

# BRISBANE CITY COUNCIL

## Role Statement



Posn Nos. 31925C, 41010MC, 44864E, 44865N, 44661N, 34947C

<b>ROLE TITLE:</b>	ADMINISTRATIVE TRAINEE
<b>DIVISION :</b>	FAMILIES & COMMUNITY SERVICES
<b>BRANCH / UNIT:</b>	LOCAL ASSET SERVICES
<b>REPORTS TO:</b>	Business and Customer Support Coordinator
<b>BAND:</b>	Subject to the terms of the National Training Wage Interim Award 2000, as varied.
<b>DATE PREPARED:</b>	ANZSCO code:5619D
<b>DATE REVISED:</b>	Revised March 2006 Version Number: 1

I hereby agree that this Role Statement accurately reflects work requirements.

### AUTHORISATION:

<b>Manager</b>	_____	_____	_____
		Signature	Date
<b>Role representative (if applicable)</b>	_____	_____	_____
	Name	Signature	Date
<b>Determined by CRC</b> .... / .... / ....	<b>CRC Number:</b>		

### PRIMARY ROLE PURPOSE:

To develop and provide administrative and clerical support to Work Teams within the Region or Head Office.

To develop knowledge and skills to be able to provide courteous, efficient and timely customer service.

### CUSTOMERS:

#### Other Team Members

Positive contribution towards overall team performance.  
Administrative support, accurate timely information.

#### Elected Council members and Senior Management

Courteous, prompt attention to enquiries and requests, and frequent updates regarding the progress of same.

### **Suppliers, External Customers; People who live, work, study or visit Brisbane**

Timely action regarding payment of accounts. Prompt, accurate response to enquiries and requests.

### **Internal Customers/Other Council Staff**

Prompt, accurate response to enquiries and requests.

## **RESOURCES AND BUDGETS (if applicable):**

- Total Staff Numbers (incl. Full-time, Temp. & Casual): - nil
- Human Resource Expenditure: - nil
- Other Recurrent Expenditure: - nil
- Capital Expenditure (average \$ value of projects): - nil

### **SOURCES OF INCOME:**

- Fees & Charges - nil
- Other - nil

## **ORGANISATIONAL ACCOUNTABILITIES:**

Be familiar with and follow the spirit and content of **Council's Code of Conduct**. A copy of this is provided with your appointment letter if successful. Or can be accessed at:

[http://jspweb.bcc.qld.gov.au/online\\_documents/display/show\\_document.jsp?doc=1117](http://jspweb.bcc.qld.gov.au/online_documents/display/show_document.jsp?doc=1117)

Be with familiar with and undertake all work in accordance with relevant policy and legislation, including:

- **Council's Equity and Diversity Framework, Awards and Enterprise Agreements, City of Brisbane Act, Council Local Laws and Anti-Discrimination Legislation**
- **Council's Values and Behaviours**
- **Council's Zero Harm Policy Statement**
- **Workplace Health and Safety (WH&S) legislation**
- **Relevant WH&S Responsibility Statement**
- **Brisbane's Customer Charter**

\* A list of responsibilities associated with fulfilling WH&S requirements can be accessed at:

[http://jspweb.bcc.qld.gov.au/workplace\\_health\\_safety/staff\\_responsibilities/default.jsp](http://jspweb.bcc.qld.gov.au/workplace_health_safety/staff_responsibilities/default.jsp)

Employees may be required to undertake tasks and activities up to their level of competence associated with any of the processes below but within the scope of the generic Role Description for their Band

## **KEY ACCOUNTABILITIES:**

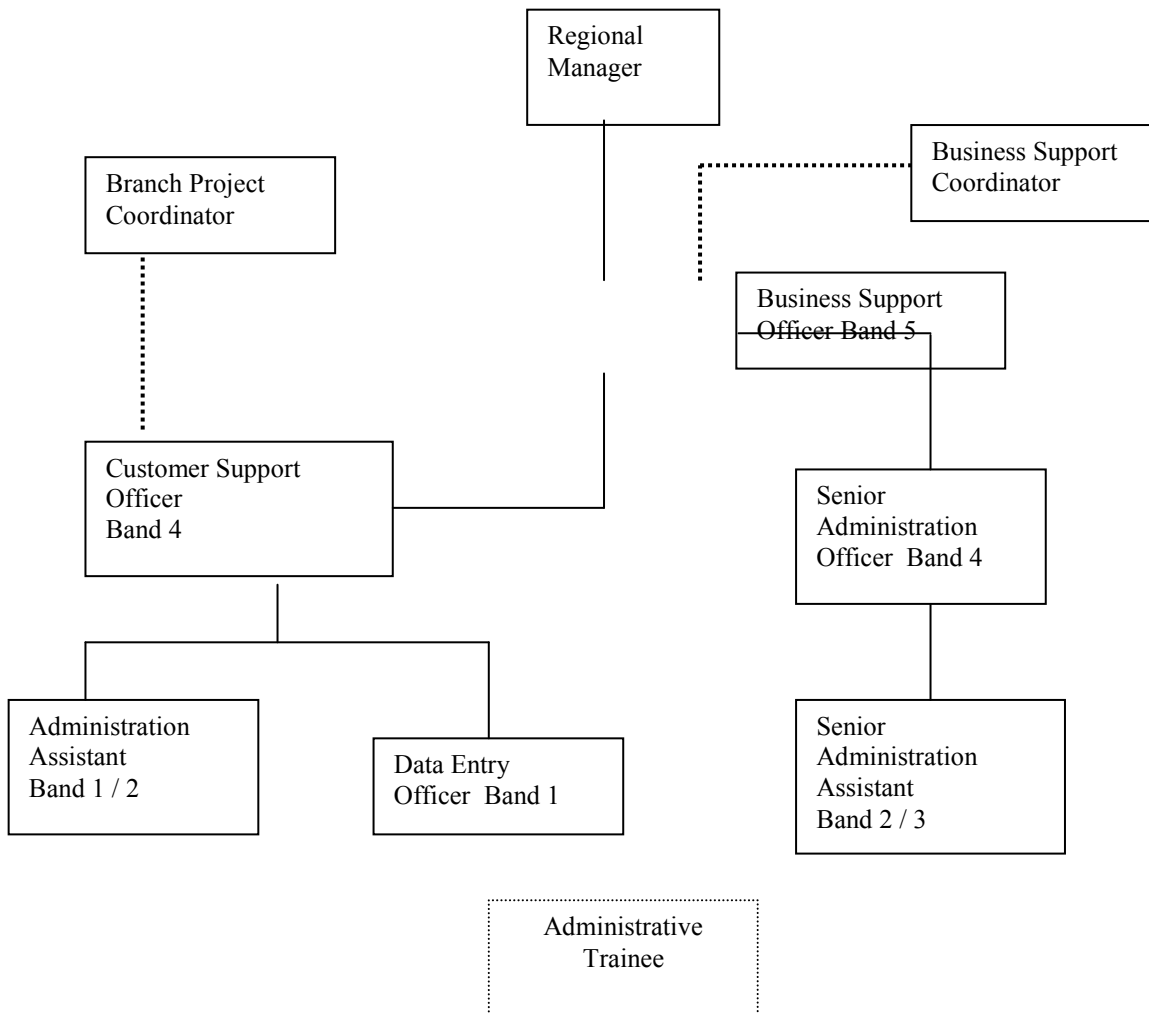
- Develop and provide efficient services utilising various software packages including word processing, spreadsheets and data input.
- Develop knowledge and skills to be able to undertake general administrative duties including records maintenance, completion of forms, distributing mail and correspondence according to established procedures.
- Operating office equipment including telephone, fax and photocopier.
- Develop skills to manage own workflow efficiently, negotiating priorities for deadlines where appropriate.
- Develop knowledge and skills to be able to provide courteous, efficient and timely customer service to external and internal clients.
- Develop knowledge and skills to be able to respond appropriately to verbal enquires, ensuring that enquires are handled promptly.
- Provide efficient and timely support to the work unit as a member of a work team.
- Perform duties within Council guidelines and procedures
- Attend training and meet competency standards as required by the terms and conditions of the Traineeship Agreement.
- Lead and role model customer focused behaviour by delivering the highest standards of service to our customers.

## **KEY SELECTION CRITERIA:**

- Understanding of customer service principles and the ability to effectively communicate with people.
- Ability to work in a team environment whilst providing administrative support.
- Ability to acquire the skills to use Council's computer systems (ie City Web, RMS, Ellipse, IFBIS, CitySearch, Groupwise, ), and PC software applications, (ie Word and Excel).
- Ability to type at a minimum of 45 wpm and 98% accuracy.
- Ability to undertake all work in accordance with Council's corporate consistencies, policies and procedures, particularly in the areas of Equal Employment Opportunity and Workplace Health and Safety

## ORGANISATION FLOW CHART

Note: Organisational chart subject to change within Regions



# BRISBANE CITY COUNCIL

## Role Statement Salaried Staff Employees

Position number: 3150



<b>ROLE TITLE:</b>	State Emergency Services Local Controller	
<b>DIVISION :</b>	Brisbane Infrastructure	
<b>BRANCH / UNIT:</b>	Asset Services	
<b>REPORTS TO:</b>	Branch Manager	
<b>BAND:</b>	Band 8	
<b>DATE PREPARED:</b>	August 2008	ANZSCO code: 1321A
<b>DATE REVISED:</b>	June 2011	Version number: 3

I hereby agree that this role statement accurately reflects work requirements.

### AUTHORISATION

<b>A/Manager</b>	<u>Chris Lavin</u>	_____	_____
	Name	Signature	Date
<b>Employee (if applicable)</b>	_____	_____	_____
	Name	Signature	Date
<b>Determined by CRC:</b>	<b>.. 10 . / . .9 . . / . . 2008. .</b>	<b>CRC number:</b>	<b>J859 (M1.1)</b>

### PRIMARY ROLE PURPOSE

The role of this position is to:

- Manage State Emergency Services (SES) operational activities and projects from concept to completion including financial control as well as assisting in developing and implementing management systems and processes in the areas of human resource management, workplace health and safety, strategic and business planning, customer service and information technology.
- Provide support and advice to the Manager of Asset Services, Executive Manager Field Services, Executive Management Team and Branch Management Team, to ensure an efficient and effective Brisbane City Council State Emergency Services Unit and volunteer support program.

### CUSTOMERS

- People who live, work, study or visit Brisbane
- Lord Mayor and Elected Council members
- Executive Manager Field Services, Brisbane Infrastructure
- Manager Asset Services
- Internal Customers/Clients from Other Council Divisions.
- Emergency Management Queensland (EMQ)
- External government and non government service providers

- Government agencies and Non Government Agencies

## RESOURCES AND BUDGETS (if applicable)

• Total staff numbers (including full-time, temporary and casual):	2
• Human resource expenditure:	Nil
• Other recurrent expenditure:	\$1.4 M
• Capital expenditure (average \$ value of projects):	\$375K
• SES Volunteers	600

## ORGANISATIONAL ACCOUNTABILITIES

Be familiar with and follow the spirit and content of **Council's Code of Conduct**. A copy of this is provided with your appointment letter if successful, or can be accessed at:  
[http://jspweb.bcc.qld.gov.au/online\\_documents/display/show\\_document.jsp?doc=1117](http://jspweb.bcc.qld.gov.au/online_documents/display/show_document.jsp?doc=1117) .

Be familiar with and undertake all work in accordance with relevant policy and legislation, including:

- **Council's Equity and Diversity Framework, Awards and Enterprise Agreements, City of Brisbane Act, Council Local Laws and Anti-Discrimination legislation**
- **Council's Values and Behaviours**
- **Council's Zero Harm Policy Statement**
- **Workplace Health and Safety (WH&S) legislation**
- **Relevant WH&S Responsibility Statement**
- **Brisbane's Customer Charter.**

\* A list of responsibilities associated with fulfilling WH&S requirements can be accessed at:  
[http://jspweb.bcc.qld.gov.au/workplace\\_health\\_safety/staff\\_responsibilities/default.jsp](http://jspweb.bcc.qld.gov.au/workplace_health_safety/staff_responsibilities/default.jsp)

## KEY ACCOUNTABILITIES

### Outcome Management

- Assist to manage the operational effectiveness of the unit consistent with relevant Department of Emergency Services (DES), Emergency Management Queensland (EMQ) and Brisbane City Council policies and guidelines ensuring :
  - The Unit has appropriate accommodation to meet the welfare requirements of the members, in addition to meeting the operational requirements of the organisation.
  - The Unit's equipment is maintained in appropriate condition.
  - The funding provided by both Brisbane City Council and DES is utilized effectively across the Brisbane City SES Unit.
  - Selection processes for key executive positions within the Brisbane City SES Unit, align with the requirements of both Brisbane City Council and EMQ.
  - The accommodation and facilities of the Brisbane City SES Unit are maintained to a high standard.
- Ensure the effective management and maintenance of allocated communications systems to meet operational requirements.
- As Local Controller lead a team of well trained and committed emergency service volunteers, staff and the financial, physical and strategic resources engaged in the planning, coordination and delivery of services by the Brisbane City SES Unit.

- Identify and manage the appropriate response to significant management issues and risks emerging in the SES and ensure that the service is managed in accordance with the specified requirements of the Policy Area and current best practice.
- The application of State and Federal grants and subsidies are managed effectively on behalf of the Brisbane City SES Unit.

### Project Management

- Identify and manage SES specified projects to ensure the agreed outcomes, concepts and standards are met and are inline with SES requirements.
- Adopt a city wide approach when determining the priority of the projects.
- Manage the budget for each individual project which includes expenditure control, monitoring, reporting and achievement of financial targets.

### Business Processes and Systems

- Manage the development, review and operation of systems and procedures, ensuring that recommended changes comply with agreed standards and meet quality, legislative and environmental requirements and build a culture of efficiency gains through continuous improvement.
- Develop and implement business improvement strategies to ensure ongoing best practice value for money emergency management.
- Operate in accordance with legislative and other requirements for quality, contracting and tendering, EEO, OH&S and environmental management.

### Relationship Management

- Ensure effective partnerships are developed and maintained between Emergency Management Queensland, other government and non government emergency support agencies, program policy areas, fellow program providers and commercial providers.
- Ensure effective partnerships are developed and maintained between the SES and key Council stakeholder groups.
- Manage the development of collaborative working relationships to ensure strategic and tactical outcomes are met.
- Influence, educate and provide leadership to key stakeholder groups.
- Be a lead advocate for the agreed Asset Services position on strategic and tactical issues when communicating with key customers and stakeholders.
- Resolve complex and difficult customer and stakeholder issues in a timely manner.

### Organisational Leadership

- Promote a team culture that reflects performance orientation, customer focus and high levels of volunteer satisfaction.

- Provide leadership, support and advice to build a culture of continuous improvement and innovation within the State Emergency Service.
- Provide advice to the Manager, Asset Services and participate in decision making processes, including the development of strategic and business plans.
- Provide leadership to the organisation through participation in business planning and action implementation.
- Development of and tracking of progress toward achievement of work unit key performance indicators.

#### Communication & Customer Focus

- Ensure the SES Unit provides consistently high levels of customer service to all Customers, Stakeholders and the community.
- Work collaboratively with policy providers, councillors and customers including Emergency Management Queensland, other government and non government support agencies and individuals by providing high quality and consistent technical advice that contributes to quality emergency management.
- Contribute to the Branch responses to policy areas in relation to emergency management.
- Participate in the development of Service level agreements, support their implementation and monitor Branch compliance and provide constructive input to the ongoing review process.
- Prepare and provide timely accurate information, advice, reports and correspondence in response to complex technical issues.

#### People and Learning

- Provide leadership for fellow team members, including on the job training and coaching.
- Resolve staff and volunteer issues and conflicts.
- Provide leadership in the continuous development of a “Zero Harm” culture and ensure its coverage across the whole of the unit. Assist with the development of competency and leadership of the group through learning and development plans arranged for team members.
- Role model and foster a branch wide culture of ethical behaviour compliant with Councils Code of Conduct, Corporate Values and Branch Behaviour Statements.
- Lead performance excellence by setting clear direction, performance standards and expectations for individuals and teams. Give and receive regular feedback to enable performance to be improved and ensure individuals obtain the development and support they need to perform to the best of their ability.

#### Business Alignment

- Ensure the SES contributes to the development of and effectively implements Corporate, Divisional and Branch wide change strategies and initiatives and comply with corporate consistencies.



- Development and ownership of Branch wide or corporate issues.

NOTE: Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with their band level, in any area of Council.

## **KEY SELECTION CRITERIA**

### ***Essential:***

1. Strong consultation, negotiation and communication skills with demonstrated ability to negotiate, liaise and influence customer groups including volunteers, government and non government organisations to provide excellent customer service.
2. Proven ability to effectively plan and manage a city wide response to crises and natural disasters such as assisting private households affected by storms and floods, assisting police with searches, evacuating households and assisting with community safety.
3. Proven ability to lead, manage and develop both staff and volunteers in a manner consistent with fair and equitable human resource management policies and practices and current industrial relations environment, to achieve their optimum potential.
4. Demonstrated experience in managing and delivering projects across a diverse range of areas in a decentralised operating environment.
5. Demonstrated knowledge and application of the principles and practices of emergency management in relation to the Brisbane context.
6. Demonstrated understanding of the internal workings of the Brisbane City Council and Emergency Management Queensland.

### ***Desirable:***

1. Experience in the management of an SES unit in a Local Government context.
2. Relevant tertiary qualifications in management.

# BRISBANE CITY COUNCIL

## Role Statement



Posn No. 3140 HO

### ROLE TITLE:

**STATE EMERGENCY SERVICE  
ADMINISTRATION SUPPORT OFFICER**

### DIVISION :

FAMILIES & COMMUNITY SERVICES

### BRANCH / UNIT:

LOCAL ASSET SERVICES

### REPORTS TO:

SES LOCAL CONTROLLER

### BAND:

**Band 4**

### DATE PREPARED:

20 October 2008 ANZSCO code: 5511B

### DATE REVISED:

Version Number:

I hereby agree that this Role Statement accurately reflects work requirements.

### AUTHORISATION:

Manager

[Redacted]

Name

Signature

Date

Role representative  
(if applicable)

Name

Signature

Date

Determined by CRC .... / .... / .... CRC Number:

### PRIMARY ROLE PURPOSE:

- The purpose of this role is to provide administrative and financial support to the office of the Local Controller and volunteer staff of the SES. This role ensures core administrative systems and processes are designed, maintained and modified to meet corporate, divisional and business obligations. The position ensures financial practices comply with Corporate and Branch policies and guidelines
- The position provides effective communication and liaison between the Brisbane City Council, the State Emergency Service, the Queensland Department of Emergency Services and external agencies.

### CUSTOMERS:

- Community
- Ward Councillors
- F&CS/Community Safety
- CCS/Local Asset Services - Manager
- Queensland State Government
- State Emergency Services
- External agencies

## RESOURCES AND BUDGETS (if applicable):

<input type="checkbox"/>	Total Staff Numbers (incl. Full-time, Temp. & Casual):	nil
<input type="checkbox"/>	Human Resource Expenditure:	nil
<input type="checkbox"/>	Other Recurrent Expenditure:	nil
<input type="checkbox"/>	Capital Expenditure (average \$ value of projects):	nil

## SOURCES OF INCOME:

<input type="checkbox"/>	Fees & Charges	nil
<input type="checkbox"/>	Other	nil

## ORGANISATIONAL EXPECTATIONS:

Be familiar with and follow the spirit and content of Council's Code of Conduct. A copy of this is provided with your appointment letter if successful. Or, internally can be accessed at  
[http://jspweb.bcc.qld.gov.au/online\\_documents/display/show\\_document.jsp?doc=1117](http://jspweb.bcc.qld.gov.au/online_documents/display/show_document.jsp?doc=1117)

Council is a Zero Harm organisation and every one of us must be committed to maintaining a healthy and safe work environment. Zero Harm is our greatest priority in the way we conduct our business.

*For a list of responsibilities associated with fulfilling these requirements, refer to City Web Corporate On-Line Documents, WH&S Policy 101 – "Responsibilities for Workplace Health and Safety" or the Zero Harm web site [http://jspweb.bcc.qld.gov.au/workplace\\_health\\_safety/](http://jspweb.bcc.qld.gov.au/workplace_health_safety/)*

## KEY ACCOUNTABILITIES:

- Maintain administrative systems and processes to ensure SES standards meet corporate and business obligations.
- Conduct regular audits of SES Management's administrative practices, processes and systems. Ensure that appropriate internal control measures are in place and that the Section meets legal and corporate requirements.
- Carry out a range of administrative tasks including human resource and finance functions to ensure SES Management meets Corporate consistencies, goals, benchmarks and standards.
- Take minutes at meetings, organise events such as the Lord Mayors awards night and the SES recruitment information nights
- Interpret and apply Corporate and Branch policies, procedures, and practices to ensure the SES Unit meets its administrative and financial obligations.
- Interpret and apply the SES Doctrine policies, procedures and practices to ensure the SES unit meets its administrative and operational obligations.
- Source goods and services and ensure timely processing through the Ellipse system.
- Retrieve and collate information to support research and policy development.
- Design and produce a wide range of written and graphic material including reports, submissions, and presentations.

- Monitor agreements with shared service providers and liaise with shared service provider staff regarding quality, delivery, and payment for services.
- Collate, interpret and report on regular financial and performance information in line with divisional and corporate requirements.
- Design and maintain hard copy and computer filing systems. Maintain corporate and divisional registers and information systems.
- Manage the sections correspondence management processes including the meeting of corporate performance targets for general and Lord Mayoral correspondence.
- Liaise with other emergency services in particular Emergency Management Queensland. Provide effective customer service, particularly during emergencies.
- Manage, maintain, and update membership applications, statistical reports and Unit stores and assets.
- Maintain and manage the SES database
- Monitor information from staff and volunteers and provide assistance to staff to ensure that information in and out of the Section is of a high quality.

#### **Workplace Health and Safety**

- Contribute to the continuous improvement of the Division's Workplace Health & Safety Management System and undertake all work in accordance with relevant Workplace Health & Safety legislation and Workplace Health and Safety policies and procedures.

#### **Code of Conduct**

- Undertake all work in accordance with relevant policies and legislation including Council's Equity and Diversity Policy, Fraud Policy, Environmental Policy, Awards and Agreements, City of Brisbane Act, Council Ordinances and Anti-Discrimination legislation.
- Undertake all duties in accordance with Council's behaviour statements and values.

**Note:** 1. Officers may be required to undertake tasks and activities up to their level of competence and skills and training associated with any of the above processes, but within the scope of the generic Role Description for their Band/Stream in any area of Council.

2. Maybe required to undertake work out of hours to assist during large scale SES activations.

### **KEY SELECTION CRITERIA:**

#### ***Essential:***

- Effective organisation and time management skills, with the demonstrated ability to work and prioritise work loads to meet set deadlines, whilst working at times autonomously and within a team.
- Highly developed communication and customer service skills including the ability to liaise and negotiate with people at all levels in the organisation.
- Demonstrated understanding and ability to monitor and implement security and audit processes
- Ability to analyse data, both financial and statistical, and prepare information reports.

- Knowledge of ELLIPSE to enable processing of accounts including payments.
- Knowledge of IFBIS ITS for internal trading and IFBIS General Ledger for journals and account tracking and inquiries.
- Demonstrated ability to compile correspondence, reports and presentations using a range of software packages (such as Microsoft Word, PowerPoint, Excel, Adobe PhotoShop, Acrobat Reader, Integrated Customer Contact System (ICCS) and presentation software) as well as maintain databases.
- Demonstrated ability to interpret and implement administrative and financial policies and processes.

***Desirable:***

- Understanding of the structure of the SES, and of Council's role in relation to the Brisbane City SES Unit.
- Knowledge of the volunteering ethic and ability to work with volunteers at all levels.
- Basic understanding of emergency management.
- Ability to undertake all work in accordance with Council's corporate consistencies, policies and procedures, particularly in the area of Equal Employment Opportunity and Workplace Health and Safety.

# BRISBANE CITY COUNCIL

## Role Statement – Position Number:



<b>ROLE TITLE:</b>	<b>SES TRAINING &amp; DEVELOPMENT CO-ORDINATOR</b>	
<b>DIVISION :</b>	FAMILIES and COMMUNITY SERVICES	
<b>BRANCH / UNIT:</b>	COMMUNITY SAFETY & DISASTER MANAGEMENT	
<b>REPORTS TO:</b>	SES Local Controller	
<b>BAND:</b>	<b>Band</b>	
<b>DATE PREPARED:</b>	May 2010	ANZSCO code:
<b>DATE REVISED:</b>	May 2010	Version Number:

I hereby agree that this Role Statement accurately reflects work requirements.

### AUTHORISATION:

**Manager**

\_\_\_\_\_

\_\_\_\_\_

*26/5/2010*

Name

Signature

Date

**Employee  
(if applicable)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name

Signature

Date

**Determined by CRC:**

/ /

**CRC Number:**

### PRIMARY ROLE PURPOSE:

This role coordinates the training and development of the State Emergency Service volunteers while working closely with Emergency Management Queensland to outline the needs of the volunteers and ensure the agreed outcomes, concepts and the standards of the State's Registered Training Organisation (RTO) status is met.

This role will provide operational support to the SES Local Controller during times of natural disasters.

This role will also foster and maintain partnerships with key stakeholders and external agencies to continue to build the effectiveness of the SES Unit.

### CUSTOMERS:

- The State Emergency Service volunteers
- Community
- The Office of the Lord Mayor and Elected Representatives
- The Office of the CEO
- Divisional Manager and Executive Management Team
- Manager, Community Safety and Disaster Management
- External government and non government service providers
- Government agencies and Non Government Agencies
- Brisbane State Emergency Service Local Controller

## KEY ACCOUNTABILITIES:

- Analyse learning needs, plan, develop, evaluate and co-ordinate training to support the SES volunteers capability requirements.
- Develop and monitor an annual training calendar to deliver the training requirements identified by the learning needs analysis.
- Lead and conduct regular training meetings with the SES volunteer training officers.
- Deliver and facilitate various training programs for the SES volunteers.
- Work in close liaison with Emergency Management Queensland to ensure that the training requirements specified by both organisations are met and that the SES volunteers are achieving the required outcomes.
- Maintain accurate records of learning and development and attendance / accreditation of the SES volunteers.
- Provide advice on learning and development activities related to the State Emergency Service including consultation and collaborative training with Emergency Management Queensland, other SES Units and other Government agencies and Non Government Organisations.
- Provide operational support to the SES Local Controller during times of natural disasters and major events.
- Lead and role model customer focused behaviour by working together with other areas of Council to solve customer issues.
- Assist in fostering and maintaining effective partnerships between BCC and EMQ, other government and non government emergency support agencies, program policy areas, fellow program and commercial providers, and key Council stakeholder groups to ensure strategic and tactical outcomes are met.
- Ensure all work is completed in accordance with Workplace Health and Safety Legislation and Council's Workplace Health and Safety policies and procedures.
- Undertake all duties in accordance with Council's behaviour statements and values.

## KEY SELECTION CRITERIA:

### **Essential:**

1. Demonstrated experience in identification of learning needs, documentation, planning and evaluating learning and development activities.
2. Demonstrated understanding of the training standards of a registered training organisation.
3. Well developed interpersonal skills with the ability to liaise with diverse client groups and stakeholders.
4. Demonstrated ability in measuring and analysing skills gaps.
5. Possess the ability to build and maintain effective relationships and positively influence the thinking and behaviours of others to achieve successful outcomes.
6. Possession of a Certificate IV or higher in Training and Assessment,

### **Desirable:**

1. Experience in operation assistance and support to an operational area.
2. Knowledge of the Brisbane City Council Disaster Management Plan.

## **Guidelines to the Lord Mayor's Service Recognition Payments to the members of Brisbane City State Emergency Service Unit**

### **The \$200 Payment (under 5 years of service)**

- One off payment of \$200 to be paid from May of each financial year
- Must have completed at least 12 months as an active member with a minimum qualification of Community member of the Brisbane City SES Unit. The 1<sup>st</sup> May of each financial year will be the assigned cut-off to determine the length of time a person has been a member.
- An active member is a member with at least 75% attendance to training in any one year. The year being a financial year. (N.B. if the 75% attendance is not reached, training courses such as floodboat, chainsaw etc. as well as any extra hours spent at SES will be taken into account. An application will need to be submitted by the member to the Local Controller, outlining the circumstances and proof of courses attended, for his approval.)
- The member must also participate in the nightly activities and be at training for the majority of the night.
- Continual payment for the coming financial years will be for members who continue being an active Community member as a minimum.
- Each member is to abide by the SES Code of Conduct. Should disciplinary action be taken against you there is a possibility it could void your payment. It will be determined on a case by case basis and will depend on the severity of the breach. For those members who become ineligible for the payment due to disciplinary action, they will be notified at the time of sanction.
- Payment is for Brisbane City SES Members only. Should volunteers join from other SES units outside Brisbane their years of service already obtained will not be recognised for the purpose of this payment.
- Members on the reserve list will not receive payments.
- For payment purposes, the 1<sup>st</sup> May of each financial year will be the cut-off to determine the length of time a person has been an active Community member.
- For members to be paid, each group is required to keep the spreadsheet updated with the member's attendance. This should be done weekly. The spreadsheet is in 'Common' drive.
- It is the member's responsibility to ensure they attend 75% of the training nights to be eligible for the payment. This information will be provided back to the groups quarterly so members can check the accuracy etc.
- Individual circumstances will be taken into account when an application is submitted by the member to the Local Controller for his consideration.



### **The \$500 Payment (over 5 years of service)**

- One off payment of \$500 to be paid from May of each financial year.
- Must have completed at least 5 consecutive years as an active member with a minimum qualification of Community member of the Brisbane City SES Unit. As an initial base line, it will be assumed that if a volunteer has been an active member with the base qualification of Community member since 2004, the volunteer will be eligible to receive the initial payment. The 1<sup>st</sup> May of each financial year will be the assigned cut-off to determine the length of time a person has been a member.
- An active member is a member with at least 75% attendance at training in any one year. The year being a financial year. (N.B. if the 75% attendance is not reached, training courses such as floodboat, chainsaw etc. as well as any extra hours spent at SES will be taken into account. An application will need to be submitted by the member to the Local Controller, outlining the circumstances and proof of courses attended, for his approval.)
- The member must also participate in the nightly activities and be at training for the majority of the night.
- Continual payment for the coming financial years will be for members who continue being an active Community member as a minimum.
- Each member is to abide by the SES Code of Conduct. Should disciplinary action be taken against you there is a possibility it could void your payment. It will be determined on a case by case basis and will depend on the severity of the breach. For those members who become ineligible for the payment due to disciplinary action, they will be notified at the time of sanction.
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- It is the member's responsibility to ensure they attend 75% of the training nights to be eligible for the payment. This information will be provided back to the groups quarterly so members can check the accuracy etc.
- Individual circumstances will be taken into account when an application is submitted by the member to the Local Controller for his consideration.

1.0 FILE NUMBER

376/26-J(17)

SUBMISSION TO THE ESTABLISHMENT AND CO-ORDINATION COMMITTEE

2.0 TITLE

Annual honorarium for executive members of the Brisbane State Emergency Service (SES) unit.

3.0 ISSUE/PURPOSE

To approve funding for an annual honorarium to cover out of pocket expenses outlaid by the executive members of the Brisbane State Emergency Service (SES) unit.

4.0 PROPONENT

[Redacted] Divisional Manager, Families and Community Services

5.0 SUBMISSION PREPARED BY

[Redacted], SESLC, Acting Local Controller, Brisbane SES, x 72555

6.0 DATE

8 August 2008

RECEIVED

18 AUG 2008

7.0 FOR E&C APPROVAL OR RECOMMENDATION TO COUNCIL

Recommendation to Council

COMMITTEE SECTION

8.0 IF FOR RECOMMENDATION TO COUNCIL, IS A COUNCIL RESOLUTION REQUIRED UNDER AN ACT OR LOCAL LAW?

No

9.0 RECOMMENDATION

That Council approve funding for an annual honorarium to cover out of pocket expenses outlaid by the executive members of the Brisbane State Emergency Service (SES) unit.

*The Lord Mayor is to write to the eligible members.*

10.0 DIVISIONAL MANAGER

COMMITTEE CHAIRMAN

I support / Reject the Recommendation/s.

If Reject – please state reasons:

[Redacted signature area]

[Redacted signature area]

[Redacted]  
Divisional Manager  
Families & Community Services

Councillor Geraldine Knapp  
Chairperson  
Families & Community Services Committee

APPROVED

18 AUG 2008

I Recommend Accordingly

[Redacted]  
CHIEF EXECUTIVE OFFICER

[Redacted signature area]  
Lord Mayor

## 11.0 BACKGROUND

The Brisbane SES unit is one of Brisbane City Council's initial response capabilities to any emergency. The SES is a volunteer organisation that is very well respected and does a wonderful job in assisting the greater community in times of need. It has a membership of 350 divided into nine (9) groups across Brisbane. Each group has a depot used as a base for training purposes and to store the necessary equipment for the work they do.

To keep a unit of this size going, it comes down to the dedication of the Unit Executive group to provide advice, training, mentoring and support. The group is made up of the Deputy Controller, functional Managers and the nine Group Leaders, making the group a total of 17 people. The individuals who undertake these roles commit their own time and resources to subsidise the activities of the SES. "Out of pocket" expenses include petrol and wear and tear on personal vehicles to transport members or attend activities or meetings to represent the SES, computer and internet and telephone to contact members, lecture at training courses and complete necessary paperwork on-line.

At the recent CEO/SES meeting, the issue of "out of pocket" expenses was discussed and an annual cost analysis was outlined agreed as below:

Vehicle expenses - estimated travel per year was 5000 kms	\$500.00
Telephone - estimated at 600 calls at 50cents	\$300.00
Internet - estimated to be in the order of \$10 per month	\$120.00
Incidental costs	\$80.00
<b>Total</b>	<b>\$1,000.00</b>

## 12.0 CONSULTATION

Cr Geraldine Knapp, Chairperson, Families and Community Services Committee  
[REDACTED] Chief Executive Officer  
[REDACTED] Divisional Manager, Families and Community Services  
[REDACTED] Chief Financial Officer, Corporate Services  
[REDACTED] Manager Local Asset Services, Families & Community Services  
[REDACTED] Acting Local Controller, Brisbane SES Unit, Families & Community Services  
[REDACTED] Manager Community Safety, Community Safety & Disaster  
Brisbane SES Unit Leadership Group

All those consulted above are in agreement with the recommendation.

## 13.0 IMPLICATIONS OF PROPOSAL

Approval of this submission will ensure that the Approved Budget for the 2008/09 financial year as well as every financial year from here on is adjusted to effectively fund the amended priorities.

## 14.0 COMMERCIAL IN CONFIDENCE

No.

## 15.0 VISION/CORPORATE PLAN IMPACT

Reviews to the approved Budget are consistent with managing Council's finances and assets effectively to fund key priorities and provide best value for money within the Smart and Prosperous City theme.

## 16.0 CUSTOMER IMPACT

The benefits to the Brisbane City Council will be to continue to have a dedicated SES Executive Group that can perform their duties with less impact on their own finances. This will ensure that the SES members are properly trained and have the capacity and capability to meet the growing city profile and all the risks that face the city of Brisbane.

**17.0 ENVIRONMENTAL IMPACT**

Nil

**18.0 POLICY IMPACT**

Nil

**19.0 FINANCIAL IMPACT**

The estimated cost for SES Executive Members on a yearly basis will be \$17,000. This expense will be covered in the existing 2008/09 budget SES Operating Budget, Program 7 Public Health and Safety, subject to second budget review and then included as an additional item in the 2009/10 budget build.

State Government currently provides a \$262.20 annual allowance to group leaders. This allowance is currently being reviewed and it is likely that it will be increased. If the State Government increase the allowance to group leaders, it is proposed to reduce the Brisbane City Council honorarium by the amount of the increase.

It is recommended that additional funding be provided to cover the out of pocket expenses incurred by the SES Executive members on a yearly basis. The amount of the honorarium will be reviewed prior to the budget building process annually and then included in the following year's budget.

**20.0 HUMAN RESOURCE IMPACT**

Nil

**21.0 URGENCY**

In the normal course of business

**22.0 PUBLICITY/MARKETING STRATEGY**

N/A

**23.0 OPTIONS**

1. Approve the recommendation
2. Not approve the recommendation

**Option 1 is the preferred option**

# Brisbane City State Emergency Service Unit

## State Emergency Service (SES) Functions Overview

The list of functions below is reflective of all functions that can potentially be undertaken by SES groups and units from throughout the state.

A detailed list of functions that are the responsibility of Brisbane City SES groups is provided on the following pages.

SES Functions may include:

### **Storm Damage Operations**

Chainsaw operations, tarping, debris cleanup, temporary building repairs, sand bagging, water diversion

### **Flood Operations**

Flood boat operations, sand bagging, marine search and rescue, marine re-supply

### **Search Operations**

Rural, urban, forensic

### **Road Crash Rescue**

Rural and remote areas

### **Vertical Rescue**

Difficult access from heights

### **Specialist Rescue**

Urban search & rescue, rescue from heights & depths, general and disaster rescue

### **Incident Management**

AIIMS, ICS, staging area, taskforce/strike team

### **Agency Support**

Support for other agencies, air observation, lighting, catering, re-supply, evacuation

### **Traffic Management**

Incident and site management, traffic control, road closure/diversion

### **Community Education**

Disaster awareness, organisation/community group visits, campaigns/initiatives

### **Fund Raising**

Organisation/community events, tin rattles, raffles, merchandise

### **Maintenance**

Equipment maintenance and management

### **Unit Management**

Unit/group administration, human resources management, facility management, meetings/conferences

# Detailed Brisbane SES Approved Operational Functions

The information provided below is only relevant to the operational responses undertaken by the Brisbane Unit SES members within the Brisbane Units area of responsibility bounded by the Brisbane City Council city limits.

## Storm Damage Operations

### The SES will:

- undertake temporary repairs to damaged areas of essential infrastructure, domestic and commercial premises that are the result of a significant weather event, fire or damage caused by an incident out of the property owners' reasonable control
- conduct chainsaw activities on fallen trees to provide access to essential infrastructure, domestic and commercial premises and render the site safe for persons in the area
- engage in debris cleanup where there is a requirement for maintaining site safety or all other higher priority tasks have already been completed
- perform sand bagging and water diversion in response to an emergency as the result of a significant weather event or an incident out of the property owners' reasonable control or prior warning to an event.

### The SES does not:

- undertake temporary repairs to domestic and commercial premises that are the result of inadequate maintenance or damage caused by actions of the property owner
- undertake temporary repairs to damaged areas of domestic and commercial premises that are not impacting upon a living area of a home or affecting the conduct of an essential business
- conduct chainsaw activities on trees that have not fallen to the ground or are hung up on part of the sites structures or other trees
- fell trees
- clear other trees or plants unnecessarily
- perform sand bagging and water diversion in response to a forecast regular event such as large or king tides.

## Flood Operations

### The SES will:

- undertake flood boat operations to evacuate and/or rescue isolated or trapped persons
- undertake flood boat operations to resupply essential consumables and medication to isolated persons or communities where no better means of providing this task is available
- provide assistance in transporting Queensland Fire and Rescue Service, Swift Water Operators closer to areas where their assistance is necessary
- transportation of other emergency service personnel or essential services authorities to conduct work, assessments or reposition in an isolated area as required
- assist the community in sand bagging to protect property and infrastructure.

### The SES does not:

- transport members of the public for any purpose other than an emergency requirement.

## Search Operations

### The SES will:

- undertake search operations under the direction of a Queensland Police Service accredited SARMAC or ASARMAC officer for forensic evidence, missing persons or a combination of both
- conduct searches by foot, quad bike, vehicle, flood boat or any other means considered appropriate for the task.

### The SES does not:

- undertake search operations without a Queensland Police Service accredited SARMAC or ASARMAC officer present or providing direction through an established and reliable communication system.

## Road Crash Rescue

Not a Brisbane SES function. This function is the responsibility of the Queensland Fire and Rescue Service.

## Vertical Rescue

Not a Brisbane SES function. This function is the responsibility of the Queensland Fire and Rescue Service.

## Specialist Rescue

### The SES will:

- provide assistance to the Queensland Fire and Rescue Service, at their request, to conduct Urban Search & Rescue Cat.1 tasks
- provide assistance to the Queensland Fire and Rescue Service, at their request, to conduct general and disaster rescue type functions at a large scale event
- provide assistance to the Queensland Fire and Rescue Service, at their request, for rescues from heights & depths.

### The SES does not:

- involve itself as the lead agency or primary responder at any rescue from heights & depths. This is not a Brisbane SES function. This function is the responsibility of the Queensland Fire and Rescue Service.

## Incident Management

### The SES will:

- establish its own Incident Control System (ICS) for commanding and managing functions being undertaken by SES members during emergency responses and training. This will be done incorporating principals from the Australasian Inter-service Incident Management System (AIIMS)
- facilitate the business arrangements associated with the establishment and management of an operational staging area
- coordinate the allocation of appropriately trained and equipped members for a taskforce/strike team response to an emergency event.

### The SES does not:

- assume the role of Incident Controller within a multi-agency Incident Management Team (IMT) for an incident or event where this lead role, as defined by the Disaster Management Act, is the responsibility of another authority, unless they are requested to by that authority.

## Agency Support

### The SES will:

- when requested, provide support to other agencies for bolstering of capabilities in response to an event or incident. This assistance can be in the form of providing air observers, lighting, catering, re-supply, evacuation, communications and/or any other requests that fit within the scope of their training and available equipment.

### The SES does not:

- self activate to an event or incident without a formal Request For Assistance (RFA) from the responsible authorities.

## Traffic Management

Not a Brisbane SES function.

## Community Education

### The SES will:

- provide community education through information sessions and the distribution of promotional material regarding potential disaster prevention, preparedness response and recovery
- deliver these public education opportunities through organisations, community group visits, campaigns/initiatives and public displays.

### The SES does not:

- deliver a paid consultative service to organisations or members of the public in any of the above mentioned activities
- engage in any activities that may be perceived as taking business opportunities away from any business providing services with a common purpose.

## Prioritisation of Functional Responses

For the SES to respond to Requests For Assistance (RFA) in a timely and coordinated manor the incoming RFA's need to be prioritised with a logical sequence of criteria applied to each of these. These criteria will ensure that the responses to the community are coordinated to provide the best possible assistance and enhance the community's recovery from an emergency situation.

Priority will be given based on the following influencing factors:

**Priority 1 (high)**- aged and infirm (unable to assist themselves), aged care facilities, hospitals, crucial infrastructure and/or essential businesses (damage to these will affect the recovery process), facilities where children are at risk, lives are at risk if an immediate evacuation is not undertaken, any situation where persons are unable to self evacuate or provide an element of repair and lives can potentially be put at risk as a result, the potential for loss of life if an immediate response is not undertaken.

**Priority 2 (medium)**- members of the public who are unable to carry out their own repairs/preparations, evacuation is required but not immediately life threatening, the situation is not considered life threatening, businesses that are not essential but can be supportive of the recovery process.

**Priority 3 (low)**- members of the public who are able to carry out their own repairs/preparations if materials are provided, some assistance may be provided for an evacuation but it is not urgent in nature, assistance to other agencies when there are no RFA's for SES response.



**Note:** It is important to note that these priorities can change as situations evolve and information regarding influencing factors is updated.

## Training

### ***Flood Response and Boating***

Boat Safety, Flood Boat Operator, Flood Barrier

### ***First Aid Training***

Perform CPR, Provide Basic Emergency Life Support, Apply First Aid

### ***Rescue***

General Rescue, Casualty Handling, Ropes, Knots and Holdfasts, Ladders, Emergency Lighting, Urban Search and Rescue Cat 1

### ***Road Crash Rescue***

Road Crash Rescue

### ***Search***

Field craft, Land search, Protect and Preserve an Incident, Air Observer

### ***Storm Damage Operations***

Storm Damage Operations, Working Safely at Heights – Ground Crew, Working Safely at Heights – Roof Crew

### ***Chainsaw Operations***

Chainsaw Operator – Level 1, Operating Pole Saws, Chainsaw Operations – Level 2

### ***Traffic and Vehicle Management***

Traffic Control Operations, Operate 4WD Vehicles

### ***Vertical Rescue Operations***

Vertical Mobility, Vertical Rescue, Rescue from Heights and Depths

### ***SES Leadership Development Courses***

Supervising SES Responses, Fostering a Positive Image of DCS, Briefings and Debriefings, Provide Services to Clients, Work Autonomously, Fire Line Leadership

### ***Exercises***

Competitions, skills and drills, incident/disaster management desktop exercises, field exercises, scenarios

### ***Recruitment***

Recruitment and retention

### ***Training and Assessment***

- Instructor Induction
- Core Skills Trainer
- Certificate (IV) in Workplace Assessment and Training (EMQ RTO)
- Diploma of TAE (External RTO)
- Mentoring
- Direct Supervisor

## Activations

- SES can receive requests for assistance to perform an authorised SES function from a range of organisations, including;
  - QPS, QFRS, QAS, LDMG or another relevant Government agency.
- The decision to respond will be, in the first instance, undertaken by the Local Controller or delegate who will give due consideration to the alignment of the request with the existing functions of the Unit and the current capacity of the Unit to respond.
- The Local Controller or delegate is responsible for the operational effectiveness of the SES Unit and has the right to accept or decline to involve the Unit or a Group in any specific activity.
- A Local Controller or delegate may decline a request for assistance based on the following:
  - insufficient qualified members,
  - insufficient qualified members available to respond,
  - inappropriately resourced for the task,

- request is not consistent with the roles and functions of the Group and/or SES,
- unacceptable level of risk.