

RESPONSE

QUEENSLAND'S OFFICIAL FIRE AND EMERGENCY SERVICES MAGAZINE EDITION 16



EMERGENCY SERVICES CADETS A TASTE OF LIFE IN THE EMERGENCY SERVICES

2017 REVIEW
QFES RESPONDS
CANADA DEPLOYMENT

A YEAR TO BE PROUD OF
FROM DROUGHT TO FLOODING RAINS
LESSONS LEARNED ON THE FRONTLINE

- PAGE 4
- PAGE 14
- PAGE 18



CONTENTS

HIGHLIGHTS

2017 REVIEW
A year to be proud of

04



QFES RESPONDS
From drought to flooding rains

14



CANADA DEPLOYMENT
Lessons learned on the frontline

18




ON THE COVER

Cadet Rhys Doyle from Wolffdene Emergency Services Cadets learns how to activate flares during an exercise with Marine Rescue Queensland.

Photo: Sally Baisden

RESPONSE is a bi-monthly magazine produced by the Queensland Fire and Emergency Services' Media, Communication and Engagement Unit. Contributions and feedback are welcome. The Editor reserves the right to edit submissions for brevity and clarity.

Let the editor know what you think about this edition of Response by providing your feedback to QFESMagazine. Editor@qfes.qld.gov.au

Address: Response magazine, Media, Communication and Engagement Unit, Queensland Fire and Emergency Services, GPO Box 1425, Brisbane, QLD, 4001
Editor: Tess Raby
Phone: 07 3635 2515
Email: Magazine.Editor@qfes.qld.gov.au
Advertising: Martyn Hewett
Email: mkhewett@bigpond.com
Graphic Design: Dexart Graphic Design
Email: dexartgraphicdesign@gmail.com

» A year to be proud of	4
» Just because you can doesn't mean you should	6
» Diverse group attends tri-agency symposium	7
» Our heroes in yellow	9
» Community engagement the big winner at SES Week Awards	10
» QFES gets serious about audit and risk management	11
» Cadets get a taste of life in the emergency services	12
» A step back in time	13
» From drought to flooding rains	14
» Confidence = danger	17
» Adapting on the frontline: Lessons learned in Canada	18

AROUND THE STATE

» South Western Region	20
» Far Northern Region	21
» Northern Region	22
» Central Region	23
» North Coast Region	25
» Brisbane Region	26
» South Eastern Region	27

SPOTLIGHT

» Station Officer Justin Francis	28
----------------------------------	----

COMMUNITY SUPPORT

» Communities prepare for storm season	31
» Gallery	29

COMMEMORATE

» Remembering our fallen comrades	35
-----------------------------------	----

FOREWORDS



DOUG SMITH
Deputy Commissioner
STRATEGY AND CORPORATE SERVICES

I extend my sincerest thanks to the entire QFES workforce for the tremendous work and support provided during 2017, and for the fantastic achievements made throughout the year. Again, it has been a big year for QFES, with many challenges along the way as well as a great number of successes.

So much work continues to be done to meet the needs and expectations of government and the community. In supporting the processes of change that go with being a government department, QFES has finalised a realigned structure. Flowing on from that, we are working hard to align our workforce so that capabilities and associated functions are appropriately reflected.

We have successfully established a first-class governance framework. It provides the responsibilities, practices, policies and procedures that are exercised by our executive to provide strategic direction as well as manage risks and use resources responsibly and with accountability. You can read about the new Audit, Risk and Compliance Committee on page 11.

The Nexus go-live on 7 December was a significant achievement. Rolling out a new system to staff and volunteers is a complex process where many variables must be taken into account. All staff who worked on the project should be extremely proud of their efforts and I look forward to further enhancements as the system evolves.

We continue to work hard to build partnerships with our portfolio colleagues to achieve all the corporate goals that we are responsible for.

After another eventful year, my sincere thanks again to everyone for everything that you do and I wish you all a safe and happy festive season. I look forward to working with you all in 2018.

Doug Smith
Deputy Commissioner
Strategy and Corporate Services



MARK ROCHE
Deputy Commissioner
READINESS AND RESPONSE SERVICES

This year, Queensland was impacted by Severe Tropical Cyclone Debbie and the associated flooding in south-east Queensland and the Fitzroy River catchment. These events showcased QFES demonstrating exceptional interoperability with our services working together better than ever before, alongside local government and emergency management partners. You can read about a recent severe weather event on page 14.

There has been significant and increasing focus on the environmental and potential human health impacts in relation to Aqueous Film-Forming Foam (AFFF). QFES has implemented an AFFF Management Strategy which includes Human Perfluorochemical testing, the management of legacy stocks of AFFF (disposal), environmental management of sites and future foam storage and use. QFES continues to work closely with state and federal agencies in managing issues around the historical use of AFFF. A health program is available to all current and former members of the QFES workforce – both paid and volunteer – who may have come in contact with AFFF.

On 14 June 2017, a fire occurred at the high-rise Grenfell Tower residential apartment building in Kensington, London with a large loss of life. There was rapid and extensive fire spread over multiple storeys of the building with the extent and severity of the fire being attributed to combustible external cladding, which was installed during recent refurbishment works.

Following this tragedy, an Inter-departmental Committee was formed to address the issue of external combustible cladding in Queensland with the Department of Housing and Public Works appointed as the lead agency. You can read about one of our firefighters and his research into high-rise building fire safety on page 28.

I wish the QFES workforce a safe holiday season.

Mark Roche
Deputy Commissioner
Readiness and Response Services



MIKE WASSING
Deputy Commissioner
EMERGENCY MANAGEMENT, VOLUNTEERISM & COMMUNITY RESILIENCE

As 2017 draws to a close and we reflect on the year just gone, I can sincerely say that I am deeply humbled by the resilience and dedication of our workforce, both volunteer and paid. From large-scale incidents to internal change and organisational restructuring, QFES continued to deliver world-class services to our communities no matter the circumstances or challenges.

2017 saw one of the largest geographical single incidents in recent times – Ex-Tropical Cyclone Debbie. From 28 March to 6 April, more than 1100 QFES personnel, both volunteer and paid, were deployed in Northern, Central and South East Regions. Just under 11,000 damage assessments were conducted in the impacted areas and approximately 7600 requests for SES assistance were received resulting in more than 19,000 volunteered SES hours between 634 SES volunteers. QFES response crews also conducted 166 water rescues, averaging around 20 per day.

Times like this highlight the importance of our prevention and preparedness responsibilities – where we can mitigate risks we must make all reasonable steps to do so. Risk-based decision making must be at the forefront, and where possible done in consultation with our many stakeholders, partners and communities. This is where we lay the foundation for our rise to resilience. You can read about our new advertising campaign that aims to prevent drivers from taking risks in floodwater on page 17.

I am proud to lead the Emergency Management, Volunteerism and Community Resilience (EMVCR) division, and I look forward to getting around the state again to see you in 2018.

On behalf of the EMVCR team, I wish you and your families a happy and safe festive period and a Happy New Year.

Mike Wassing
Deputy Commissioner
Emergency Management, Volunteerism & Community Resilience



A YEAR TO BE PROUD OF

2017 has been a year of transition at QFES. The release of our new strategy and the realignment of our organisational structure has positioned us well to meet emerging challenges.

It has been a year of great progress and change across many areas of QFES. As 2017 draws to a close it is time to reflect on our successes and our challenges.

The year began relatively quietly but this came to an abrupt end when Tropical Cyclone Debbie unleashed her power in March.

In the Whitsunday area where TC Debbie crossed the coast we saw widespread damage and interruption to essential services. The system then moved quickly down the coast to south-east Queensland dumping record rain and triggering widespread flooding along the Logan and Albert Rivers. The devastation was significant. QFES staff and volunteers had been pre-deployed and pre-positioned and this resulted in a successful response to the disaster. The QFES workforce worked closely together to conduct water rescues, undertake damage assessments, make properties safe, clean up debris and provide general community support.

The management of TC Debbie and related flood events highlighted the strengths of One QFES. Working together, we delivered the best possible service to Queenslanders before, during and after the event. *The Cyclone Debbie Review*, released by the Inspector-General of Emergency Management in October this year, delivered high praise for our response stating “TC Debbie was probably the best planned disaster we have ever had.”

Our response to Debbie and other disasters relies heavily on our volunteer workforce.

This year the Volunteer Capability and Coordination branch has been developing the new QFES Volunteerism Strategy. A series of workshops have taken place across the state as we work towards building a sustainable volunteer model into the future.

Surveys give us very important insights into our workforce. The Working for Queensland Survey results from 2016 were used to develop a number of our priorities for 2017. The paid workforce was surveyed again this year and I sincerely thank each of you for your input. This year, 59 per cent of the paid workforce responded, up from 38 per cent last year. This great response gives me and the executive leadership team a much clearer insight into our workplaces across the state.

The phased roll out of QFES Office 365 continues and the Nexus project is

preparing to launch. Nexus will bring together into one platform information and records from many business areas and give volunteers and staff improved access to information. Other developments have taken place this year in the QFES Commonwealth Games Office with the development of mobile apps to support a streamlined deployment of staff and volunteers at the games. No doubt this will not be the only legacy from the significant Commonwealth Games project.

Exciting new technologies are being adopted across QFES including the use of Remote Piloted Aerial Systems (drones), new GIS mapping tools that assist with predicting fire and flood behaviour and a QFES digital strategy being driven through the newly established Strategic Platforms and Systems directorate.



The effectiveness of household smoke alarms has improved thanks to technological advancements and this, combined with new smoke alarm legislation introduced this year, means Queensland homes are now the safest in Australia in relation to house fire safety. QFES played a key role in changing the legislation and is now focused on educating communities about the changes.

The Executive Leadership Team (ELT) has continued to work on cultural change across the organisation throughout the year. Two years into our four-year Transforms Through Leadership initiative, we have equipped hundreds of QFES leaders with the skills to empower the workplace into a modern and inclusive organisation. In November QFES were highly commended finalists in the Premier's Awards for Excellence in the Leadership category for this initiative.

QFES is committed to inclusion and diversity including honouring the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. During NAIDOC Week a garden was unveiled at the Kedron Emergency Services Complex in recognition of the contributions Aboriginal and Torres Strait Islander peoples make in our organisation and in our communities.

Many events promoting cultural inclusion have been held across the regions including a wonderful commitment to educating refugees in fire safety. In addition to these activities QFES' Community Engagement Unit and Queensland University of Technology (QUT) have been working in a Cultural and Linguistically Diverse partnership. This project will translate existing bushfire safety information and messages into multiple languages to make it more accessible to our diverse Queensland communities and international visitors.

Up to November 2017, 45 firefighters graduated from the QFES Academy with

another 23 recruits due to graduate in December. A number of new stations and multi-service complexes were officially opened this year and we put in to service 70 new appliances across our services. However along with our successes, the past year has held many challenges.

Aqueous Film Forming Foam (AFFF) remained an issue as we commenced filling water pits with gravel and capping them with concrete as part of the state-wide program. QFES' nine priority pits have been emptied, filled and capped. In addition to this, a voluntary health program was launched for current and former members of the QFES workforce – both paid and volunteer – who may have come in contact with AFFF during their service with QFES.

We continue to investigate issues with building cladding. Queensland has very high standards when it comes to building fire safety and we are working to identify buildings that have non-conforming cladding and investigating fire safety solutions.

A new committee structure has been put in place under our new governance framework to ensure good decision making and accountability across the organisation. Recent examples of poor workplace behaviour are disappointing but despite these challenges, public confidence remains very high for QFES.

As we work through this period of cultural change across the organisation we must never lose sight of why we are here: to protect Queensland communities. Around 500 firefighters and support personnel did just that in August when they responded to a blaze on the Sunshine Coast that burnt 700 hectares of land that resulted in no loss of life or property.

August saw dry and hot conditions mixed with gusty winds producing very high Fire Danger Ratings throughout large parts of Queensland and this kept the workforce busy.

This hot, dry spell was abruptly brought to an end by a significant rain event in October, suddenly switching our response in central and southern areas of the state from fire to flood. There is only one thing we can guarantee with the weather: that it will be unpredictable.

I am confident all members of the QFES workforce are prepared and ready to respond to any event, at any time. As we saw with TC Debbie, this is a workforce that is united and courageous, loyal and trustworthy. I am proud to lead such a dedicated and diverse group of people.

I wish all QFES members a safe and happy festive season and look forward to working with you all again in 2018.

Katarina Carroll – on behalf of the Executive Leadership Team



Just because you can doesn't mean you should

The QFES Workplace Conduct Branch are working hard to ensure staff and volunteers thrive in a safe, secure and positive workplace.

As QFES grows and evolves to meet emerging local and global challenges it is important that the organisation provides a wide range of support services to our diverse and widespread workforce.

Acting Chief Superintendent and Director Workplace Conduct Branch Rob Boniwell said his team is working on a number of initiatives to ensure a safe, secure and positive workplace that allows people to perform at their best and enjoy coming to work.

"The Workplace Conduct Branch consists of the Conduct Intelligence Unit, the Ethical Standards Unit, the Workforce Liaison Unit and the PSBA Employee Relations Unit all working together with our partners to achieve positive cultural change within QFES," Rob said.

"The branch is focused on several priorities including providing staff with tools to support responsible and ethical decision making in the workplace and encouraging a culture of honesty and respect, where staff have the courage to stand up and speak out about unethical, dishonourable behaviour and poor conduct.

"Our Workplace Conduct Branch Purpose Statement (available on the QFES Gateway and volunteer portals) provides an outline of what a respectful workplace looks like and expectations for ethical behaviour.

"The QFES values of respect, integrity, courage, loyalty and trust should guide our behaviour and interactions. By ensuring our workforce matches and mirrors QFES' values, we can develop a culture that represents One QFES."

Demonstrating these values is an expectation of all members of the QFES workforce, paid and volunteer, and should guide our behaviour and decision making at work.

Rob said in partnership with the Fire and Emergency Services Support Network (FESSN), the Workplace Conduct Branch provides support, advice and guidance to staff and volunteers impacted by workplace conduct issues.

"If a person requires advice and/or support relating to workplace conduct they should first contact their supervisor or manager and have the issue dealt with at the local

level. If the matter is not satisfactorily resolved they are able to make a complaint to the branch," Rob said.

"People making a complaint should keep in mind it is very difficult for us to take proactive action when a complaint is made anonymously. All complaints remain strictly confidential and our workforce should feel confident and reassured that complaints will not be broadcast to others in the workplace.

"We are working to make a positive difference across QFES and to achieve that we need two things from the workforce. Firstly we need courageous staff and volunteers who will stand up and speak out when they become aware of negative workplace behaviour. Secondly we need staff and volunteers to think before acting – remember that old saying: *just because you can doesn't mean you should.*"

THE SELF TEST

The **SELF Test** can be used in any decision making situation to support ethical decision making.

When making a decision consider:

- S** – Would your decision withstand **Scrutiny**?
- E** – Will your decision **Ensure** compliance?
- L** – Is your decision **Lawful**?
- F** – Is your decision **Fair**?

PIP sourcing

"We stand side by side with those courageous staff members who do not accept negative workplace behaviour."

QFES Commissioner, Katarina Carroll

Diverse group attends tri-agency symposium

Getting to know colleagues from other agencies was one of the key outcomes of the QFES sponsored Tri-agency Diversity Symposium held in Rockhampton during October.

The symposium, which brought together 150 people from across emergency services, featured speakers and panels discussing topics including Embedding a diversity culture, Opportunities and challenges – seizing the moment a leadership masterclass, and a breakfast featuring guest speaker Olympian Duncan Armstrong.

Leaders attending the symposium included QFES Commissioner Katarina Carroll, Queensland Ambulance Service Deputy Commissioner Dee Taylor-Dutton, Australian Federal Police Assistant Commissioner Debbie Platz, Steve O'Malley from the Melbourne Metropolitan Fire Brigade and Queensland Police Service Deputy Commissioner Steve Gollschewski.

Commissioner Carroll spoke about her leadership philosophy, the importance of a diverse and inclusive workforce and the values and behaviours that make people feel welcome.

“We are consciously creating a workplace culture that brings out the best in everyone,” Commissioner Carroll said.

She recommended her audience be open to every opportunity that comes along, including tasks that at first seemed enormous.

“Sometimes things that seem overwhelming provide the best opportunities of all.

“When I arrived at QFES I was daunted and apprehensive at the

size of the job that I had ahead of me but that apprehension has now turned into pride.

“So my advice is to take on the big jobs, work at them and finish them,” she said.

Senior Firefighter Quinn Cramer from Central Queensland, who initiated the event during a coffee meeting with Queensland Police Service Inspector Virginia Nelson, said making connections and building trust and respect with people from other agencies was the main outcome from the event.

“Having an agency mix at every table and a networking event provided opportunities to learn more about each other, especially the daily issues we all contend with,” Quinn said.

“All our organisations are working towards gender equity and this symposium focused on delivering informative sessions for advancing the diversity aims of our sector.

“The symposium aimed to advance diversity strategies for emerging leaders in the emergency services and it succeeded,” she said.

The Tri-Agency Diversity Symposium was organised by a joint committee comprising QFES, QPS and QAS.



Left to right: QFES Commissioner Katarina Carroll, AFP Assistant Commissioner Debbie Platz, QFES Senior Firefighter Kristal Johnston, Metropolitan Fire and Emergency Services Board Leading Firefighter Steve O'Malley, QAS Operations Centre Manager Mindy Thomas, QFES Assistant Commissioner Steve Barber, QFES Principal Advisor Talent Development Janine Taylor, QFES Assistant Commissioner John Bolger.



A home loan for those who serve Queensland

**Classic Home
Loan Offer**

3.79% p.a.*
Comparison rate

Whether you're looking to get into your first place or to refinance your existing loan, we'll help make it happen with our award winning Classic Home Loan.



- No monthly fees
- Free online redraw
- No penalty for extra repayments

13 77 28 | qbank.com.au/homeloans

* WARNING: This comparison rate applies only to the example above. Different amounts and terms will result in different comparison rates. Costs such as redraw fees, and cost savings such as fee waivers, are not included in the comparison rate but may influence the cost of the loan. The comparison rate displayed is calculated based on a loan amount of \$150,000 over a 25 year term.

Terms and conditions are available on request. Normal transaction and account fees and charges still apply. Normal lending criteria applies. Interest rates current as at 29 September 2017 and are subject to change without notice.

QPCU Limited T/A QBANK ABN 79 087 651 036 – AFSL / Australian Credit Licence 241413 – BSB 704052

QBANK
POLICE • FIRE • HEALTH • PUBLIC SERVICE • JUSTICE



Our heroes in yellow

In times of crisis such as bushfire or flood, a bright yellow truck is a welcome sight for Queensland communities.

The Rural Fire Service is made up of a group of devoted volunteers, dressed in yellow, who are often hailed as heroes in their communities across Queensland.

Held on 10 October, Yellow Ribbon Day is an annual event to acknowledge the commitment and dedication of our 36,000 Rural Fire Service (RFS) volunteers. The intent of the day is to wear a yellow ribbon and start conversations about the work of RFS volunteers.

Each year yellow trucks visit Queensland Parliament to raise awareness of Yellow Ribbon Day and parliamentarians proudly wear yellow ribbons in support of RFS volunteers.

Queensland Fire and Emergency Services Commissioner Katarina Carroll said members of the RFS are vital to emergency responses and community preparedness.

Volunteers support communities in times of emergency. They make many sacrifices including leaving their own homes and families to help others.

“The RFS covers 93 per cent of Queensland and has about 1500 brigades working to protect Queenslanders,” Ms Carroll said.

“Our RFS volunteers are part of the backbone of resilient communities, and Yellow Ribbon Day is a wonderful opportunity to say thank you to the thousands of people who selflessly give up their time each year to help keep Queensland safe and prepared.”



Greg Lincoln with QBANK CEO Mike Currie.

TAMBORINE MOUNTAIN'S HERO

Rural Fire Service volunteer Greg Lincoln is the proud winner of the 2017 QBANK Everyday Hero Award for Achievement.

Greg, First Officer at Tamborine Mountain Brigade, has been credited with recruiting and training more than 100 volunteer firefighters to keep his local community safe and with achieving a very high retention rate among volunteers. He is now focused on a new project — trying to make local child care available at short notice for volunteer firefighters. “We have a number of mums in the brigade who are excellent firefighters and they need child care options so we can get them to the fire ground. I am looking at a range of options to allow these volunteers to be a part of the front line response,” Greg said.

Greg insists, “this award is for the whole brigade. I’m nothing without the brigade.”



COMMUNITY ENGAGEMENT THE BIG WINNER AT SES WEEK AWARDS



Celebrated throughout the state with eight regional ceremonies, a media launch at Southport and a state ceremony at Kedron, SES Week recognises the invaluable work of volunteers in keeping our communities safe and resilient.

SES Week is our chance to recognise the selflessness and hard work of our SES volunteers. The award ceremonies honour volunteers and units for their work in the community.

The awards include the Minister's Cup, the Commissioners Cup and the Assistant Commissioner's Shield which are drawn from regional winners. Regional shields, clasps and citations recognise the QFES workforce.

Paediatric rehabilitation nurse Helen MacRonal was awarded the coveted 2017 Minister's Cup.

Helen, a deputy group leader for Brisbane Region, Western SES Group, was recognised for her work in community engagement.

"We have been striving to develop a centralised community engagement program for all Queensland SES volunteers," she said.

"In particular we have focused on providing consistent preparedness education throughout the Brisbane Region.

"It includes school education programs focusing on flood geography, preparedness and resilience strategies.

"The children make a plan to return home if their normal route is flooded.

"Previously this type of engagement happened in a haphazard manner and we now provide a standardised and consistent message," Helen said.

SES Week Queensland gives thanks for the exceptional service, commitment and dedication of all of our volunteers.



Helen MacRonal with the Minister's Cup.

SES WEEK AWARD WINNERS

Minister's Cup SES Member of the Year	Commissioner's Cup SES Unit/Group of the Year	Assistant Commissioner's Shield Operational Response of the Year
Helen MacRonal Brisbane Western SES Group Brisbane Region	Gold Coast City SES Unit South Eastern Region	Logan City SES Unit South Eastern Region

REGIONAL FINALISTS

Far Northern Region Daryl Cheer Buchan Point SES Group	Far Northern Region Buchan Point SES Group	Far Northern Region Tropic Cyclone Debbie – Far Northern Region Taskforces 1, 2 and 3
Northern Region David Marshall Burketown SES Group	Northern Region Magnetic Island SES Group	Northern Region Tropic Cyclone Debbie – Northern Region Taskforces 1, 2 and 3
Central Region Gregory Yuskan Proserpine SES Group	Central Region Proserpine SES Group	Central Region Moranbah SES Group
North Coast Region Alan Sage Wondai SES Group	North Coast Region Wondai SES Group	North Coast Region North Burnett Regional SES Unit
South Eastern Region Jayd Woolard Pimpama SES Group	Brisbane Region Moreton Bay Regional SES Unit	Brisbane Region Brisbane City SES Unit
South Western Region Sharna Pogan Miles SES Group	South Western Region Warwick SES Group	South Western Region Lockyer Valley Regional SES Unit

QFES gets serious about audit and risk management

The new Audit, Risk and Compliance Committee will ensure QFES governance practices are compliant and accountable.

The Audit, Risk and Compliance Committee (ARCC) will provide independent advice and assurance to the QFES Commissioner about the responsible management of the department's audit, risk activities and resources under the *Financial Accountability Act 2009*.

The committee, which meets quarterly, comprises QFES senior executives and two external representatives: Susanne Ryan and Glenn Poole. Ms Ryan and Mr Poole have extensive knowledge and experience in the field of audit, compliance and risk and their inclusion provides an impartial perspective to the committee's work.

Reporting to the Commissioner and the Board of Management on significant matters relating to audit, compliance and risk, the ARCC will promote a culture committed to ethical and lawful behaviour that is aligned to the Code of Conduct.

The external Chair of the committee, Ms Ryan, brings her considerable Queensland Government senior executive experience and extensive knowledge of government legislation, parliamentary processes and administrative arrangements to the position. Ms Ryan is a former Deputy Director-General of the Department of Natural Resources and Mines and the Department of Employment, Economic Development and Innovation and currently sits on the Department of

Natural Resources and Mines' Audit and Risk Committee as an independent member.

Mr Poole, the second external member of the ARCC, is the former CEO of the Queensland Audit Office and was the Queensland Auditor General from 2004 to 2011. Glenn currently sits on the Gold Coast 2018 Commonwealth Games Corporation Finance and Audit Committee and has more than thirty years' experience in strategic leadership, governance and management across both public and not-for-profit sectors.

Strategy and Corporate Services' Deputy Commissioner Doug Smith said both external members are going to bring the required rigour and discipline to develop and mature QFES' audit, risk management and compliance capability.

"The internal control provided by the committee is essential in reviewing the adequacy, rigidity, compliance and accountability of QFES' business practices," Mr Smith said.

"Effective and fiscally responsible management of our workforce, stations, appliances and equipment are intrinsic functions of our department and will ensure QFES is well-resourced to deliver our vision of one QFES creating safe and resilient communities."

To ensure that the committee's independent chair and member have an insight into the functions and challenges of the department, they recently participated in a one-day induction program. The day provided Ms Ryan and Mr Poole with a more thorough understanding of the department with briefings being provided by the QFES Deputy Commissioners. The independent members also had the opportunity to see firsthand the State Disaster Coordination Centre; State Fire Communications Brisbane; State Operations Centre; special operations facilities in Cannon Hill and Morningside; and the Roma Street Fire Station.

"The internal control provided by the committee is essential in reviewing the adequacy, rigidity, compliance and accountability of QFES business practices."



Sue Ryan and Glenn Poole.



Deputy Commissioner Doug Smith with committee members.



CADETS GET A TASTE OF LIFE IN THE EMERGENCY SERVICES

Competition and training opportunities help build capacity as Emergency Service Cadets step up to the challenges of service.

Two teams of six Queensland Emergency Services Cadets along with 30 other teams from across Australia recently competed at the Australian Fire Cadet Championships at Myuna Bay in NSW.

The two Queensland teams from Tara (Auxiliary Fire Service) and Wolfdene (Cedar Creek Wolfdene Rural Fire Brigade) were invited to attend the championships by QFES Commissioner Carroll. The teams were mentored by A/Executive Manager Bush Fire Mitigation Peta Miller-Rose, and a local brigade.

Peta said the Queensland cadets were the most inspirational team at the Championships.

“The Queenslanders stood out for their teamwork and showed maturity beyond their years,” Peta said.

Top volunteers and PCYC Emergency Services Cadets from around the state also attended six days of action packed ESCape Week training.

During ESCape Week, cadets joined adult leaders from metropolitan and regional PCYC Emergency Services to have some hands-on experience with Bribie Island Volunteer Marine Rescue (VMR) and Surf Life Saving Queensland (SLSQ) at Coochie Mudlo.

They also participated in A Day in the Life of a Fire Recruit including live fire training at Whyte Island and had a taste of life as a police officer at the Queensland Police Service (QPS) Oxley Academy.

And in the far north, Torres Strait young people have been given the opportunity to learn more about the emergency services.

The Thursday Island cadets have undertaken training with the Australian Maritime Safety Authority (AMSA) on safety and with QPS on outboard motor maintenance.

Thursday Island Station Officer and Local Cadet Coordinator Conor Maguire said about 30 children from the Torres Strait had joined the program.

“They love it and many of them come every week,” Connor said.

“Next year the cadets will start a Certificate 2 in Public Safety (SES) and their First Aid training will begin in January.

“All the young recruits are boarding on Thursday Island to attend school and we hope they will be able to join their local brigades when they return to their own islands.

“With the knowledge and training they get on Thursday Island they will be able to participate in SES work during the holidays and when they complete their schooling.”

PCYC Emergency Services Cadets partner with several Queensland emergency services including SLSQ, Coast Guard, VMR, the Queensland Ambulance Service, QPS and QFES.





Inspector Neil Fanning.

A step back in time

Home to ten historical fire brigade vehicles and countless other firefighting relics, the Toowoomba Fire Brigade Museum plays an important role in preserving the history of QFES.

It is hard to imagine what life was like for a firefighter one hundred years ago but the Toowoomba Fire Brigade Historical Society (TFBHS) have made it their mission to take visitors back in time.

With a hand-drawn hose reel used in 1880, trucks dating back to 1934 and a range of other historical artefacts the Toowoomba Fire Brigade Museum, established by the TFBHS, has something for everyone. Queensland Fire and Emergency Services (QFES) Inspector and member of the TFBHS Neil Fanning said the museum serves many purposes.

“School groups visit the museum to learn about the history of firefighting and fire safety. It is easy to engage the children as they love looking at the trucks, dressing up as a firefighter and of course meeting the original Blazer Bear,” Neil said.

“We have had 2400 primary school children through the doors over the past 12 months and we always give them a revision lesson on the fire education they are taught in school — the calls of Stop, Drop and Roll can be heard for miles!”

One of the most important functions of the museum is to provide a comfortable space for retired firefighters to meet. On the first Friday of every month a group of retirees gathers for morning tea.

“Some of the group volunteer at the museum — others just come for a chat and a cuppa in a safe space.

“Several people aren’t comfortable going back to their stations as they hold traumatic memories but at the museum they all feel relaxed,” Neil said.

Members of the Executive Leadership Team visited the museum in October and were very impressed with the range of equipment on display and the commitment of the volunteers who have given their time to create and run the museum.

“The museum would not be here if it wasn’t for the local tradies and the TFBHS volunteers. We have had help from panel beaters, painters, mechanics, firefighters and even haulage companies to restore the trucks and create the display,” Neil said.

The retired firefighters of Toowoomba and surrounds gain a great deal of satisfaction from being able to contribute to their community. In addition to their work at the museum they have set up a discretionary emergency fund. The fund provides financial assistance to Toowoomba locals impacted by fire who really need it.

“It’s great that the retired fires can still be a helping hand in a time of need. That sense of continuing to be contributing to the community is invaluable.”

You can find out more about the museum on the Toowoomba Fire Brigade Historical Society Facebook page.



FROM DROUGHT TO FLOODING RAINS



A sombre reminder of the danger weather can bring came in October as seven people lost their lives during a significant rainfall event that impacted much of Queensland.

October brought flooding rains to much of the state in the midst of fire season highlighting the unpredictable nature of Queensland's weather.

Gympie SES Group were already busy on 16 October assisting the Queensland Police Service (QPS) with a police incident when calls started to come in from residents who needed help. Heavy rainfall had caused roof damage to a number of homes and volunteers were quick to assist. Local Controller Gympie Area Dean Wardell said he had to call in extra crews at short notice when he received a call to assist QPS at a second location.

"A 67-year-old man was swept off a flooded causeway near Gympie as he made an attempt to retrieve his car from floodwater. Fire and Rescue (FRS) swift water technicians were called in and they needed support from SES volunteers," Dean said.

"We were asked to provide flood boats to assist in the search but when we arrived on scene we realised it was too dangerous to put a boat in the water. Teams of FRS swift water technicians and SES crews worked together on each side of the creek with a third SES crew conducting a search near the bridge.

"Conditions were tough and the crews from both services worked really well together. When the missing man was located deceased early the next morning we were all a bit emotional. We lost a member of our community that day and that always hurts," Dean said.

As the weather event continued, rain in excess of 500 millimetres in some areas of Queensland caused flash flooding and produced rough seas. Thirteen dams across the state started spilling while another tragedy was unfolding just off the coast of Gladstone. Fishing trawler Dianne set off with seven crew to harvest sea cucumbers and then capsized in heavy seas.

Gladstone, Calliope, Tannum Sands and Agnes Water SES Groups were called in to assist the QPS and Gladstone Volunteer Marine Rescue in the search for the missing fishermen and debris from the wreckage.

A/Regional Manager Central Region SES Andrew Wyatt said the weather made search efforts difficult.

"SES crews took on many roles during the search for the missing trawler crew including searching beaches by foot and 4WD and searching creeks and estuaries in flood boats. Some volunteers worked as air observers in the search," Andrew said.

"The rough weather hampered search efforts and volunteers worked from daybreak to nightfall in trying conditions."

One of the hardest hit areas during the October weather event was Queensland's Wide Bay region and SES crews were called upon to assist after widespread flooding.

The rain and associated flooding destroyed millions of dollars' worth of crops, inundated 26 homes and damaged major roads, leaving an estimated repair bill of up to \$30 million.

"Many residents of Baffle Creek were heartbroken to find their homes inundated again after losing everything in the 2013 floods. Our crews were joined by other locals to assist residents with the wash out and clean up.



Bundaberg SES.



QFES members pay tribute to the Dianne.

“Baffle Creek and Agnes Water group worked in Baffle Creek and Lowmead tarping roofs and then faced the unenviable task of cleaning homes after floodwaters receded. They were assisted by local Rural Fire Brigades and SES crews from Rockhampton and Gracemere who travelled south to lend a hand.

“Throughout the event volunteers and staff worked together alongside QPS teams under very difficult conditions and they should be proud of their efforts to protect Queenslanders and their homes,” Andrew said.

Commissioner Katarina Carroll said the environment continues to challenge not only Queenslanders but also emergency services. Resources are stretched in weather events such as the one that took place in October. QFES, QPS, Queensland Ambulance Service, local councils, Volunteer Marine Rescue and coast guards all work to capacity during these times.

“It is important that Queenslanders make sensible decisions in bad weather as too many lives are lost, particularly on flooded roads. We need to get our messages out there strongly — preparation is key when it comes to severe weather.”



Dean Wardell.

IF IT'S FLOODED,
FORGET IT.



PREPARE
FOR YOUR DECISION
TO AFFECT OTHERS



qld.gov.au/floodedroads



Confidence = danger

QFES' If it's flooded, forget it 2017/18 advertising campaign launched in November with a mission to challenge the stubborn drivers who aren't heeding the warnings.

Attitudes about driving through floodwater have improved significantly in the two years since the campaign kicked off. The vast majority of drivers acknowledge the dangers and say they won't risk it. Quantitative research with a group of 1015 Queensland drivers conducted in July this year showed:

- Seventy-five per cent of people said it is NOT socially acceptable to drive through floodwater.
- Eighty-four per cent of people said they make other arrangements for work or home if it looks like local roads might flood.
- Sixty-five per cent said they make sure they have a back-up plan if it looks like local roads might flood.
- Seventy-three per cent said they would be comfortable staying in the car for a long time rather than driving through floodwater.

There have also been promising signs of progress during major flood events. In April

when ex Tropical Cyclone Debbie caused flash flooding and riverine flooding from north Queensland to the NSW border, there was no loss of life from driving in floodwater.

However there is a group of drivers who seem to believe the risks don't apply to them. Men who drive 4WDs in non-urban areas are 10 times more likely to have driven through floodwater.

Commissioner Katarina Carroll said this is often because these drivers have a lot of confidence in their driving ability and in their vehicles.

"Our research shows this group believes they know the roads well and it's a part of daily life in the bush," Ms Carroll said.

"Unfortunately, the forces of nature don't care what kind of car you're driving or how well you know the roads.

"Floodwater is uncontrollable and unpredictable and it's impossible to tell what surprises might be lurking under the water.

"We understand that blokes can be set in their ways and hard to budge, but we also know they love their mates and family.

"So this year, we'll be asking them to 'Prepare for their decision to affect others'."

The campaign includes a video of an actor retelling a true story of becoming stuck while driving through floodwater. As he tells the story sitting in a 4WD, water rises inside the vehicle until it's over the actor's mouth.

"This is quite a confronting video however we hope it breaks down some of those beliefs that cause people to drive through flooded roads," Ms Carroll said.

"When they are faced with that choice, we hope they remember this video and how terrifying it would be to be caught in a similar situation.

"If we can continue to improve driver behaviour around flooded roads, it will mean fewer of our swiftwater technicians are called on to conduct rescues in dangerous and unpredictable conditions."





ADAPTING ON THE FRONTLINE: LESSONS LEARNED IN CANADA



The driest period on record in British Columbia, Canada resulted in an unprecedented fire season. A total of 1.2 million hectares of land was burnt and more than 300 buildings destroyed but no lives were lost thanks to a well-coordinated international response.



Staff from Queensland Fire and Emergency Services (QFES) were deployed to British Columbia (BC), Canada to support local firefighting crews during the challenging 2017 fire season.

Assistant Commissioner John Bolger took on the role of Interagency Resource Representative (IARR) for 28 days in the fight to control hundreds of wildfires including the largest blaze in BC's history. John said the response was a challenge for many reasons.

"The role of an IARR is to be the senior point of contact for all Australian contingent members in the host country. I was located at the Canadian Interagency Forest Fire Fighting Centre (CIFFC) in Winnipeg," said John.

"One of the challenges for all involved was the volume and size of the fires. The largest fire measured more than 130 kilometres from one end to the other but by far my greatest challenge was communication.

"The time difference between the fire ground, Winnipeg and the National Resource Sharing Centre (NRSC) in Melbourne certainly presented some communication challenges.

John has provided some feedback regarding communications as he identified some areas for improvement. He said the group were fortunate not to have a serious injury during the deployment as this would present even more challenges.

"I think we should be prepared to deploy to Canada more often as this year was the third in a row for record fires in BC. There will be a greater need for international responses in the future," said John.

Superintendent and Rural Fire Service Regional Manager Wayne Waltisbuhl was deployed as Operations Chief as part of an Incident Management Team (IMT). The IMT managed three large groups of international firefighters at three incidents across BC. Wayne said the experience of being part of the IMT leadership team during the 2017 fires was incredibly valuable.

"I identified a number of operational lessons and I hope to implement some of the lessons learned into QFES incident management," Wayne said.

"One of the most valuable tools they use in BC is the daily A5 Incident Action Plan. The booklet is given to all team leaders each morning and is small enough to fit in their pockets. It contains information based on observations direct from the field. Daily divisional objectives and strategies, safety plans, communications plans, aircraft and machinery requirements and incident maps that are accessible via QR codes are all included in the daily Incident Action Plan."

The mentoring provided by BC's experienced retired senior officers was something Wayne found to be invaluable. "Out in the field the Canadians do some things quite differently. Having local, experienced incident controllers available to guide the operations was incredibly helpful. At one of the fires crews had 15 kilometres of 38mm canvas hose deployed — I have never seen that before. On another occasion a dam was created from a spring fed gully, portable pumps were brought in and suddenly we had an endless water supply. They are very resourceful. The way they move water in and around the fire is tactically very different to the way we operate," Wayne said.



Access to fires is often limited by steep terrain and moving crews by helicopter is often the only option. Helipads are constructed by excavators in the forest so crews can be flown in and out from the staging areas. Other tactics include establishing sprinkler systems in forest environments. Portable collar tanks are set up near the fire ground and filled by water trucks to enable hoses to be laid out to create sprinkler systems. Water flows all night to get down into the tree roots and stop further ignition.

“I think we need to take some of these learnings on-board and look at better measures for initial attack — good use of hoses and pumps can make a huge difference in the early stages of a fire.”

Wayne was also given the opportunity to provide feedback to the British Columbia Wildfire Service on improvements that could be implemented by them based on gaps that were identified in their operational responses.

“In Australia we are more focused on community engagement than they are in Canada. There are few community meetings and this lack of consultation can lead to tension between residents and the fire service. Mandatory evacuation orders are often issued well in advance and residents are displaced for weeks at a time, often when their homes are defensible,” Wayne said.



Serge Poulin CIFFC Operations Coordinator (far right) with IARR group.

“There are very few mitigation measures implemented in BC and limited hazard reduction burns. The dry conditions and the lack of mitigation contributed to very large blazes this season. The largest fire in Canada was a result of 19 smaller blazes merging and was estimated to be almost five thousand square kilometres in size.”

International deployments are a chance to share knowledge with fire service professionals across the globe. The lessons learned from the deployment to Canada have been presented to the QFES Executive Leadership Team with the hope that we can continue to improve on our operational responses.

International deployments are a chance to share knowledge with fire service professionals across the globe.



Australian northern states' Incident Management Team.



SOUTH WESTERN REGION

Queens Park Toowoomba was buzzing with excitement on 7 October as emergency services and support agencies came together for Emergency Services Day.

The event was an opportunity to bring the community together and promote preparedness and resilience messages. Local residents had the opportunity to meet and chat with emergency services and recovery agencies and learn how to prepare themselves and their families for disasters and emergency events. There were a number of demonstrations including a road accident rescue scenario, a defence helicopter, defence working dogs, kitchen fire and bushfire demonstrations.



Roma now has a brand new emergency services complex.

The QFES complex houses the area offices for Fire and Rescue Service, Rural Fire Service, State Emergency Service and the local Emergency Management Coordinator in addition to the Roma Fire and Rescue Station. Being co-located will allow for a much closer working partnership between all services in Roma.

The modern facility has five appliance bays and includes a multi-purpose training room that can also be utilised as an Incident Control Room with video conferencing and multimedia displays.

Conveniently located in the Roma CBD, many volunteers are already calling in for a 'cuppa' and a chat when in they are in town.



The Toowoomba Regional Office held a workshop for SES Executives from across the region on 4 November.

Attendees came from Toowoomba Regional Council, Southern Downs Regional Council, Lockyer Valley Regional Council, Western Downs Regional Council, Goondiwindi Regional Council and Balonne Shire Council SES units. Many beneficial discussions and ideas came out of the day and the members returned to their groups with renewed enthusiasm leading into the summer storm season.



FAR NORTHERN REGION

As part of a visit to Far North Queensland 15 Alpururulam students visited the Ravenshoe Fire Station.

Alpururulam is a community on the Queensland/Northern Territory border west of Mount Isa.

The crew at Ravenshoe put on a great display of the equipment they use in a variety of situations. The students were shown the Jaws of Life and enjoyed handling the water hoses with help from the Ravenshoe crew.

Captain Rob Doyle arranged a hands-on display with one student trying on turn out gear including breathing apparatus.

Feedback from Alpururulam School staff was that the students were thrilled with the display and talked about their visit to the Ravenshoe Fire Station for days.



Not even a dark and gloomy day could stop the Innisfail crew delivering an important and vital message to the year 12 students of Innisfail State College.

Far Northern Region A shift were helped along by their auxiliary crew, Queensland Ambulance Service (QAS) and Queensland Police Service (QPS) with the delivery of a new Road Attitudes and Action Planning (RAAP) program.

Station Officer Georgesen has welcomed the program back saying that it is an extremely important part of their operation. He said it is vital we teach new drivers about the realities of road accidents and the consequences of their actions when put behind the wheel of a vehicle.

A mock crash scenario took place on the school oval with a person trapped inside a vehicle. The casualty was rescued using Jaws of Life and treated by QAS before being transported to hospital. Around 100 students looked on in awe of the amount of work that goes in to rescuing a person trapped in a vehicle.



Cooktown SES along with Fire and Rescue, Rural Fire Service, Queensland Ambulance Service and Queensland Police Service responded to a crashed aircraft scenario simulated by three cars near the end of the airstrip.

The exercise had 13 simulated casualties that were extricated and treated on scene before being transported by the simulated Royal Flying Doctor Service, Rescue 510 and Queensland Ambulance Service.

The Cooktown hospital was also involved in the exercise as they tested their capability to handle large numbers of casualties.

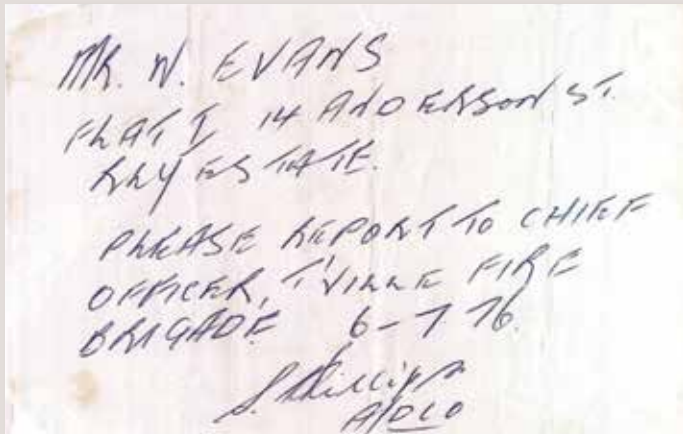




NORTHERN REGION

Firefighter Warren Evans has retired after 41 years of service.

Warren is a well-respected firefighter amongst his peers and the Northern Region Management Team. Throughout his career Warren has displayed all the attributes of a professional firefighter and was also a true gentleman. While we all wish Warren the very best on his retirement he'll be sorely missed by everyone in Northern Region.



The handwritten note given to Warren Evans informing him that he had been accepted in the fire service.

The annual Twenty-Twenty Guns and Hoses cricket match was played in Townsville with Northern Regions Bravest (F&R) and Finest (QPS) battling it out for 2017 bragging rights.

The annual event is in its fourth year and was the brainchild of Senior Constable Les Groves, Queensland Police Service. The charity match raises much needed funds for the Townsville Hospital Dementia Unit, with \$4000 being raised this year.

Unfortunately the Bravest went down to the Finest in a closely fought game, better luck next time team!



Townsville SES rescue team competed in the National Disaster Rescue Challenge (NDRC) held in Hobart.

Townsville won the State Disaster Rescue Challenge in April this year giving them the chance to compete at the national level. The team have been training every weekend since May in preparation for the challenge and their strong teamwork was apparent during the challenge.

The Tasmanian SES prepared complex challenges including rescues on steep terrain and entrapments, sandbagging, securing the scene of a plane crash, recovering a bogged vehicle, storm damage and navigation. This year saw teams from every state and territory compete and more than 150 people working to ensure the event ran smoothly.

The Queensland team was the only team with an equal gender balance and they were very competitive. Queensland came second for team leader, third for safety, second in the sandbagging event and were placed fifth overall. NSW were the ultimate winners with South Australia coming a very close second.



CENTRAL REGION

Swift water technicians in Mackay have been preparing for summer and severe weather season.

Mackay swiftwater instructor Neil Melifont and local level 2 swift water technicians took to the pool in September for their annual swim test and a mini-workshop to refresh valuable skills and techniques ahead of the severe weather season.

Technicians from all four shifts worked together over two days to practice working with different partners, mimicking real life scenarios in readiness for any activation in the coming months.



Central Region SES community come together in Airlie Beach and Yeppoon to celebrate the success of local SES members at the SES Week Award Ceremonies.

SES volunteers were rewarded for their hard work and commitment at the ceremony.

Regional Operational Response of the year went to Moranbah Group for performing a courageous and lifesaving flood boat rescue during the response to severe Tropical Cyclone Debbie.

Regional Unit/Group of the Year went to Proserpine Group for outstanding dedication and commitment to the Whitsunday community in preparation, response and recovery from the destruction caused by severe Tropical Cyclone Debbie.

Regional Member of the Year Gregory Yuskan was awarded for distinguished service and the advancement and promotion of the SES. Greg's team leadership and sector command during Tropical Cyclone Debbie was recognised along with the training of volunteers.

Regional SES Week Certificates were awarded to Martina Hogarth - Biloela SES Group, Suzanne Connors - Proserpine SES Group, Ann-Marie McMillan - Nebo SES Group, Frances Richardson - Rockhampton SES Group, Christine Persello - Bowen SES Group, Anthony Hinschen - Proserpine SES Group, Cody Best - Biloela SES Group, Michelle Dwyer - St Lawrence SES Group, Adrian Dawson - Dysart SES Group, Derek Rowlands - Rolleston SES Group, Rosemary Lyons - Mirani SES Group and Craig Wood - Emerald SES Group.



The haunting sound of Amazing Grace echoed through the North Mackay Fire Station to mark the commencement of Firefighter Remembrance Day.

At 10am on the 10th day of the 10th month representatives from Fire and Rescue Service, Rural Fire Service, SES, Mackay Regional Council and the Queensland Ambulance Service came together to pay their respects to our fallen firefighters. Firefighter Mackenzie Rowe played Amazing Grace on his bagpipes at the beginning of the ceremony.





Enjoy right now, knowing you'll be right later.

When you're with QSuper, you know you're with a fund that's been looking after Queenslanders for over 100 years.

Welcome to the QSuper feeling.

Make a plan with us today.

QSuper[®]



NORTH COAST REGION

North Coast Region staff have been working hard in their communities to raise awareness of the importance of preparedness.

QFES is supporting a range of preparedness and awareness activities in partnership with many local agencies including the Sunshine Coast and Gympie Regional Councils and the Emergency Response Unit at the new Sunshine Coast Hospital.

Events and activities have included the promotion of preparedness information to the community, hospital staff and visitors and information sessions at Bunnings. At the Bunnings events community members are invited to talk to QFES crews, participate in CPR practice with QAS and learn how to develop their own emergency plans and kits.

The Get Ready Queensland campaign messages are being displayed on a large LCD screen at the Sunshine Coast Hospital and are seen by thousands of commuters every day.



Regional Community Engagement Officer Julie Bruynius is conducting education and engagement sessions with a number of community service organisations to make sure preparedness messages reach vulnerable and isolated members of the community.

Julie is running a pilot program to train community volunteers in disaster preparedness to enable them to better support their clients.

The pilot program includes information sessions on home fire safety, extreme weather events and heatwave.

Community members from Nepal and Taiwan who attended two of the sessions were able to share information on disaster risks and preparedness in their country and learn how we prepare for events in Queensland.

People identified as needing extra support by the community volunteers such as a Safehome visit or a call during or after an emergency event will be offered further support.

Community members more at risk during disasters are able to be identified and this information can be shared with the Local Disaster Management Group.

The Queensland Tropical Cyclone Consultative Committee (QTCCC) runs preparedness seminars in partnership with the Bureau of Meteorology, QFES and other agencies each year.

This year North Coast Region seminars were held in Gympie and Bundaberg and were well attended and feedback from the sessions was very positive.

In addition to the regular speakers, a panel of representatives from QFES gave participants a brief overview of each of our services, key activities, and the 2016 Queensland Household Survey results.

PCYC Emergency Services Cadets were also at the Bundaberg seminar to introduce the program to the audience.



Bundaberg QTCCC Moira Thompson and Lucas McAskill
AC John Cawcutt.



BRISBANE REGION

Road Safety Week was the perfect time for a road crash rescue demonstration at Caboolture High School.

Caboolture Fire and Rescue crews, in conjunction with officers from the Police Forensic Unit from Burpengary, conducted the demonstration.

Around 200 students attended a road safety information session followed by a simulated road crash rescue demonstration.



Redcliffe SES Group volunteers were able to get the storm and flood safety message out with an information stand set up at Bunnings Rothwell.

The volunteers answered questions and handed out hundreds of brochures as they asked shoppers "When a big storm comes are you ready?"

The information stand included a reminder to clear leaf-filled gutters, how to tape up windows and a map of the locations in Bunnings where items to help with storm preparedness can be found.



A multi-agency exercise designed to challenge the response capabilities of all emergency services took place at Bribie Island.

The exercise challenged the response times and interoperability of multiple agencies including Volunteer Marine Rescue, Queensland Ambulance Service and Queensland Police Service. Individual agency capabilities were also tested including interagency communications, transport, extraction and medical evacuation.

Triple 0 calls were received from the Middle Swamp Crossing track on Bribie Island. The callers advised a 4WD vehicle had lost control and rolled, trapping one badly injured male inside the vehicle.

The operational response capabilities of all emergency services personnel stationed on Bribie Island for the purpose of the exercise was achieved with all tactical benchmarks successfully completed.



SOUTH EASTERN REGION

Beenleigh was recently the site of a two-day course for the Public Information Officer (PIO) sub role which is being rolled out across Queensland in coming months.

Volunteers learned about communication and engaging with the community during an emergency response. The focus was on the sub-roles of media, information and community liaison.

PIOs are appointed by the Incident Controller (IC) and are responsible for managing public information. They receive regular briefings about the current, predicted and projected situations; communities that might be threatened; and ongoing media issues and inquiries, including projected media briefings.

Duties include monitoring information available through sources such as social media, news media and the community to provide to the Situation Unit.

They are also required to manage media relationships including briefings, press conferences, media releases, media inquiries, arranging interviews and community liaison including public meeting arrangements.

The training participants had an opportunity to put their training into action with practical and hands-on sessions that tested their skills and understanding of the PIO sub role.

Communication Trainer Kath Ryan congratulated the newly trained PIO officers and said that South East Region was in safe hands with its newly trained volunteers.



Auxiliary firefighters from Harrisville, Beaudesert, Tamborine Mountain, Kalbar and Kooralbyn spent two weekends in November completing vital road crash rescue training.

The training equips personnel who are required to perform road crash rescues with valuable knowledge and skills and includes scene assessment, scene preparation, vehicle stabilisation techniques, scene preservation and casualty protection.





“The aim of my research is to ensure that a tragic incident like Grenfell never occurs again.” *Justin Francis*

Justin Francis has a passion for safety that has taken him around the globe.



Station Officer (SO) Justin Francis was searching for a job that involved an element of adventure when at the age of 21 he joined QFES. “I was looking for a stable career that involved minimal time sitting behind a desk. I was accepted into the Police Service and the Fire Service and people told me to join the Fire Service. It was the best advice I have ever received,” Justin said.

“I spent a lot of time in and around high-rise buildings when I was based at Kemp Place Station in the heart of Brisbane. Working as both a Safety Assessment Officer and a Building Approval Officer gave me a good understanding of how high-rise buildings and their fire safety systems are designed. High-rise fire safety became a passion of mine.”

In 2016 Justin was awarded a Churchill Fellowship by the Winston Churchill Trust of Australia that enabled him to travel to 10 countries over eight weeks and conduct an in-depth analysis of evolving evacuation methods from high-rise buildings. A Churchill Fellowship provides opportunities for Australian citizens to further develop their field of expertise overseas and return this information to Australia.

“During 2017 I travelled the world to conduct much needed research into fire safety and evacuation procedures in high-rise buildings.

“The Grenfell Fire in London occurred while I was in Sweden attending the International Association for Fire Safety Science at Lund University. Like everyone who witnessed the fire either on the ground or in their lounge rooms I was shocked and saddened by what I saw. I travelled to London and spent some time with the London Fire Brigade discussing and viewing the Grenfell site. It was shocking to walk around the Grenfell site and see the impact it has had on both the local community and the firefighters that attended. It was the most disturbing incident of their careers” Justin said.

“I believe the lessons learned from this disaster will shape the future of high-rise fire safety around the world.

“The trip honestly was the experience of a lifetime. I met with some incredibly knowledgeable people, world-leading experts in the field of high-rise firefighting and evacuations and I visited some really interesting and diverse places. I am extremely grateful for the opportunity to gain an insight into how high-rise fire safety is managed across the globe.

“I have now seen first-hand some of the most prominent high-rise buildings in the world including the Burj Khalifa in Dubai, the

Shanghai Tower in China and Canary Wharf in the UK. I was also fortunate to meet with a number of prominent academics from prestigious universities.”

Justin has spent a large part of his career focused on sharing his knowledge with operational fire crews who have the challenging job of dealing with emergencies in high-rise buildings. “As our population in Australia and around the world continues to expand, so do our cities and major regional hubs. This growth is not only horizontal, but the vertical construction of tall buildings that we work, reside, visit and even holiday in, continues to increase. It is for this reason we must ensure firefighters are equipped to handle high-rise emergencies.

“I believe the lessons learned from this disaster will shape the future of high-rise fire safety around the world.”

“It has been incredibly refreshing to co-design (with SO Adrian Skene) and deliver a course called Firefighting in the Built Environment to hundreds of operational firefighters. We developed the course to educate operational fire crews on how we can incorporate high-rise fire safety systems into frontline tactics and strategies.

“In my Churchill report I have identified improvements that can be made in the areas of alternative means of escape, lift evacuations and evacuations for the mobility challenged, and procedures both during and after an incident. It is also important we identify the challenges we will

face in the future as buildings become taller and high-rise living becomes more popular. I believe we need to adopt a flexible approach and utilise new technologies that will assist in construction and evacuations.”

Outcomes of Justin’s research are now available on the Churchill Trust of Australia website in a comprehensive report.

Justin said “the aim of my research is to ensure that a tragic incident like Grenfell never occurs again and that people can visit, work, reside and manage emergencies in high-rise buildings in optimum safety.”

You can read the full report on the Churchill Trust website.





TITAN PBI® STRUCTURAL FIREFIGHTING GLOVES

EXPECT MORE FROM YOUR GLOVES



STRUCTURAL
FIREFIGHTING



AS/NZS
2161.6:2014



GORE®
CROSSTECH®



OPTIMUM
DEXTERITY



SUPERIOR
WASH COUNT



QUICK
DRY

PACFIRE
AUSTRALIA



1300 731 800



pacfire.com.au



sales@pacfire.com.au



@pacfire.australia

Communities prepare for storm season

NRMA Insurance is working with the SES to create more prepared and resilient communities.

The launch of the 2017/18 NRMA Insurance Storm Season Preparedness Campaign took place on 11 October at Southport SES Group.

The campaign has commenced with a program of community awareness in preparation for a busy season. Those attending the Southport launch took the opportunity to check out equipment and vehicles that were used during the response to the flooding that followed TC Debbie.

An important indicator of trends each year is insurance claims data and SES Principal Partner NRMA Insurance have shared this information to support the SES. Claims data can assist in identifying high risk areas and then community preparedness messaging can be targeted and shared by local media.

The SES Principal Partnership with NRMA Insurance also provides for messaging to be sent through a variety of channels to diverse audiences. The engagement of social media influencers has increased the reach of community messages to a younger audience and also increased engagement with young families. Co-branded social media content will deliver the preparedness messages throughout storm season. This messaging will be targeted to locations at high risk of storm events and flooding.



Making a difference

The QFES Regional Fundraising Challenge ran from 1 August until 31 October 2017 and raised \$30,000.

A three-year partnership between the Children's Hospital Foundation (CHF) and QFES will ensure sick children in Queensland, regardless of where they live, have access to the most advanced medical equipment now and into the future.

The QFES Regional Challenge raised \$30,000 towards the purchase of essential extracorporeal membrane oxygenation (ECMO) pump life-support machines used when transporting sick children via ambulance or aircraft.

Central Region took out top honours in the Regional Challenge by raising an impressive \$15,040. A range of events took place across Central Region including open days, concerts and sausage sizzles.

QFES staff and volunteers have supported the CHF for a number of years through fundraising activities including Bike for Burns, Bridge to Brisbane and Roma Street Station staff hospital visits supporting burns research.



THE FINAL TALLY

Central	\$15,040.36	South Western	\$902.00
North Coast	\$9,899.84	Brisbane	\$830.00
South Eastern	\$1,550.00	Far Northern	\$371.65
State	\$1,090.00	Northern	\$153.85

An open day was organised by the Ahmadiyya Community to introduce the emergency services to children and young people and improve trust and relationships between the community and services staff.



International Men's Day was celebrated in Longreach with a 20/20 cricket match. QFES took out top honours beating the Longreach Council, QPS and QAS combined team.



Congratulations to the winners of the 2017 Commissioner's Awards for Excellence and the QFES Innovation Award. The award winners are making significant contributions to our success in building more resilient communities.

White Ribbon Day was celebrated across QFES with a series of events including a morning tea and a 21 vehicle convoy. QFES is committed to providing a healthy and safe workplace for all employees, not only now, but well into the future.





Station Officer Ron Van Scherpenseel recently retired from QFES after 43 years of service. Highlights of Ron's career include receiving a National Medal and the Diligent and Ethical Service Medal (DESM).



Congratulations to our auxiliary firefighters in Hervey Bay who graduated from their Auxiliary Recruit Training and Education Program. Crews learn everything from first aid, pump operation, electrical hazards and road crash rescues to safe working practices.



Toowoomba firefighters and police always give new refugees in the community a warm welcome. The October welcome morning tea was held at Kitchener Street Fire Station in partnership with Multicultural Development Australia.



In order to raise awareness for Movember, Roma Street fire trucks were transformed with the addition of moustaches! Movember is all about raising money and awareness for men's health issues.





REMEMBERING OUR FALLEN COMRADES



Flags flew at half-mast across Queensland on 10 October as we paused to remember the firefighters who have lost their lives while on duty, working to save the lives of others.

The QFES workforce paused for a minute's silence at 10am on the tenth day of the tenth month to remember the sacrifice and courage of firefighters who have lost their lives in the line of duty.

Commissioner Katarina Carroll said the service she attended at Red Hill in Brisbane was a sombre occasion. "Firefighters were joined by family and friends, other emergency services workers and community members at the annual service."

"While the focus of the service is on honouring the memory of the 51 firefighters who have lost their lives while on duty since 1877, we also paused to remember our active firefighters who put their lives on the line every day," she said.

"It is important that we acknowledge all firefighters, past and present, who work to protect the community. Without hesitation Queensland firefighters respond to incidents and put their own safety at risk each and every day.

"We also remember the families and friends of firefighters who have lost their lives as they are comforted by their extended, firefighting family," Ms Carroll said.

Firefighter Remembrance Day is an opportunity for the QFES workforce to join with the community and remember those who were tragically lost during operations, and to acknowledge the daily challenges faced by our firefighters.





EMERGENCY SERVICES HEALTH

We've got your back.

A not-for-profit, Members Own, private health fund for the Australian emergency services community, including QFES workers, volunteers and their families.



When you front up, we've got your back.



NOT-FOR-PROFIT

There are no shareholders. Premiums are used to benefit members.



GENEROUS REBATES

When you make a claim for extras, in most cases we pay 80% of the cost*.



VALUE FOR MONEY

When you compare apples with apples, our premiums are usually lower than other insurers.



EASY TO UNDERSTAND

We keep it simple. You only have to choose between quality extras, top hospital or both.



EFFICIENCY ON CLAIMS

We pride ourselves on our efficient turnaround on claims.



ROLLOVER BENEFIT

Talk to us and find out more about this *exclusive*[^] benefit.

For more information:
Phone 1300 703 703 Follow us on Facebook or Visit eshealth.com.au

Thinking of Salary Packaging a Car?

*Relax...
and take a load off!*



**You be
the
Judge!**

**At Statewide we take the
worry out of Novated Leasing!**



**Servicing Queensland
Government employees
for 15 years**

**With
Statewide
you can
relax... we've
got it
covered!**



Novated Leasing Pty Ltd

ABN 48101218731



AUSTRALIAN CREDIT LICENCE: 387111 AUSTRALIAN FINANCIAL SERVICES LICENCE: 439732 TAX PRACTITIONERS BOARD REGISTRATION: 24792339

DISCLAIMER

The implications of salary packaging a motor vehicle through a novated leasing arrangement, including tax savings will depend on your individual circumstances. The information in this publication has been prepared by Statewide Novated Leasing for general information purposes only, without taking into consideration any individual circumstances. Before acting on any information or entering into a novated leasing arrangement, you should consider your objectives, financial situation and needs, and, take the appropriate legal, financial or other professional advice based upon your own particular circumstances. **The Queensland Government strongly recommends that you obtain independent financial advice prior to entering into, or changing the terms of, a salary packaging arrangement.**

Call for a no-obligation consultation to discuss your options.

1300 76 1114 mynewcar@statewide.net.au www.statewideqld.net.au

Statewide... the really smart choice!

