

EMANZ meeting the challenge...

Since we started delivering training late in 2005, we have delivered 27 courses with over 452 people receiving quality training and education in emergency management.

Students work towards the *Tai Poutini Polytechnic Certificates in Emergency Management (levels 2 and 4)* and we hope to see them graduate with those qualifications in 2007. I have been amazed by the upsurge in training from individuals and agencies in the sector. Also pleasing to note that wide variety of agencies are asking us for new initiatives in emergency management to compliment their traditional staff development programmes.

EMANZ listens to its clients. A suggestion from one client that emergency management has its own language (*jargonise*) which confuses the uninitiated prompted us to develop an *acronym decipher*. It is freely available from our website. Read it and give us your feedback.

The company is growing. It is my pleasure to announce Tom Roche as our new National Manager - Executive Programmes. Tom comes to us from being a Education Advisor with the Ministry of Civil Defence & Emergency Management, having been pivotal in the development of the Coordinated Incident Management System (CIMS) at a national level, former Senior Instructor at the National Civil Defence School and with over 22 years in the business has operationally experienced many of the major disasters that have struck New Zealand during this time. Tom will be leading many of our national courses including the following programmes: Applied CIMS, CDEM Controller, Public Information Management, Welfare Management and EOC Operations.

To accommodate Tom and further new staff we have now settled into new offices, second floor of the Manawatu Standard Building. Our new purpose built office provide meeting, working and storage space for the staff. It has been a wise investment to upgrade from our former Grand Hotel office.

Not only have we increased the number of staff with now over 12 casual trainers and improved our offices, we have a new four wheel drive specifically kitted out for flood response and emergency driver training programmes. In the next few weeks our first advanced flood protection course will be piloted in Whakatane in association with Hydro Response Limited (www.hydroresponse.com). But this is not the only area of *cutting edge* training being delivered by the Academy and many other new programmes are in the *pipeline*. The revision of our Targeted Incident Planning System (TIPS™) has created a new version; TIPS™V2 was piloted on our recent Applied CIMS course (EM069) held in Palmerston North and attended by Corrections, Police, Coastguard, Local Government and other agencies. TIPS™V2 was found to be very effective and the revised system is now available from our website.

EMANZ is committed to supporting professional development initiatives in the sector. Although we are a private company we are continually seeking ways to support our wider sector. We were glad that we were able to provide free guest passes to the *IIR New Zealand Security & Civil Defence Conference* valued over \$1,800 each to Nathan Cruickshank from Environment Southland and another valued client, Vicky Blair from Upper Hutt Community Rescue. But our support does not stop at conference give away's, we have sent out a survey to gauge the sectors interest for EMANZ to coordinate a National Emergency Management Conference in 2007 and we hope to provide the results of that survey in late July or early August.

Thank your for your support, we value your custom and look forward to preparing today for whatever tomorrow holds.

In this edition of EPICENTRE:

- Tom Roche joins EMANZ.
- An update on our growth.
- Clients *keep it real* for emergency management.
- Global Star satellite mobile telephones coming to New Zealand soon.
- An update for Training Coordinators.
- Our schedule of national courses.
- A CDEM History Quiz
- Lots of course photo's.

And lots more...



Above:

National Manager - Executive Programmes, Tom Roche delivers CIMS level 2 training to the staff of Whakatane District Council who put through 80 staff over two days. Well done Whakatane District Council for such an outstanding commitment to emergency management training.

Below:

Our new offices on level 2, Manawatu Standard Building. The spacious office give staff a quiet working area with a great view of The Square and visitors are kept satisfied with a ready supply of coffee and biscuits.



Keeping it real...

“Return business is a strong indicator of customer satisfaction and market success. Clearly EMANZ is doing something right”

We are seeing a dramatic increase of high profile organisations choosing to study with us. You simply do not get returning customers, an expansive growth of client base and endorsement from industry unless you are delivering a quality product using credible tutors.

Through return business we have established positive and enhanced relationships with our clients and in return they have shown us an outstanding level of loyalty and support.

One of those organisations is the New Zealand Red Cross. An organisation guided by a set of principals that ensure its reputation as a world leader in humanitarian aid is never compromised. When the New Zealand Red Cross needed quality training for its Emergency Response Units, they came to the Emergency Management Academy of New Zealand. Somewhat humbling that representatives of the world’s most respected humanitarian organisation came to us for specialist training. Perhaps more rewarding that the compliment of the organisations patronage, is the fact that New Zealand Red Cross Emergency Response Units that had been trained by the Academy were deployed operationally to support the Canterbury snow storm event. Volunteers need to be deployed and given the opportunity to put their training into practice - this is a critical point for volunteer retention within emergency management given that we do not have many operational opportunities unlike their volunteer counterparts in fire, ambulance, search and rescue and similar disciplines.

It is not only the New Zealand Red Cross that is keeping it real out there. It is really encouraging to see our New Zealand Defence Force colleagues enhance their capability for both internal and civil aid. RNZAF Base Ohakea Fire Section and NZ Army Waiouru both are working towards the new Tai Poutini Polytechnic *Certificates in Emergency Management* through customised programmes for each service that provide concurrent certification against many other qualifications such as the *National Certificate in Specialist Rescue (Rope Technician) Level 3*.



In Flood: April 2006

The Leith, Dunedin.

EMANZ provides flood response training for responders and incident managers.



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Picture Guide: 1: Applied CIMS course with TIPSTMV2 in action on EM069 Palmerston North 7-9 June. 2: The rope rescue team hanging around for the Rope Responder EM019 course held at Victoria University 20-21 May. 3: Liz Smith holds a plate of gourmet food created by the students on Leadership Course EM006 held at Scoutlands, Wanganui 22-23 April. 4: Students undergo “character building” exercises as part of the leadership course.



Word on the street...

By Steve Glassey, Chief Executive & Communications Tutor

Without giving away too much about my source, I have learnt that Telecom New Zealand plan to launch the first dual mobile/satellite voice/data capable phone service in August/September.

So what does this mean for the emergency manager?

It means for the first time you have a phone that normally operates on the Telecom 027 network with a normal 027 number, but when out of coverage uses the Global Star satellite network.

There is lots of good information at www.globalstar.com.au as the Telecom NZ site has little information, although they were pamphlets given away at National Field Days.

The phones should retail around NZ\$2,500-3,000 each and both 027 and Satellite calls should be merged onto one account.

So what's the draw back? Well it's like going back to the day of the old Motorola *brick phone*. The current Global Star phones are not the most discrete of sizes, however do somewhat make quite a statement as a status symbol and hip belt accessory next to a large bunch of mostly seldom used keys for those that way inclined. The data can run as low as a poorly 9.6kbs, however the reality is that this is a new era of communications and over time in my opinion we should eventually see PDA styled dual system mobile phones.

In comparison to the Iridium satellite phones such as the Motorola 9505A, the intended Global Star initial model for New Zealand are basically the same weight and similar in features. However the advantage with Iridium (www.iridium.com), is that you can use the phone anywhere in the world, unlike the proposed Telecom Global Star network that only provides coverage in Australia and New Zealand. Iridium also have a free web-text (messaging.iridium.com) and their email service that is very handy.

The Global Star phones given they primarily operate on the domestic 027 system before polling over to satellite will make a great tandem phone for EOCs, vehicles and boats operated within New Zealand. If you as an emergency manager plan to travel overseas, beyond the West Island (Australia) maybe the Iridium may be a better option (until Telecom supply me a free Global Star phone for long term evaluation to convince me otherwise!).

Either way, it is great to see a provider enter this exciting market and finally provide a dual system service within New Zealand and its even more assuring that emergency management personnel and critical services looking at this technology to provide an alternative to traditional cellular communications - an important lesson learnt in Hurricane Katrina not to rely on cellular networks as many of these were damaged or destroyed.

The other interesting piece of technology is satellite based two way radio (www.msvlp.com), but more about that another time...

Training Coordinators Corner

Training coordinators play a pivotal role linking our programmes with their volunteers and staff. This new section within *EPICENTRE* will be a regular feature to ensure training coordinators (those who are our primary contact within our clients organisation) are kept up to date on changes and issues.

Key Points

1. We now have a new interest fax, now available in MS Word available from the website. You can still fax these in or email directly to fiona.elrington@emanz.ac.nz
2. We will be gradually introducing free post envelopes to our programmes to assist the return of student workbooks and assignments, watch out for these and ensure they are passed onto students to aid completion rates.
3. We have in development a *Host Guide*. The *Host Guide* will be a document that provides consistent information on what resources and organisation you need to source and undertake respectively to ensure our courses are run effectively.
4. We have new student folders that add to the existing quality of our resources. We hope over time, our student bookshelves will sport a line up of snazzy EMANZ course folders for future reference.
5. We have in development a student and administration database to increase the efficiency of enrolments and course administration. Although we have experienced some delays outside of our control, we look forward bringing this system online over the next few months.
6. Distance education packages are now available. If you have distance education units as part of your programme, please contact us so we can arrange for re-enrolments to be sent out in order for distance packages to be posted out to students. Lets try to get students on top of this study so we can have as many students graduate in 2007.
7. EMANZ and Tai Poutini Polytechnic are working together to organise the first TPP Emergency Management Graduation Ceremony, proposed for May/June 2007 in Palmerston North. Remind students that this is going to be a big event and a goal to work towards.
8. Clients are welcome to nominate "Gofers" for our courses. These people may not be operational with your agency, but can help with the logistics or even act as a "casualty" if required. Just let us know if you wish to do this.

Lastly, a big thank you to all the training coordinators out there who have been marvelous in organising local venues and resources, as well as ensuring their personnel are ready for our courses. Thanks team.

Upcoming National Courses & Events

Date	Course/Event	Location	Code or Contact	Host Agency
22 July 2006	Aircraft Safety	Paraparaumu Airport	EM035	EMANZ
29-30 July 2006	Flood Response 1 & 2	Palmerston North	EM028	PNCC
2-3 August 2006	Exercise & Risk Management	Palmerston North	EM099	EMANZ
12-13 August 2006	Rescue Command Tactics	Wellington	EM009	EMANZ
4-5 September 2006	Workplace Trainer (Basic)	Palmerston North	EM100	EMANZ
6-8 September 2006	Workplace Assessor	Palmerston North	EM101	EMANZ
13-14 September 2006	Transportation EM Conference	Christchurch	kh@kestrel.co.nz	IFE(NZ)
14 September 2006	CIMS Level 2	Christchurch	EM112	IFE(NZ)
7-8 October 2006	Volunteer Management	Palmerston North	EM027	EMANZ
21-23 October 2006	Rope Specialist	Wellington	EM049	VUW
8-9 November 2006	CDEM Controller (Initial)	Palmerston North	EM102	EMANZ
11-12 November 2006	Rope Awareness/Responder	Palmerston North	EM063	EMANZ
18 November 2006	Basic Media Liaison	Palmerston North	EM036	EMANZ
29-30 November 2006	Public Information Manager	Palmerston North	EM103	EMANZ
5-6 December 2006	Welfare Manager	Palmerston North	EM104	EMANZ
11-16 February 2006	Flood Response Specialist™	Christchurch	EM111	EMANZ

All dates subject to change. Please contact us for further or confirmation of course dates and locations.
Not all courses are listed above. A full list of courses can be found at courses.emanz.ac.nz

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to EMANZ



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Question:

CDEM in NZ can trace it's origins as far back as the 1930's when the Government established an Emergency Precaution Scheme. The EPS was coordinated by the Department of Internal Affairs (with assistance from the Police and Defence) and operated by a vote of £1,000 annually. By 1936, the EPS identified three hazards of national significance.

What were these three hazards?

Air Raids, Earthquake and Poison Attacks.

Answer:



The **International Association of Emergency Managers (IAEM)** is a non-profit educational organisation dedicated to the goals of saving lives and protecting property during emergencies and disasters.

IAEM now has over 30 members and we need your support to reach 75 members in order to establish an Oceania Region, providing a voice for emergency managers within the Pacific.

Join online for only US\$50 at www.iaem.com

For further information contact Kristin Hoskin, email kh@kestrel.co.nz