

FREQUENTLY ASKED QUESTIONS

PARTICIPATION IN THE LOGISTICS FUNCTIONAL SUPPORT GROUP

This document provides responses to frequently asked questions in relation to a staff member's participation in the Logistics Functional Support Group.

Any further enquiries should be directed to the Logistics Manager or Logistics Functional Support Group Coordinator.

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1. How is the LFSG staffed during activations?

During an activation of the Logistics Functional Support Group (LFSG), the Logistics State Command Centre (LOGSCC) and/or the State Emergency Centre (SEC) are staffed by a group of SAFECOM employees and temporarily reassigned South Australia Government employees. Staff members may be trained for a variety of roles including the Logistics Support Officer (LSO), Functional Support Group Liaison Officer (FSGLO) and LOGSCC Team Leader.

2. Am I paid for my LFSG Role?

Yes. All employees will work and be paid for their time in accordance with their existing award and industrial instruments. For SAFECOM staff, this is summarised in *GUIDE-016 LFSG Human Resource Guidelines*.

For employees working for another government department, whether under the *Public Sector Act*, *Fire and Emergency Services Act* or under a different Act or Award, payment of your normal wages/salary will be in accordance with the terms of your normal employment. Typically, what occurs is that all hours worked in the SEC or LOGSCC will be recorded on your timesheet to be paid by your employer through your normal payroll procedures. SAFECOM will then arrange to reimburse your agency for these costs, as outlined in *GUIDE-019 Cost Management*.

3. Does my Department support my involvement in the LFSG?

Yes. In December 2008 SAFECOM accepted the coordination role for the new Logistics Functional Support Group (formerly Supply and Logistics) and has enjoyed the support of various staff members who have responded to periodic recruitment campaigns.

From this year we will formally update the respective Agency Chief Executives with a list of their staff members involved in the LFSG team and thank them for their continued support to South Australian functional services and the community.

4. Do I need my Line Manager's approval to be involved in the LFSG?

Yes. It is important to gain the support of your Line Manager to be involved in the LFSG team. Whilst we endeavour to keep the disruption to your usual role to a minimum, there will be an occasional training session during business hours, and of course, if activated during business hours, you will need your Line Manager's approval to be released for you to support the LFSG at that time.

5. What hours does the LFSG operate?

The LFSG can be activated at any time that a major incident, major emergency or disaster occurs (e.g. flood, bushfire, earthquake, terrorism incident and so on). Under these conditions, the LFSG may be operating 24 hours a day for as long as the State Coordinator or Control Agency requires it. The LFSG typically has a supporting role, particularly if the capability of another Agency or functional service has been exhausted.

6. Where is the LFSG located?

The LFSG may operate out of a number of locations, depending upon the event and the functionality of the location:

- The State Emergency Centre (SEC) at its primary location of Carrington Street (Adelaide) or its secondary location at Police Barracks (Thebarton).
- The Logistics State Command Centre (LOGSCC) at its primary location of 60 Waymouth Street (Adelaide) or its secondary location at a Metropolitan Fire Service Station in the greater Adelaide metropolitan area; or

- A forward location near a local Zone Emergency Support Team, Incident Control Centre or Local Recovery Committee, depending upon the emergency event and its primary location.

7. Are there opportunities to undertake other roles within the LFSG?

Yes. Members of the LFSG commence at the entry level of Logistics Support Officer (LSO). This role can be based at either the SEC or the LOGSCC.

The next level available is a supervisory role of Functional Support Group Liaison Officer (SEC) / Team Leader (LOGSCC). Supervisors are trained to operate in both locations for team flexibility.

The highest level is the management role of Manager or Deputy Manager. These are appointments that must be approved by the State Coordinator, and they become Authorised Officers under the *Emergency Management Act 2004*.

8. Will I be placed on-call or standby for the LFSG before I'm actually needed, and what does this involve?

The Manager and Deputy Managers are placed on an on-call roster during the year as the primary point of contact by the SEC.

During the disaster season (i.e. October to April), nominated FSGLOs are placed on the on-call roster to support the on-call Manager.

Upon advice of a potential SEC activation or after an emergency, LFSG team members may be contacted by the on-call Manager, FSGLO or LFSG Coordinator to identify their potential availability. If placed on-call by the on-call Manager/FSGLO, you may be eligible for an on-call allowance (to be claimed on your usual timesheet) in accordance with your applicable industrial instrument and/or contract of employment.

Being on-call means being fit to operate a vehicle (if required) and being within one hour's travel of the Adelaide CBD.

9. How much notice will I get before having to arrive at the SEC or LOGSCC?

This depends upon the time of day that an activation of the SEC or LOGSCC occurs. You may get as little as an hour's notice or you may be asked to go home to rest prior to commencing a shift at the SEC or LOGSCC. This is determined at the time of accepting a shift with the LFSG.

When you are contacted to assist the LFSG, you can then determine an appropriate start time based on your current location and circumstances. You may already be aware of a significant emergency response or recovery event underway, so it is possible that you may already be in a state of readiness.

10. What hours will I be required to work?

The LFSG usually schedules staff for an 8.5 hour shift which includes a 30 minute handover between the outgoing/incoming staff. Shifts will typically be a day shift, afternoon shift or night shift. The first shift will depend upon the time of the activation and the amount of time already worked by the staff member and may be less than the normal shift duration.

If team members are deployed forward, they may be required to work up to 12 hours per shift, in line with the standard practice in the emergency services and the requirements of the location and demand. The duration shall be discussed in conjunction with the on-call Manager in order to manage fatigue.

Fatigue management is an important consideration for effective decision-making, stress management and to endure safe travel after a shift.

11. Will I be provided with food and beverages?

Yes. The FSGLO (SEC) and Team Leader (LOGSCC) will provide team members with adequate facilities, refreshments and meals, as well as ensuring that rest breaks are regularly taken whilst working during a shift.

These arrangements are outlined in our primary location activation guides (i.e. *GUIDE-010 LFSG Activation at SEC* and *GUIDE-011 LFSG Activation at LOGSCC*). If you have special dietary requirements, please notify the FSGLO or Team Leader before you commence your shift. A fridge and microwave are available if you wish to bring your own food, which should be stored in a labelled container or package.

12. What do I bring to the LFSG if I'm working an activation?

We encourage you to bring along your handbag, bag or wallet, mobile phone (to be kept on silent), any personal items or medications you might need for an 8-10 hour period (including travel). Refreshments and/or food will be provided but if you prefer, you can bring your own personal non-alcoholic drinks and food.

It is useful to bring your current government photo identification, any documents that you wish to use such as training guides or handwritten reminders/notes, and the details for your Line Manager in case they need to be contacted.

13. What is the dress standard for the LFSG?

LFSG team members may be operating in the SEC, the LOGSCC or a forward location. The dress standard should be appropriate to the location and time of day. The SEC requires neat business attire, the LOGSCC requires neat, comfortable office attire and the requirement for forward deployment locations will be appropriate to the environment and duration of time away.

Ensure you wear comfortable footwear.

14. How will I record this on my usual timesheet?

We will provide you with a copy of your LFSG Team Timesheet (*FORM-016*) that has been completed at the end of your shift and signed off by shift supervisor (i.e. FSGLO, Team Leader or Manager). The details should then be promptly provided to your Line Manager and noted on your usual workplace timesheet to receive payment from your employer within the appropriate payroll period. This process helps to accurately record the hours you were participating in the LFSG team and assist with the timely reimbursement to your agency.

15. Will I know the other staff at the LFSG?

Active participation in training, exercises and/or emergency event activations will assist in getting to know members of the LFSG team. The LFSG team consists of staff with a diverse range of skills and experience and provides a great networking opportunity.

16. What if I haven't completed my training?

Training consists of two aspects – knowledge which is provided as information in the online training environment, and practical, which is provided in face-to-face, instructor-led training. Given that changes to training may occur from year-to-year, we will give preference to LFSG team members who are up-to-date with their training.

However, the core LSO role is suited to staff with competent office-related skills and confidence in talking to people over the telephone. In an urgent situation, and at the discretion of the Logistics Manager, this role may be performed with limited pre-activation training.

The relevant LFSG supervisor may be able to provide direct on-the-job training or assign a 'buddy'. Additionally, the LFSG Coordinator, who is not rostered into any of the key roles, will provide support to supervisors in the SEC or LOGSCC, as required.

17. What kind of tasks will I be required to do?

The tasks that you may be required to perform are identified in *Annex B LFSG Roles and Responsibilities* of the *PLAN-002 Operational Plan* and LFSG activation guides for the SEC and LOGSCC (i.e. *GUIDE-010 LFSG Activation at SEC* and *GUIDE-011 LFSG Activation at LOGSCC*). Refer Attachment A.

18. Do I have to agree to work during an activation, if I'm called upon?

Not at all. It is important that you assess your current personal circumstances prior to accepting a shift with the LFSG team. You, or someone you know, may be impacted by the emergency event which prevents you from assisting.

We do understand that a request to assist may be at short notice, however, if the LFSG team is activated, it's important to remember that this is the result of a significant emergency response or recovery operation, and other functional services and the community may be relying on our assistance.

19. Where can I park while working for the LFSG?

These arrangements are described in the LFSG activation guides for the SEC and LOGSCC, as there are different scenarios involved with the different locations. SAFECOM will reimburse parking fees upon provision of a receipt.

20. How will I get home after my shift?

Staff will have different modes of transport to get to the SEC or LOGSCC depending upon the day of the week, and time of day, ranging from their personal or work vehicle, bus, train, tram, walking or cycling, or being dropped into work by a family member.

Irrespective of how you have travelled to the SEC or LOGSCC, if at the end of your shift, you have any concerns with your safety or anticipated fatigue, you may take a taxi to travel home and SAFECOM will reimburse you the cost of the fare. You just need to ensure that you keep your receipt and return it to us.

21. What if I am too tired to go to work the next day after working for the LFSG through the night?

When forming rosters, the on-call Manager or FSGLO/Team Leader will take into consideration the anticipated hours the LFSG team is required to work at the SEC or LOGSCC. Past experience indicates that activities slow down during the late evening/early morning hours, but this cannot be relied upon for predicting future needs.

If it is anticipated that you may undertake a night shift, this should be communicated to your Line Manager to seek their support for some approved rest period during the rostered work hours for the following day. This can be recorded on your usual workplace and LFSG Team Timesheet to ensure that your Agency receives reimbursement for this time.

We hope that these FAQs have answered most of your questions, but if you have any further questions, please contact the LFSG Coordinator or Logistics Manager.