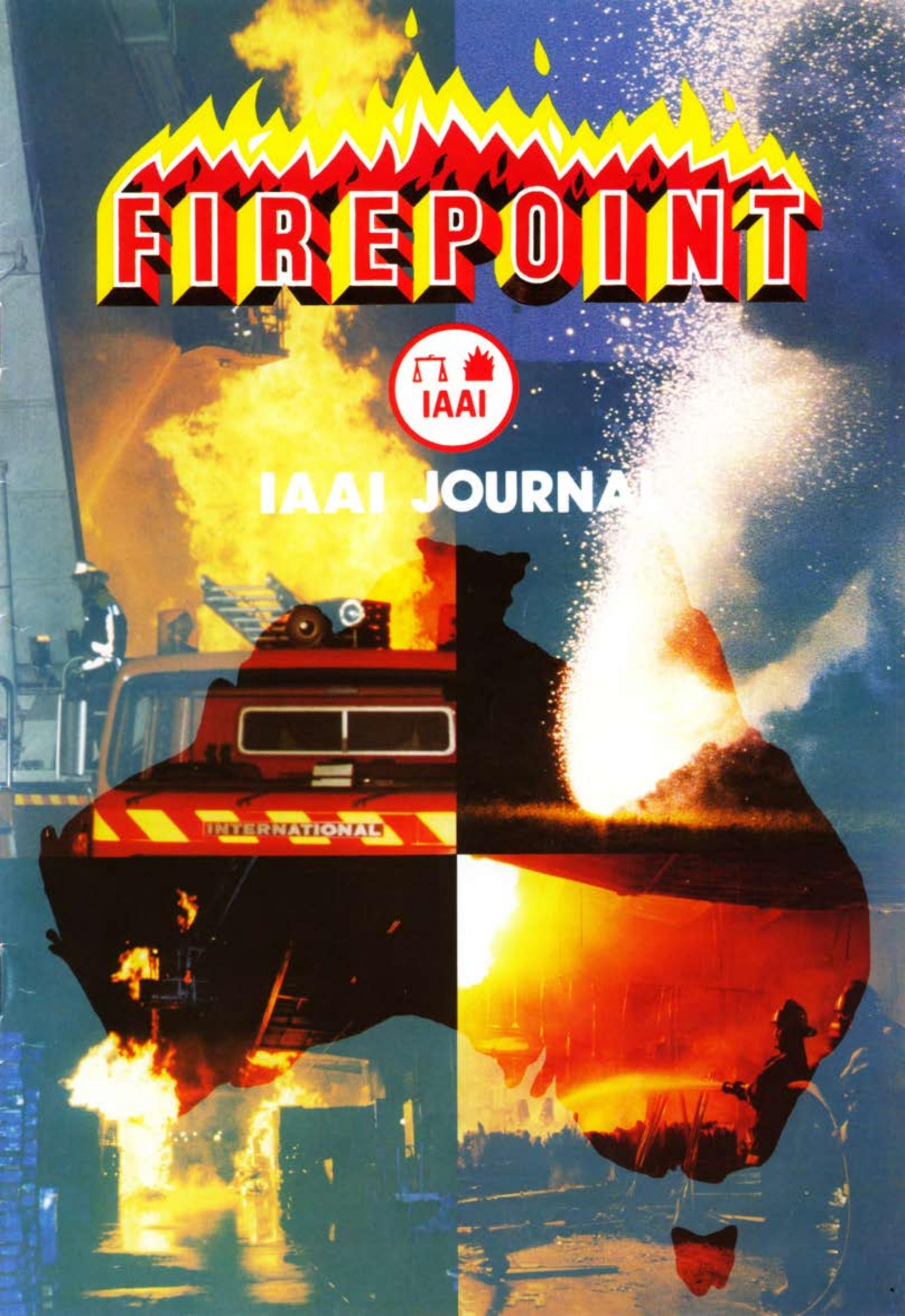


# FIREPOINT



IAAI JOURNAL



# Firepoint

## Victorian Association of Fire Investigators Chapter No. 58

President: Alex Conway

Phone: (03) 9420 3883

Fax: (03) 9420 3886

Mobile Phone: 0416 211 581

Vice President (Firepoint Representative)

**Brian Neal**

Phone: (03)9754 4569

Fax: (03) 9762 2969

Mobile: 0409 197 913 or then 018 836 869

E-Mail: neal@hard.net.au

Secretary: Terry McCabe

Phone: (03) 9616 9594

Treasurer: Adrian Edwards

Phone: (03) 9878 4600

Postal Address: IAAI

Victorian Chapter No. 58

c/- Alex Conway

FIA-MFESB

2<sup>nd</sup> Floor, 619 Victoria Street

Abbotsford

Victoria 3067

## Queensland Association of Fire Investigators Inc. Chapter No. 59

President: Greg Reynolds

Phone: (07)3247 8160

Fax: (07) 3297 5835

E-Mail: greynold@emergency.qld.gov.au

Administration: Julianne Foley

Phone: (07) 3822 4700

Fax: (07) 3822 3900

E-Mail: admin\_officer@qafi.asn.au

Postal Address: Qld. Asscn. of Fire Investigators

P.O. Box 5173

Alexandria Hills Qld 4161

## Association of Fire Investigators (N.S.W.) Chapter No. 47

President: Don Walshe

Phone: (02) 9742 7392

Fax: (02) 9742 7385

E-Mail: donald.walshe@nswfire.nsw.gov.au

Secretary: Norm Hewins

Phone: (02) 9639 9708 (h); 9629 2872 (w)

Mobile: 0418 654 584

E-Mail: admin@baileyinvestigations.com.au

Postal Address: NSW Asscn. of Fire Investigators

P.O. Box 689 Chatswood NSW 2057

Editor: Wal Stern

Phone: (02) 9417 4921 Mobile: 0412 492 100

Fax: (02) 9417 4921 E-Mail: Wal.Stern@uts.edu.au

Postal Address: 93 Deepwater Road

Castle Cove NSW 2069

**EDITORIAL**

*Included in this issue are two papers presented to the NSW Association of Fire investigators Conference, held in Sydney in August.*

*Around 100 attendees were present at this conference, including the Chapter Presidents from New Zealand (Dave Noble), Queensland (Greg Reynolds), Victoria (Alex Conway) and New South Wales (Don Walshe).*

*Photos taken at the Conference Dinner are included featuring presentations made to founding members Bruce Sainsbury and Roger Bucholtz. Congratulations to you both.*

*Wal Stern*



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# QUEENSLAND NEWS

## WELCOME

The QAFI have been busy over the past months planning the Major Training Project and upgrading the Associations Web Site.

At a recent meeting of the Executive Committee it was agreed that the Major Training Project scheduled for September would be postponed until March 2002. Many factors were taken into account when re-scheduling, these included the upcoming events to be held in Brisbane such as The Goodwill Games and CHOGM. It was also agreed that we should not hold a training seminar so close to the recent NSW Chapter Conference.

Separate articles on the Major Project and Web Site are contained further on in this report.

## NEW MEMBERS

The Queensland Chapter welcomes the following new members.

- **Michael (Mick) Jacobs** – M.S. Jacobs & Associates – Investigative Services – Townsville.
- **Steve Crouch** – Fire Scene Examiner, Qld Fire & Rescue Authority – Ipswich.
- **Rick Rutherford** – Fire Scene Examiner, Qld Fire & Rescue Authority – Mudgerraba.

## “WINNER”

### IAAI OUTSTANDING CHAPTER AWARD 2001

On Thursday 24<sup>th</sup> May, the Queensland Association of Fire Investigators Inc. (IAAI Chapter No. 59) was awarded the James L. Smith “Outstanding Chapter Award 2001”.

Michael Holohan, (QAFI Committee & QPS) accepted the award on behalf of the QAFI at the IAAI Conference Dinner held in Atlantic City, New Jersey, USA.

The QAFI wish to thank Greg Hancock for nominating the Queensland Chapter for this award. We also wish to sincerely thank the IAAI for honoring our Chapter with this Award.

This award belongs to current and past Executive Committee's and members. We thank you for your support and commitment to our Chapter over the past 10 years.

“Thank You & CONGRATULATIONS”.

## QAFI WEB SITE – UPGRADE COMPLETED

We are pleased to announce that the QAFI Web Site upgrade has been completed and is now available for viewing at <http://www.qafi.asn.au>

This web site is definitely more user-friendly and includes;

- ◆ QAFI Background incl. Past Presidents
- ◆ Membership Information
- ◆ Office Bearers
- ◆ Training History (incl. Pictures)
- ◆ Training Packages
- ◆ Upcoming Events
- ◆ Articles (presentation papers)
- ◆ Sponsors
- ◆ IAAI contact information including Australian Chapters.
- ◆ Links to sites of interest.

The site will be upgraded on a quarterly basis and we welcome your comments and any suggestions.

## QAFI MAJOR PROJECT TRAINING SEMINAR Friday 8 & Saturday 9 March, 2002

**Day 1** Conference (Brisbane City)

**Day 2** Live Fire Demonstrations (QFRA Training Facility, Whyte Island)

The QAFI Major Project Training Seminar has been re-scheduled to Friday 8th March and Saturday 9th March 2002.

The QAFI is committed to providing relevant and useful educational products to its members of the highest quality. Accordingly the QAFI has decided to reschedule the major project to ensure that this objective is achieved.

Accordingly, a great deal of time and effort is being invested in this project.

The committee is excited that this project will be a first class event which will have significant benefits not only to those members/organisations involved in the fire prevention and investigation industries but also to other industries including the building and manufacturing industries.

Discussion at the seminar will revolve around multi-tenanted commercial properties - **“Prevention is better than cure”**.

Our Feature Guest Presenter is Duncan Gilmore, Director & President, Gilmore

## QUEENSLAND NEWS

Engineering Pty Ltd. Duncan will demonstrate how the use of computer modelling can be used to:

- ◆ predict the behaviour and characteristics of a fire;
- ◆ identify fire risks and hazards which can be created by the way a building is constructed and how a business configures its operations;
- ◆ find ways of overcoming these risks and hazards.

Duncan's computer modelling theories will then be put to the test during a live burn based on one of his computer models.

This event is useful for: Risk Managers; the Construction and Design Industries; the Insurance Industry; Fire investigators; Emergency Services; Relevant Government Departments responsible for regulating safety and construction; Members of the Property industries including property owners, property managers and real estate agents.

### Submissions

Interested parties are invited to submit papers and requests for speaker contributions. Submissions will be considered from the following fields.

- ◆ Fire Industry incl. Protection/Resistant Manufacturers
- ◆ Electrical Manufacturers
- ◆ Insurance
- ◆ Risk Management
- ◆ Legal
- ◆ Government Agencies

There are a limited number of speaking positions available, however, the opportunity exists to have all applicable papers published in the seminar notes.

### Sponsorship & Trade Show

The opportunity exists for relevant organisations and businesses to be involved in the training seminar by way of Sponsorship or participation in the Trade Show.

If you wish to make a submission, or be involved in sponsorship or the trade show, it is essential that you contact:

Julianne Foley, QAFI Administration  
Phone. (07) 3822 4700, Fax (07) 3822 3900  
E-Mail: [admin\\_officer@qafi.asn.au](mailto:admin_officer@qafi.asn.au)

to receive the Expression of Interest form.

### 2001 IAAI ANNUAL CONFERENCE & AGM

Atlantic City, New Jersey, USA

May 20-25, 2001

*By Michael Holohan*

I was extremely honoured to be selected by the IAAI Educational Foundation for the Off Continent "Train-The-Trainer" Grant to attend the 2001 International Association of Arson Investigators Annual General Meeting and Conference Atlantic City, New Jersey, USA. The IAAI Conference defied superlatives and tribute should go to the host IAAI New Jersey Chapter for providing such an informative and intensive educational program.

My journey to the conference was dramatic to say the least. My plane was delayed in Los Angeles for 3 hours (while we were seated ready for departure) while a water pump was repaired. After viewing a number of in flight movies we departed for New York. Or so I thought. Half way across the continent, a passenger collapsed with a suspected heart attack. The plane then conducted an emergency landing in Detroit. I later arrived in New York at 1 am and missed my shuttle to Atlantic City by 5 hours. Thanks to the hospitality of New York Police Precinct 113 for making my brief stay in this great city even more memorable. I arrived at Atlantic City on time for the conference.

The Conference featured 60 training workshops covering a wide range of disciplines within the field of arson investigation including fire scene examination and reconstruction, investigation, analysis, education and training, expert evidence, and workplace health and safety. Such a spectrum of disciplines attracted delegates representing fire services, police, legal practitioners, insurance agents and investigators from throughout the world.

I attended the following workshops during the course of the conference

- Managing Chaos- The Major Case Investigation
- Burn Testing Observations
- Fire Scene Assessment and Damage Interpretation
- Forensic fire Scene Reconstruction
- Incendiary Fires and Vandalism
- The NFPA Major Fire Investigation Program
- Fire Investigator Safety and Health Guidelines
- Explosion Investigation Research

## QUEENSLAND NEWS

- Motor Vehicle Fire, Arson and Theft Forensic Examinations.

Attendance at the workshops was assessed by way of a two hour written examination at the conclusion of the conference. Successful completion of the workshop examination is a requirement of the award of CFI (Certified Fire Investigator)- the US recognises this award as being the standard for competency in fire investigation.

The recurring theme among the workshops was the importance in adopting the scientific method and the systematic approach - The systematic pursuit of knowledge involving the recognition and formulation of a problem, the collection of data through observation and experiment, and the formulation and testing of a hypothesis. This fundamental methodology ensures that the investigator approaches all fire investigations without presumption.

The importance of fire investigator education and training is reflected in a number of statistics presented at the Conference. A fire is reported in the United States every 17 seconds. In 1999, 1.8 million fires were reported in the United States amounting to over \$10 billion in property damage. One person dies in a fire on average every 147 minutes. 81% of these deaths occur domestically. Of equal concern however is the fact that a mere 2% of investigations lead to convictions. With increased emphasis on the education and training of fire investigators it is anticipated that these statistics can only improve.

### IAAI Annual General Meeting - 25 May 2001.

A number of significant issues were raised at the AGM.

- There were 62 Chapters of the IAAI represented at the AGM. President Naylis informed members that the IAAI is seeking to establish chapters in Taiwan, South Africa, Germany and Kuwait. The Republic of Georgia (Formerly part of the USSR) was welcomed as the newest chapter.
- A motion was raised to form a committee to investigate the possibility of subsidising overseas IAAI membership.
- The IAAI will be conducting a number of workshops throughout the US this year including:
  - the NFPA 921 Update
  - Who is Minding the Store?
  - Expert Courtroom Testimony

- Fact Testimony
- Advanced Arson Investigative Techniques for Insurance Companies
- IAAI Small Appliance Seminar

If anyone is interested in any of the workshops that I attended or any of the courses offered by the IAAI please don't hesitate to contact me at [MJHolohan@bigpond.com.au](mailto:MJHolohan@bigpond.com.au) or on 0733646066.

### Outstanding Chapter Award



I was extremely honored to represent the QAFI and receive the award for Most Outstanding Chapter for the year 2000 at the IAAI Conference dinner on Thursday 24 May 2001. The achievements of the QAFI in 2000 were judged against 61 international IAAI Chapters. This award was a tremendous achievement for the QAFI and a credit to past Presidents & Executive Committee members. Their efforts and enthusiasm have been recognised internationally by their peers.

I would like to thank the IAAI Educational Foundation, the QAFI and the Queensland Police Service for providing me with the financial assistance and the opportunity to attend the IAAI Conference. I encourage all members to attend future IAAI meetings in order to enhance your professional development. In the words of Gerard Naylis, the Immediate Past President of the IAAI, expand your horizons and never stop learning.

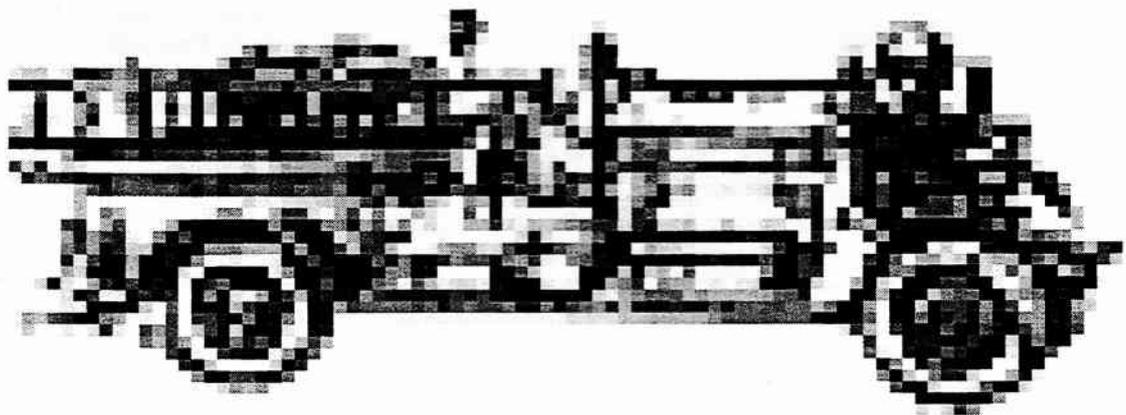
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**Some photos from the NSW 2001 Conference, taken at the dinner.**

Above we see (from left to right), our visiting speaker Glenn Gibson, Roger Bucholtz with his Life membership Certificate, and Association Secretary Bob King, on what was obviously a happy occasion

On the following page see (top photo) Bruce Sainsbury receiving his Life Membership Certificate from Glenn Gibson, and below (from left to right) Bob King, Roger Bucholtz, Glenn Gibson, Bruce Sainsbury, together with Association President, Don Washe.





## N.S.W. Association of Fire Investigators Inc.

(International Association of Arson Investigators (Chapter 47))



The N.S.W. A.F.I. 2001 conference was held at the Carlton Crest Hotel Sydney on 2nd & 3<sup>rd</sup> of August, and it proved to be a great success and a credit to all the committee members who worked so hard to bring it all together.

There was a great roll up, around 100, and I would like to thank all the attendees for helping to make the event such a success, in particular the support we received from other chapters. It was great to see such a gathering.

The conference was opened by the N.S.W. State Coroner Mr. John Abernethy who highlighted the importance to the courts of sound, based and well presented evidence.

These points, amongst others, were made again later in the seminar by the Senior Deputy State Coroner Jan Stevenson and Jennifer Wright, Senior Prosecutor from the Office of the D.P.P.

Glenn Gibson from Canada who is (along with many other things) on the IAAI Education Committee

and presents at conferences on a regular basis throughout the USA & Canada proved to be an excellent choice as the main key note speaker. He displayed a great knowledge of all aspects of fire investigation.

Other key event speakers showed the wide range of involvement by the various disciplines who participate in the area of fire investigation, all of them adding to the quality and variety of the seminar.

Our Annual General Meeting was held during the conference and I would like to thank all the outgoing committee members for everything they have done throughout the past twelve months, in particular Bob King for his 13 years of dedication to the committee. Thank you Bob.

Talking of dedication, during the conference dinner Life

Membership was awarded to Bruce Sainsbury and Roger Bucholtz as recognition for their hard work and dedication over the years. It's due to their efforts laying the foundation stones in the years gone by the Association is in the sound position it is today.

I would like to extend a warm welcome to the new committee members and a big thank you to those who agreed to continue on. I'm sure the next 12 months will be just as eventful as the last, and we can work towards providing our growing membership with information and education that is both relevant and enjoyable in the field of fire investigation.

Don Walshe.

*(Congratulations to Don Walshe, re-elected President for a second term, and thanks to Norm Hewins for taking on the position of Secretary. Trent Tosh continues the good work as Treasurer. Mitch Parrish is our new Snr. Vice President, and Richard Woods the new Jnr. Vice President. Editor).*

## **Application for Membership**

### **Association of Fire Investigators**

**(A Chapter of the International Association of Arson Investigators)**

---

I hereby apply for membership of the Association of Fire Investigators in the State of ..... in accordance with its constitution and by-laws, and agree to be bound thereby.

I attach the amount of \$..... in payment of annual dues.

---

1. Name in Full
2. Address for Mail
3. Position Held (e.g. police or fire brigade officer, lawyer, investigator, assessor)
4. Company/Agency
5. Telephone
6. Mobile
7. Fax No.
8. E-mail Address
9. Signature
  
10. Name of Member Recommending you
11. Telephone No. of Member
12. Address or E-mail No. of Member
  
13. Signature of Recommending Member

Give your completed form with your payment to any committee member of the Association, or mail it to the appropriate postal address, as shown on page 3. This page also lists contact names and numbers if you have any inquiries.

# **“Investigative Interviewing”**

---

**Glenn Gibson**  
**AIIC, CLA, FCIAA, CFE, CFEI, CFII**  
**Crawford Adjusters, Canada**

*Glenn Gibson was the lead speaker at the 2001 Conference of the NSW Association of Fire Investigators, held in Sydney on August 3 and 4.*

*He is the C.E.O. of Crawford Adjusters in Canada. Crawford's are among the world's largest loss assessing firms.*

*He is both a Certified Fire Investigator and a Certified Fraud Investigator.*

*He has been a long standing instructor at the ATF College on Arson for Profit.*

*He is a Past President of the Ontario IAAI Chapter.*

*He gave conference attendees a thorough grounding in interviewing techniques, as demonstrated by the article below.*

## **Introduction**

The goal of any investigation is to obtain the truth by determining the facts! In this article, I will illustrate what “evidence” is and provide a foundation for conducting an investigative interview.

An “interview” is a situation where the subject is willing to give information.

An “interrogation” can be viewed as a situation where the subject is resisting or unwilling to provide information.

This article will concentrate on conducting an effective “interview”.

## **Evidence- what is it?**

The gathering and preservation of “evidence” is critical to any good investigation. There are three types of evidence:

1. Direct evidence  
This involves the 5 senses (touch, smell, hear, sight, and speech).

2. Circumstantial evidence

This is other evidence upon which a conclusion can be reached.

3. Hearsay evidence

These are statements that are not made in the presence and hearing of the subject.

There are three forms of evidence:

1. Testimony This can be done by going into the witness box and

providing direct evidence on what you observed via your 5 senses.

## 2. Real

This represents physical evidence and can come in the form of timing devices, char patterns to a piece of flooring...or... perhaps documents.

## 3. Secondary

This could come in the form of videotape, photographs etc.

The trial judge and /or the jury are considered to be the "trier of facts". When they weigh the evidence before them they will give consideration to a number of things including:

1. Credibility of the witness incomplete notes, criminal record, attitude, lack of witness preparation, poor case management.
2. Effective cross-examination.
3. Volume or lack of volume of evidence.
4. Exclusion of evidence: a complete picture is not presented by the side calling the evidence.

5. Sloppy investigation.

6. Lack of continuity and contamination of exhibits.

In weighing of the "evidence" consideration will be given to the "burden of proof". In a criminal court proceeding, the Crown will be required to prove their case "beyond any reasonable doubt". In a Civil Court matter, the burden is somewhat different as the test is proving your case "on the balance of probabilities".

Although the tests may seem different, when an insurer decides to deny a claim payment on the basis that they believe their policyholder committed an "arson", they must do so very carefully. They are alleging that their policyholder had committed a criminal act.

Most triers of fact will require the insurer to be able to 'almost' meet the burden required in a criminal court proceeding.

## The 'Arson Triangle'

In a fire investigation you can see that gathering your "evidence" can take on many different forms.

In both civil and criminal court proceedings your investigation path should segregate your evidence into being able to prove the 'Arson Triangle'

1. Fire cause.
2. Motive.
3. Ample or exclusive opportunity.

All three parts to the 'triangle' are going to involve gathering different types of evidence to bring the fire into the courtroom. The foundation for much of the evidence gathering will be effective use of the investigative interview.

## Phase One - At the scene

On arriving at a fire scene, you are met with organized chaos. You are obviously going to quickly 'triage' the important interviews that need to be conducted at some point in time.

This could involve:

1. The eyewitness who discovered the fire.

2. The eyewitness who saw a car at the scene earlier in the evening.
3. The owner of the property.

You have an opportunity very early to establish a 'rapport' with those who may be the subjects of an in-depth interview at a later point in time. Don't lose this opportunity to bond with them.

Introduce yourself by establishing your identity and role in the investigation. If they are upset, bond with their emotional level. Show empathy. Establish some time frame around when you are going to wish to interview them in greater depth.

First impressions leave a lasting impression. By 'bonding' early, this will establish a good foundation for the later interview where you are looking to elicit more information.

Creating this 'friendly' approach can be achieved with a few comments such as:

- *"I know how you must feel. My parent's home had a fire last year."*

- *"You must be really upset about what's happened. I know I would be."*

People will tell you more information if they like you!

Ensure that in this first contact that you are mindful of everything you say and what is said to you. The details of this discussion should be recorded in detail in your notes.

### **Phase 2 - The formal interview**

On key interviews, try and establish some background information on the subject you are about to interview. This may come from a review of public records or perhaps from other interviews with friends, neighbours and acquaintances of the individual.

Consider your frame of mind for this interview. You bring an unbiased, professional approach. You are in this interview to gather information that the subject is voluntarily providing to you. You are there to be friendly,

unchallenging...and looking to formally record their "version" of events.

In considering where to conduct your 'interview' think about:

1. Only interviewing one witness at a time.
2. If there is a request for a third party to be present, such as in the case of a minor, making sure you set the rules first. This witness should be seated outside the direct sight of the subject, if possible. The witness should be instructed not to interrupt or coach the subject. You might ask the witness to write down any questions that they might wish to add to the interview once you have concluded asking your questions.
3. Considering who will be in the interview room. If possible, one investigator should be designated as the 'lead' interviewer while a second investigator is taking notes.
4. Making a decision on how you are going to record the interview. Should it be tape-recorded? Videotaped? Either way, this should not

supplant the need to do good notes as 'recordings' have, on occasion, resulted in technical difficulties in a court of law.

5. Ensuring the room is free of as many distractions as possible. Try to limit the possibility of interruptions (i.e. phones, pagers, etc.). Your role is to guide the subject through an event that happened and you need to create an environment that is conducive to deep thinking for retrieval of key information.
6. Considering 'Proxemics'.  
This is the concept of "communicating with space". This is important in an interview concept. An appropriate distance should be 4-6 ft. away. Any closer than this will make your subject uncomfortable as you will be "invading their space".
7. If possible, setting the room up so that you are able to get a clear view of the entire body of the subject. It is important that you are able to fully view the "body language" of the subject during the

interview. Why is this important? Consider that human communication consists of:

- Body language- 65%
- Verbal Content- 7%
- Voice Quality- 12%
- Micro Signals- 16%

8. At the outset of the interview ensuring that the subject knows that it is not your intent to ask a lot of questions. The goal is to have them do most of the talking. You should reinforce how valuable and important it is for them to "help" you by providing information that will assist the investigation. They should know that you expect them to take an 'active' role in the interview. The subject should be made to feel important.
9. During the first stage of the interview, establishing some common ground

with the subject. Be empathetic to them if they are distressed. Become their friend.

10. Being observant of how the subject is dressed. Are they wearing a suit/ tie? Lots of jewellery? Showing any religious artefacts? Carrying a bible?
11. Ensuring that the subject does not feel any sense of "rush" to the interview. Use the subject's name often in the opening phase of the interview. Make good eye contact and lean forward in talking to them so they know you have a keen interest in what they have to say.
12. In this opening sequence you should be **calibrating** the verbal and non-verbal actions of the witness. In this phase, you are asking non-threatening questions that should not generate any stress in the subject. This should reveal the person's 'normal' behaviour. You need to be aware of this 'norm' to compare with the point in time when you get into 'hot issues.'

- In these early stages you are observing speech patterns for:
  - a) Rate of speech.
  - b) Volume.
  - c) Rhythm
  - d) Pitch
- How is he sitting? Legs crossed? Arms? What is he doing with his hands?
- How comfortable is the individual at the outset of the meeting?

The point to these opening observations is to see how the subject acts when not under stress.

### The Interview

The first phase of the interview should have created a physical and mental environment in which the subject is relaxed.

"Memory" is much like a filing system. The human brain has the ability to file billions of bits of information. The key to a successful interview is to extract as much of this file information as you can from the 'storage' bin.

Retrieving information requires you to bring the person back through the entire event. This requires hard work and concentration. Think of occasions where you remember the entire

event but cannot remember the name of a person. To pull that name out of your filing system can be difficult.

The subject should be told up front that you are looking for as much detail as possible.

An individual's filing system can be likened to a stack of videotapes. As you walk someone through a real event, they have taken that particular videotape and they are playing it for you mentally as the answer your questions.

The most common mistake of interviewers is that they interrupt the subject before they finish answering the question they have been asked. This requires, at times, great effort on the part of the interviewer to resist that temptation.

After moving through Phase 1, your interview should begin with asking open-ended questions where you employ active listening skills. Such an opening question might be:

- "In as much detail as possible can you describe for me your activities since you got up this morning?"
- "In as much detail as possible, can you describe for me how you learned about the fire?"

There may come points in time during the interview when the subject pauses. Resist the urge to jump in with another question. Keep them going by saying, "Go on..."; "Carry on..."; "What else...?"...Try to pace yourself not to 'bite' on each pause in the action from the subject. Some people are compelled to keep filling in gaps and what they say at these points in time could be critical information.

The subject will generally let you know when they've exhausted answering the question by saying something like..."That's it"; "That's all...".

If the individual you are interviewing is lying to you, consider that they have practiced telling their 'story' many times. It is a mistake to not let them tell you 'their' story. There is plenty of time after the interview to eliminate or confirm what they have told you but early

challenges to 'their' story will result in them shutting down on what they planned to tell you.... which... could be information of great investigative value.

As you finish walking your way through your use of 'open-ended' questions, you can then move into 'closed-ended' questions where you are looking to clarify specifics of what you've been told. Your questions might include:

- "How many keys are there to your house?"
- "Please tell me the code to disarm your alarm panel?"
- "Have you purchased gasoline in the past 7 days?... Where?"

Most closed-ended questions will result in a short, specific answer although you should be watchful for an opportunity to let the subject provide as long an explanation as they wish to give.

Depending on the situation, save the challenges to some inconsistencies for another day...after... you have fully investigated the 'story' that you have been given.

There is absolutely nothing wrong with using

an Interview Guide during the course of your interview. In fact, you can show the subject in advance of the interview the ground you are going to cover so that the end result is thorough and complete.

During the latter part of your interview, there are a number of questions that you might consider 'slipping into' the interview. You should be particularly alert to verbal and non-verbal clues when these questions are being answered:

- ▶ "How do you think this offence occurred?"
- ▶ "Who do you suspect?"
- ▶ "Who do you think had the best opportunity to commit this crime?"
- ▶ "What should happen to the person who committed this offence?"
- ▶ "What type of person do you think would commit this crime?"

- ▶ "Do you think this was an 'inside' or 'outside' job."

## Detecting Deceit

Everyone has an 'Autonomic Nervous System'. This system kicks in when someone is lying. The polygraph machine uses its principles to measure:

1. Heart rate.
2. Blood pressure.
3. Respirations.
4. Sweat glands.

When you are conducting an interview and you get into hot questions where suddenly the person's verbal and non-verbal behaviours begin to change in front of you, you 'may' have a situation where the person is lying to you. When you observe what seems to be a noticeable change in the subject, it's a good area to stay in when asking more specific questions.

A liar has a very strong need to convince you that they are innocent. Their goal is to steer the investigation away from themselves.

An individual who is telling you their honest 'story' will provide

information that is logical and flows with a beginning, middle and end. Deceitful individuals will bridge time with you. They will speak about what they were doing at 9 a.m. in great detail and then jump suddenly to 4 p.m. What happened between 9-4 p.m.? Why did he bridge time?

Be aware of subjects who start telling you about problems they have had in the past with the law. Watch if they suggest the circumstances do not "look good" and they know they might be a suspect.

When you ask a question be wary of someone who answers your question with a question. (*Why do you want to know that?*) Also beware of those who repeat the same question you have just asked or ask you to repeat the question. All these features can represent 'stalling' while the person is searching their brain for 'mental clarity.'

Watch for key phrases like, "To tell you the truth"; "I wouldn't lie to you"; "Honestly.."; "Truthfully speaking"; "I have absolutely no reason to lie to you about..."

A person that is truthful is 'playing' their 'videotape' of the event in their mind.

A liar has no videotape to play. What they have is the memorized 'lie'. You might consider 'reversing' the order of the story you have been given to see if the subject can stay with the questions. A truthful person will be able to do so...a liar will have difficulty keeping it together.

### The Second Interview

This follow-up interview can be done to challenge a subject on previous inconsistencies.

Depending upon how the interview goes, this may evolve into a form of "interrogation".

With eyewitnesses, there is a value in doing a supplementary interview. It is not unusual for a witness to remember new information that may have some value. The witness may be less traumatized and in better control of their emotion which could lead to more information being revealed. Some

people will continue to make an effort at 'retrieval' and new

information could come to them a day or two later.

### Personality profiling

Glenn Foster is an interviewing/ interrogation expert who practices his craft in the United States. He regularly lectures to law enforcement agents including the F.B.I., A.T.F., and C.I.A. He has an excellent book entitled, "How Can I get through to You?"

His teachings revolve around the theory that when a person gets into "fight or flight", they revert to their core personality. He believes there are four common personalities:

1. Feelers.
2. Drivers.
3. Analyzers.
4. Elitists.

A **Feeler** personality can be likened to Mary Tyler Moore. They represent 50% of the population. Their dominant mood is bargaining. The 'trigger' to their personality is what is "fair or unfair" in life. They present themselves with set grouping of characteristics. Some of them are:

- ▶ Their goal is life is for everyone to love them.

- ▶ They listen carefully to you. They are soft spoken when they speak. They are low key, trusting, loyal, and empathetic.
- ▶ Feelers are quiet and laid back during the meeting. They are always concerned about the impression they are making on you.
- ▶ They are quick to pick up on any "threatening parts" to the interview.
- ▶ There is usually stability in their life/ job /home life, etc.
- ▶ They want to be viewed as a thoughtful and considerate person.
- ▶ Other people see the 'feeler' as being too easy going. They tend to "wimp out in conflict and take the easy way out."

A **Driver** personality can be likened to a 'Lou Grant' or a 'Murphy Brown.' Their dominant mood is anger. Their trigger point is "right /wrong." Some characteristics are:

- ▶ They tend to be impulsive and action orientated. They are non-conformists. They view themselves

as a hard working individual.

- ▶ They are rigid, competitive, motivated, proud, results orientated, etc.
- ▶ Drivers tend to be the fastest talker in the room. They view the interview as a 'game' and want to beat you. They will try to dominate you in the interview. You will see no soft side to them during the interview.
- ▶ They try to portray themselves as the perfect person in the interview. They try to read between the lines on all questions. They view their way as the only correct one.
- ▶ They are very trusting and judge people very quickly.
- ▶ Drivers are right eye movers.

An **Analyzer** personality can be likened to what one thinks about an accountant or banker. Their dominant mood is 'denial.' Their trigger point is

"Rational/ Irrational." Some characteristics are:

- ▶ They present a 'cold meat' personality. They are very cool under pressure. They seem impersonal, dry and drab.
- ▶ They are very observant of you and the manner in which you are approaching them in your questions.
- ▶ Everything in this person's life must be exact. They do not like changes in direction during an interview. They are very serious during the interview.
- ▶ They are always looking for you to clarify things during the interview.
- ▶ They do not care about your emotional level during an interview.
- ▶ They always pay careful attention during an interview. When trapped, you will not see any emotion from this person.
- ▶ Other people see this person as un-caring and un-feeling about other people. They seem to lack any form of 'free spirit' about them. They deal in a

world of what is "black and white."

An **Elitist** personality is what one associates with their views on 'Royalty.' Someone who is "above it all." Their dominant mood is 'depression.' Their trigger is what is "Appropriate/ Inappropriate." Only 10% of the population fits into this category. Some characteristics are:

- ▶ They always wear the best of clothing.
- ▶ They are charismatic, egocentric, challenging, aloof, impatient, condescending...
- ▶ They also are intellectual, refined, magnetic, exceptional, dominant people.
- ▶ They project an image that the world revolves around them. Under stress they "are above all this."
- ▶ Elitists have very quick minds. They want you to get to the point quickly. They are always challenging you with questions.
- ▶ They are very hard to pin down. They express anger over specific points. Once locked into a story they will not change.

- ▶ They are right eye movers. They insist they be treated with respect at all times.

Each of us falls into one of these personality profiles. During the 'calibration phase' of your interview, you should try to determine the personality of the subject. Once you have done so, the rest of your interview should be structured to 'mirror image' the personality of the person you are interviewing.

- ▶ You are interviewing a '**Feeler.**' At the outset of the interview they see you as a threat. You need to spend extra time establishing rapport with them. Try to lessen their anxiety. They hate confrontations so do not push them. Be gentle, polite and empathetic. Keep your voice pitch low and your rate of speed slow. Aggressive interviewing turns them off. You must always listen

while they are talking.

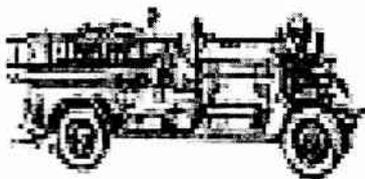
- ▶ You are interviewing a '**Driver.**' Get to the point quickly. Do not worry about any early show of anger. They will use anger to dominate you so ignore it. They will lie to make a point. They will also try to use 'body language' to control you. Speed up your own thought processes to stay with them. Talk in concrete terms. This person will swing through many moods during your interview. Do not interrupt them when they are talking! Listen!
- ▶ The '**Analyzer**' is usually very calm and composed. Deal only in case facts. Get to your point quickly. Your comments must be orderly and precise. Present your ideas in statement of fact in appropriate order. This person is a 'thinker' so use brief comments. Never speak in terms of emotion. They never show their feelings. They view that as a weakness.
- ▶ An '**Elitist**' is the toughest one to interview. You must treat them with respect

at all times. They need you to understand that they are special. Do not try to control or lead this person. Offer no advice to them. Be clear thinking and focused in your presentation to them. Their dominant mood is depression. If that comes out, bond with it.

These are just a few 'tips' on how to deal with the different personalities. If you know, for example, that you are a 'Feeler' and you are about to interview a 'Driver' then you need to be aware of how to approach that person.

As a 'Feeler' your thought processes are slower than a 'Driver.' In addition, you might react badly to an opening show of anger.

Think this through, prepare yourself mentally, and then move ahead with your interview.



### Conclusion

1. Use your resources to do a 'background' investigation on the subject, including any information on his personality.
2. At the outset, try to establish a 'rapport' with the subject.
3. During the 'calibration phase' be aware of the verbal, non-verbal characteristics. Try to identify the 'personality profile.'
4. You should be the one controlling the 'timing' and 'location' of your major interview where a statement of fact will be generated.
5. Use 'open ended' questions at the outset of your interview to obtain a 'pure version' of what happened.

6. Move to 'closed ended' questions to clarify specific points.
7. End your interview with a few 'Structured Questions.' End your interview on a positive note.
8. Above all, "Learn to not interrupt and - LISTEN!"

As you can see from this paper, there are a lot of factors that go into conducting a good investigative interview that can provide evidence to be used in a court of law.

'Arson for Profit' schemes are usually well-planned events. The individuals involved have planned their 'stories' very well and the key to defeating them is to ensure that you get as much information as you can from them and then eliminate or confirm the investigative leads.



## ***How insects provide evidence in forensic investigations.***

**Dr. Garry LEVOT**

**Senior Research  
Scientist**

**NSW Agriculture  
Elizabeth Macarthur  
Agricultural Institute**

**PMB 8  
CAMDEN NSW 2579**

**Dr. Levot presented a paper on this topic to the N.S.W. Association of Fire Investigators Conference held on 2<sup>nd</sup> and 3<sup>rd</sup> August, 2001, in Sydney**

**Forensic entomology** is the use of the insects present on a body at the time of discovery to estimate the time of death. The foundation of the science is the fact that insects arrive at, and colonise a body in a predictable and fairly reliable order. Forensic entomology becomes important, particularly 24+ hours after death as pathology becomes increasingly unreliable after this period of time.

The condition of a body changes after death and is almost immediately attractive to blowflies.

These blowflies arrive, sometimes within minutes to lay their eggs or to deposit live larvae (maggots). The feeding activity of these early arrival, or **primary** maggots attracts **secondary** blowfly species as well as a variety of beetle species that eat maggots.

In eastern Australia the common primary blowflies are *Calliphora augur* and *Calliphora stygia*. The former is most common in summer, whereas the latter is a cool weather species.

During winter *Calliphora stygia* may be the only blowfly that is active but in warmer months *Chrysomya rufifacies* is a common secondary blowfly.

The 'hairy' maggots of *Chrysomya rufifacies* repel the primary blowfly maggots until there is none left on a body.

This is the first stage in the '**succession**' of insects being completed.

The next arrival is *Australophyra rostrata* - the 'black carrion fly'. The long, slender maggots of this **tertiary** fly persist while some flesh remains. 'Hide and hair' beetles arrive at the body at this time as what remains of the body begins to dry out.

Other beetles are *Creophilus erythrocephalus* - 'the Devil's Coach horse' and a variety of 'carrion beetles'. Corpses may also be infested with 'coffin flies' belonging to the family Phoridae, or 'cheese skipper maggots' belonging to the Piophilidae.

The order of arrival of various insects can thus help determine the number of days since death occurred.

Several case histories where entomological evidence contributed to investigations of murder or suspicious death were presented.

# VICTORIAN NEWS

## Membership

You will have received an advice that Chapter Fees are due for the period of 2001-2002. The cost has not changed and is still \$30.00 per member. Forward your fees as soon as possible to Bob Hetherington, Chapter Registrar.

Membership is still increasing, but you need to be financial to receive Firepoint and Chapter Notes.

## Visit to Victoria Forensic Science Centre

On the 24th May, 28 members of the Chapter visited the VFSC at Macleod for an entertaining and informative evening of the Lab Tour.

Divided into two groups we visited all sections of the centre and discussed the areas that each area dealt with. Thank you to our two tour guides and to the Centre for the hospitality and supper.

## Annual General Meeting

There has been a significant delay in holding the AGM for this year due to the name change and other legal processes.

Members will be informed as soon as all the problems have been resolved.

The Issuing of Membership Certificates has been postponed until the name has officially been changed.

## Microwave Ovens Can Be Dangerous.

In the July 2001 issue of "Fire and Arson Investigator", Peter Sloan from Auckland, New Zealand reported on a case where heating up a small pre-cooked Christmas pudding in its plastic container, and without its lid in a microwave oven, caused a fire.

The microwave was found on fire. The interior was full of bright yellow flames.

This occurred because the timer button was accidentally run for 40 minutes instead of the planned 4 minutes. The fire was noted after 20 minutes.

The high frequency radiation from the magnetron of the microwave oven had heated the sugar content and the fruit to a temperature that caused them to char, and with continued heat build up to finally ignite.

The plastic container (microwave proof) has a melting point of 220°C to 260°C and ignites at 500°C.

The microwave oven was a 1984/1985 vintage, 32 litre, with a 240V power supply, running at 700 watts.

Microwave ovens can, and sometimes will, become dangerous if left running unattended for a considerable period of time.

**International Association of Arson Investigators**  
**52<sup>nd</sup> Annual Conference & AGM**  
**Atlantic City, New Jersey, USA**  
**May 20 – 25 2001**

In May each year the IAAI conducts the Annual Conference and AGM as it's major training session. This year the conference was in Atlantic City, New Jersey, a seacoast town about 2 hours drive south of New York. Termed the gambling playground of the East Coast, its main feature is the boardwalk – a 20 metre wide wooden promenade along the Atlantic Ocean coastline beach, backed by Casinos – lots of them. The conference was in the Trump Taj Mahal Hotel and Casino and involved in excess of eight hundred attendees.

Having received an invitation to present two papers at the conference, and, my position of IAAI International Liaison for Australia assisted me in gaining valued sponsorship to attend the meeting. I would like to record my appreciation to NSW and Victoria Chapters of the IAAI (Association of Fire Investigators) for support in this regard.

A couple of days prior to the start of the conference and after approx. thirty hours travel I met with Dave Noble, from the New Zealand Fire

Service, in Philadelphia, at around midnight. After a few short hours sleep at a hotel near the airport we made our way to Atlantic City; Dave by air and me by courtesy of the Camden County Fire Investigators. Atlantic City loomed like a beacon on the seashore, all glitz and glamour. I was shaken out of that thought pretty quickly by a warning not to travel any further than two streets back from the beach, for my own safety. Never-the-less, the Taj Mahal is a very striking place.

On arrival I met with several old friends from around the United States and other countries, who were attending the conference. After checking-in Dave and I found a restaurant to have lunch and after a short conversation with one of the locals the remark was made "I know that accent anywhere, you guys are French Canadian!" On a similar note, the next morning having breakfast in another restaurant we were confronted by a waitress of English background who had been living in the US for about eleven years. She greeted us like old friends,

hugged us and said it was great to hear a familiar (?) voice; we were treated like royalty every morning at breakfast, over the next week.

The conference began on Monday with the usual pomp and ceremony of the Opening Ceremony, Memorial Service to commemorate fallen comrades and keynote speaker sessions. Along with the conference a Trade Show was conducted featuring displays and booths concentrating on the fire investigation field; this show proved very popular amongst the delegates. The first day highlighted sessions on the "Internet", a major case study, Insurance fraud, starting a Fire Investigation business and recent developments in fire debris analysis; as well as burn tests, giving evidence, juvenile firesetters, a study on pyrophoric carbon and (yours truly) telling the investigative story by photographs. In all, Mondays sessions covered fifteen subjects and speakers. The format was changed this year to multiple sessions so that a choice of topics was available to delegates and

it appears to have been a success; offering five separate choices in each of the timeslots.

Monday evening saw the holding of the Chapter President's Meeting, where Chapter Presidents or their representatives (I represented NSW & Vic. - Michael Holohan represented Qld.) meet to discuss topics of importance. The meeting was attended by representatives from forty four of the sixty two Chapters around the world. The President of the newly formed Chapter from Georgia (Russia) was in attendance and despite not speaking a word of English had made his way to the conference (with the assistance of the host Chapter and Director Dick Johnson). At this meeting the training courses available to members were listed and detailed. (Author's note: Unfortunately, due to the distances involved none of the courses is available to Australian members. BUT, we are working on Australian alternatives and training is always foremost in our discussions as a service to our members.) The content of the meeting can be found at [www.firearson.com/committees/chapters](http://www.firearson.com/committees/chapters)

Tuesday again provided a wealth of sessions to attend with excellent

speakers and interesting topics. Two in particular were David Icove and Jack Sanderson. David is with the Tennessee Valley Authority Police and spoke about "Forensic Fire Scene Reconstruction"; specifically he reinforced the value of always following a systematic pattern in your investigations, quoting *NFPA 921* as a valuable tool. Interestingly, David mentioned that a "study guide" was being written, by John DeHaan, for *KIRKS Fire Investigation*, for those who used this text in their work. Jack Sanderson, of "Fire Findings" magazine provided some very interesting material on domestic clothes dryer fires and testing he had carried out on home furniture. Further information regarding these topics can be found at [www.firefindings.com](http://www.firefindings.com) - another interesting site linked to fire testing of materials and furniture is at [www.fire.nist.gov](http://www.fire.nist.gov)

Wednesday and Thursday's sessions were just as exciting and informative, with excellent speakers providing quality topical presentations. Apart from yours truly presenting on Marine Fires, a very interesting session I had the pleasure of attending was conducted by Bob

Corry (American Re-Insurance) along with Ron Kelly (FBI) and Lynn Dement (ATF) and entitled "Burn Pattern recognition and Accelerant Evidence". An extremely valuable presentation for the cause and origin practitioners. Some interesting statistics were displayed - in the USA, of every one hundred arson fires, **eighty four - are never solved** - that's a clear-up rate of 16%!! It was shown that arson has the lowest clear-up rate of all crimes - but, it was shown that with a concentrated effort those figures can be turned around. It takes education, commitment, effort and education! Dedicated arson mitigation programmes prevent fires. Bob also spoke of the value of the training CD - InterfireVR. (As an added-value for delegates at the recent AFI conference in Sydney (Aug 2 & 3) each will receive a copy of the InterfireVR CD) More info at [www.interfire.org](http://www.interfire.org)

The Annual General meeting of the IAAI was held on Thursday afternoon and included the current President, Executive Officers, Board members and the past eleven IAAI Presidents, as well as representatives from all attending Chapters. The usual

business matters were discussed, reports from Officers and a matter raised by Mike Schlatmann (Intn'l Liaison Chair) and supported by me, that Chapter members outside the USA should only have to pay the equivalent in their own currency of the US\$50 international membership fee. This would mean that in Australia we pay \$50 Australian (currently \$100) and in NZ\$50 (currently NZ\$120). The president has formed a task force to investigate the proposal. More on the AGM can be found at [www.firearson.com/meeting/minutes.html](http://www.firearson.com/meeting/minutes.html)

This year was the first year that a postal ballot system was introduced to allow interested members, who could not attend the conference, to vote for Directors and the position of Second Vice President. Previously, only members attending the AGM could vote. This year a total of 1,153 votes were registered and allows a larger say in who represents the association at Board level, by interested members. I can only urge you to request and return your ballot paper for next years AGM and elections. Details of standing and nominated candidates can be found on the IAAI website at [www.firearson.com](http://www.firearson.com) or

contact me for further information.

On Thursday evening the Conference banquet was held where the new Board members and President are sworn in. Awards are served on members as well and this year the Queensland Chapter won the "Outstanding Chapter of the Year" award. This was received by Michael Holohan who is a new committee member on the QAFI board and a serving Police Officer with the Queensland Police Forensic Services section, in Brisbane. Congratulations to Past President Charles Foley, President Greg Reynolds and to all members of the committee of the QAFI. [www.qafi.asn.au](http://www.qafi.asn.au)

Friday brought a few final sessions prior to the written examination being taken and the winding up of the conference. Farewells were exchanged, with a promise to (try) to meet again next year, or at least to keep in touch. The most valuable benefit of attending these conferences is the contacts made, people of similar interests and valuable experiences to be drawn from. These contacts can assist when investigating fires where unusual matters arise and research is required. The IAAI website is valuable

for making contacts, or search the membership directory.

A welcome invitation was accepted from Bob Corry to travel to his home, in Massachusetts, and spend the weekend with his family. Bob and Charlotte treated me like a long-lost family member and welcomed me into their home. The hospitality was outstanding, although no manner of coaxing could establish a seat at the extremely busy "Outback Steakhouse" in Brimfield (I even used my best Ozzie accent - didn't work) Bob was instrumental in the writing and production of the InterfireVR CD, his daughter is a witness in the program and his car is featured as well. On Sunday we toured through Boston and I left the airport with the next thirty four hours spent travelling home to Sydney, arriving at about 9 am Tuesday morning (exactly what does happen to Monday on the way back??).

Again I express my appreciation to the NSW and Victoria Chapters for assistance in attending the conference.

Ross Brogan  
Fire Investigation &  
Research Unit -  
[ross.brogan@nswfire.nsw.gov.au](mailto:ross.brogan@nswfire.nsw.gov.au)