

Australian Emergency Manual – Recovery (second edition)

The first edition of the *Australian Emergency Manual – Disaster Recovery*, was developed in 1996 by a steering committee representative of the range of professions and government and non-government organisations responsible for recovery management and service delivery throughout Australia. It was a groundbreaking publication, providing a comprehensive guide and definitive text for planners, managers and workers involved in the direct delivery of recovery services.

A second edition of the Manual has just been released. Much of the informative content of the first edition has been retained, however, there are also a significant number of changes. These changes reflect ongoing developments in both knowledge and practice, as well as the expanding nature of events to which recovery strategies are applied.

Since the publication of the first edition of the Manual, EMA has also produced a series of Guidelines documents for specific aspects of recovery. These are:

- Community and Personal Support Services Guidelines;
- Guidelines for Psychological Service Practice
 - Mental Health Practitioners Guide
 - Emergency Managers Guide;
- Community Development in Recovery from Disaster; and
- Economic and Financial Aspects of Disaster Recovery.



This extensive range of recovery publications provides detailed information on recovery theory, practice and services to assist and hasten the recovery of communities from the effects of emergencies and disasters.

The essential components of these publications have been incorporated into the revised Manual, which has been updated in terms of policy, procedures and professional practice developments, as well as now addressing emergency risk management and sustainability. To ensure an holistic approach to recovery revisions the Manual also includes expanded and updated chapters on physical and economic recovery, as well as community development.

Similarly to the first edition of the Manual it is intended that the updated version will provide a useful and practical tool for use by planners, managers and workers from the range of organisations involved in the planning, management and delivery of recovery programs and services.

The manual and each of the abovementioned publications are available electronically on the EMA web site (<http://www.ema.gov.au>). Any queries relating to the manual series should be directed to ema@ema.gov.au.

EMA Research & Innovation Program

The EMA Projects Program is aimed at fostering projects that help improve Australia's capabilities for preventing or dealing with natural or technological hazards and disasters.

Please be advised that the EMA Projects Program has now been replaced by the EMA Research and Innovation Program. Information on this new funding initiative is available on the EMA website www.ema.gov.au or by contacting Rheannon Nicholson, Coordinator Development Projects, (02) 6256 4614 or rheannon.nicholson@ema.gov.au

Report on emergency planning and management for high-density communities project

Dr Julie Shaw – Consultant – Safety By Design

Whether fears are actual or potential, Australian residents in high-rise and multi-unit dwellings are increasingly concerned about hazards such as fire, gas leaks, explosion, water damage or possibly, terrorist attacks. The private housing sector is less well served in this regard than public housing because participation of private owners in community education and training (e.g. for evacuation) is up to individuals.

All residents of multi-unit dwellings are better prepared and reassured if they have:

- an emergency strategy and a plan;
- relevant, useful, easily comprehensible information available to them;
- a structure for communication;
- facilitation by a responsible body (e.g. the Body Corporate);
- concern for an ethical framework (e.g. privacy and choice), which are stronger issues in residential rather than employment environments;
- coverage for people of non-English speaking backgrounds;
- arrangements for infants, young children, older residents, disabled residents, and
- a recognised volunteer component.

It is generally well known in the community that in the emergency sector, elaborate command-style response exercises are conducted. Urban search and rescue systems have been designed state-by-state. Joint service co-ordination exercises are conducted to manage

communication between authorities and the roll-out of services and provisions in case of a large-scale, unexpected urban event such as a terrorist attack.

However relatively little research-based information is available about human factors and human behaviour in urban disaster situations. Observational reports from urban disaster settings in other countries are relevant but they do not exactly reflect the conditions of daily work, transportation and home life in Australian cities. Workplace-based models of emergency planning are also relevant, but this report found that the needs of private residents differ from those of workers and public tenants in two significant aspects, i.e. communication and enforcement.

Based on research undertaken in typical multi-unit buildings, the perceptions and needs of the residents, and current models for volunteer and community participation, the report makes recommendations for:

- infrastructure development;
- procedures; and
- training.

In two of the three buildings surveyed, measures including resident notice boards, fire orders and floor plans were installed and residents have volunteered to become involved in safety audits and evacuation planning. The City of Melbourne responded to the report with the planning the development of similar measures city-wide. A Manual is currently being prepared.

Australian Institute of Police Management (AIPM) Library

BACKGROUND: The Australian Institute of Police Management (AIPM) is part of the Australasian Common Police Services. The Institute provides executive leadership and management development opportunities to improve the corporate performance and productivity of Australasian law enforcement and allied agencies. The Institute has been integral in developing police managers and executives through its management and leadership programs, applied research and consultancy services. A primary focus of the AIPM is to enhance police performance and contribute to the professionalism of Australasian policing and public safety practitioners. For administration purposes, the AIPM comes under the corporate umbrella of the Australian Federal Police and all employees are employed under the Federal Police Act.

The Institute is governed by a Board of Control, comprising all Australasian Police Commissioners, which ensures that the mission, philosophy and goals of the Institute are relevant to the direction of Australasian Policing. The AIPM has a proud history of providing education, training and professional development for members of Commonwealth, State and New Zealand jurisdictions and public safety agencies. It has gained an international reputation for its contribution to police professionalism and the enhancement of performance in the areas of law enforcement and public safety.

The AIPM is situated on approximately 2.5 hectares of land located on the foreshores of Sydney Harbour and surrounded by the Sydney Harbour National Park. This unique location attracts a range of commercial clients who use the facilities for residential and day-use conferences.

The AIPM conducts executive development programs, two for the Australasian Fire Authorities Council (AFAC) and four for Australasian Policing. There are also two executive leadership programs and four volunteer development programs each year. The executive development programs and executive leadership programs are fully accredited with the New South Wales Tertiary Education Board and successful completion results in a Graduate Certificate in Applied Management and a Graduate Certificate in Executive Leadership.

The AIPM is co-located and affiliated with the Australian Graduate School of Policing (AGSP), a faculty of Charles Sturt University that conducts post-graduate distance learning programs to doctoral level.

The AIPM Library has been developed as a professional police management and leadership resource centre

of excellence. The Library prides itself on providing current quality information, which supports professional development for the Australasian policing community.

The focus of the library is directed toward supporting the Institute and the educational philosophy and objectives involved in delivering the executive development programs and other programs offered by the Australian Institute of Police Management. The AIPM Library also supports the faculty and students of the Charles Sturt Australian Graduate School of Policing.

Information is provided to users on an as needs basis, delivered in the format and within the requested timeframe most suited to their needs.

This is achieved by:

- promoting library services;
- providing easy access to documents;
- offering interlibrary loans from other libraries;
- continuing to develop distinctive collections;
- assisting users in identifying and locating information;
- providing library orientations and workshops to facilitate use of the library and its resources; and
- ensuring that the library remains an integral part of the education resources unit of the AIPM and the Australian Graduate School of Policing.

The library currently holds 20,000 titles including monograph and audio-visual material. The emphasis of the library collection is in the subject areas of management, leadership, police administration, policing, criminal justice and emergency management.



Julie Canham, Library Technician



Caroline Lowder, Library Diploma student



The Library is used for training, meetings and research activities

The library also subscribes to 300 journal titles. Of these titles, 89 are Police law and criminology journals, both local and international. The remaining titles are predominately in the area of business and management, with a few titles in the areas of current affairs, education and curriculum, and general interest also included.

The Library & Information Services Manager liaises with other police and emergency services libraries in Australia, New Zealand, United States, Canada, and United Kingdom, as well as the tertiary institution libraries, other management school libraries and United Nations networks. Through the use of these networks the library is able to provide materials requested by its clients through the inter-library loan facility all over Australia and New Zealand. The AIPM Library is currently establishing and developing new alliances in Europe that will extend the AIPM Library's ability to provide an excellent cross-section of information.

Library Services

- 24-hour access to resident course participants.
- Library OPAC via the Internet.
- Intranet providing the latest reports and literature on topics of interest.
- Current awareness services of monthly bulletin, weekly journal contents, professional development displays, and circulation of professional development information.
- Lending of library resources.
- Inter-library loans and document delivery.
- International online database searching and information retrieval.
- Reference and research services.
- Targeted literature searches.
- Consultation when required for the enhancement of other library services.
- Information and instructional booklets on how to use the library, basic research skills, and using other information access facilities.



Photo top left: Connie Coniglio, Reference Librarian and Julie Canham, Library Technician
The photos above were taken at the Library which is nestled on the shores of Sydney Harbour and is a popular place for research and training

General Interest

Since its inception in 1960 the library has continually grown. The collection developed from a print-based resource to a predominately electronic-based resource. In recent years there has been a deliberate concentration on educating course members how to use the library effectively to enhance their own professional development and academic achievement.

To assist in the professional development of the policing and safety management community, the AIPM Library has established the AIPM Resources Centre, an electronic information management system designed to organise information for targeted user groups. Through the Resource Centre the Library is able to disseminate the latest electronic information, such as reports, journals and

published papers, to its varied clientele, course participants, institute staff, police jurisdictions and AIPM Alumni.

Most departments measure productivity and profit in financial terms and never consider the hidden productivity and financial gains. The AIPM and its Library has developed an excellent reputation with police organisations and with other service organisations. Profit for the AIPM is measured in terms of what it has achieved and how well the budget dollar is spent. Likewise, the Library shows great profitability when the number of its resources has grown considerably and those resources are used extensively.

National Emergency Services Memorial unveiled

by Alastair Wilson

On a cold windswept mid-July Canberra morning this year, emergency service personnel and volunteers from across the country converged in Kings Park on the shores of Lake Burley Griffin to watch Prime Minister, the Hon John Howard MP unveil a 23 metre-long, 80 tonne national memorial, dedicated to the work of emergency services.

The \$1 million project, managed by the National Capital Authority (NCA) in consultation with Emergency Management Australia (EMA), honours the work and support provided by Australia's national emergency service personnel.

Director General of Emergency Management Australia, David Templeman, said the memorial is dedicated to the commitment, camaraderie, and sacrifice of the thousands of people who work so professionally in the sector.

"This memorial highlights the many events that have changed our life as a nation such as the Cyclone Tracy disaster, the Newcastle earthquake, Ash Wednesday, the Sydney and Canberra fires, the Bali Bombing aftermath, cyclones, floods, search and rescue emergencies, and road trauma," said Mr Templeman.

As the first national community emergency services community memorial created in the National Capital, it provides a place that encourages people to recall and acknowledge events that have changed their lives. It symbolises emergency workers involved in immediate response to disasters, in recovery and consequence management, and in restoring critical infrastructure that helps communities and families recover.

A steering committee, chaired by Professor Desley Luscombe, Dean of Architecture at University of Technology, Sydney, with representatives from the Australian Council of State Emergency Services, Australasian and South West Pacific Police Commissioners' Conference, Australasian Fire Authorities Council, Convention of Ambulance Authorities, Emergency Management Australia and Volunteering Australia, worked on the project since the site was chosen for the memorial in 2000.

The giant concrete frieze symbolises the work and support provided by national emergency service personnel in a 3-D format. Melbourne landscape architects, Aspect Melbourne Pty Ltd, won a national competition in March 2003 for the innovative design of the structure. The artist who conceived the frieze for



The Prime Minister dedicates the memorial, July 2004



The memorial embodies a single, powerful gesture of the spirit of emergency services personnel

the memorial was Charles Anderson. The concept was artfully sculpted by Darryl Cowie and cast in concrete by Adelaide firm CDG Contractors.

Transcript of the opening dedication by the Prime Minister available at <http://www.pm.gov.au/news/speeches/speech983.html>.

About the memorial

The memorial wall travelled from Adelaide to Canberra and was collaboratively designed by some of the country's best landscape architects, artists and sculptural fabricators. The original intent for the project was to produce a memorial that embodied in a single, powerful gesture, the spirit of emergency services.

The memorial breaks from the gentle fall of the surrounding landscape overlooking Lake Burley Griffin, evoking the catastrophic events that call emergency services into action. On the other side, the memorial is an inward folding form depicting protection and comfort during times of tragedy.

The memorial's frieze gathers a collection of images reflecting the diversity of emergency services personnel at work and records some of their experiences. The bronze memorial ledge frames the frieze and allows for contemplation of those who serve and those who accept aid. On the east face of the memorial are words that embody the values and professionalism of the emergency services personnel.

The design and construction of the memorial wall and frieze involved innovative computer modeling and fabrication techniques.

The memorial is one of the first civilian memorials on the shores of Lake Burley Griffin and compliments the traditional military memorial axis of Anzac Parade.



The memorial's arc and sweep depicts protection