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Government
of South Australia



RESCUE

Emergency Management

September 2012

SOUTH AUSTRALIA'S DISASTER RESILIENCE NEWSLETTER

Editorial

Welcome to the first edition of the new disaster resilience newsletter EM. This newsletter aims to keep you informed of current developments within the emergency management / disaster resilience scene at a national, state and zone level. It will also provide links for you to access more detailed information. Please take the opportunity to contribute articles to future editions. The newsletter will be produced on a quarterly basis. – Bob Stevenson – Editor (email: stevenson.robert@ses.sa.gov.au)

National Strategy For Disaster Resilience (NSDR) State Implementation Program



Over the past decade, there have been two significant national reforms in emergency management (EM). The first, in 2003, fundamentally shifted EM beyond response and reaction to evidence-based disaster mitigation. Whilst this reform expanded the scope of responsibility beyond the traditional emergency services sector, it was predominantly government focused. The second reform, in 2011, is the National Strategy for Disaster Resilience. This shifts the focus beyond governments to all sectors of society. While governments must play a significant role, a resilient community requires shared responsibility across governments, business, the non-government sector and individuals.

Most notable over the past decade have been the ever expanding number of stakeholders involved in EM, and the level of complexity that has emerged. To address the challenge, State Emergency Management has supported the development of a State NSDR framework to enable EM stakeholders to better understand the broad disaster resilience work program; who is leading what and how does the individual's work fit into the overall national and state work program.

The framework will provide information portals to host research, policy, tools, guidelines and publications that support the reform commitments. SAFECOM has received 12 months National Disaster Resilience Program (NDRP) funding to develop the framework as follows:

- SA NSDR Implementation Plan – the plan is near completion and provides an overview of the NSDR national and state program. It is being developed and maintained on behalf of the State Emergency Management Committee (SEMC) and will be posted on the State EM Secure Web Portal
- SA Disaster Resilience Newsletter – this is the first edition and it will continue to be published by the SES on a quarterly basis
- State EM Secure Web Portal – this project has commenced and soon SEMC, Advisory groups, ZEMCs and Zone Emergency Management Project Officers (ZEMPOs) will be invited to join the portal community
- Public Web Portal – EM Planners and Practitioners – this project has been funded and will commence shortly. The target audience is planners and practitioners across government, business, NGOs and the research community.

For more information please contact Julie Frittum (SAFECOM) on 8204 9376.



SES restructure

Following an extensive consultation period and months of planning, the SES District Boundary model was introduced on 25 June 2012. This restructure saw the creation of two regions and ten districts, each being serviced by a designated District Officer (DO). This change is focused on increasing training, operational and administrative support and has no impact on response protocols. To date the two Regional Commanders and five of the ten District Officers have been appointed from existing staff. These staff attended a two-day Induction Course at SES HQ where they were given an overview of the role and plans for their ongoing support and training. SES is continuing to work with SAFECOM HR to fill the remaining DO positions as soon as possible.

For more information please contact Dermot Barry (SES) on 8463 4176



Each decision and action makes us more vulnerable to disasters – or more resilient to them. Thus disaster risk reduction involves every part of society, every part of government, and every part of the professional and private sector." United Nations International Strategy for Disaster Reduction.



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National guidelines for managing donated goods

On 27th April 2012, these guidelines were launched by the Hon Nicola Roxon, Federal Minister for Emergency Management.

The Hon Jennifer Rankine, Minister for Emergency Services, also spoke at this event. The national guidelines were developed by the SA State Recovery Office with funding provided by the Federal Government under the NDRP funding.

The national guidelines were developed to effect a change in the way the public and the corporate sector respond after disasters. Public and corporate generosity and care play a significant role in individual and community recovery, helping those affected to feel supported and more positive about rebuilding tasks. Much of the goodwill however, results in unsolicited donations of goods and this response is less helpful and can actually undermine recovery efforts and community resilience. Additionally it places unnecessary pressure on resources and infrastructure often diverting efforts from other aspects of recovery. The extra costs associated with the storage, distribution and disposal of the goods can be very significant. For example after the Victorian 2009 bushfires, costs for managing, storing and distributing donated goods amounted to over \$8 million.

The national guidelines, which have been endorsed by the National Emergency Management Committee (NEMC) and tabled at the Standing Council for Police and Emergency Management, propose ways for the public, corporate sector, government and non-government organisations to work in partnership to provide more effective assistance to those who have been affected by a disaster. The national guidelines provide jurisdictions with tools to deal with management of the goods, communication strategies, strategies for working with the corporate sector and educational tools to assist organisations to understand the issues and move to a different way of working.

For more information please contact Pauline Cole (State Recovery Office) on 8415 4336. To download a copy of the guidelines click on <http://www.dcsi.sa.gov.au/pub/default.aspx?tabid=196>

Lessons management

In the past a number of organisations have implemented a Lessons Learned Centre as part of the continuous improvement of their organisations. Over recent years the frequency of incidents, scale of devastation and resulting inquests and coronial investigations have caused many organisations to question how they learn from past experiences and introduce appropriate changes. This comes at some cost when each organisation undertakes similar processes, development and implementation.

Over recent months, the Attorney General Department has conducted several workshops to determine how we can improve the learning process and share observations and lessons. One of the key outcomes has been the formation of two working groups charged with responsibility for developing a Best Practice Guide in Lessons Management and a better evaluation process in exercising. The best practice group has defined "Lessons Management", the actual process and has agreed upon a standard set of national themes used in coding of observations.

"Lessons Management" aims to collate lessons identified from operations, exercises, programs and reviews. A consistent approach to the management of lessons is an essential component for an organisation to become a learning organisation.

Organisations are seen to be learning when their structures, systems and cultures are able to evolve based on past experiences. Interoperability does not require us to be the same, but it does require that we can share information and understand each other. A common language and a similar information system can help in aggregating information so that it is accessible and can be analysed and interpreted. This will facilitate the horizontal and vertical exchange of information between sectors, agencies and jurisdictions.

The model utilised in the guide consists of four steps:

- Collection
- Analysis
- Implementation
- Monitoring and Review

These steps are underpinned by continuous stakeholder engagement. Douglas Adams, author of "The Hitchhiker's Guide to the Galaxy", quoted, "Human beings, who are almost unique in having the ability to learn from the experience of others, are also remarkable for their apparent disinclination to do so."

For more information please contact Mark Thomason (CFS) on 8398 9987.

AIES (Australian Institute of Emergency Services) RESILIENCE CONFERENCE 2013

On 17th & 18th July 2013 the SA Division of the AIES, on behalf of the SEMC Implementation Team, will be convening a two-day conference at the Adelaide Town Hall, researching the implied consequences of the Commonwealth of Australia's NSDR. The conference program is being formatted to identify and explain the NSDR implied shared roles and responsibilities and how they affect the various segments of our entire community from the individual through to the organisation and/or service provider, which includes local government, emergency services, industry, business and state and private entities.

National and international speakers are being invited to provide participants the opportunity to collectively engage in discussing the meaning of "Resilience". Syndicate groups involving the conference delegates, will be utilised in collaboration to discuss the consequences of the NSDR and identify emergent strategies and ideas that will be forwarded to the SEMC for consideration.

The AIES conference committee is committed to providing real outcomes for the state from the people of the state.

For more information please contact Brian Mattner (SAPOL) on 0410 810 187



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CEIWS (Community Emergency Information Warning Systems) Program

The CEIWS team has been busy progressing work on several projects including:

- finalising the findings of work packages 1, 2 & 4 which will provide an overarching vision of the future state for each emergency services agency and the sector
- preparing local communications for the introduction of the Emergency Alert Location Based Capability. The CEIWS team will lead the training and implementation of the upgrade to this system
- coordinating a community-based awareness campaign promoting Alert SA, which will commence in September 2012. The campaign will utilise press and digital media
- an upgrade to WebCC has occurred, with training now underway to ensure State Emergency Information Call Centre Capability (SEICCC) supervisors and operators are familiar with the enhancements to the system
- working with each agency to ensure that training for functions such as Emergency Alert and call management is competency-based and delivered according to a consistent approach. Refresher training is also being delivered.

For more information please contact Amanda Stewart (SAFECOM) on 8463 5559 or email: alertsa@safecom.sa.gov.au

Natural disaster resilience program (NDRP)

Applications have now closed for 2012-13 grant funds and the assessment process has begun. Fifty seven applications have been received seeking a share of more than \$3 million in Federal and State grant funds. Successful applicants will be notified in September 2012.

As this is the final year of the current National Partnership Agreement, discussions at national level are already focusing on the establishment of a further agreement between federal and state governments to continue this vital mitigation work, particularly projects that support the NSDR.

Since December 2009, 136 projects have been approved with a total grant allocation of \$7.6 million. Add to this the match funding and in-kind support provided by state and local government, as well as non-government applicants, and the total value of these projects exceeds \$10.5 million. All successful projects are listed on the SAFECOM website.

For more information, please contact Linda Haskins (SAFECOM) on 8463 4150.

ZERMS (Zone Emergency Risk Management System) Project Update

The eleven Zone Emergency Management Committees (ZEMCs) in SA are well into stage three of the Zone Emergency Risk Management Framework, having completed the Overview/Context for each zone. They are now embarking on the risk assessment phase.

The Zone Emergency Management Project Officers (ZEMPOs) have supported the committees in prioritising the top three or four hazards for assessment and are working with hazard leaders to develop and prepare for workshops. Workshops to date have been well attended by stakeholders and there has been good engagement.

We have been working collaboratively with local government to enable an integration of the risk management

programs at zone level and at council level. Where possible we have encouraged councils to use the information from zone level risk assessment workshops.

For more information, please contact Liz Connell (SAFECOM) on 8463 4187

ACRONYM INDEX – We will always define each acronym the first time it is used in each edition of this newsletter.

Test your current knowledge:

- | | |
|----------|---------|
| • ZERMS | • AIES |
| • SEMC | • NDRP |
| • NSDR | • CEIWS |
| • SEICCC | • NEMC |
| • ZEMPO | • EM |

Community education - new storms and flood iphone application



A new free mobile phone game designed to help students and families better prepare for severe storms, is now available at Apple-iTunes. This provides a another tool to help build disaster resilient communities that are well prepared for severe weather events.

Recent events in South Australia highlight the importance for communities to be well prepared for severe weather events. The game – able to be played on an iPhone or iPod touch – also introduces concepts of recovery after disaster events, including cleaning up safely after a storm and repairing items that have been damaged.

More information about the 'Before the Storm' game can be found on the Emergency Management for Schools website <http://www.em.gov.au/sites/schools/Pages/default.aspx> and the game is available from Apple-iTunes.



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New national action plan to support emergency management volunteers

In June 2012 a new National Emergency Management Volunteer Action Plan was endorsed by emergency management ministers at the Standing Council for Police and Emergency Management. This plan includes recommended actions that focus on issues such as volunteer training and qualifications, recognition, legal issues and measures to strengthen volunteer attraction and retention.

The State Emergency Service has been working with officials from SAFECOM to identify implementation options within South Australia. For more information, the plan can be accessed from the SES website www.ses.sa.gov.au

Disaster-watch phone app

The Australian Emergency Management Institute has developed the DisasterWatch phone app to improve access to disaster information, and help reduce call volumes to Triple Zero (000) during natural disasters. Australians currently own more than 4.5 million smartphones. This technology has grown rapidly in Australia in the last 12 months—by 2013, it is expected that more people will access the internet via a mobile device than via desktop computers. The application is available for both Android and iPhone platforms will help address a priority of the National Disaster Resilience Strategy, endorsed by COAG in February 2011 focused on communicating with and educating people about risks.

For Australia to become more resilient to disasters, a clearer understanding of our risks and what to do about them is needed, particularly at the community level. Information on disaster risk should be communicated in a manner appropriate to its audiences, and should consider the different needs, interests and technologies used within communities.

More information is available on the Australian Emergency Management website
<http://www.em.gov.au/Resources/Pages/DisasterWatchPhoneApp.aspx>



South Australian State Emergency Service teams lend a helping hand



Recent severe weather events in West Australia saw the specialised skills of South Australia State Emergency Service technicians utilised to provide vital assistance during and following severe weather impacts in West Australia.

On Wednesday 14th June 2012, SES deployed five teams to Perth to support rapid damage assessment and storm and flood salvage response operations in the suburbs to the South East of the capital. Conducting a review of high priority taskings was an initial objective for the contingent and this allowed effective triaging and allocation of work to teams. One of the more challenging tasks was the temporary repairs and tarping to a large two storey home that has sustained significant damage during the storm. This required a multiple team response to get the task completed.

The deployment was led by Andrea Geytenbeek with team members drawn from SES volunteers from metropolitan units with specialised skills in roof height safety systems, storm & flood response operations and chainsaw operations.

Having the ability to respond to an emerging crisis locally as well as nationally helps communities that are struggling with unexpected events and provides an opportunity for South Australian teams to use their skills and to learn from others.