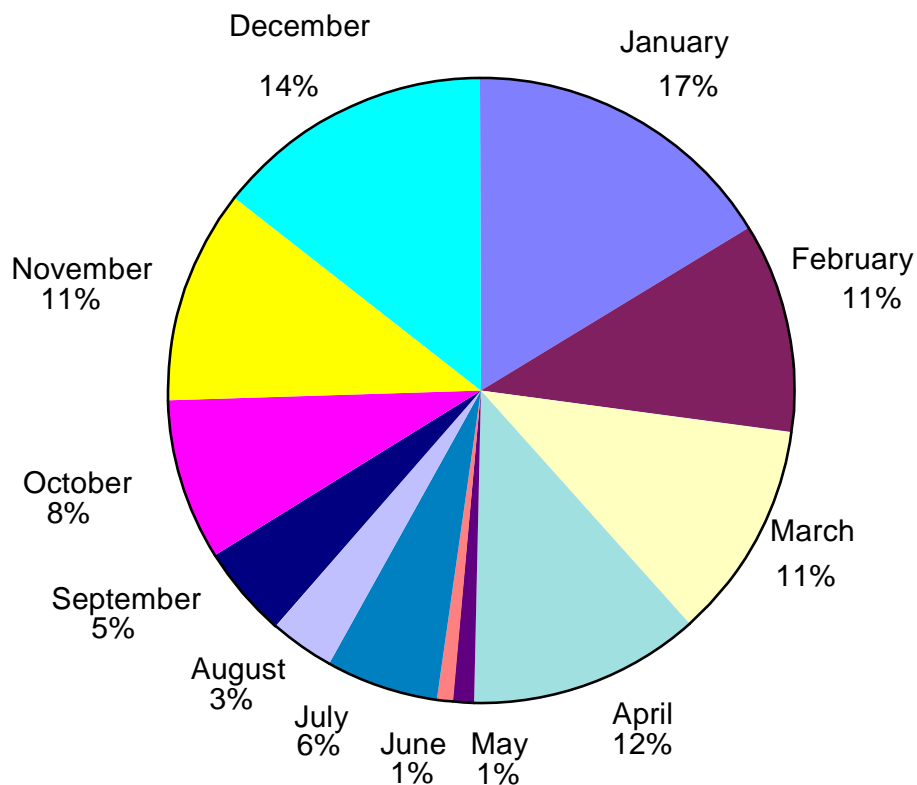
There were a number successful major search and rescue operations conducted this year, often requiring the attendance of more than one VMR Squadron. At a major search & rescue operation during March 2004, various Squadron members were involved in an extensive search of Lake Alexandrina following the capsize of a yacht. Two children were saved due to the skills and experience of Squadron members.

In this period both the Victor Harbor-Goolwa Squadron and the Copper Coast Flotilla – SA Sea Rescue Squadron commissioned new rescue vessels. The positioning of these craft, approved by the State Marine Rescue Committee will further enhance the emergency response to their communities.

Copper Coast Flotilla – SA Sea Rescue Squadron Rescue vessel
Commissioned for service May 2004.

MARINE COMMUNICATIONS

The establishment of the State Marine Communications Management Committee, agreed to by each Squadron, has been instrumental in ensuring a coordinated approach to marine communication matters. The Committee with "communications" representatives from each Squadron, SES and Police, and with ex-officio members from the Australian Communications Authority and Transport SA-Marine Group, has the necessary expertise to address special communications matters or issues.

A major issue currently being addressed by the Committee is the further development and current maintenance of the VHF Marine Repeater Network by the Australian Volunteer Coast Guard, the costs associated with this network, and the consideration of a statewide network to monitor the VHF distress frequencies.

The Committee is working on the development of a state register of all marine radio bases and limited coastal radio stations that will record the type of services provided and will assist to manage the legislative requirements with respect to licensing and operator qualifications.

The following Squadrons have a programmed radio base service, with volunteers in attendance, operating on a daily basis:
- SA Sea Rescue Squadron – Adelaide Shores Radio Base
- Whyalla Squadron – Whyalla Radio Base
- SES Tumby Bay – Tumby Bay Coast Station

In addition the following radio bases are established on a regular basis each weekend.
- Wirrina Flotilla – SA Sea Rescue Squadron
- Copper Coast Flotilla – – SA Sea Rescue Squadron
- Australian Volunteer Coast Guard – North Haven
- Edithburgh Flotilla - – SA Sea Rescue Squadron

The total volunteer hours of these radio bases, plus the many Limited Radio Coast Stations, is not recorded collectively, but would amount to many thousands of hours annually. This generous service is mostly provided without any recognition and the volunteers often having to meet the costs associated with this service.

KEY ACHIEVEMENTS 2003-2004

- Operational commencement of the Copper Coast Flotilla – SA Sea Rescue Squadron, including establishment of their Flotilla Headquarters and commissioning of a dedicated rescue vessel.

- The establishment of the Volunteer Marine Rescue Council of South Australia as the peak volunteer marine rescue management body.

- Development of a strategic plan for the primary operational placement of rescue vessels on the coastline and inland waters of South Australia.

- Conducted the first annual Volunteer Marine Rescue seminar held at the Fort Largs Police Academy.

- New storage facilities for the Royal Volunteer Coastal Patrol at Port Victoria and the Air-Sea Rescue- Cowell Squadron.

- Establishment of a new Marine Communication Mobile Command vehicle for the Wirrina Flotilla- SA Sea Rescue Squadron.

- Completion of the review of the accreditation process and implementation of new forms that will form the basis of a State register of resources.

Ministerial Commendations for Service in Volunteer Marine Rescue
awarded to Flotilla Commander Brent Wellington- AVCG, Training Commodore
Brian Corkhill – AVCG and Operations Captain Gerry deJong – SA Sea Rescue Squadron

FUTURE DIRECTION & GOALS

- Development of a VMR Policy & Procedures Manual and VMR Contact Directory to improve operational and administrative functions.

- Development of a VMR Newsletter to improve the level of communications.

- Establishment of a joint VMR Training Committee and further development of the joint exercise and training program.

- Development of policy and procedures for the overall management and coordination of the Limited Search & Rescue Coast Stations and radio bases in SA.

Minister for Emergency Services the Hon. Patrick Conlon MP commissioning
VH65S – new rescue vessel for the Victor Harbor-Goolwa Sea Rescue Squadron in May 2004.

FREEDOM OF INFORMATION

As a requirement of the *Freedom of Information Act 199*1, Section 9, it is advised that no requests for access to documents pursuant to the *Freedom of information Act* were received in the reporting year.

CONSULTANCIES

No consultancies were undertaken by the SES during the reporting period.

SA SES VOLUNTEER ASSOCIATION

The South Australian State Emergency Service Volunteer Association has had an extremely busy and productive year. The aim of the Association is to protect the interests of the SES volunteer.

The Association has full representation from all Regions in the State and an active committee that provides information and concerns to the executive team and Chairman. These concerns have been heard by the Chief Officer (Director) and Government with beneficial results for all parties.

The Association has investigated and is moving towards appointing an Executive officer on a part time basis, to action the increasing workloads.

The promotional vehicle has been utilised in most of the regions with great success.

The Association is looking forward to the responsibility incurred in the involvement of the Ministerial advisory board and it's continued positive relationship with the Minister, and State Headquarters.

AWARDS - RECIPIENTS 2003-04

In the Australia Day List and the Queen's Birthday Honours List, 2004 the Emergency Services Medal (ESM) awarded for distinguished service was awarded to four members of the State Emergency Service, one permanent staff and three volunteers.

EMERGENCY SERVICE MEDAL (ESM)

	SURNAME	GIVEN NAME
1	CODRINGTON	Peter
2	DYETT	John
3	HYNES	John Patrick
4	WILKINSON	Rose

NATIONAL MEDAL & CLASPS

The National Medal is available to those members of the Service who have completed 15 years of diligent and effective qualifying service. Clasps to the Medal are awarded for each additional 10 years of Service. During 2003-04 such awards were made, as listed hereunder:

	SURNAME	GIVEN NAME	AWARD
1	ANDREW	Dean	1st Clasp
2	BEAMES	Roger	1st Clasp
3	FITZGERALD	Wayne	1st Clasp
4	GIBSON	Neil	1st Clasp
5	GILGEN	Neville Ernest	1st Clasp
6	YLIA	Christopher	1st Clasp
7	ANDREW	Dean	2nd Clasp
8	ATTEMA	Arno Wouter	2nd Clasp
9	ARNOLD	Trevor Allen	National Medal
10	ATKINSON	Yvonne Dawn	National Medal
11	BARTON	Darren James	National Medal
12	BARTON	Rosemary Ann	National Medal
13	BECKER	Anita	National Medal
14	CHEERS	Scott	National Medal
15	FERGUSON	Ewan	National Medal
16	GIBSON	Julie	National Medal
17	GODFREY	Ronald	National Medal
18	HOARE	Peter	National Medal
19	ILLMAN	Ian Leith	National Medal
20	JOHNSON	Peter Raymond	National Medal
21	MATTHEWS	Christine	National Medal

MERITORIOUS SERVICE CERTIFICATES

10 Year

	SURNAME	GIVEN NAME	UNIT
1	BREHIN	Frederick Jacques	South Coast
2	BUTLER	Gregory Ross	South Coast
3	BELTON	Matthew James	Sturt
4	BOLT	Timothy William	Barmera
5	COUSINS	Julian Robert	Tumby Bay
6	HERRAMAN	Pamela Alice	Hallet
7	HALLEDAY	Derren John	Sturt
8	HOUSTON	Scott	Western Adelaide
9	MCDOWELL	Sydney James	Hallet
10	MYNOTT	Angas Warren	Western Adelaide
11	SHAW	Laurel Jean	Port Augusta
12	THOMPSON	Martin	Western Adelaide
13	TUNKS	David Winston	Port Augusta
14	TUNKS	Monica Josephine	Port Augusta

20 Year

	SURNAME	GIVEN NAME	UNIT
1	CHAMBERLIN	Debra Susan	Campbelltown
2	ENNIS	Paul Francis	Northern Districts
3	POHLNER	Brian John	Hallet
4	SPILSBURY	Bruce	Yankalilla
5	SUMNER	Anthony James	Hallet

30 Year

	SURNAME	GIVEN NAME	UNIT
1	EY	Roger Harvey	Campbelltown

CERTIFICATES OF APPRECIATION

Certificates of appreciation were presented to employees of volunteers, businesses and organizations, and individuals for support to the SES this financial year.

1. CMI Southside Toyota
2. CTA Accountants PTY LTD
3. Nippys Natural Fruit Juice
4. Cadbury Schweppes Food and Beverage Division
5. Bakers Delight Golden Grove
6. West Coast Security
7. Garveys Crash Repairs
8. Robert Menz
9. Tropicana Fruit and Veg
10. Electrolux Spare Parts
11. Moore Engineering
12. AAA Motor Wreckers

METRO EAST REGION

- ❏ *Adelaide Hills*
- ❏ *Onkaparinga*
- ❏ *Sturt*
- ❏ *Eastern Suburbs*
- ❏ *Western Adelaide*
- ❏ *State Headquarters*
- ❏ *Noarlunga*
- ❏ *Metro South*

JOHN THORNE
Regional Manager
Metro East Division

GOALS

- Continuous improvement in the services provided to the community by SES volunteers and staff.
- Maintenance of the Divisional Emergency Operation Centre and the capabilities of resources to respond to disaster

PRIORITISED STRATEGIES

The Metro East Region has been operationally active with numerous calls for assistance from the Community where a number of different hazards have impacted. Major operations have included several searches for missing people and stand by for flood operations at Glenelg where there was a risk of a repeat flooding of the Patawalonga Lake. This did not eventuate owing to the water management processes now in place. The Onkaparinga River burst its banks at Verdun and Balhannah necessitating sandbagging operations.

The training undertaken at all levels within the Region has enhanced the operational efficiency of the service. Training courses conducted have included Land Search Operation, Basic & Advanced Rescue, Communications, Shoring, Vertical Rescue, Air Observer, Drop Master and leadership at various locations throughout the State.

Involvement in major events such as the Clipsal 500, Royal Show, the Road Crash Rescue Competitions and the SA Police and Emergency Service Games has involved a large number of volunteers and staff. The potential risks for the community at these events are mitigated by the attendance of a dedicated and efficient team of State Emergency Service Rescuers.

The Hills-Murray Emergency Management Plan has again been reviewed and amended as appropriate to provide a coordinated and efficient response of resources to mitigate the effect of risks to the community. The plan was again partially activated mainly as a precaution during the bushfire season, and placed on alert phase but without any response required during the Australian Scout Jamboree.

Community Groups such as schools; Neighbourhood Watch and Service clubs have been addressed on State Disaster Arrangements. The information during these sessions has generated interest from the wider community information from a wide range of organisations.

The Mitcham Community Emergency Risk Management Project is now in the final stages with a report being submitted to the Council for distribution to the stakeholders for further action.

Assistance and advice has been provided with Emergency Management Planning for the Australian Scout Jamboree, the Sturt Local Service Area Community Safety Programs and the Mitcham Council. The Emergency Service Major Event Coordination Committee monitors all

major events. All emergency services are represented on the committee with local Government and other organisations.

Several exercises have been conducted during the year. Unley Council conducted a flash flood exercise involving all functional services and this was extremely useful in identifying the risks generated by such an event.

Other exercises have included the Adelaide Festival Centre, the State SEOC exercise; an evacuation workshop conducted at Hindmarsh of an exercise involving a railway line grinder in the Adelaide Hills.

Stephanie Keys (Member of Parliament) conducted a public meeting at Cowandilla regarding flooding in that area. Over 100 people attended the meeting where a panel of people from various State and Local Government bodies, and Emergency Services answered questions regarding response and self help during flooding.

The State Emergency Service is represented on the State Chemical, Biological and Radiological Committee which meets on a regular basis. Events and training are discussed at these meetings. The SES is also represented on the Adelaide Airport Emergency Management Committee.

FUTURE DIRECTIONS

The promotion of the State Emergency Service as a "Rescue service" will be a priority along with recruiting for people available to respond during the day Monday to Friday.

Training has been organised for the forthcoming year in the State Training Program to enhance the skills of service for an efficient response to risks that are likely to or have impacted on the community.

METRO NORTH REGION

☐ *Enfield* ☐ *Prospect* ☐ *Tea Tree Gully*

☐ *Campbelltown* ☐ *Dog Squad* ☐ *Northern Districts*

NOEL HODGES
Regional Manager
Metro North Division

GOALS

- SES volunteers in Metro North Division have maintained a strong capability to support the community in numerous emergency situations. Several incidents were of a significant nature requiring extra commitment and skill.

- During operations, SES units have been deployed to various locations in the metropolitan area with continuing support to SAPOL at crime scenes and special investigational operations.

- SES units have continued to promote a community safety program highlighting mitigation and survival strategies.

PRIORITISED STRATEGIES

The Units in this Division have responded to 997 incidents during 2003-04. Their ability to respond promptly has been enhanced by the continued issue to them of improved vehicles and equipment.

Approximately 20 training accreditation courses or workshops were conducted during the twelve months with special attention being given to improving skills and gaining general knowledge on urban search and rescue and acting as air observers.

The development of a Forum of organisations and authorities continues within the Holden Hill and Elizabeth Local Service Areas. Members meet on a bi-monthly basis.

Exercises have been conducted at Parafield Airport and elsewhere.

The Regional Manager, in his Public Education Officer role undertook fifteen presentations on the State Disaster Plan, including a number to schools. In addition, as at 30 June 2004, fifty thousand brochures/posters were supplied at various locations including schools, libraries, public displays, local government offices etc throughout the State.

In conjunction with the Bureau of Meteorology, flood workshops have been conducted with local government authorities to promote operational safety awareness and mitigation strategies to reduce flood losses in the future.

In the role of Public Education Officer, the Regional Manager continues to use the working model of a floodplain at shopping centres, displays and conferences. It demonstrates why buildings should not be constructed in floodplains.

FUTURE DIRECTIONS

Increased membership with more trained and accredited members of SES and increase community safety in matters of major emergency/disaster planning and mitigation strategies.

MURRAY REGION

- ❏ *Kangaroo Island*
- ❏ *Strathalbyn*
- ❏ *Meningie*
- ❏ *South Coast*
- ❏ *Murray Bridge*
- ❏ *Yankalilla*

Ty LLOYD
*Regional
Manager
Murray Division*

GOALS

- Improvement in the provision of rescue services to the community through enhanced organisation, management, training and response.
- Management and Executive support to the Murray Division Disaster Committee.

PRIORITISED STRATEGIES

The Murray Region comprises six SES Units, Strathalbyn, Murray Bridge, Yankalilla, Meningie, Kangaroo Island and South Coast. Proactive management throughout the last 12 months has been instrumental in continuing to provide professional service to the community. Emphasis has been placed on the risks associated with the area in which each of the SES units are located. Building assessments have been conducted to enhance the premises of each Unit and to refurbish and modernise the amenities. Three of the Units namely Murray Bridge, Strathalbyn and Meningie have had major updates started or completed on their premises.

A focal point of the regional development is the acknowledgement by Units of the need to have a Unit Business Manager. The enhancement of member's skills needed to perform the role of " Unit Business Manager" has been achieved by using a mentoring system. Every three months Controllers and Deputy Controllers join the Business Managers at a Regional Conference. The enthusiasm and the level of networking within the Region between members is commendable.

Emergency Management continues to be a major facet of the programming and development for Units. Throughout the last 12 months major exercises have been carried out in numerous locations. Interagency training and development has taken place with government and non-government services. The arrangements for recovery planning are recognised as important as the mitigating circumstances in the advent of an incident. Not withstanding, the current legislation before Parliament also augments the "recovery" aspect of disaster and major incidents. To this end major exercise management now encompasses this determination and as such the exercises are more inclusive of the recovery agencies for example, Family and Youth Services and the South Australian Housing Trust.

The last year has seen some members within the Region involved in some very dangerous rescue situations. SES members have risked their own lives to save those of others. I am continually amazed and incredibly proud to see the "team approach" that enables these acts of bravery to occur. The team spirit goes beyond the confines of each Unit and extends to the entire Region. Continued and reliable Regional training for members is paramount to the quest of professional consistency.

FUTURE DIRECTIONS

Murray Region continues to grow in a time where change is required and is inevitable. Collectively the Region looks forward to the future. As the Regional Manager of the Murray Region I have professional respect and admiration for each and every one of the members. As such I personally thank all members for the time and effort that they give to the South Australian State Emergency Service and the service they provide to the community, their community.

BAROSSA/YORKE REGION

❑ *Clare*   ❑ *Maitland*   ❑ *Warooka*

❑ *Saddleworth*   ❑ *Kapunda*

JOHN HYNES
Regional Manager
Barossa/Yorke Division

GOALS

- Local Service Area Disaster Plans have been reviewed and tested.

- The capability of the SES Units to deal with emergency situations has been maintained and improved.

PRIORITISED STRATEGIES

- The Local Service Area Disaster Committee meets quarterly. The committee has been well supported by the Functional Services and Recovery Committees are being established.

- State Emergency Service Units within the Region have responded to:
    o 199 Incidents
    o Travelled 23386.6 km
    o Requiring 4932.82 hrs

- Units' ability to respond to emergencies has been improved with the new centralised callout system.

- All Units have been actively engaged in meeting the requirements of the SES Standards Of Emergency Response, and have maintained skills with regular training at Unit level as well as attending Regional Training Activities.

FUTURE DIRECTIONS

Maintain the present level of training throughout the Region with emphasis on the maintenance of present skill levels.

Examine the new legislation, the SAFECOM Act and the State Emergency Service and Emergency Management Acts, and implement the required policies and strategies as required by the new legislation.

Provide quality support to State Emergency Units and the State Emergency Services Volunteers.

RIVERLAND REGION

❏ *Barmera*   ❏ *Berri*   ❏ *Blanchetown*

❏ *Loxton*   ❏ *Renmark*   ❏ *Riverland Div. HQ*

GREG REEDMAN
Regional Manager
Riverland Division

GOALS

Disaster Planning and Management

- Emergency Management and special contingency plans have been prepared, reviewed and validated.

- The State and Divisional Emergency Operations Centres have been maintained in a state of readiness and assessments have been undertaken of the effectiveness of such centres.

- Links between and within the Functional Services have been developed, fostered and co-ordinated.

- Community awareness programs have been developed and promoted.

Emergency Responses

- The capability of the SES to deal with emergency situations has been maintained and improved;

- Emergency response services and the need for community preparation and involvement before and during emergencies have been promoted.

PRIORITISED STRATEGIES

Disaster Planning and Management

Support has been provided to local SAPOL officers to develop and implement supplementary Disaster plans for each town within the Local Service area.

Planning is underway for a major state border exercise to test the ability of services to respond adequately to a large multi casualty event in a remote location.

A pilot Community Emergency Risk Management (CERM) project entitled " Our Community, Our Risk, Our Management" has been conducted with the local governments of Berri/Barmera, Loxton/Waikerie and Renmark/Paringa. The project is entering its final stages. A key feature of the project has been the engagement of the communities of the Riverland in the development of an action plan to address the risks facing the Riverland population and infrastructure.

One critical risk identified has been the inadequacy of Rural Property Identification. This risk has contributed to sub optimal response to a number of incidents. It is proposed to adopt the Australian New Zealand Standard across the region. Funding to conduct a pilot study is being sought from the Commonwealth.

While the consultation phase of this CERM project is completed a significant body of work remains to implement the actions necessary to mitigate the risk identified.

The " Art, Volunteers and Lives" project has been completed. This project has attempted to address the trauma and stress which rural communities experience resulting from road crashes. It highlights the crucial role which volunteer member of SES, SAAS and CFS play in dealing with road crashes using audio interviews, photography and sculpture. The resulting art works will be launched in September 2004 and will then be available to tour anywhere in the State.

Emergency Responses

The volunteer members of the Service continued to provide an exceptional range of rescue services to their communities totalling 5,148 operational hours, a decrease overall of 2,404 hours despite a slight increase in the number of operations from 317 to 320.

There was a decrease across all categories with the exception of Road Crash Rescue which increased from 86 incidents (987 hours) to 121 incidents (1337 hours).

The number of SES volunteer members recruited in the region has been steadily increasing. As at 30 June 2004 the number of operationally active members totalled 131. This equated to 320 SES volunteers per 100,000 of the resident population.

**Riverland
Year to Date Incident Hours by Type 2003/2004**
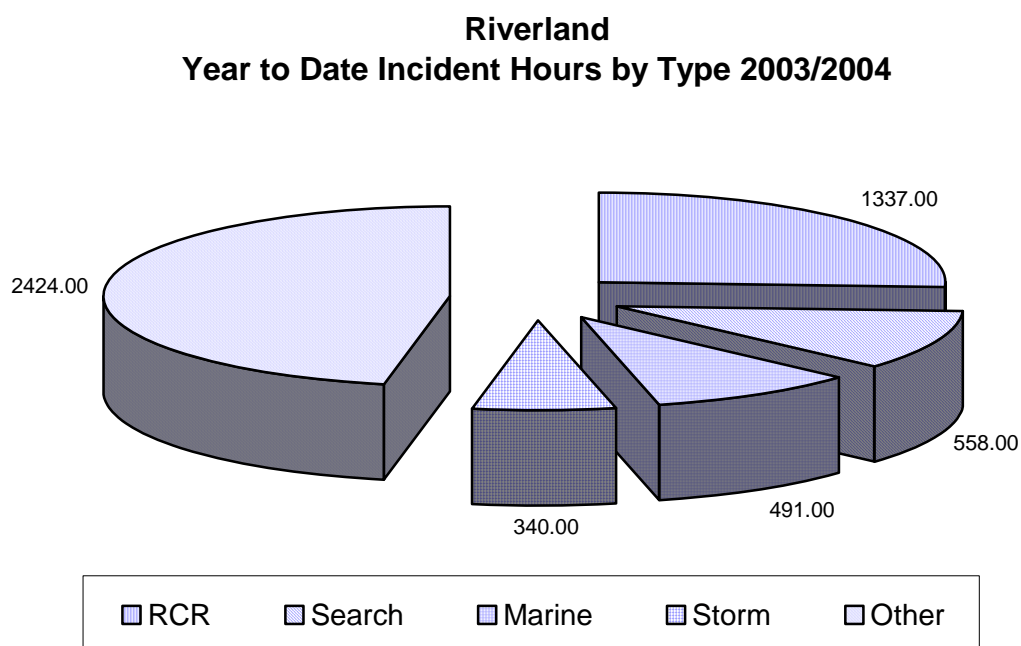
Units attended 121 Road Crash Rescues, 20 Search and Rescue operations, 14 Marine Rescue operations, 53 Storm Damage operations, 112 other community support activities, giving a total of 320 incidents.

The provision of a dedicated paid training resource has enabled significant advances to be made in supporting the achievement and maintenance of the Standards of Emergency Response. As a direct consequence an unprecedented number of volunteer members have been supported to attend training courses within the region.

FUTURE DIRECTIONS

Emergency Risk Management will continue to have a high profile. The implementation phase of the action plan resulting from the " Our Communities, Our Risk, Our Management" project will be the primary vehicle for working with local government to foster more effective prevention and preparedness and recovery while also contributing to the evaluation of the response planning of Emergence Service Organisations.

MID NORTH REGION

- ❏ *Booleroo Centre*   ❏ *Burra*   ❏ *Bute*
- ❏ *Cockburn*   ❏ *Hallett*   ❏ *Laura*
- ❏ *Port Broughton*   ❏ *Spalding*   ❏ *Port Pirie*
- ❏ *Snowtown*

GERRY HABILS
Regional Manager
Mid North Division

GOALS

- Continuous improvement in the provision of effective rescue services to the communities forming the Mid North Region of South Australia has been upheld by volunteer State Emergency Service Units rendering immediate assistance during all types of emergencies.

- The provision of management and executive support to the North East Disaster Committee is ongoing and includes the maintenance of efficient measures for the delivery of disaster programs for the community within the North East Disaster Division.

PRIORITISED STRATEGIES

- SES Units in the Region have responded to 180 incidents in 2003-04.

- The Volunteer Support Officer operating from the Mid North Regional office continues to provide a high level of support to SES units..

- The appointment of a State Training Officer, working through the Regional Headquarters has seen a marked improvement in training throughout the Region.

- The Regional Headquarters is readily accessible to volunteers and the general public.

- The Laura SES Unit won every section in the inaugural South Australian Combined Services Road Crash Rescue Challenge held as a part of the Police and Emergency Services Games and actively competed in the National Road Crash Rescue Competitions held in Melbourne.

- Exercise 'UROS' was conducted at Broken Hill as part of the Barrier Highway Emergency Management Plan SA/ NSW.

- The North East Disaster Plan has been fully amended and endorsed by the State Disaster Committee.

FUTURE DIRECTIONS

- Prioritising Unit and regional training activities in accordance with community risk.

- The provision of 'medical/patient care/ 1st responder capability' working in conjunction with rescue crews in remote locations.

- Continuing to work towards the provision of 'Best Practice' Road Crash Rescue response throughout the Region and State.

- Development of Emergency Management Strategies encompassing Community Risk is a matter of priority.

FLINDERS REGION

- ❏ *Andamooka*
- ❏ *Leigh Creek*
- ❏ *Port Augusta*
- ❏ *Coober Pedy*
- ❏ *Marla*
- ❏ *Quorn*
- ❏ *Hawker*
- ❏ *Mintabie*
- ❏ *Roxby Downs*

PIETER SCOTT
Regional Manager
Flinders Division

GOALS

- The Units in the Flinders Region have receive new equipment through the Emergency Services Levy Program. This enables enhanced responses to emergencies.
- The GRN radio and paging system is being used to full effect in the Region, Units are very pleased with the performance of the system.
- Members have attended training courses and workshops over the last year thereby increasing the Units' ability to respond to various tasks and maintain a high degree of professionalism but in order to better support Regional and Local level training, more members need to attend programmed activities.

PRIORITISED STRATEGIES

- Flinders Region State Emergency Service Units have responded to 105 tasks this year.
- The Hawker Unit saw a total management change in 2003-04 and SES members are currently gaining accreditation in many skill area's to enable them to undertake responses within their district.
- The Coober Pedy building project has been completed and the Mine Rescue/State Emergency Service members are pleased with the facility.
- Recruitment of volunteers to enhance the Service and provide service to communities is ongoing with support from the Volunteer Support Officer.

FUTURE DIRECTIONS

- A meeting with the Northern Territory Emergency Service Regional Manager with regards to SA/NT Plan in particular in relation to the Adelaide- Darwin Rail Line.
- The Far North Division Counter Disaster Committee conducts meetings quarterly with most agency representatives attending on a regular basis, an exercise is being planned to test the DEOC and the various agencies ability to respond.
- I will be placing emphasis on increasing the training level of Units in the Region to enable them to meet the Standards of Emergency Response with the support of the newly appointed State Training Officers. This has been started and will be an ongoing process over the next 12 months.
- Units will be given appropriate support to ensure they manage their finances effectively and efficiently within allocated budgets and maintain a satisfactory level of service to their communities and to meet the Standards of Emergency Response.

SOUTH EAST REGION

❏ **Bordertown**   ❏ **Keith**   ❏ **Kingston SE**
❏ **Wattle Range**   ❏ **Mount Gambier**   ❏ **South East HQ**

GREG MALSEED
Regional Manager
South East Division

GOALS

During the year Local Disaster Committee members discussed topics such as:

- Crisis Management Coordinator for Schools; South East Relief Trust Promotions; Computerised mapping; Earthquake Awareness and Mitigation and Survival strategies including politically based violence

- Burial sites within the zone for destroyed livestock is still a concern for Committee.

- Message Flow System was refined for the Emergency Operation Centres.

- Several exercises were also conducted involving the Emergency Operation Centre Management, Functional Service Control Centre Management along with several field exercises.

- During the year the Committee drafted a Charter, updated the Disaster Plan and formulated Incident Activation Plans.

- The Committee monitored extreme weather conditions and numerous potentially dangerous bushfires.

- The Regional Emergency Operation Centre became partly operational during a serious rural fire in March 2004.

- As Executive Officer for the South East Disaster Committee I gave numerous talks to community organisations and students to promote an awareness of disaster management principles.

- The SES volunteers are to be commended for their commitment and willingness to give assistance to their respective communities. The majority of their volunteer workload was Road Crash Rescue. Other taskings included Storm or Flood mitigation and repairs, Search and General Rescues and assisting other services.

- Many hours were also volunteered for general community service along with attending numerous training courses held throughout the year.

- A new South East Headquarters Unit was established to assist with serving to protect the communities within the Region.

PRIORITISED STRATEGIES

The prioritised strategies for Emergency Management within the South East Zone include:-

- Further encouragement of community safety and survival strategies.

- Fostering relationships with all broad-based organizations to ensure preparedness and Disaster Management operations are fully coordinated. This is of particular importance for the Lifeline organisations throughout the area of responsibility.

- Progressing Information Technology (real time photography and plotting, website development, computerised mapping etc.) for the benefit of emergency management staff and likewise the whole community.

- Promoting and encouraging the South East Relief Trust to the community.

- Progressing Risk Management principles for the recognised major hazards within the South East e.g. Earthquakes.

FUTURE DIRECTIONS

Future directions for the South East Region over the next twelve months include the following strategies:-

- Promotion of SES volunteerism in the eyes of the general community. The emphasis on this direction from last year was enhanced by attendance at Field days, Shows, Mail drops, Media campaigning etc.

- Promotion of Training and Occupational Health and Safety opportunities for the volunteers. With the release of the 2004/2005 Training and Development Program, it is quite apparent that this Region will be extremely active in enhancing volunteer skills to meet the Standards of Emergency Response.

- Recruitment and retention programs for volunteers and cadets.

In finalising, I wish to recognise the support that my headquarters has received during the year especially from Disaster Management Services (ESAU) personnel, SES volunteers and the Headquarters' dedicated staff.

EYRE PENINSULA REGION

❑ **Ceduna**   ❑ **Cleve**   ❑ **Cummins**

❑ **Kimba**   ❑ **Nullarbor**   ❑ **Nundroo**

❑ **Port Lincoln** ❑ **Streaky Bay** ❑ **Tumby Bay**

❑ **Whyalla**   ❑ **Wudinna**   ❑ **Eyre HQ**

ROBERT CHARLTON
Regional Manager
West Coast Division

GOALS

- Enhanced SES response to emergencies;
- Improved support to Divisional Emergency Management Planning.

PRIORITISED STRATEGIES

The West Coast Division and Mid West Division Disaster Committees are meeting quarterly. All plans are amended annually. New standardised DEOC Message Pads and forms were issued to both West Coast and Mid West DEOCs. Exercise "Splashing Goose" was held in the West Coast DEOC to test the operations and paper flow involving all agencies. Exercise "Rupture" was held in Mid West DEOC in May to test the operation of the DEOC and also the GRN coverage for the Mid West area. New message pads, were also tested during this exercise. Chairman of the State Disaster Committee, Barry Grear visited Port Lincoln to interview the community and agencies involved in the Tulka Fires to discuss proposed changes to Recovery Legislation.

This year saw the formation of the SES Eyre Headquarters Unit.   This unit provides communications and operations support to SES units across the division as well as staffing the DEOC.

Training was carried out in the following areas:

- Basic Rescue;
- Air Observers;
- Road Crash;
- Communication/GRN;
- Leadership;
- Advance Rescue Module 2;
- Train Small Groups, Workplace Assessor;
- Land Search, Map Reading and Navigation;
- Chainsaw, USAR Cat 1; and,
- Storm Damage.

Also two new courses were held in the Eyre Division: Reconnaissance and Traffic Management. Many units also sent members to course held in other divisions such as Land Search Team Leader and Shoring Workshop.

Operationally Cleve, Port Lincoln, Whyalla and Tumby Bay assisted Police in a search for a missing person near Cowell.   Cummins, Tumby Bay, Port Lincoln, Wudinna, and Eyre

Headquarters provided on site response crews for the "Back to Cummins" celebrations. Cleve, Whyalla, Wudinna, Port Lincoln, Cummins, Tumby and Eyre Headquarters provided crews for the Cleve Field Days. Whyalla provided support to the Flinders Division on numerous searches.

Incidents attended by Regional SES Units in the 2003-04 year are as follows:

Ceduna	15	Cleve	6	Cummins	25
Kimba	12	Nullarbor	11	Nundroo	3
Port Lincoln	112	Streaky Bay	2	Tumby Bay	109
Whyalla	140	Wudinna	1		

FUTURE DIRECTIONS

- Improve the standard of response vehicles at several units.
- Implement an operational support strategy for remote areas.
- Enhance communication strategies for the Region.

FINANCIAL STATEMENTS

YEAR ENDING 30 JUNE 2004

ABN 520 569 703 07 (SES STATE HQ)

REVENUE	$'000
Contributions from the Community Emergency Services Fund (Operating)	8,314
Volunteer Marine Rescue	12
Commonwealth Grants	545
Net Revenues from Disposal of Non-Current Assets	27
Interest on Investments	81
Fundraising Revenue by SES Units	83
Donations to SES	17
Resources received free of charge	
Sundry Revenue	46
Total Revenues	**9,125**
EXPENSES FROM ORDINARY ACTIVITIES	
Employee Entitlements	2,302
Communication and information	458
Vehicle Leasing	261
Vehicle Maintenance	360
Minor Plant Purchases	219
Property Management	465
Training	207
Travel and Accommodation	122
Personal Protective Equipment and Uniforms	109
Professional Fees	137
Entertainment and Catering	85
Insurance	63
Printing and Stationery	133
Office and Miscellaneous	634
Minister's Grant Program to Introduce Emergency Risk Management	18
Depreciation	0
Marketing, Publications and Promotions	20
Operational Costs	370
Fundraising Expense by SES Units	71
ESAU Administration	1,120
Government Radio Network	1,621
Total Expenses *	**8,775**
OPERATING SURPLUS (EXCLUDING DEPRECIATION)	**350**
ADD: CAPTIAL FUNDING	
Contributions from the Community Emergency Services Fund (capital)	2,510
LESS: CAPITALISATION EXPENSE	
Depreciation	2,215
OPERATING AND CAPITAL SURPLUS	**645**
EXTRAORDINARY ITEMS	
Add: Resources received free of charge **	1,788
Add: Equity contribution from ESAU	5,000
OPERATING RESULT AFTER EXTRAORDINARY ITEMS	**7,433**

Notes
* Excludes equity contribution
** Includes land & buildings from Local Government brought to account.

STATE EMERGENCY SERVICE CHART

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                              CHIEF OFFICER

                          DEPUTY CHIEF                    EXECUTIVE SECRETARIAT
                            OFFICER
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VOLUNTEER MARINE RESCUE COORDINATOR	DISASTER MANAGEMENT PLANNING OFFICER	DISASTER MANAGEMENT TRAINING OFFICER	MANAGER TRAINING & DEVELOPMENT	MANAGER SES RESCUE TRAINING	MANAGER COMMUNICATION SERVICES

ADMINISTRATIVE SERVICES OFFICER

ADMINISTRATIVE SERVICES OFFICER   **TRAINING OFFICER**   **TRAINING OFFICER**   **TRAINING OFFICER**

Regional Manager METRO EAST	Regional Manager METRO NORTH	Regional Manager MURRAY	Regional Manager BAROSSA/YORKE	Regional Manager RIVERLAND	Regional Manager MID NORTH	Regional Manager FLINDERS	Regional Manager SOUTH EAST	Regional Manager EYRE PEN.
ADMIN OFFICER	ADMIN OFFICER	ADMIN OFFICER	ADMIN OFFICER	ADMIN OFFICER	ADMIN OFFICER	ADMIN OFFICER	ADMIN OFFICER	ADMIN OFFICER
STURT	ENFIELD	MENINGIE	KAPUNDA	RIVERLAND DIV HQ	BUTE	COOBER PEDY	BORDERTOWN	CEDUNA
METRO SOUTH	NORTHERN DIS	MURRAY BRIDGE	(inc HORSE UNIT)	BERRI	BURRA	HAWKER	KEITH	CLEVE
ADELAIDE HILLS	PROSPECT	STRATHALBYN	MAITLAND	BARMERA	COCKBURN	LEIGH CREEK	KINGSTON	CUMMINS
NOARLUNGA	TTG	SOUTH COAST	SADDLEWORTH	BLANCHETOWN	HALLETT	MARLA	MT GAMBIER	KIMBA
ONKARPRINGA	CAMPBELLTOWN	YANKALILLA	WAROOKA	LOXTON	LAURA	MINTABIE	WATTLE RANGE	NULLARBOR
STATE HQ	DOG UNIT	KANGAROO ISL	CLARE	RENMARK	PT BROUGHTON	PT AUGUSTA	SOUTH EAST HQ	NUNDROO
WEST ADELAIDE					PT PIRIE	QUORN		PT LINCOLN
EASTERN SUB					SNOWTOWN	ROXBY DOWNS		STREAKY BAY
					SPALDING	ANDAMOOKA		TUMBY BAY
					BOOLEROO CNT			WHYALLA
								WUDINNA
								EYRE HQ

VOLUNTEER MARINE RESCUE ORGANISATION CHART

SA Sea Rescue Squadron	**Australian Volunteer Coast Guard**	**Royal Volunteer Coastal Patrol**	**Whyalla Air-Sea Rescue Squadron**	**Cowell Air-Sea Recue Squadron**	**Victor Harbor Goolwa Sea Rescue.**	**State Emergency Service**
Squadron HQ Adelaide Shores	Squadron HQ North Haven	Squadron HQ Port Victoria	Squadron HQ Whyalla	Squadron HQ Cowell	Squadron HQ Victor Harbor	ESAU Adelaide
Flotillas Adelaide Shores Edithburgh Wirina Cove Copper Coast **Private Vessels:** Adelaide Shores Wirrina Cove Edithburgh Myponga Yorketown Wallaroo	**Flotillas** North Haven Port Vincent Port Augusta Kangaroo Is Lonsdale **Private Vessels** North Haven Moonta Port Pirie Kingscote	**Squadron vessel**: Port Victoria **Private Vessels** Point Turton Port Moorowie Corny Point	**Squadron Vessel:** Whyalla **Private Vessels** Whyalla	**Squadron Vessel:** Cowell **Private Vessels** Cowell Arno Bay	**Squadron Vessel:** Victor Harbor Private Vessels Victor Harbor Goolwa	**SES Vessels:** Port Pirie Port Lincoln Ceduna Yankalilla Murray Bge Meningie Blanchetown Barmera Berri Loxton Renmark Tumby Bay
		7 Radio Bases 1 SAR Centre 1 Mobile SAR	2 Radio Bases 1 SAR Centre	3 Radio Bases 1 SAR Centre	3 Radio Bases 1 SAR Centre 1 Mobile SAR	
6 Radio Bases 2 SAR Centres 2 Mobile SAR	22 Radio Bases 4 SAR Centres					4 Radio base 12 SAR Cen. 2 Mob SAR