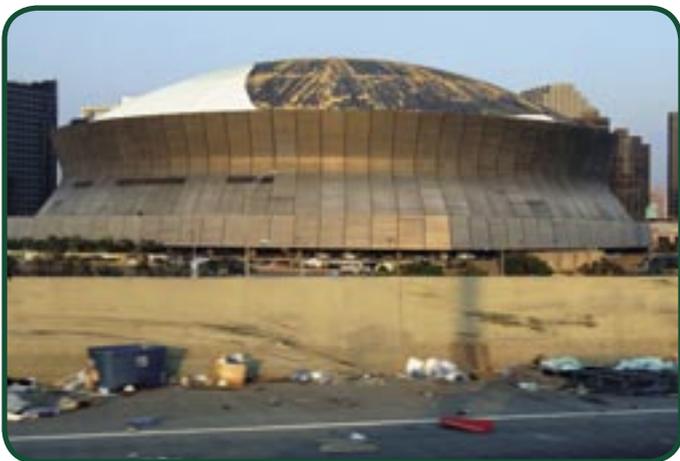


Katrina Aftermath a lesson for us all

Disaster management experts around the world have been closely watching developments in the United States as it deals with the aftermath of the Hurricanes Katrina and Rita.

“While we in New Zealand have strong structures in place to deal with large-scale disasters, there are definitely lessons to be identified from the American experience,” says Ministry of Civil Defence & Emergency Management Director John Norton.

“We all know there were problems with the early response to Katrina – it was played out, painfully, every night on TV. I think the main lesson for the New Zealand emergency management community, at all levels, is to maintain our relationships, understand our hazards, and exercise – again and again – so no-one is in any doubt about their roles and responsibilities.”



The New Orleans Superdome: winds battered the roof.

Auckland-based MCDEM Emergency Management Advisor John Titmus spent two weeks in the US in September leading a United Nations inter-agency response effort at the State level.

John was based in Baton Rouge, the Louisiana state capital, and the team was the conduit for the international response to the disaster. He flew over the devastated areas of New Orleans and the Gulf Coast and worked closely with front-line officials of the Federal Emergency Management Agency and state governments as the huge US response to the disaster finally swung in to action.

Though he has almost 20 years’ experience in emergency management, including deployments to Sri Lanka following the Boxing



Residents alerted others that water was suitable for drinking.

Day tsunami and Niue after Cyclone Heta, John says the American deployment has given him even more useful insight.

“There were clearly problems with the emergency management structures and relationships in the US. I believe the Americans will implement some significant changes in their emergency management systems as a result of their experience.

continues page 4



At the height of the flooding, boats were the only way to rescue stranded citizens.



Consequences, connections, commitments

With Hurricane Katrina we have yet again been witnessing the impacts of a disaster on a scale that is difficult to comprehend. We have witnessed the wealthiest country in the world struggle to mount an effective response in the vital first week. We wonder how we would cope in New Zealand and we ask: what do we need to do differently?

When I come to address this question I keep returning to the principle that we must plan for consequences, connections and commitments – these form the basis of New Zealand's new CDEM arrangements and are a restatement of the drivers contained in the CDEM Act 2002.

Responding to the terrorist threat, the United States in recent years has moved to a "centrist" mode of major event management. The "all hazards" approach has diminished and at the federal level they talk of consequence management (ie managing it when you see it) rather than consequence planning. The connections between the federal, state and city arrangements have weakened rather than strengthened and the commitment of response to the impact areas has suffered as a result.

The shift in emergency management philosophy at the federal level in the US has been subtle - but the outcome has been dramatic. In NZ we need to be wary of following suit.

So why, today, is the NZ approach different?

Disasters, by definition, are overwhelming. CDEM in NZ is about how we manage being overwhelmed. In order to provide for this we need to understand the potential consequences of a range of hazards – working out how to manage the impacts we can envisage and how to escalate our response for impacts.

For a national-level disaster, there are no resources waiting in the wings or warehouses. We need to coordinate what we have - and so connections within and across sectors, and between international, national, regional and local arrangements, are fundamental – on the day, ad-hoc arrangements won't work.

For this new CDEM environment to work, commitments to resourcing the work needed to give effect to it are as necessary as the need to understand and commit to the principles driving it.

The CDEM arrangements

for disaster response are based on the "dispersed accountability model".

The model works on the following principles:

- Managing disaster impacts at the local and community level – but supported at the regional, national and, as necessary, international level
- Working within existing structures – for infrastructure, social and other services no one knows them better than those who provide them day by day
- All agencies with a role are required, under the Act, to be capable of properly carrying out their role during and after an emergency or disaster
- Explicit CDEM arrangements and structures are in place to plan for, coordinate and support the management of disasters when they occur.

The role of the Ministry of Civil Defence & Emergency Management under the Act is to coordinate, support and monitor these arrangements and manage national-level events, when they occur, through the CDEM groups.

So, what do we have to do differently as a result of the Boxing Day Tsunami, Hurricane Katrina and Hurricane Rita?

We have to believe the model we have – NZ is not resourced for a centrist model and such a model is unlikely to be effective for a widespread natural disaster.

We have to understand the potential consequences of our hazards. We have to reinforce the connections at the local, regional, national and international levels. And finally we have to reinforce our commitment at all levels to putting these arrangements in place. Everyone has a role – and, I repeat, ad-hoc arrangements on the day just won't work.

HOW TO CONTACT US

Ministry of Civil Defence & Emergency Management

33 Bowen Street
PO Box 5010
WELLINGTON

Tel: 04 473 7363 Fax: 04 473 7369

Auckland Office

Tel: 09 262 7830
Fax: 09 262 7831

Christchurch Office

Tel: 03 379 0294
Fax: 03 379 5223

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For enquiries please contact:

Communications Advisor:
chris.baylis@dia.govt.nz

www.civildefence.govt.nz

Katrina and Tauranga rev up PIMs at Cake Tin

By Richard MacLean

Footage of a Louisiana local authority executive weeping on live television helped attendees at last month's PIMs course understand the levels of stress that can stem from a major emergency.

The instantly-legendary clip of Jefferson Parish President Aaron Broussard, breaking down while telling an interviewer how the mother of one of his employees had drowned in the post-Katrina flooding, certainly focused the attention of the 19 people on the three-day course at Wellington's Cake Tin.

MCDEM Course Coordinator Tom Roche said the Hurricane Katrina disaster was still unfolding while the PIM course was under way – and it provided a stark reminder to attendees of their responsibilities in a major crisis – especially once a civil defence emergency has been declared.

"I think everyone involved in the course thought 'there but for the grace of God' when they saw the footage of Mr Broussard. But it's also a reminder of the crucial need for our local CDEM personnel to keep training – and also be aware that things won't be easy in a big emergency."

Last month's course drew participants from communications and related roles at local authorities all over the North Island. As usual,

the attendees were a mix of CDEM 'newbies' and others who've already had some experience of the role of a public information manager.

Among a line-up of top-notch speakers, possibly the standout was Tauranga City Council Communications Manager Elizabeth Hughes, who riveted the audience with a fast-paced and humorous account of her experiences during and after the flooding, landslides and civil defence declarations in the Bay of Plenty in May.

Elizabeth outlined the do's and don'ts of dealing with the news media at the height of an emergency – including the crucial need to record all calls, getting help in early to answer phones and write news releases, and cunning ploys to deal with TV crews and get the 'right' story across.

Her advice on why it's dumb to take your cellphone on a toilet break during the heat of battle, and how even a lowly pet rat can be great 'colour' fodder for the media and keep up public interest, were both good for a laugh and extremely pertinent to the course.

Victoria University Media Studies lecturer Doug Van Belle, who lived in New Orleans until 2004, also provided a fascinating and chilling background into why so many people were stranded in the city when Katrina hit – and why it took so long for the rescue and recovery operation to get underway.

It's CDEM Conference time

**South Island
26-28 October**

"Managing the Consequences"

North Island

7-9 November

"Putting Theory into Practice"

The annual South Island CDEM staff conference will be held at Lake Tekapo from 26-28 October.

Topics include; rural fire on incident command and support structures; radio spectrum management on licensing and emergency communications; the national public education programme; welfare arrangements and training; the establishment of a response and support team framework. A separate session will deal with Category A, B and recovery claims and current Government policy around these.

Each of the seven CDEM Groups across the South island will report on their work programme, their priorities and particular problem areas. The conference is also an avenue to promote interest group activities and support for common projects, targets and actions.

The conference will feature a field trip to Mt Cook village and a visit to Meridian Energy's Control Centre at Twizel.

The annual North Island CDEM conference, organised by Mark Harrison from Horizons, is on 7-9 November in Palmerston North. The North Island theme is "Putting Theory into Practice" and like the southern conference there are several key speakers on a range of topics.

The topics are varied and include a tsunami case study by Hugh Cowan, climate change impacts and planning from the science perspective by Dr Howard Larsen and the issues behind biosecurity and agriquality. Panel discussions and workshops have been arranged over the first two days.

On day three there is a trip organised in conjunction with the lifelines conference to the wind-farm on the hills east of Palmerston North.

Topping off a great programme will be a guest appearance by Tim Shadbolt after the first evening meal.

Further information from mark.harrison@horizons.govt.nz.

Horowhenua-Kapiti Review

This article was taken from the Horowhenua-Kapiti Chronicle, 10 August 2005, with the permission of the author Peter Franklin.

A review of Horowhenua's emergency management procedures has started.

Lessons learned from the major floods of February 2004 form the basis of the review, Horowhenua District Council environmental and regulatory services manager and emergency management committee chairman Tony Thomas said.

The committee met recently to review the way it operates and to find improvements in the way it connects with the community and other organisations involved in civil defence and emergency management.

Police, Fire Service, St John Ambulance, the Council, Electra, Mid Central Health, *Horowhenua-Kapiti Chronicle* and 95.1 More FM are represented on the committee. Mr Thomas said one of the main aims is to help communities to prepare themselves for any incident that might arise.

People must be prepared for the worst and be able to survive till help reaches them which, in some cases, could take days. Valuable lessons were learned from the February 2004 floods and the committee wants to apply those lessons throughout the district. Members agreed there was a need to extend the committee's operations into district's smaller communities.

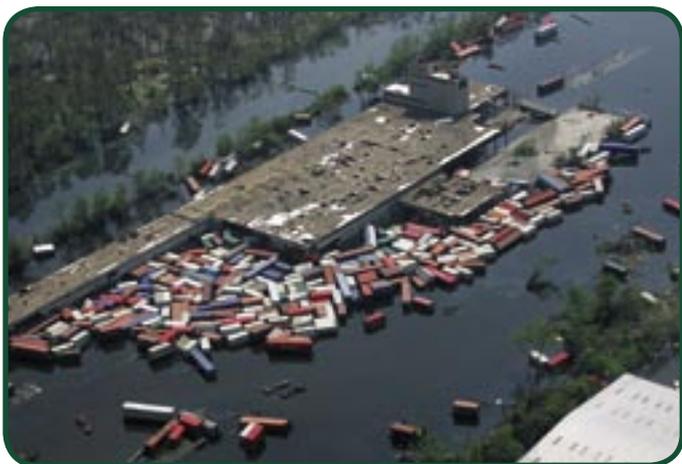


The Katrina flooding left 90% of New Orleans under water

from front page

“That being said, I’ve learned a huge amount in my time there – and I’ll definitely be passing on my observations to colleagues in coming months.

“If anything, the main lesson is that everyone involved in emergency management, at all levels, should make sure that getting to know each other, and then maintaining those relationships, is the key to making sure things run as smoothly as possible when the big emergency event inevitably happens.”



Shipping Containers scattered and floating in the floodwaters.



The hurricanes brought incredibly high winds and rain in Florida.

All pictures courtesy of FEMA

New trailer a boost for Taupo

By Phil Parker

Taupo’s Civil Defence Emergency Response Team, NZ_RT6, recently took delivery of a brand new purpose built response unit trailer.

Over the past twenty years the region has used a trailer initially built for the Ministry of Civil Defence and AMP for promotional work. However, the trailer was not able to hold all the equipment as the response team grew. The Lion Foundation came to the rescue by generously donating funds that allowed the team to build a new unit modelled on the NZ_RT3 unit.

The new trailer has a separate control centre with base radio and necessary equipment for an ICP set up. It also has separate compartments for storing equipment like a generator, fire pump, lighting and fuel. Side lockers carry initial response equipment such as swift water rescue, confined space equipment along with hand tools, blankets, tarpaulins and first aid kits.

The original trailer will be reconfigured as a back-up unit with a larger kitchen area so that it may also be used for welfare support.

The new unit was to be shown off at the Australasian and World Extrication Challenge at Mystery Creek Hamilton, October 9-15.



Credit – Taupo Times

Pioneering Nix mourned

By Chris Schraders

Retriever/German Shepherd cross from Palmerston North, was killed instantly after being struck by a four-wheel drive in August. Nix, one of New Zealand’s first operational Urban Search & Rescue (USAR) search dogs, will be missed.



Nix’s handler, Nathan Field, received a flood of phone calls, emails and visits from friends wanting to pay their respects. “It was really humbling with the number of people, who had been licked or barked at over the years, that wanted to pay tribute to him in some way,” recounts Nathan about the first week after the accident.

Nathan rescued Nix from the pound when he was six months old and began training immediately. Nathan and Nix became operational for USAR after passing the Canine Readiness Evaluation Process (CREP) in 2003. During 2004, Nathan shifted his focus to wilderness search and the pair became “dual certified” that year. Nix was due to re-sit his USAR evaluation in Christchurch over labour weekend.

There are currently seven operational USAR search dogs in New Zealand, including one Advanced certified USAR dog. Numbers are expected to increase after the 2005 CREP is held in Christchurch this Labour weekend.

The first National CDEM plan

– Consultation almost complete, Guide under development

The proposed National Civil Defence Emergency Management Plan has been drafted and was tabled in Parliament on 10 August.

The public consultation phase for the proposed Plan is almost complete, with submissions closing on Friday 14 October. The Civil Defence Emergency Management Act 2002 requires the Minister of Civil Defence to recommend by 30 November 2005 that the Governor General make by Order-in-Council the first National CDEM Plan.

The submissions are being collated and reviewed by the Ministry on behalf of the Minister. The Minister will then recommend, for the approval of Cabinet, any changes that should be made to the Plan in light of the submissions received.

In the process of developing the Plan (the first under the Act), it has been recognised by the Government that a guide to support the Plan is required. Development of the Guide is now under way.

The Guide will include the wording of the Plan as made by Order-in-Council and will have additional material for supporting nationally significant local emergencies and managing national emergencies. The Guide will not impose additional legal obligations. It will be

a public document, issued as a Guideline by the Ministry's Director under section 9(3)(e) of the Act. It will be issued in conjunction with the Plan.

The Government has decided that the Plan and the Guide are to both come into effect on 1 July 2006. The Act requires that the Plan be reviewed within five years. The Government, however, has determined that the Plan will be reviewed within two years, given the ongoing development in the CDEM environment including the implementation of Group Plans.

The Ministry intends to consult closely with key stakeholders as the development of the Guide continues. This work will be reported on in future issues of Impact and CDEM Email Bulletins.

Enquires – Peter Wood, Emergency Management Planner, Ministry of Civil Defence & Emergency Management, NationalCDEM.Plan@dia.govt.nz



New Zealand leads INSARAG update

New Zealand was instrumental in working with the United Nations to update the International Search and Rescue Advisory Group (INSARAG) Response Guidelines.

The Ministry's Christchurch-based Emergency Management Advisor, John Lovell, chaired an international working group to revise and update the guidelines.

When chairing the Asia Pacific Regional Group of INSARAG in 2000–2001, John offered to review the guidelines from a regional perspective. As a result of this work he was then asked to convene a full international working group and produce a completely new document, taking into account lessons learnt from recent major disasters and deployments by international teams.

The working group comprised representatives from the USA, Sweden, Switzerland, Turkey, Singapore, Japan, Korea and the United Nations. "It was particularly challenging to work across such a wide range of countries, especially with language difficulties and interpretations. The members all had many years' experience in international humanitarian aid, particularly USAR, and were able to relate in a practical manner how the document would benefit countries to build capacity to deal with smaller to moderate sized events internally," says John.

The Guidelines will comprise three volumes. Volume 1 is an overview document giving background information and an outline of INSARAG concepts and methodology. Volume 2 contains a large number of Annexes containing detailed information about respective methodology and examples. Volume 3 (yet to be completed) will be a Field Operations Guide, giving operational and tactical information regarding strategy and tactics and process in USAR operations.

For more information visit ochaonline.un.org.

Disaster anecdotes to feature on Te Ara



Te Ara, the online encyclopedia of New Zealand (www.teara.govt.nz), launched earlier this year features Kiwis' stories and over the next seven years it is looking to substantially grow its content.

If you've experienced a natural disaster in New Zealand, such as an earthquake, flood, volcanic eruption, tsunami or landslide, Te Ara wants to tell your story. The very best of the received stories will be published with Te Ara's next theme - Earth, Sea and Sky, which deals with the forces that have shaped the country, including geological events, climate, and the sea around us. All contributions will also be passed on to GNS for use in its research and published in a scientific report, which will be made available to the public. Write your account in no more than 500 words and, if possible, send in pictures, although these are not essential to the selection process. Stories should be sent in by 16 December.

You can send in your story by email to: disaster@teara.govt.nz Or you can post it to Disaster Stories, Te Ara – The Encyclopedia of New Zealand, Ministry for Culture and Heritage, PO Box 5364, Wellington, New Zealand. Check out Te Ara at www.teara.govt.nz.

Tom Roche

- 21 years and still going strong

By Chris Baylis

Celebration of age, wisdom and experience has almost gone out of fashion, which makes it more special when there is cause to do so.

In July the Ministry had cause and took pleasure in bringing together a number of Wellington-based people who have worked with Tom Roche in order to mark his 21 years of involvement in education and training the civil defence sector.

Tom joined the Ministry of Civil Defence in July 1984 as the Senior Instructor of the National Civil Defence School in Marton. According to John Lovell and John Titmus, two other old hands (19 years apiece), there are plenty of stories about Tom's exploits at the school and around the country. Unfortunately those with eager ears will have to wait as Tom stated they would have to keep till he eventually retires.

Tom regaled the crowd with two stories from his early career in the Ministry that he says better helped him to understand CDEM.

One of the highlights was Tom's experience as a Ministry Advisor to the Disaster Recovery Coordinator appointed to the Aorangi Region (South Canterbury) following major flooding in March 1986. He says the support of the Government provided resource to facilitate a speedy recovery.

Tom also commented on the number of reviews of the Civil Defence sector carried out in the '90s the resulting confusion saw many agencies and communities fail to plan for emergencies. Thankfully the new legislation, the CDEM Act of 2002, has got things back on track.

Tom ended saying, "The exciting (adrenaline pumping) times enable you to get through the routine. However, it is the people – members of the community and your CDEM colleagues - that make the task worthwhile."



Chris Webb presents Tom with a gift in recognition of his outstanding work for the Ministry.

Hugh Cowan joins EQC



The Earthquake Commission (EQC) has appointed Dr Hugh Cowan as Research Manager—a newly created position to allow for the strategic management of EQC's diverse research portfolio. Hugh will transfer from the Institute of Geological and Nuclear Sciences where he was the project manager for GeoNet, a multi-agency project that provides real-time monitoring and data collection for rapid response and research into earthquake, volcano, landslide and tsunami hazards. Hugh is also tasked with achieving effective stakeholder relations including the reinforcement of GeoNet's value in hazard mitigation. Hugh starts in his new role at EQC, on 17 October.

RAPID update

By Chris Schraders

Training personnel from CDEM Groups and external training providers were in September treated to a taste of Project RAPID through a series of workshops.

The workshop attendees were given a Trainer Kit each, which includes an introductory CD containing four RAPID modules and supporting assessment tools. However, content specialists and subject matter experts are in the process of finalising the course modules. Over the next six months training material will be rolled out to those who decide to take advantage the RAPID (Response and Preparedness in Disasters)resources. The first complete CD contains 13 modules including the four introductory modules and should be ready for delivery by the end of September. The second and third CDs will contain around 15 modules each that are more technically difficult.

For more information on project RAPID visit www.rapid.org.nz or contact: rapid@dia.govt.nz.

Staying Alive Expo

A Staying Alive Expo will be held in conjunction with the Australasian and World Road Crash Rescue Competitions at the Mystery Creek Events Centre in Hamilton, October 9-15.

Roy Breeze, Chief Fire Officer, Hamilton Fire District, and Staying Alive Expo Coordinator, says The Expo will be the largest combined effort of emergency services to work towards developing public resilience, awareness and prevention of a wide range of emergencies. A number of static and interactive displays are planned including a multi-agency safety education programme for schools.

The weekend activities will focus on attracting the public with more interactive or spectacular displays such as a house burn with cameras inside, live free fire extinguisher training, helicopters, USAR demos, simulated car crashes and line rescue.

Although prevention is the main purpose of the Expo, it also creates other opportunities to recruit volunteers and paid staff, and demonstrate to the public and the international rescue teams and visitors how we do our business.

New CDEM appointments

Nichola Costley

**Regional Planner/Civil Defence
Emergency Management Officer,
West Coast Regional Council**



Nichola joined the West Coast Regional Council in February this year after a sojourn in Australia. Her background has been primarily in the public relations and marketing arena. Having grown up on the West Coast, Nichola brings a local perspective and an appreciation of the region's unique issues to the position.

Along with juggling the demands of the EMO position, she is also involved with the development of the regional land transport strategy, and RMA planning work.

Penny Maxwell

**Civil Defence Coordinator for
Waimate District Council**



Penny has recently been appointed to the Waimate District Council. Her background includes mechanical engineering, sales, marketing and communication.

Penny is working to initially improve communication, community awareness and community involvement in civil defence throughout the Waimate District. Her long-term goals are to have a vibrant group of motivated people working to ready themselves for whatever may eventuate as part of the highly organised Canterbury Civil Defence team.

Angela Reade

**Civil Defence Manager - Napier
City Council**



Angela was appointed as Napier City Council's Civil Defence Manager in late August 2005, taking over from Nigel Simpson. Originally from Stratford upon Avon in the UK, Angela arrived in New Zealand last August to take up the position of IT Project Manager for Counties Manukau District Health Board.

With a number of years working in Emergency Planning in the UK, for Warwickshire County Council, Angela is looking forward to returning to civil defence and the new challenges ahead, particularly with the implementation of the new CDEM Group Plan.

Rylee Pettersson

**Emergency Management
Planner – Ministry of Civil
Defence & Emergency
Management**

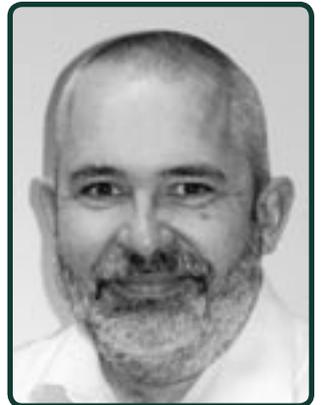


Rylee joins the Capability Unit after a year working in the Policy team as a Policy Analyst. Rylee has a background in hazard management from her BSc (Hons) degree gained at Canterbury University. Before joining the Ministry in August 2004, Rylee was the Hazard Analyst at the Greater Wellington Regional Council, where she worked on a variety of hazard and community awareness projects and initiatives.

Rylee is looking forward to getting out and meeting others in the CDEM field.

Richard MacLean

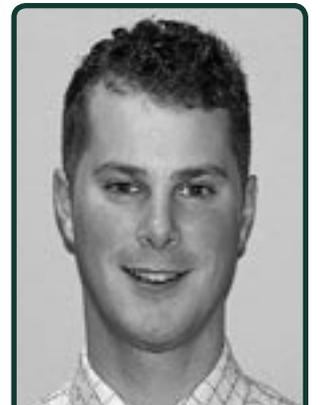
**Senior Media
Communications Advisor
– Ministry of Civil Defence
& Emergency Management**



Richard joined the Ministry in September after 10 years in Wellington City Council's busy Communications Unit. Prior to that he worked for 14 years as a print journalist around New Zealand and in the UK. Richard covered the 1987 Edgecumbe earthquake for Wellington's *Evening Post* newspaper and also, for his sins, was sent to the Rangitikei to help out on media liaison duties after the February 2004 floods.

Chris Baylis

**Communication Advisor
– Ministry of Civil Defence &
Emergency Management**



Chris started with the Ministry in late July, taking over from Shawn Hollister who has returned to the United States for family reasons. Chris graduated from AUT in 2002 with a Bachelor of Communication studies with a Multimedia Major. During the last three years Chris worked for a publishing company where he edited *Bikemart* magazine.

Chris is looking forward to working with the sector particularly in the public education area and the development of online resources.

Focus on disaster preparedness

Disaster Reduction Week 9-15 October

A week long series of activities focused on raising awareness of the hazards we face, and encouraging individuals and communities to take steps to be better prepared to deal with them when they happen. That is the aim behind Disaster Reduction Week 2005 from 9-15 October.

In the last two years the Ministry has promoted a concerted series of awareness activities during the week with local and regional activities reinforced by national campaigns. The week coincides with the United Nations' Disaster Reduction Day on the second Wednesday in October. For 2005, the Ministry has, in consultation with the CDEM sector, developed national activities in support of local and regional programmes. They include:

- An intensive "Know what it takes to survive" national radio campaign. The campaign aims to raise awareness and understanding of the civil defence alert (Sting) so the public understand what it is and what they need to do when they hear it played on the radio. This campaign will also provide an opportunity for public information staff in the CDEM Groups to make or renew contact with each of the stations in their region and provide them with a copy of the Sting on CD-Rom. The Ministry has made copies of the CD-ROMs available to the CDEM Groups for distribution.
- Media/PR Opportunities explored through the various media including print and television. Resources that can be customized for use by the sector have been made available on the website.

Local councils and CDEM Groups around the country are also running a range of activities during the week, including public education campaign launches, warning system and school evacuation exercises, radio competitions with be-prepared kits to be won, local radio campaigns and community newspaper supplements, and a range of community talks.

Ten years on from Ruapehu

As it turns out Disaster Reduction Week coincides with the 10th anniversary of the Mt Ruapehu eruption. A weekend of activities is being planned by the Institute of Geological & Nuclear Sciences, Department of Conservation, the Volcanic Impacts Study Group and other agencies with support from the Ministry. The focus is on sharing the lessons learnt from the eruptions and the management of their impacts, with workshops and field trips. The Ministry is sponsoring the attendance of students from the various universities.



Staying Alive Expo

The Staying Alive Expo at the Mystery Creek Events Centre in Hamilton from 9-15 October will provide an opportunity for the public to better understand how the emergency services and rescue teams operate. It also creates opportunities to recruit volunteers and paid staff. See story on page six.

Search dogs sniff their way to success

By Chris Baylis

USAR's training went to the dogs recently. when search and rescue dog teams from across New Zealand gathered in Wellington for a national training weekend.

The NZ Urban Search and Rescue USAR Search Dog Association workshop saw many volunteer handlers arrive with their canines ready for a rigorous training schedule that was tuned to the needs of each team.

The weekend was arranged by the Association but much of the organisation of sites fell on the shoulders of members of Central Search dogs resident in Wellington, and they did a great job to find such a myriad of junk piles, tunnels, construction yards - even the frigate *Wellington*. Additional support came from the local response teams, RT 7 (Victoria University), RT 8 (Tawa) and RT 9 (Upper Hutt Community Rescue) and the Army.

The Search Dog Association is just over two years old, and it was fantastic to see not only the experienced dog teams, but also the range of younger dogs being trained to add to the country's USAR dog capability. Another highlight was the interest shown in this specialist skill by others integrally involved in the USAR project. They were also prepared to show their support by helping out where required...with little more than a "lick" as a reward special thanks - to Dave Brunson, Hans Brounts, Jim Stuart-Black, Mitchell Brown and Bryce Coneybeer.

According to the workshop coordinator, Wayne Severn, "the training

exercise was a huge success" and the Search Dog Association have scheduled a second event for next year.



This dog has just alerted to a person trapped in the rubble.