



Essential information for potential volunteers

SES ordinary people, doing extraordinary things



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Emergency Management Queensland State Emergency Service

Chief Officer's message to the prospective volunteers

Thank you for your interest in a position with the Queensland State Emergency Service (SES) as a volunteer.

The SES element of Emergency Management Queensland is fundamental to providing emergency and disaster response across the State. SES volunteer members are invaluable and assist in ensuring the safety and wellbeing of all Queenslanders.

This information kit is designed to provide you with important information on the SES, the role it plays in protecting the community and how you can participate in fulfilling that role.

Your demonstrated commitment to your community is greatly appreciated and I wish you every success in your application.



Yours sincerely,
Frank Pagano AFSM
Chief Officer
**Emergency Management
Queensland and State
Emergency Service**

This booklet may contain images of indigenous people, now deceased.

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Department of Community Safety

Queensland's Department of Community Safety (DCS) is unique in Australia. The Department provides services covering all phases of emergency and disaster management – prevention, preparedness, response and recovery.

The four operational divisions of DCS are Emergency Management Queensland (EMQ), Queensland Ambulance Service (QAS), Queensland Correctional Services (QCS) and the Queensland Fire and Rescue Service (QFRS).

Emergency Management Queensland

The State Emergency Service (SES) forms a part of EMQ which is a Division of the DCS. EMQ is responsible for Queensland's disaster management arrangements, emergency helicopter services, supporting community helicopter providers and managing government support to volunteer organisations. EMQ provides support and funding assistance for the Volunteer Marine Rescue Association of Queensland; Australian Volunteer Coast Guard Association; Surf Life Saving Queensland; Royal Life Saving Society Australia; and the State Emergency Service (SES).

State Emergency Service

The SES is a volunteer organisation designed to help Queensland communities in times of emergency and disaster. Each year the SES receives thousands of calls for assistance. State Government and Local Government maintain an important partnership in assisting SES volunteers to provide a valuable volunteer emergency service to their local communities. The *Disaster Management Act 2003* establishes a framework for the management of the SES to ensure the effective performance and support of their functions, for example, to perform search, rescue and disaster related activities.

EMQ develops and maintains SES Business Management and Operations Doctrine to assist the SES in operating effectively and efficiently.

SES what it can offer you

The SES

The SES is a volunteer-based organisation that is designed to empower people to help themselves and others in their community in times of emergency and disaster.

The basic concept of the SES is one of self-help and mutual assistance within each community.

This concept involves the community in all aspects of disaster and emergency activity including prevention, preparation, response and recovery measures that will help protect the community when disaster strikes.

Make a life-changing commitment by joining the Queensland SES.



Training

Queensland SES volunteers receive world class training in a range of disciplines, providing them with real life skills which are used during emergencies, and knowledge that stays with them throughout their life.

Mates

As an SES volunteer you will be working together with a great group of like-minded people. Your group will train and respond to emergencies together, and the experiences you share will lay the foundations for life-long friendships.

Challenge

The Queensland SES has a role for people with a broad range of talents and expertise. A level of physical fitness is needed especially when involved in rescues, responding to natural disasters and performing other critical roles. Roles of administration, communications, stores and welfare do not necessarily require this level of fitness however will only be available dependent on the existing membership of the SES Group.



What is an SES volunteer?

SES volunteers are 'ordinary people doing extraordinary things'. They are empowered to help themselves and others in their community in times of emergency and disaster. They are well respected within their communities and experience the satisfaction of helping their communities and working as part of a skilled team. Their role is more than just responding to incidents or disasters; they attend training, Group meetings after hours and maintain equipment in their own time.

The role of SES volunteers is vital to the safety of people, properties and communities in times of emergency and disaster. SES volunteers are people who care about their communities and are not paid for the great work they do. Whether helping people after a storm or natural disaster, assisting at a road crash, searching for a missing person, responding to a range of other incidents or assisting with non-emergency activities such as public education displays or delivery of safety awareness presentations, SES members are there when their community needs them most.

SES activities

The SES may become involved in preparing for and responding to many different types of disasters and emergencies including:

- cyclones
- storms
- floods
- crime scene/forensics searches
- public events
- body recovery
- animal disease outbreaks
- earthquakes
- transportation incidents
- landslides
- searches for missing persons
- cliff rescue
- providing support to other emergency services.

Members also assist other emergency services with the provision of:

- emergency lighting
- emergency welfare services
- control of traffic at emergency scenes
- emergency communications.





Roles and training

The Queensland SES offers a number of roles including training based on the functional requirements of the SES Group. Training includes accredited modules that lead to a Certificate (III) Public Safety (SES Rescue).

These roles include:

Community Member is an entry level role and receives training in Induction, Safety and First Aid.

Field Operations Member is the next level and is required to be completed prior to undertaking field operations. This role includes training in SES Basic Rescue, Communications and First Aid.

Senior Field Operations Member has further developed their skills by undertaking training in Map Reading and Navigation, Safety, First Aid and Operations.

Team Leader requires additional training more focused on Leadership Development.

To retain membership volunteers are expected to regularly attend training and assist during activations where possible.

Training

Depending on the level of training undertaken and the requirements of each SES Group, a volunteer may be involved in numerous SES functions such as:

- community education
- floodboat operations
- storm response
- search
- vertical rescue
- agency support
- aerial observation
- traffic control
- incident management
- road crash rescue
- special rescue.

Volunteers are expected to regularly attend training nights to maintain their skills. These nights will vary depending on the SES Group.

Uniforms and personal protective equipment

EMQ provides all SES volunteers with uniforms and personal protective equipment (PPE) to ensure the safe and effective execution of their functions.



Types of roles

Every volunteer who joins the Queensland SES receives the initial basic training including Induction, Basic First Aid and Safety. New volunteers start with a few months of induction, where they learn about the SES and how it is run. Once probation is completed, volunteers can then choose how they want to proceed. Areas that volunteers may seek training and accreditation in include:

Agency support

- communications
- welfare
- lighting
- food handling
- air observation
- re-supply.

Flood response

- flood boat operations
- making structures safe after floods
- helping communities prepare for floods
- search in flood waters
- emergency supplies to flood communities.

Incident management

- AIIMS (Australasian Inter-Service Incident Management System)
- incident control
- helping to coordinate the activities of teams in the field.

Search

- urban
- rural
- evacuation
- forensic.



Road crash rescue

- rescuing people from crashed vehicles
- vehicle extractions.

Special rescue

- urban search and rescue
- height rescue
- entrapment.

Storm response

- working at heights
- chainsaw operations
- debris cleanup
- sandbagging
- making structures safe after storms
- helping communities prepare for storms.

Traffic management

- incident site traffic control
- road closure
- diversions.

Vertical rescue

- rescuing people from heights or depths such as cliffs or ravines.

Community education

- working with the media and public to communicate safety messages and warnings
- promoting the SES within the community.





National and State rescue competitions

The Queensland SES National and State rescue competitions provide a unique opportunity for teams from around the State to come together in a spirit of friendly rivalry to apply, practise and further develop general rescue related skills and knowledge. The aim of the competitions is to test SES teams and provide these teams with an opportunity to further develop knowledge and skills in rescue related techniques and procedures.

Honours and awards

Outstanding performance of individuals, teams and SES Groups is recognised by EMQ through various types of awards.

SES week

SES Week takes place in November each year. During the National SES Week, EMQ conducts celebrations and award ceremonies for the Queensland SES. This celebration includes the members being formally recognised through the following awards:

Regional level: ■ Member of the Year ■ Unit/Group of the Year ■ Operational Response of the Year.

State level: ■ The Minister's Cup ■ The Director-General's Cup ■ The Executive Director's Shield ■ SES Week awards.

Other awards include: ■ The Minister's Trophy ■ Executive Director's Commendation ■ Certificate of Appreciation ■ Outstanding Service Certificate.

The Meritorious Service Medal is a State level award that recognises dedicated service by volunteer members of the Queensland SES. The award is made for regular and effective participation in the Queensland SES for a period of 10 years active service.

Additional service above the initial 10 years is acknowledged by the issue of a bar to the Service Medal.



Recruitment and selection process

It is important that the SES maintains viable membership numbers to enable the performance of allocated roles and responsibilities, including disaster or emergency response arrangements.

Membership requirements of the SES include:

- prospective members meet the criteria for the SES position description (the position description can be obtained from your local EMQ office)
- prospective members will need to meet a level of fitness to be able to perform many of the SES functions
- prospective members reside in the same local government area that the SES Group is located
- relevant application forms are completed
- a criminal history check is conducted
- induction and basic training is completed
- a probation period is served and application to become a permanent SES volunteer is accepted.

Unpaid volunteers run the local SES recruitment sessions. Depending on the SES Group, the frequency of information nights and inductions may vary and some may be held infrequently, resulting in possible delays in the membership process.

Criminal history check

Criminal history checks are undertaken before an applicant can be offered memberships with the SES.

Probation

A person who has applied to join the SES and has been accepted must serve a minimum probationary period of three (3) months. During this time only select training is available and personal protective equipment (PPE) is not issued until the probationary period is completed. The probation period may be extended by the Local Controller with approval by the Regional Director.

Induction

All SES members must complete the SES Induction Program so that they are covered by Insurance and Workers Compensation while undertaking SES duties. Probationary members are unable to undertake any activations, operations or activities until the Induction Program has been completed and the Induction Checklist has been signed and witnessed.

Make a life-changing commitment by joining the Queensland SES.

Code of conduct

DCS has a responsibility to the community and a responsibility to its SES volunteers. DCS is required to treat volunteers with respect and dignity and volunteers, in turn, have responsibilities. SES volunteers play a unique role in the Queensland community.

There are very high expectations on volunteers and their fellow officers to deliver services with integrity, sensitivity, efficiency, respect and great care. The public expect volunteers to be open and accountable, and to make good decisions by considering all the relevant information available.

Diversity and equity

The Queensland SES fosters an environment that supports, reflects and promotes equitable and inclusive behaviours and practices, and respects individuals and groups of people by:

- ensuring that all volunteers are treated equitably and with a level of mutual respect
- reducing bias and prejudice
- developing a range of practices and guidelines that actively counteract bias or prejudice
- promoting inclusive practices; and
- encouraging all volunteers to communicate respectfully and fairly.

All members are selected for positions or other opportunities based on merit. Applicants are not excluded from any selection process on the basis of age, gender, race or marital status. All members are selected, promoted and treated on the basis of their individual talents and capabilities.

Anti-discrimination

EMQ is committed to the principles of fair and equitable treatment of others. All SES volunteers have an obligation to interact with fellow volunteers, EMQ staff and the community in a non-discriminatory manner.

It is against the law to discriminate against a person, or someone who associates with a person or group, on the grounds of:

- sex (gender), race, impairment, pregnancy, parental status, political beliefs, trade union activity, religion, age, marital status, lawful sexual activity or political activity.

Harassment

It is unacceptable to harass people at any time when performing SES functions. A volunteer is being harassed if they are subjected to repeated behaviour that:

- is unwelcome and unsolicited
- the officer considers offensive, intimidating, humiliating or threatening, and a 'reasonable person' would also consider offensive, intimidating, humiliating or threatening.

EMbrace

The EMbrace Program's mission is to enhance the psychological and emotional well being of all volunteers within EMQ. As the Emergency Services environment poses a potential risk of exposure to critical incidents, the program is committed to providing support services for SES members to increase their resilience before, during and after stressful events or critical incidents.

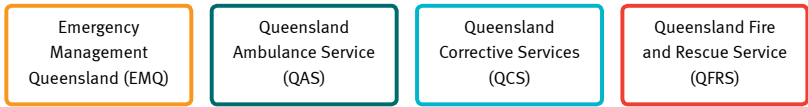
SES Executives

Most SES Groups are led by a Group Leader that reports to the SES Unit Local Controller. Where applicable a Deputy Group Leader will support the Group Leader and relieve in the Group Leader role where approved by the SES State Headquarters Unit.

SES Units may contain one or more SES Groups and generally align with a Local Government Area. SES Units are managed by a Local Controller that reports to the EMQ Area Director. There may be one or more Deputy Local Controllers to support the Local Controller.

SES ordinary people doing extraordinary things

Department of Community Safety (DCS)



EMQ State Headquarters

7 Regions

19 Areas

72 Units

342 Groups

Region	Area
Brisbane	Brisbane
	Moreton Bay
	Redland Bay
Central	Longreach
	Mackay
	Rockhampton
Far Northern	East
	North
	West
North Coast	Sunshine Coast
	Wide Bay/Burnett
Northern	Townsville
	Mount Isa
	Gold Coast
South East	Logan and Scenic Rim
	Ipswich and Somerset
	Eastern Downs
South West	Central Downs
	Roma

72 Local Government areas have their own Units and the remaining six are serviced by another Unit.

A single or multiple Groups may form a Unit and most Groups are managed by a Group Leader.

Queensland SES Supporting the community since 1975

Since 11 December 1975 when the Queensland Government passed the *State Counter Disaster Organisation (SCDO) Act 1975* the State Emergency Service was officially formed out of the Civil Defence Organisation.

Recruitment into this new organisation, the SES, was spurred on in the South East of the State by the Brisbane floods. Queensland now boasts over 6,800 SES members across the State.



SES ordinary people doing extraordinary things

Queensland State Emergency Service



132 500 The only number you need for your local SES for storm and flood emergencies.

Further information

To find out more information about the SES contact **1300 369 003**, or to become a volunteer visit the SES website at www.ses.qld.gov.au or contact your nearest Emergency Management Queensland office:

Cairns	07 4039 8255
Townsville.....	07 4796 9040
Mt Isa	07 4743 2601
Mackay	07 4965 6651
Rockhampton	07 4938 4999
Longreach.....	07 4658 1308
Wide Bay Burnett	07 4190 4810
Sunshine Coast.....	07 5420 7568
Toowoomba	07 4616 1560
Brisbane	07 3635 1890
Roma	07 4622 2188
Beenleigh	07 3287 8530

Be your best **join the SES**



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