

RESPONSE

QUEENSLAND'S OFFICIAL FIRE AND EMERGENCY SERVICES MAGAZINE EDITION 17



INCLUSION IS TOP PRIORITY IN TOOWOOMBA SOUTH WESTERN REGION'S COMMUNITY ENGAGEMENT OFFICER IN THE SPOTLIGHT

YOUNG FACES
PARTNERSHIPS
POOCH SUPPAWT

THE NEXT GENERATION MAKES ITS MARK
BUSHFIRES KNOW NO BORDERS
MEET BOB THE DOG

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ON THE COVER

Blazer Bear is the first toy some of Toowoomba's youngest refugees have owned.

Photo: Rachel Smith Toowoomba Refugee & Migrant Support

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

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FOREWORDS



KATARINA CARROLL
Commissioner
QUEENSLAND FIRE AND EMERGENCY SERVICES

Welcome to the first edition of Response magazine for 2018.

The new year has already seen us welcome a new, dedicated Fire and Emergency Services Minister as a result of the state election held in November last year. The Honourable Craig Crawford MP has hit the ground running with visits to a number of QFES sites across the state and he is keen to get out and about, meeting as many of you as possible.

It has been a busy start to 2018, particularly in South Eastern Region as they prepare for the Gold Coast Commonwealth Games (GC2018). In January, the Queen's Baton paid a visit to Kedron as a thank you to QFES and Queensland Ambulance Service for their involvement and commitment to GC2018.

The countdown is now on to the Opening Ceremony on 4 April 2018 and I look forward to seeing our organisation perform as a modern, professional and world-leading emergency services agency at the Games. You can read about Games preparations on page 31.

I recently attended a number of ceremonies to celebrate the Australia Day Awards. I would like to congratulate the more than 70 members of the QFES workforce, both paid and volunteer, who were recognised for their exceptional work in keeping Queensland communities safe in Australia Day Awards celebrations held across the state. You can read more about the awards on page 14.

I thank you for your continued dedication and commitment to keeping Queenslanders and visitors to our state safe.

Katarina Carroll
Commissioner
Queensland Fire and Emergency Services



MARK ROCHE
Deputy Commissioner
QUEENSLAND FIRE AND EMERGENCY SERVICES

We are only weeks away from the first deployment for the 2018 Gold Coast Commonwealth Games.

With the mammoth task of planning, final exercising being conducted, inspections carried out and the final touches being ironed out on the operational and support roles, QFES is well prepared for the biggest event to be conducted in Queensland. This is a great opportunity to showcase our state, and I know everyone involved will wave the QFES banner with pride.

There has been significant discussion lately on the Working for Queensland survey results. I have been involved in forums where results have been analysed by work groups with the focus on how we can improve as a department. Although each station, area, or work unit may have differing needs, the reality is continuous improvement and transparency must be achieved at all levels.

Over the past few weeks I have travelled to a number of regions and visited stations, talked with crews and discussed many of the issues impacting at local, regional and state level. It's refreshing to hear the real interest for quality fleet replacement, update on uniforms, station build and design, current investigations, system issues, GWN, clarification on procedures, staffing models, service delivery, finances, the One QFES approach, and exchange programs, to name a few. There also appears to be a greater interest in ethical decision making and how that impacts our workforce.

I look forward to these continued discussions and welcome the conversations.

Mark Roche
Deputy Commissioner
Readiness and Response Services



HON CRAIG CRAWFORD
Minister
MINISTER FOR FIRE AND EMERGENCY SERVICES

It's a real privilege to be the Palaszczuk Government's Minister dedicated solely to Queensland's fire and emergency services, and I'd like to thank my predecessor Mark Ryan for his wonderful work in this very important space.

While I might still be learning the ropes around the Cabinet table, I'm acutely aware of the mighty effort being put in every day around this great state by those protecting us and our property.

I've had a strong interest in the emergency services since I was a young bloke growing up in country Victoria, where I became a volunteer member of the local fire brigade at 17. I'm now based in the far north, where I've worked as a paramedic.

The Palaszczuk Government understands the vital role performed by fire and rescue. That's why we've promised to invest \$29.5m over the next four years to boost services with an additional 100 firefighters and 12 fire communications officers state-wide.

These new officers will be deployed across Queensland in areas most at risk from natural disasters.

This will mean more swift-water rescue technicians to save people from floodwaters, more firefighters for property fires and road crash rescues, and more fire communication officers to provide the critical coordination required to ensure all emergency service officers work together in their response efforts.

The Palaszczuk Government is determined to ensure you have the best support possible, to allow you to continue doing the best job possible.

Hon Craig Crawford
Minister for Fire and Emergency Services



QFES senior managers at the ethical decision making workshop held in December.

Positive workplaces create positive outcomes

QFES is promoting positive behaviour among its workforce with a range of initiatives including an ethical decision making workshop, a program strengthening our leaders' people skills, and the publication of disciplinary outcomes.

Most people want to come to work each day and do a great job, knowing their work is valued and that what they do makes a difference.

The QFES workforce is no different. Overwhelmingly our paid staff and volunteers want to do their best work and contribute to keeping the community safe.

For this to occur, QFES employees and volunteers need to be able to thrive in a working environment that is safe and supportive. They also need to be certain that if a workplace issue arises, it will be managed appropriately.

Deputy Commissioner Doug Smith said bullying and poor behaviour are a destructive force within any workplace.

Poor behaviour damages not only individuals, but also their organisations and leads to poor services, in our case, to our partners and the public," Mr Smith said

The annual Working for Queensland Survey and last year's Volunteer Survey gave an insight into how our workforce perceives the QFES culture and leadership.

In addition to these health checks, a number of inquiries and incidents have emerged in QFES' workplaces in the past few years revealing a culture that has sometimes tolerated poor behaviour and been too slow to take action to curb it.

Mr Smith said any lack of decisive action leads to a loss of confidence by staff and volunteers who are then less inclined to report negative behaviour, further entrenching poor workplace culture.

Our values of Respect, Integrity, Courage, Loyalty and Trust are central to developing a productive and collegiate workplace.

"To make ethical decisions and uphold a respectful workplace each of us needs to be personally accountable, take initiative and accept challenges," Mr Smith said.

"We have multiple initiatives in place to improve ethical decision making and eliminate poor behaviour and misconduct, and these are consistent with the Crime and Corruption Commission (CCC) *Corruption Prevention Strategy*."

QFES values should guide decision making for all employees and volunteers.

Our values of Respect, Integrity, Courage, Loyalty and Trust are central to developing a productive and collegiate workplace.

Deputy Commissioner Doug Smith said the values are easily understood because they relate not only to our workplaces, but also to our home lives and families, and the community we serve.

"It is up to all of us to be guided by these values every day. Every one of us must act ethically and diligently so our legacy is a professional department that consistently acts with integrity," he said.

Workplace Conduct Branch Director Rob Boniwell said it was essential for staff and volunteers to speak out if they were aware of negative behaviour.

"Sometimes we know something is wrong but we find it hard to express our concerns or we are afraid to speak up in front of our peers or leaders," Mr Boniwell said.

"Be assured, QFES will support anyone who wants to call out negative behaviours."



STRENGTHENING ETHICAL DECISION MAKING

QFES' senior managers have an important role in modelling ethical decision making and behaviour.

QFES is promoting positive behaviour among its workforce with a range of initiatives, including an ethical decision making workshop, a program strengthening our leaders' people skills, and the publication of disciplinary outcomes.

To support them in this role, a two-day workshop was held late last year bringing together senior managers and the Executive Leadership Team.

The clear take-home message was that just because you can do something within the rules, does not necessarily mean you should.

The group heard from two of the state's top public servants, Crime and Corruption Commission (CCC) Chairperson Alan MacSporran and Public Service Commission Chief Executive Robert Setter.

Executive managers, inspectors and superintendents tested their decision making with a series of complex workplace scenarios that challenged them to weigh up regulations, morals, ethics and the QFES values, as well as community perceptions and expectations, to arrive at appropriate decisions.

Following on from the ethical decision making workshop, a new program has been established to embed good behaviour, accountability and improved communication in the workplace.

The *Step Up* workshops help managers to grow as skilled leaders who are equipped to coach, mentor and influence the behaviour of their workers.

South Western Region is trialling the three-day program before it is rolled out across the regions, initially with senior leaders and then with frontline leaders later in the year.

Assistant Commissioner for Human Capital Management Andrew Short said *Step Up* recognised it was important for leaders to have conversations that mattered.

"Meaningful conversations about achievement, boundaries, career planning or behaviour are critical," Mr Short said.

"Capable leaders have a high level of interaction with their people and drive conversations that inform and influence staff in the business direction.

"The *Step Up* workshops nurture these people skills, and help our leaders help others to do their best, whether it's completing a task or developing their career."

Disciplinary outcomes published online

Staff and volunteers should be confident that any complaint they lodge about inappropriate behaviour or misconduct in the workplace will be taken seriously and dealt with appropriately.

To reinforce this, the outcomes of a range of disciplinary matters will now be published online.

This is a reminder that QFES takes workplace conduct seriously, and is also a way to share the lessons learnt and to give an insight into the disciplinary process.



Next generation makes its mark

QFES' future is in safe hands, with a new wave of passionate staff and volunteers among its ranks. Response caught up with four young members of the QFES family.

EMILEA SALONEN

- *Administration Officer, SES, South Eastern Region*
- *Senior Field Operations Member, SES, Gold Coast Unit*

As a volunteer with the SES, Emilea Salonen has achieved things that she wouldn't otherwise have had the chance to do.

The 23-year-old has gained skills in operating a chainsaw, navigation, storm damage operations and interagency incident management.

"Most significantly I learnt to work confidently at heights, which used to be well outside my comfort zone," Emilea said.

She loves that her work with the SES requires a diverse range of skills.

"Volunteering has equipped me with practical and transferrable life skills that I hope I can always use to help my community," Emilea said.

A standout experience has been overcoming intense terrain in Lamington National Park during a search for a missing person.

"We covered less than four kilometres in eight hours," Emilea said.

"It was a memorable introduction to the hard work that the SES and other QFES personnel do.

"My uniform was brand new going into the search and by the time I came out the other side I needed a new one."

A recent university graduate with a degree in Law and Science, Emilea hopes to put her study to use in QFES in legal services or forensic fire investigation.



ZODIE-JAYNE GREEN

- *Acting Bushfire Safety Officer, Rural Fire Service, Far Northern Region.*
- *2nd Officer, Mena Creek Rural Fire Brigade*
- *Auxiliary firefighter, Kurrimine Beach Fire and Rescue Station*
- *Member, SES, Innisfail Unit*

Zodie-Jayne Green, 28, is equally at ease driving a yellow Rural Fire Service (RFS) truck, wearing breathing apparatus or tarping roofs.

As a member of the RFS, Fire and Rescue Service (FRS) and State Emergency Service (SES), she lives and breathes QFES.

Zodie-Jayne says what she enjoys most about her roles is helping people in their time of need.

"The appreciation you receive from local landholders coming up to thank you is more rewarding than a pay cheque," Zodie-Jayne said.

"After one big fire on the Tablelands, a man came up to us with tears in his eyes and thanked us for saving a lot of his grass for his cattle.

"I thought, wow, it's worth every second that we spent out there.

"I also love the mateship when we come together in times of disasters. We all pull together and work together. It's like one big family," Zodie-Jayne said.

It's a message that's resonating within Zodie-Jayne's own family, with her mother signing up to train as an auxiliary firefighter.





PAT BUCK

- *Firefighter, Mount Isa Fire and Rescue Station*

Pat Buck, 27, made the move from his home town of Brisbane to the outback city of Mount Isa to start his career as a firefighter.

Previously a Rural Fire Service volunteer and administration officer with QFES, Pat fulfilled a long-held ambition when he became a Fire and Rescue Service (FRS) firefighter two years ago.

“It was a job that had appealed to me from a young age and I wasn’t disappointed,” Pat said.

“There are a lot of things I love about the job. The camaraderie and the sense that we do make a difference to the community.”

Working in Mount Isa has opened up many opportunities.

“As Mount Isa is a one station city, I’ve had exposure to a wide variety of jobs,” Pat said.

“We deal with a range of HAZMAT incidents and have our own sampling and air monitoring equipment.

“From time to time we have train derailments or truck rollovers, which we drive hundreds of kilometres to attend.”

In the immediate future, Pat is focused on getting through his training to become a First Class firefighter.

“Beyond that, there are so many different opportunities. I’ll just keep learning and see where it takes me.”

ISABEL VANLINT

- *Research and Information Analyst, Data Analytics and Business Intelligence*

The 20-year-old analyses data and statistics that contribute to planning and decision making within QFES.

She enjoys the opportunity to work in a challenging role that is relevant to her current university studies in business management, majoring in economics.

“I love that there is so much to learn – it is a very interesting field to work in,” Isabel said.

Since starting at QFES just over a year ago, Isabel has gained an understanding of the work that is done to support the frontline.

“I have learned a lot about the operational and administrative sides of QFES and just how much effort goes into getting operational personnel out to incidents.

“I have a greater understanding of natural disaster events, including the perspectives of both the victims and emergency services workers.”

One major project Isabel has been involved in is producing a suite of online reports to give everyone within QFES access to up-to-date performance information.

“There is still a lot of work to do to enhance the quality and accessibility of performance information and I look forward to being a part of that process.”

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Challenging our emerging leaders

This year will see QFES' emerging leaders take part in a thought-provoking program that will challenge and empower them to lead our organisation into the future.

On 27 November 2017, Commissioner Carroll met with a group of QFES' emerging leaders who have been fortunate to secure a place in the 2018 Challenge of Leadership program run by Leadership Management Australia (LMA).

Commissioner Carroll reflected on her own journey to leadership and the importance of recognising both your strengths and weaknesses in order to develop as an effective and successful leader.

"QFES faces a challenge that is faced by many organisations and that is disengagement at the mid-management level. We have a responsibility to do something about that and this is why we have invited you all to complete this program," Commissioner Carroll said.

"In order to succeed as a department, we need leaders who communicate well with their staff, who build trust and are visible.

"You cannot be a good leader if you don't communicate well. You must be visible and you must talk to your people."

The Challenge of Leadership program develops effective leaders who can implement and drive improvement and innovation, measure team performance and understand what motivates their team members.

Assistant Commissioner Andrew Short said a group of 26 operational and non-operational staff were invited to complete the Challenge of Leadership program that will equip them to meet the demands of leadership today and into the future.

"This program provides not only an education in the fundamental concepts of leadership and management but also an opportunity for participants to apply what they have learned in the classroom back in their workplaces," Assistant Commissioner Short said.

"Leadership roles bring many challenges and it is important that our future leaders develop an understanding of the concepts of managing both people and resources, and that they can then apply these concepts in a supportive environment.

"Employees who complete this program will be equipped with the knowledge and skills to become competent and confident leaders who can motivate their teams to innovate and produce measurable results.

"QFES needs leaders who will step up and commit to our guiding principles and uphold our values. We are committed to investing in our emerging leaders to build on our success."

"Successful individuals build successful teams and successful teams build successful organisations."



Commissioner Carroll with Bill Mason from Leadership Management Australia (LMA).





Bushfires know no borders

Fire services from both sides of the Queensland/NSW border are ready to respond should a bushfire emergency occur.





QFES has been liaising closely with fire services across the New South Wales (NSW) border since 1985 when the Cross-Border Committee was formed.

The aim of the committee is to strengthen partnerships and promote unified service delivery to the communities along the Qld/NSW border.

The committee also aims to ensure there is a unified response capability for incidents along the border, and that disaster management, community education and incident management is consistent with community needs.

Representatives from QFES and NSW fire services meet twice a year to discuss incident management, regional threats and mitigation, and plan coordinated responses to enhance community safety.

The focus of the most recent meeting of the Cross-Border Committee in Stanthorpe was on communications.

Superintendent Rural Fire Service (RFS) South Western Region Tony Johnstone said there were many things to consider when it came to cross-border communications. "In addition to the obvious requirements of using common radio networks on the same frequency, we need to make sure there is an awareness of how we allocate call signs and how vehicles are numbered on each side of the border.

"An issue that has recently come to light is that we need to develop standardised references when reporting from the air. Positional reports need to be in a common language to break down communication barriers," Tony said.

"In an emergency or disaster situation a communications network needs to be established and everyone involved in the response needs to be on the same frequency. Most trucks are now fitted with radios from both sides of the border and during our recent exercise we discovered that the radio communications channels previously identified do in fact allow us to talk.

"At a fire event we can have crews from NSW RFS and State Emergency Service (SES), QFES, NSW National Parks and Wildlife Service, Queensland Parks and Wildlife Service (QPWS) and air operators all speaking different languages. We need to continue to remove all barriers to ensure safe and secure operations that protect communities on both sides of the border.

"There was a range of new equipment on display at the cross-border exercise including Government Wireless Network (GWN) portable repeaters from Queensland and the new NSW Fire and Rescue radio system."

NSW Rural Fire Service Regional Operations Manager (Northern Region) Bryan Daly said the cross-border exercises were vital to reduce confusion between the services. "It is invaluable that we get to know each other and work on interoperability, and these exercises provide regular opportunities to do this.

"Fire services in the border areas have a strong history of working together to service communities and property that stretches across the state border.

"It is critical the brigades can talk to each other at the fire ground, so the aim of

this exercise was to create a single point of command that can communicate with everybody. This is why QFES South West have installed NSW fire ground radios into Rural QFES trucks on the border.

"We have Queensland frequencies in our Very High Frequency (VHF) radios in NSW vehicles, so there has been some really good work done on communications but it has recently become a greater focus for the Cross-Border Committee."

Bryan said the recent exercise highlighted advancements and technologies being embraced on both sides of the border.

"The most significant learning from the recent exercise was the proven ability for units from both sides of the border to be able to talk to each other in the fire ground."

Tony said one of the key lessons learned for Queensland was that portable, simple-to-use and established radio communications could make operations on the incident ground more effective.

"As a result of what we learned from the Stanthorpe meeting, Standard Operating Procedures (SOPs) will be developed for interagency communications and placed in each command vehicle and appliance. These will allow staff and volunteers to talk to their counterparts quickly when an incident escalates."

Queensland and NSW will continue to learn from each other and adapt to ensure the safety of communities on the Qld/NSW border.





A culture of caring

Working in the emergency services means Queensland Fire and Emergency Services members are often exposed to high stress and challenging events.

At QFES, we are fortunate to be surrounded by a culture of people who value helping others. Our workforce embraces the approach to “look after your mates”, and we all have a role in taking care of ourselves and each other.

One program that builds on this approach is the Peer Support Program.

Peer Support Officers (PSOs) are selected and trained to relate to colleagues who may be experiencing difficulties. PSOs come from a variety of roles and ranks and are located across the state. Their experiences place them in a unique position to provide understanding and practical and timely support.

PSOs provide informal short-term assistance, support or guidance to colleagues on a range of issues such as relationship difficulties, managing changes in work roles, support following critical incidents, someone to share their health concerns and more. PSOs don't provide advice or counselling but can help link you with professional support or resources if needed.

Peer Support work is confidential and discreet, and PSOs spend many hours looking out for their colleagues, which is why “PSO Week” is an important opportunity for all members of QFES to say thanks for being there for us.

PSO Week will be held 12 – 18 March 2018. Each region will be hosting events, and as part of PSO Week celebrations, QFES announces the recipient of the QFES Olga Wilson Award for Peer Support Officers.

If you find yourself in need of someone to talk to, give your local PSO a call. For PSO contact details or more information on QFES PSOs and events during PSO week, visit the FESSN website.

The Fire and Emergency Services Support Network (FESSN) manages a broad range of support options for QFES members and their families to assist with personal and work-related challenges.

Services include:

- Confidential Professional Counselling – available to all QFES staff and volunteers and their immediate family. You can access four free sessions with additional sessions approved as appropriate. Counsellors contact details are listed at the FESSN website.
- 24-hour Telephone Counselling Free Call 1800 805 980. This service is pager operated and a counsellor will return calls as soon as possible.
- Peer Support Program - QFES currently has 170 active PSOs who volunteer to provide support to their colleagues. For PSO contact details check the FESSN website.
- Information and education sessions to raise awareness on a range of mental health related topics. Contact FESSN on 1300 309 508 or visit the FESSN website for links to a wide range of resources.
- Support for leaders and managers.



POOCH SUPPAWT ROLLS OUT IN SOUTH EAST QUEENSLAND

We are pleased to introduce a new addition to our Peer Support Officers (PSOs) team – Bob, our “Pooch Suppawt”.

Bob, a nine-year-old Groodle (Golden Retriever cross Poodle) and qualified therapy dog, is now an official member of the QFES workforce.

Therapy dogs are new to Australia, with Queensland Fire and Emergency Services and Melbourne Fire Brigade being the only two services to officially adopt the therapy dog program.

PSO and Fire Communications Officer Nesha Saunders, who has owned Bob since he was a puppy, says the research shows therapy dogs provide a number of physical, mental and social benefits.

“Bob has the ability to draw people to him,” Nesha said. “You see people’s faces light up, and their mood goes up when he’s around. His presence helps people relax.

“When I take him for debriefs he really helps people open up to conversations. Their anxiety and stress levels reduce. He’s a real ice breaker,” she said.

Nesha said Bob is a state-wide resource and has visited many QFES workplaces around the south-east although there are plans to expand this.

“There are some logistical issues to work out, but we want to have him visit other areas around the state,” she said.



Staff and volunteers awarded on Australia Day

Dedication, bravery, passion and professionalism were celebrated across Queensland in the 2018 Australia Day Achievement Awards.

The Honourable Craig Crawford MP, Minister for Fire and Emergency Services, and QFES Commissioner Katarina Carroll attended Australia Day events in south-east Queensland.

Commissioner Carroll said the winners of this year’s Australia Day Achievement Awards were a reflection of why QFES is enormously respected by the community.

“The winners are passionate and dedicated and I never cease to be amazed by their resilience and commitment to the communities they serve,” she said.

Commissioner Carroll also paid special tribute to the three South East Region SES workers who won Bravery Awards for their service during ex-tropical cyclone Debbie.

Sixty-six QFES members from across the state received awards for their contributions, and QFES awarded 15 Certificates of Appreciation to supportive businesses and organisations across the regions.

There were also seven Australia Day Honours Awards announced.



Deputy Commissioner Mark Roche, Assistant Commissioner for Far Northern Region John Bolger, QSuper Advisor Sharon Anderson and Member for Cairns Michael Healy.



Award recipients in Central Region.

AUSTRALIAN FIRE SERVICE MEDAL RECIPIENTS

Kevin Anderson - Crystal Creek Rural Fire Brigade Second Officer

Kevin has demonstrated exceptional communication and innovative leadership skills to unite traditional owners, graziers, miners and volunteer firefighters, delivering sustainable fire management strategies.

Mark Campbell - North Coast Region Station Officer

Mark has driven operational excellence through professional development in his more than 30-year career. His commitment to furthering the knowledge, skills and abilities of others has been pivotal in the realisation of career progression goals for many.

Arthur Puccini - Lower Cowley Rural Fire Brigade Firefighter

Arthur was a founding member of Lower Cowley Rural Fire Brigade and has continuously served with the brigade for 50 years. He has made significant contributions to the development and operation of his brigade, as well as the entire Rural Fire Service.

Alan Wells - Samford Rural Fire Brigade First Officer

Alan has contributed to the safety and well-being of the Samford community for more than 20 years. His diligence and energy during routine activities, as well as disaster response and recovery, have exceeded the call of duty and he has helped secure essential funds to support the brigade.

Commissioner's Medal for Valour

James Ferguson - Local Controller South East SES

James was awarded the Medal for Valour for performing an act of exceptional bravery in hazardous circumstances where there has been a clear and significant risk to life. During the events post Tropical Cyclone Debbie, Mr Ferguson navigated the swiftly rising Albert River in an SES flood boat to rescue a family from the second story of their home, moments before it was swept away.

Commissioner's Commendation for Bravery Award

Christopher Holloway - Group Leader South East SES

Claire Browning - Deputy Group Leader South East SES

Christopher and Claire were awarded for performing an act of bravery in hazardous circumstances. Mr Holloway and Ms Browning assisted Mr Ferguson and also risked their lives to rescue the family of four from their flooded home, moments before it was swept away.

The bravery and combined determination of these three officers prevented a significant loss of life.

EMERGENCY SERVICES MEDAL RECIPIENTS

Mark Connors - Whitsunday SES Unit Local Controller

Mark has been at the forefront of many critical incidents and deployments throughout his 25-year SES career. His dedication and commitment to prevention, preparedness, response and recovery were most notable during Tropical Cyclone Debbie.

Don Patterson - Sunshine Coast SES Unit Team Leader

Don is a proactive trainer who is dedicated to educating his fellow SES members as well as other QFES members and stakeholders. As a former Executive of Emergency Management Australia, he brings a wealth of knowledge and drives positive change and innovation.

Andrew Wyatt - SES Acting Regional Manager for Central Region

Andrew has served with the SES for more than 20 years and the Australian Volunteer Coast Guard for 15 years. His enthusiasm and innovation have been instrumental in driving significant improvements in operational, administrative and training performance across multiple SES units.



Commissioner Carroll attended the awards ceremony in South Eastern Region.



Award recipients in Brisbane Region.



Our thanks to those who dedicate their lives to the wellbeing of all.

Wealth is nothing without wellbeing and nobody epitomises this better than the people of the Queensland Fire and Emergency Services. Your dedication and contribution to our communities are appreciated by each and every Queenslanders.

Wealth is life well lived.



A TIMELY ROAD SAFETY MESSAGE FOR LOCAL TEENAGERS



The final day of schooling will be forever etched in the memories of senior students at Mossman State High School, as they witnessed firsthand the consequences of risky behaviour behind the wheel.

Fire and emergency services from Far North Queensland simulated a graphic road traffic crash at Mossman State High School in late 2017, in a joint effort to reduce traffic-related injuries and deaths among local teenagers.

The simulation began as a two vehicle road traffic crash using student actors dressed to appear as victims. The situation quickly escalated, when fire and emergency services arrived on scene to treat the casualties.

The cause of the crash was a distracted female teenager, who ran a stop sign because she had been texting and driving. She collided with another car with four teenagers inside.

The crash seriously injured the distracted driver and killed the driver of the other vehicle. The Rescue 510 chopper flew in to airlift a critically injured victim.

It was a sobering moment for the large group of students watching on, as firefighters used powerful cutting tools to gain access to the critically injured patient trapped inside the car.

Mossman and Port Douglas Fire and Rescue firefighters, Queensland Ambulance Service

(QAS), Queensland Police Service (QPS), and the State Emergency Service (SES) were all involved in the exercise.

Mossman Fire and Rescue Station Lieutenant Andrew Petrack said it was a scenario seen too often on the road.

“The simulation provides fire and emergency services with an invaluable

opportunity to encourage our kids to drive and act safely on the road,” Mr Petrack said.

“Teenagers need to realise a licence is a privilege, not an opportunity to put their own and others’ lives at risk.”



Meet Norfolk Island's newest firefighters

FIRE AND RESCUE



Cassie Jones and Ben Richards enjoyed their training at the QFES Academy.

Two recruits stood out in a lighter shade of blue at the 102nd graduation ceremony on Whyte Island. Cassie Jones and Ben Richards are heading back across the ocean to join the Norfolk Island Fire Service.

With a population of just 1700, Norfolk Island does not need a large fire brigade. The Norfolk Island Fire Service (NIFS) consists of around ten firefighters and has recently welcomed two brand new graduates, Cassie Jones and Ben Richards.

Cassie and Ben graduated from the QFES Academy in December alongside 23 firefighters and nine fire communications officers from QFES.

In a unique partnership between QFES and the NIFS, Cassie and Ben joined QFES Recruit Course 102 to complete their firefighter training.

QFES Station Officer Training and Emergency Management Ron Watkins said QFES was chosen to train the Norfolk recruits as one of only two training providers in Australia to offer Civil Aviation Safety Authority (CASA) approved aviation incident training.

"The NIFS is responsible for fire services at the airport over there and as such, they need staff to be trained to manage aviation incidents," Ron said.

"As a result of the new partnership we have also provided training to current members of the NIFS. I travelled to Norfolk Island to conduct training for their small team in breathing apparatus, road crash rescue, structural firefighting and pump operation.



“A Memorandum of Understanding will be signed soon to formalise the partnership between QFES and NIFS.”

For Cassie and Ben the experience of training in Brisbane was both challenging and rewarding.

Cassie said she wanted to become a firefighter when she finished high school but was told it was a ‘man’s domain’ so she never pursued it. “I didn’t give up on my dream completely. I became an auxiliary firefighter and had some training but it was minimal. The QFES training was really demanding for me and for Ben it was totally foreign as he has never been in a fire service before.

“We were only given two weeks’ notice that we had been successful and we would be training in Brisbane for 16 weeks so it was a bit of a whirlwind in terms of preparation.

“The training was brilliant. I loved it. At times it was very challenging but that made it even more rewarding. I was so impressed with the facilities at Whyte Island — they were fantastic,” Cassie said.

“My favourite part of the recruit course was the vertical rescue component. I have a love of heights and have done a lot of mountaineering and climbing so I guess it was no surprise that I enjoyed it so much. What did surprise me was how much I enjoyed Live Fire. It was intense and demanding but also so much fun.”

Cassie’s commitment and perseverance were recognised at graduation where she was presented with the Dan Campbell Shield for the most improved recruit.

Ben said he was looking for a new career when he noticed there was an opportunity to join the Norfolk Island Fire Service (NIFS). “I jumped at the chance as I really wanted to play a part in looking after my community.

“The training was all brand new to me and a very steep learning curve — I came in as a completely empty cup.

“A highlight for me was the road crash rescue training. I really enjoyed working with strategies and tools.



“When I get back home I am looking forward to learning about my station and gaining some experience. Road crashes are fairly common on the island so I will be able to put that learning into practice.”





SOUTH EASTERN REGION

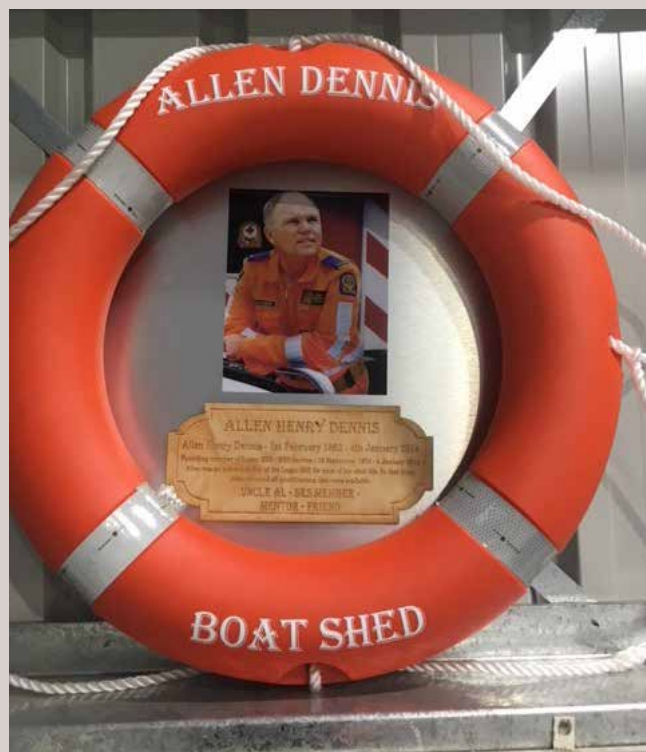
A Logan State Emergency Service (SES) stalwart was recently honoured with the naming of a new boat shed after him.

Allen Dennis was a dedicated and well respected Logan SES member from 1974 until his death in January 2014. Allen rose through the ranks and was a Group Leader for a significant period of time during his tenure.

Allen's wife Dianne, his sons David, Paul and Chris, and Allen's brother Peter (all previous SES members) and Allen's mum attended the opening ceremony at Logan SES HQ at Daisy Hill. Dianne officially opened the shed by driving the Logan SES Mini through a makeshift ribbon and into the shed. The smile on Dianne's face was priceless.

The event was a chance to remember and pay tribute to a Logan legend who provided leadership, friendship and service during his mammoth journey with the SES.

The new shed was purchased using a grant from Queensland Fire and Emergency Services and funding from Logan City Council. It took about 18 months for the plans to be drawn up and gain the necessary approvals but once that was done, it took little more than 18 days to complete the shed. The new shed allows all Logan SES HQ vehicles to be stored together and features drive through capability, which greatly reduces the need to reverse park flood boats in the shed.



Allen Dennis' wife Dianne with the Logan SES Mini.

With the 2018 Commonwealth Games fast approaching, South Eastern Region is continuing their hard work to help make the Games a success.

As the host region for this international event, South Eastern Region will continue to plan and prepare for the games.

While excitement continues to build, Assistant Commissioner Neil Reid has talked to South Eastern Region personnel about the importance of maintaining business-as-usual operations.

"To date a significant amount of work has already been done in pre-planning," Mr Reid said.

"To further enhance our readiness for this major event I have taken Inspector Scott Beasley offline to focus purely on business-as-usual service delivery for the region for the Commonwealth Games period. Inspector Beasley will work closely with all staff across our region to identify the likely impacts and determine what remedial strategies will be needed to ensure we continue to provide a high standard of service delivery to the community, including visitors to our region."

Crews from West Logan and Loganlea Stations attended a structural fire in Browns Plains recently.

There was significant damage to the house but firefighters prevented the blaze from spreading to nearby properties.





SOUTH WESTERN REGION

On 13 January Warwick Fire and Rescue station hosted the annual Emergency Services Day.

Volunteers and staff from the local area put on their hats and sunscreen and braved the 37 degree day to engage with the local community.

All areas of QFES were represented – Fire and Rescue Service (FRS), Rural Fire Service (RFS), and the State Emergency Service (SES) – along with Queensland Police Service (QPS), Queensland Ambulance Service (QAS), Southern Downs Regional Council Disaster Management team and Surf Life Saving Queensland.

FRS staff demonstrated what you should do if you have a kitchen fire, and provided some sound advice on the safety equipment you should have at home.

RFS volunteers showed visitors how easy it was for a small grass fire to overwhelm homes located in and around bushland, and reminded everyone on the importance of having a plan and making sure everyone understands it.

QPS officers and Volunteers in Policing were on hand to give practical advice on home security and answer questions about policing.



QAS officers were on hand to show the Sprinter Ambulance and talk about the importance of knowing CPR and First Aid. An emergency call saw them leaving us to respond, showing that regardless of all the best planning, emergencies happen when they're least expected.

SES volunteers from Warwick had several pieces of equipment on display and the group also undertook a vertical rescue demonstration. This is a skill that has been used a lot in recent times during successful search and rescues for missing persons in and around the Southern Downs Regional Council area. There was a lot of interest in the group's one-wheeled Ferno Australia 'Mule' stretcher, a valuable item that has seen a lot of use transporting injured persons from inaccessible bushland to ambulances or rescue helicopters.

It was a very hot day and Surf Life Saving Queensland reminded everyone of the importance of water safety no matter where you are. This was particularly relevant as many community members were thinking about heading to the nearest water hole for a swim!





FAR NORTHERN REGION

Cairns South Station received a state of the art appliance in a first for the far north.

The first Compressed Air Foam System (CAFS) fitted Type 2 Appliance was officially handed over to Far Northern Region on 19 January 2018 by Fire and Emergency Services Minister Mr Craig Crawford MP at Cairns South Fire Station.

In the future all new Type 2 Isuzu Appliances will come fitted with a CAFS module. This appliance is stationed at 713 Bravo at Cairns South Fire Station and a group of auxiliary firefighters has been the first to receive the CAFS Operator accreditation. Soon this training will roll-out to permanent staff as more of these appliances will be arriving in the Far Northern Region over the next couple of years.



A Far Northern SES crew was seen flying high during the Christmas/New Year break.

While most SES groups took a well-earned rest from training over the Christmas break, some of the Remotely Piloted Aircraft System (RPAS) Team took the opportunity to complete some theory and practical training as well as logging some flight hours with their RPAS (drones).



Volunteer Community Educators (VCEs) came together recently to take part in a one-day workshop in Atherton.

The 13 VCEs learned many new skills to share in their communities as well as at the fire ground when the need arises.

The training included community engagement, conducting Safehome visits, media messaging and the use of the Wildfire Simulator where participants got some hands-on training with setting up, burning and packing up correctly.

Acting Bushfire Safety Officer Zodie-Jayne Green said it was one of the first workshops the VCEs have had in many years, which was critically needed for the Far Northern Region team.

“Throughout the day the VCEs were engaged in discussions on a variety of topics and methods in how to deliver specific messaging relating to prevention, preparedness, response and recovery phases to support their communities.”





NORTHERN REGION

Northern Region SES wasted no time getting active in 2018 when they were requested to support the Queensland Police Service in a land search.

The search was for a man reported missing from Charters Towers on New Year's Eve. More than 7000 hectares were searched over a two week period in extremely hot and trying conditions, with temperatures reaching up to 40 degrees.

The SES were well supported by Northern Region Fire and Rescue Operational Support Unit, which provided their new Tango appliance for the activation. The Tango provided much needed shade and cool water for search teams and was also used as a base for the SES Operations, with an enhanced ICT capability.

Rural Fire Service Queensland also provided some additional personnel to support the search effort.



Northern Region concluded their training for 2017 by conducting a multi-agency exercise.

The exercise involved around 50 personnel at Cameron Hill, Reid River and was designed to test interagency operations. The scenario required the Queensland Police Service (QPS) to instigate a land search using State Emergency Service (SES) and Rural Fire Service (RFS) members to search for a missing hiker who was eventually located on a cliff face, which required a Fire and Rescue (FRS) vertical response activation.

Another nearby medical emergency kept the search teams occupied while Fire and Rescue Service extracted the injured hiker to Queensland Ambulance Service (QAS) staff waiting at the cliff top.

Exercise organiser Acting Senior Operations Capability Officer Ian Neale said, "The exercise reinforced how important it is to understand other agencies' practices and procedures and the need to work collaboratively to achieve the best result."



In the lead up to Christmas Northern Region staff were asked to support the Townsville Power 100, Camp Quality radio auction.

Staff were quick to put their hands up to support the event with Santa and Blazer arriving in an Emergency Tender for the breakfast launch.

Throughout the day Northern Region staff gave up their time to staff the Power 100 auction hotline with the auction raising just short of \$37,000. Organiser, Station Officer Greg Forestall said, "Camp Quality supports over 170 families in the Townsville region affected by cancer. It was an absolute pleasure to support such a worthy cause".





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CENTRAL REGION

Springsure residents joined auxiliary officers at a station open day on 18 November to celebrate Station 67's 50th birthday.

The community took the opportunity to meet their local auxiliary firefighters, view the fire station, trucks and the equipment and to learn about fire safety.

The fire station is a vital part of the Springsure community and acts as the town's central hub. Captain Pat Kooyman, a member of the fire service for 29 years and Captain for 14 years, leads the community-minded station, which has delivered a 100% response rate to fire calls during its 50 years of operation.



Gladstone Area QFES staff and volunteers joined "Small Town Culture" Josh Arnold to create an educational music video promoting cyclone season/severe weather readiness.

The video promoting "Bunker Down" for the cyclone season was filmed on location at Tannum Sands, Miriam Vale, Agnes Water and East Shores, and features Fire and Rescue, State Emergency Service and Rural Fire Service staff and volunteers."

Find Bunker Down on YouTube by searching, "Bunker Down Gladstone Region".



Christmas spirit alive in Central.

In the lead up to Christmas, Central Region Queensland Fire and Emergency Services staff and volunteers wanted to bring a bit of holiday spirit to the kids spending time in hospital.

Continuing an initiative created by Station Officer Jeff Dieben, crews from the Mackay and North Mackay Fire Stations visited the children's wards at the Mackay Base Hospital and the Mackay Mater Hospital on Christmas Eve. The crews delivered presents



supplied by the Pioneer Valley Classic Car Club, which were gratefully received by the children and their families.

While in Rockhampton, QFES joined the Queensland Police Service, Queensland Ambulance Service, Royal Flying Doctor Service and Air Services to bring presents of emergency service bears to patients in the Children's Ward at Rockhampton Base Hospital.





NORTH COAST REGION

In November Coolum Fire Station held a night of appreciation for the partners and families of the crew.

Assistant Commissioner John Cawcutt and Chief Superintendent Michael Young and their partners attended the event.

During the evening, station members conducted a short road crash rescue demonstration to give families a taste of their day at work.



The evening was a real family affair, with nine-year-old Amalie Vos, daughter of fire fighter Ben Vos, giving a presentation on “Coolum Fire Station”, while Andrew Vaughn, Wendy Grubner and Leah Deaks from Fire and Emergency Service Support Network delivered the Fire Care “Looking After Your Mates” package to the crew and their families.

This was a great way to ensure both the firefighters and their families were reminded of the support they have from QFES.



State Emergency Service (SES) volunteers spent an evening with Hervey Bay Girl Guides discussing the role of the SES in the community.

SES volunteers discussed disaster preparedness including how to prepare for storms, floods and cyclones, how to look after your pets, what to put in your emergency kits and when to use 132 500 for help. The volunteers used an interactive DVD to prompt discussion and consolidate knowledge.

The girls also completed a worksheet and undertook a team building activity to round off the night. The take home sample bags were a hit and it is now their turn to educate their families in keeping safe throughout storm season.



Our North Coast Region local government partners have been busy focusing on recovery exercises.

Sunshine Coast Regional Council’s Exercise Heatburn was conducted over two days. Day 1 was a desktop Local Disaster Management Group (LDMG) activity to exercise the triggers and response to a heatwave. The following day’s exercise required an evacuation of residents due to a major fire event from the heatwave conditions.

South Burnett Regional Council’s recovery exercise Deeper Water tested their updated recovery plan. It was a successful day creating greater awareness across the roles and activities in a recovery phase of an event.

Noosa Local Disaster Coordination Centre’s Muddy Waters practised the Noosa LDMG response to a major flood event, including the key actions, issues and responsibilities related to recovery.



BRISBANE REGION

The Amity Point Rural Fire Brigade was opened on North Stradbroke Island on Wednesday, 10 January 2018.

Brisbane Region turned on the sunshine for the Minister and Commissioner Katarina Carroll for the official opening.

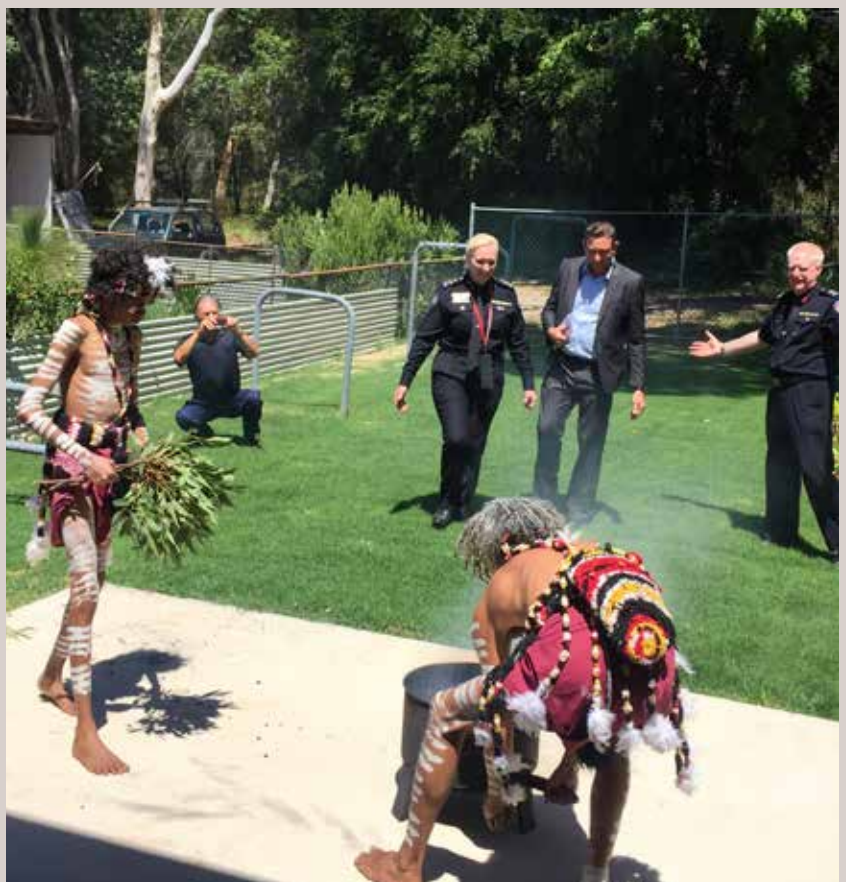
Deputy Commissioner Mike Wassing, Assistant Commissioner Neil Gallant and Redland City Mayor Karen Williams were also among the list of dignitaries that spent a day attending official functions and touring the island.

The day started at the Dunwich Auxiliary Fire Station where the Commissioner officially opened the new Incident Control Centre and toured the neighbouring SES Resilience Centre. The group then headed to Point Lookout where the Surf Life Saving Club delivered a presentation of their Remote Piloted Aircraft Systems (Drone) and discussed how Queensland Fire and Emergency Services could use the drone for operational incidents.

After the presentation the official party stopped into the Point Lookout Auxiliary Fire Station to view the station's newly built training room and duty office. The official opening of the Amity Point Rural Fire Station was next on the list where guests were treated to a Smoking Ceremony, which was performed by the Traditional Owners of North Stradbroke Island, the Quandamooka people.

Minister for Fire and Emergency Services Craig Crawford opened the Amity Station, with our Commissioner handing over the keys to a new vehicle that was purchased through the fundraising efforts of local brigades.

The tour highlighted the good working relationships of the services within our department, our local stakeholders and local government. The group finished the day with a ride in the new Queensland Police Service response boat that was specifically built for the Commonwealth Games.



SES members helped celebrate 50 years since the first Scout Jamboree in Queensland with a display.

The display was held at a commemoration ceremony in Jamboree Heights Scout Den on 13 January 2018.

In 1967, 16 000 Boy Scouts from 19 countries participated in the 8th Australian Scout Jamboree in the Centenary suburbs.

This January members of Western Group, Brisbane City SES Unit challenged scouts to knot tying competitions, demonstrated the use of the big shot sling-shot and the use and maintenance of chainsaw and pole saws, and showed off the All-Terrain-Vehicle.



This is only the beginning of a great multicultural future for South Western Region. *Tracey Brown*

Inclusion is top priority for South Western Region's Community Engagement Officer.



Perched on top of the Great Dividing Range in south-western Queensland, the picturesque city of Toowoomba is home to a large number of refugees. The Toowoomba community has welcomed families seeking a new life from many corners of the globe including Afghanistan, Syria, Iraq, Rwanda and Sudan.

QFES' Regional Community Engagement Officer Tracey Brown has joined forces with Queensland Police Service (QPS) Sergeant and Multicultural Liaison Officer Tony Rehn, Multicultural Development Association (MDA) Social Inclusion Coordinator Linny Thornely and volunteers from the Toowoomba Refugee and Migrant Service (TRAMS) to develop a multi-agency approach to welcoming the city's newest arrivals.

Tracey said the agencies have been working closely together for 12 months to connect refugees with local emergency services and to build trust with emergency services staff, particularly those in uniform.

"We hold regular events to welcome refugees to our community where adults and children can meet operational staff from the emergency services," Tracey said.

"Many people we welcome to the community have an intense fear of anyone wearing a uniform. Often their experience of people in uniforms has been extremely traumatic as armed soldiers have stormed their villages, and in some cases killed family members.

"Our African refugees are particularly frightened by Queensland Ambulance paramedics as their uniform looks similar to the army uniform in their country."



The community engagement initiatives in Toowoomba are breaking down barriers and proving to be beneficial not only for the community's new arrivals, but also for QFES and QPS operational staff who often have had very little experience communicating with people who have English as their second language.

"Our strength is in our partnerships as we all have something to give."

Tracey said a great example of this came from a firefighter who said he had seen a group of women greeting each other with a variety of kisses and hugs, and he approached them and asked why they greeted everyone differently. "The women explained the meaning behind the greetings to him and he said he would never have approached them if he hadn't been involved with the multicultural morning teas. It's about changing perceptions."

Tracey has also taken advantage of her connections with the local TAFE to arrange visits to English as a Second Language (ESL) classes.

"We visit TAFE twice a year to share seasonal messaging around storm season and fire season with refugees. The advantage of going into the ESL classrooms is that our audience are in an environment where they feel safe while they are processing a lot of new information.

"It is hard to tap into every age group and demographic but we have managed to engage with most. We meet adults at TAFE and young children at the morning teas. Blazer Bear is the first toy some children have ever owned and while it can all be



QFES Community Engagement Officer Tracey Brown with Queensland Police Service Sergeant and Multicultural Liaison Officer Tony Rehn.

overwhelming, the children usually enjoy meeting a real firefighter.

"Anyone who is interested — most often the men — are able to get close up to trucks and hydraulic equipment at our events and we have had a number of young women tell us that meeting a female firefighter has inspired them to be a firefighter one day. This is an opportunity they never thought would be possible," Tracey said.

"The 12 to 16-year-old age group are often difficult to engage with but during 2017 a group of firefighters have been playing soccer with refugee youth once a month. This is breaking down barriers and starting conversations about fire safety and career paths for youth."

Tracey is looking towards the future and has a number of ideas on the horizon. She is keen to roll out cultural awareness training to staff in South Western Region and is also investigating an app that translates all languages. "I would like to see this app installed on the iPads in the firetrucks to help operational staff communicate with members of the community who don't speak English."

MDA's Social Inclusion Coordinator Linny and QPS Sergeant Tony said the feedback they receive from refugees is that the events and education programs run through this partnership are extremely valuable.

"I had a Syrian man and his 10-year-old son come and talk to me recently, and through an MDA interpreter the man said, "we have never felt safe until we came here. My son hides under the table every time a plane goes over but now we have met you — we know there are people to look after us — now we feel safe", Tony said.

Tracey and the team were recently presented with a QFES Commissioners Award for Excellence in the category of Business Enabling Services. This was awarded for strengthening relationships between the community and emergency service agencies through the South Western Region multicultural engagement initiative.

"If we did not have these strong partnerships in place we would not have been presented with this award," Tracey said.

"Our strength is in our partnerships as we all have something to give.

"Toowoomba is just one example of what we are doing. This is only the beginning of a great multicultural future for South Western Region."



4 2.5 2

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STUNNING APARTMENTS - from \$439,000

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- 3 bed plus study from \$535,000 south Side to \$625,000 Waterside north
- Body corporate from \$72.00 to 73.00 per week.
- Ducted reverse cycle air conditioning, European appliances - gas cook top



INSPIRE BOUTIQUE APARTMENTS - LABRADOR

BOUTIQUE APARTMENTS - from \$385,000

A new era is dawning in the upcoming suburb of Labrador, centrally located on the Gold Coast that is now experiencing excellent growth, infrastructure and close proximity to major shopping centers, schools, hospitals and the beach.

- 79 apartments over 12 levels with a Pool and Gym on level 1
- 1 bed plus study, 1 car, a spacious 72m²
- 2 bed 2 bath 1 and 2 car spaces from 94m² to 142m²
- 3 bed plus study, 2 baths, 2 car, from 121m² to 166m²
- Ducted air conditioning to master and living plus fans in other bedrooms
- State of the art security monitoring systems, 3 lifts, basement parking
- Generous Alfresco balconies- all internal draining
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MARINA RESIDENCES - BENOWA

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- Marina level has wonderful retail shops and cafe
- Luxury finishes, stainless steel appliances, ducted air conditioning
- Under construction with completion mid 2018

Cadets get a taste of the Commonwealth Games

PCYC Emergency Services Cadets jumped into Commonwealth Games preparation at the Nerang mountain bike course.

In December 2017, the QFES Commonwealth Games Office Emergency Services Cadets joined State Emergency Service (SES) and Rural Fire Service (RFS) volunteers at an exercise to familiarise emergency services staff and volunteers with the Nerang Mountain Bike Trails.

A hot and dusty January day began with a walk-through of the five kilometre cross-country course that will soon see some of the world's best mountain bikers competing for gold.

Cadets then changed from their uniforms into casual clothes and readied themselves for their roles acting as spectators and injured athletes.

The highlight of the day for many cadets was the moulage — the art of applying mock injuries for training emergency response teams.

The young participants gained valuable insights into how all the emergency services work together alongside the Games personnel.

They were able to listen to the radio chatter, which reflected what will occur in delivering the operational event. The involvement of first aid and ambulances was an important lesson in time management for those who will be involved in the events in April, as training and planning moves into practical phases.



Practice makes perfect in the lead up to the Games

Planning for the Gold Coast 2018 Commonwealth Games is now in full swing, with the event shaping up to be a truly unique experience for many of the QFES paid and volunteer workforce.

In December 2017, the QFES Commonwealth Games Office Volunteering and Emergency Management team kicked off the Operation Paratus volunteer training, induction and exercise program.

Training commenced with volunteers attending the QFES Air Operations training session at Archerfield Air Base. This training was to upskill Air Base Operators and Air Crew to fulfil the Aviation Support Crew role during the Games.

In January 2018, Event Coordination Centre training was held for those working in the Event Management Team. They will work alongside Fire and Rescue officers to coordinate QFES resources and activities during the Games.

A familiarisation workshop was also held in January to support the Operation Paratus waterways plan. This has been designed to provide an alternative transport solution to mitigate the risk posed by traffic congestion on the roads.

Volunteer trainers will deliver the Operation Paratus induction session to approximately 430 volunteers. They will be delivering 10 induction sessions over five weeks at a number of locations to ensure everyone has the skills and training to perform their role.

The QFES Commonwealth Games Office team has been working closely with Games planning partners to ensure event operations run smoothly on competition days.



QFES Commissioner Katarina Carroll visited Stradbroke Island to open a new Rural Fire Station. The station is co-located with the Amity Point Auxiliary Fire and Rescue Station.



Kate Eggar, Leah Hornibrook, Christine Pope and Darcie Akeroyd from QFES checked out the operations of Zephyr Education at their home base in Brisbane in the lead up to the public safety agencies' International Women's Day event in March. The event has chosen Zephyr Education as their charity for 2018.



QFES crews often rescue wildlife. Recently a koala was rescued from the Rosenthal Heights bushfire and some ducklings were saved after getting caught in a drain on the Gold Coast.



\$122,000 was raised for QFES at the annual Bunnings' emergency services volunteers barbeque.

The Queen's Baton visited Kedron recently as a thank you to QFES and QAS for their involvement and commitment to GC2018. Many QFES staff jumped at the chance to get a photo with the Baton.



In January, SES on many of the Torres Strait islands activated to assist during the king tides to help protect property and reduce erosion. Many trees fell over due to the soil being so saturated.



Coast Guard volunteers were not only operationally busy during the festive season, but also out meeting boaties, handing out 2018 tide tables, and raising money for the year ahead. This Southport crew were spotted at Tiplers Passage off South Stradbroke Island.



The Commissioner was presented a plaque in recognition of her support of the Inaugural QFES V QPS Women's Rugby League match held last year.



HELPING CHILDREN MAKE SAFER CHOICES

Ten new practitioners have joined a QFES program that teaches children to behave safely around fire.

“The opportunity to positively influence any young person’s life to make good decisions is satisfying, especially when the participant doesn’t have many positive influences.”

This is how one QFES firefighter reflects on their role as a Fight Fire Fascination (FFF) practitioner.

Since it began in the 1990s, FFF has helped 2145 families across Queensland educate their children about fire safety.

Forty QFES firefighters are part of the program that helps prevent unsafe incidents by teaching young people to respect fire.

FFF State Coordinator Leisa Thomas said under the program, a specially trained FFF practitioner and a colleague visit the homes of children aged between three and 17 who have been playing with fire.

“The program was founded on three principles: turn a negative into a positive, bring kids onto our team and educate instead of scare,” she said.

“Firefighters visit the child’s home three times and then celebrate the young person’s change in attitude and new fire safety skills at the fire station.

“The program has a proven record of helping young people learn about fire safety, with

more than 90% of participants no longer involved in unsafe fire behaviour.”

One of the 10 new practitioners, Libby Waters, says she joined FFF because she wanted to give something back to the community.

“Our uniform carries a lot of weight. These kids look up to us,” Libby said.

“This is a beautiful opportunity to help them make better choices.”

Leisa Thomas says firefighters who take part in FFF benefit professionally and personally.

“On a professional level, they feel a sense of accomplishment in being able to help,” she said.

“On a personal level, they have frequently mentioned that their skills as parents have improved because of what they learn during their FFF training.”

Firefighters interested in joining the program can complete an electronic expression of interest ahead of the next training course.

In 2018 there is a particular need for practitioners in the Toowoomba area, Warwick, Ipswich, Logan, the Gold and Sunshine Coasts, and Mount Isa.





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APPROVED SUPPLIER

Statewide Novated Leasing Pty Ltd ("Statewide") is an approved supplier under the Queensland Government panel arrangement Novated Leasing Services QGP0026-16. The arrangement commenced 7 November 2016 for a period of three (3) years with an extension option of up to two (2) years. From 7 November 2016, all Employees who wish to access a motor vehicle using a novated lease must use one of the approved Salary Packaging Novated Leasing Panel Suppliers to arrange, organise and manage the lease. The novated lease will continue to be administered through the Salary Packaging Administrator.

Queensland Government 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.**