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Government
of South Australia



RESCUE

Emergency Management

April 2019

SOUTH AUSTRALIA'S DISASTER RESILIENCE NEWSLETTER

Council Ready program progresses to Stage Two



Councils play an important role in the prevention of and preparedness for emergency events. This reduces the level of risk that communities are exposed to, and improves disaster response and recovery.

Much of what councils contribute to emergency management happens outside of emergency events, through everyday business in areas such as asset management, environmental health, land use planning, community development and risk management. The approach taken by councils to emergency management varies considerably. Council emergency management plans are not generally consistent, align to varying degrees to the SEMP structure, and do not always address the wide ranging roles that councils play across PPRR.

This reflects the lack of clarity around roles/responsibilities, the wide range of emergency management plans, projects and activities that the local government sector is being asked to engage with, and the pressure many councils face to address emergency management alongside the plethora of other legislated responsibilities.

It is this context that prompted the inception of *Council Ready* as an opportunity to build the emergency management capacity of all South Australian councils as a means to strengthen disaster resilience in South Australian communities.

Council Ready comprises two stages. Stage One designed and delivered an emergency management health check with South Australia's 68 councils with aims to:

- Identify individual council strengths and gaps with respect to emergency management planning (prevention, preparedness, response and recovery); and
- Consider the best ways for the LGA to support councils with emergency management planning.

In Stage One, a health check methodology was developed comprising cross-departmental workshops with each council, surveys and document review to explore the topics of:

- Organisational culture around emergency management;
- Disaster risk reduction (mitigation);
- Readiness to respond;
- Recovery; and
- Support required from Council Ready.

All 68 councils participated in the process. A total of 563 council staff members were involved in health check workshops and meetings and 292 survey responses were received. The outcomes have been documented in the **Emergency Management Health Checks with SA Councils: Summary Report**.

The 22 recommendations from Stage One have informed the **Council Ready Stage Two** Implementation Plan, which outlines the preferred way forward for supporting councils with emergency management planning. The Implementation Plan includes aims and outcomes, program logic and detail about how the program will be delivered with councils over the next two years. It also includes a new Council Emergency Management Maturity Model to help councils prioritise their focus on emergency management. The Stage Two Implementation Plan has been endorsed by the Council; Ready Governance Group and NDRP State Assessment panel, and the LGA has commenced a recruitment process to grow the team who will be delivering the program.

Both reports are available on the LGA <https://www.lga.sa.gov.au/page.aspx?u=6678#e10711>, and the Council Ready page on the SA Emergency Management MS Teams platform. For further information, contact Michael Arman at the LGA on 0436 691 123.



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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Out of the Storm:

Co-developing and delivering emergency information with Adelaide's homeless community

The Out of the Storm project was launched in 2018, with the support of funding from SAFECOM, and a partnership between Hutt St Centre, the Red Cross and CQ University. The initiative, the first of its kind, is aimed to increase the physical and psychological preparedness of the homeless community in Adelaide through empowering strengths-based collaborations.

During Winter 2018 and Summer 2019, Hutt St Centre clients attended a series of workshops facilitated by the Red Cross, SA Ambulance and the SES to talk about cold, storms and heat. These dialogues were a two-way information exchange between agencies and people experiencing homelessness to co-create knowledge about extreme weather. Through these, we learned from the community what they most needed to improve their extreme weather resilience.

With the support of volunteer graphic designers, in a second series of workshops called Knowers and Makers, these ideas became a reality. Together, designers and people with a lived experience of homelessness created messaging for posters, co-designed a map of the Adelaide CBD with information for the homeless community, and created special emergency kits.

The emergency kits contained essentials that are hard to come by in extreme weather but which make all the difference. The SES cooling scarf in summer and the disposable hand warmers in Winter were particularly welcomed.

The kits and maps were distributed by people with a lived experience of homelessness, employed as Extreme Weather Peer Support Workers through the project, to others in the homeless community. Most people who are homeless can't access information through mobiles or online, and don't have the funds to buy gear to help keep them safe in extreme weather. Peer outreach like this has far-reaching effects because it can engage people who can't be reached via mainstream means.



The peer workers distributed 120 kits in Winter and 158 kits in Summer. As well as the kits, peer workers spoke with people about what to do in extreme cold and heat, including where to go to get support. In Summer, peer workers spoke with 358 people! The kits and conversations were vital in increasing people's sense of worth as well as their extreme weather resources.

"I had a lady who was almost crying. It was the first time someone had been nice to her." (Peer worker)

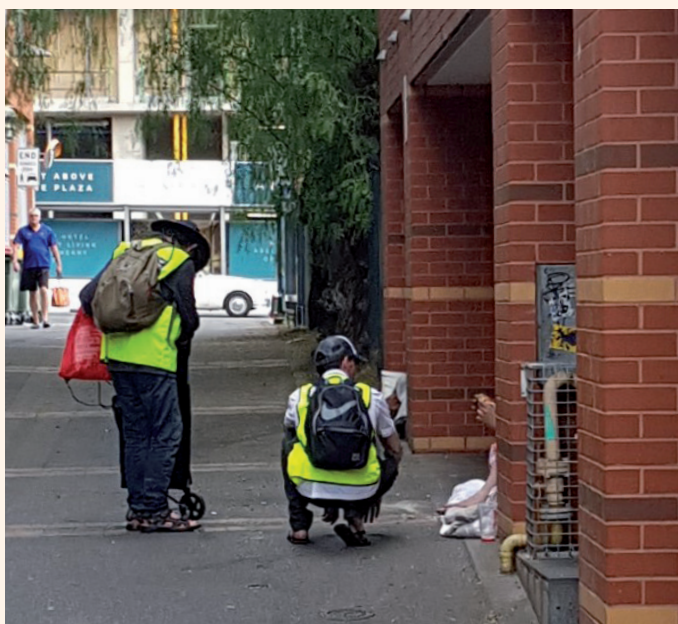
"Said bag was worth a million dollars" (Peer worker)

From this employment experience, two of the seven peer workers have gone on to undertake a Certificate III in Community Service and are now on a pathway to becoming qualified peer workers. As one employee said:

"This 12 months of employment was the turning point for me. I can use my experience to help other people. That's the best feeling."

The project was a huge success for empowering participants and creating new resources which meet the needs of the homeless community.

For more information about the Out of the Storm project, please contact Alana Pedler at the Red Cross (a.pedler@redcross.org.au) or Sarah Collyer-Braham (sarahcb@huttstcentre.org.au) at Hutt St Centre.





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Measles outbreak in Australia



Australia is on track for its worst measles rate in five years, with over 90 confirmed cases so far in 2019, compared to 103 for the whole of 2018, and 81 in 2017.

Rockland County in New York, declared a State of Emergency in relation to measles outbreaks. It has banned unvaccinated children under the age of 18 from public places to fight a measles outbreak that has infected more than 150 people.

Unvaccinated travellers who risk spreading measles through the Australian community will be the target of a new federal government education campaign.

Measles is highly contagious among people who are not fully immunised, and can be contracted by other people up to 30 minutes after an infected person has left the area.

According to the SA Health website, "adults born during or since 1966 are very likely to be susceptible to measles. Unless they have had a medically confirmed infection with measles they should ensure that they have had two documented doses of a measles containing vaccine. **This is especially important prior to travel out of Australia.**"

On April 8 2019, Federal Health Minister, Greg Hunt urged all Australians to check their measles immunisation history and book in for a catch-up vaccination if necessary.

"In particular, any individual planning to go overseas and those born between 1966 and 1994 are at higher risk and should be take action to protect themselves and their community," Mr Hunt said.

"There is also no problem in receiving an extra dose of the measles vaccine if you're unsure about how many doses you've received in the past, it's a safe vaccine, and very highly effective." Professor Macartney, director of the National Centre for Immunisation Research and Surveillance said.

You can check your immunisation history with your GP, through the [Australian Immunisation Register](#), or via a blood test.

[For more information visit SA Health](#)

Responding to a Heatwave



The Red Cross Telecross REDi service is a telephone response service that is activated when an extreme heat warning is issued by the South Australian State Emergency Service (SASES). The service supports registered clients who have been assessed as being more at risk in extreme heat events. During an extreme heat weather event, clients receive a daily phone call to check on their wellbeing and provide practical information on how to cope with the heat. If a client does not answer or is not feeling well, an escalation process is triggered to provide them with the support required. This may include contacting their emergency contacts or arranging an ambulance if immediate medical attention is required.

The Australian Red Cross receives funding from the Department of Human Services (DHS) to provide the Extreme Heat Event Response Service and as such is offered as a free service to anyone who meets the eligibility criteria.

As well as being a responsive service, Red Cross is focussed on building individual resilience in registered clients prior to summer and throughout the year to promote self-efficacy and empower people to be more prepared and able to cope with extreme temperatures themselves. Feedback from clients of the service regularly reinforces the important role that this service plays in supporting people more at risk in emergencies.

In January 2019, Telecross REDi was activated twice. The first activation commenced on January 15th 2019 for three days and the second occurred from January 22nd 2019 until January 26th.

Statistics from January 2019:

Clients contacted: 688

Total number of calls: 3706

Hours volunteered: 1337

Ambulance call-outs: 9

Ambulance call-outs resulting in medical care provided: 4



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Latest News in Emergency Management

There are many websites that provide interesting up-to-date news and research from Australia and around the world. For your information, here are a few links to them:

<https://www.afac.com.au/auxiliary/publications>

<https://molinstewart.com.au/this-week-in-disaster-resilience/>

<http://www.bnhcrc.com.au/>

<https://riskfrontiers.com/insights/newsletters/>

<https://www.aidr.org.au/news/>

Disaster & Emergency Management and Search & Rescue Conference will be held on the Gold Coast from 12-14 June. To register visit the website <https://anzdmc.com.au/>

AFAC19 Conference will be held at the Melbourne Convention and Exhibition Centre from 27–29 August 2019. Find out more information at <http://www.afaconference.com.au/>

From Govdex to Teams

The EM Community has been using Govdex for a number of years now to share information for their various committees. If you have been a member of Govdex to access information regarding your committee membership you will soon receive an email regarding the new file sharing arrangements.

The South Australian Emergency Management sector now has a **SA Emergency Management Team** available for all members of our State's EM community.

The MS Teams platform replaces the SA EM, SEMC, ZEMC, and advisory group and sub group communities on Govdex, which is ceasing operation.

As a member of the EM Sector you would have, or will soon receive an invitation to join the team. This will give you access to the General channel and whichever advisory group or project/program channel you are currently a member of.

New Dam Failure Response Guidelines

The accompanying documents to the SES-DEW dam safety video have now been completed.

The Dam Failure Response Guidelines clarify arrangements, roles and responsibilities with regards to the management of privately owned dams and provides guidance to responding crews tasked to address failed dams or those at risk of failure.

The guidelines, together with the risk assessment template and emergency action flow chart for dam owners, can be found on the SES website.

https://www.ses.sa.gov.au/site/community_safety/flood/dam_maintenance_in_emergencies.jsp

Dial 132 500

The SES 132 500 Media Campaign was developed in 2018 by the State Emergency Service (SES) following a recommendation from the Burns' Review into the September 2016 state-wide blackout.

The enquiry found that South Australians seeking assistance from various emergency agencies during a major incident (such as the blackout) could not get through to them or were put on hold for an excessively long time due to the call taking capability being overwhelmed. The enquiry also found that many people called Triple Zero (000) for emergency assistance rather than the SES direct response number (132 500) when appropriate.

An education campaign was developed encouraging people to self-triage before calling an emergency response number either 000 or the specific SES response line 132 500.

Key elements included radio, TV and press advertising, digital, outdoor, social media and a new website landing page. It ran from end of May through to August, 2018.

Research after the campaign indicated that the campaign had high cut-through and the vast majority of those who saw the campaign accurately recalled its messaging.

Due to the success of the 2018 campaign, the SES will run a 2019 campaign from end of June to end of August using existing digital creatives.

Below are versions of the Social Media videos which gained a lot of attention over the campaign.

