

RESPONSE

QUEENSLAND'S OFFICIAL FIRE AND EMERGENCY SERVICES MAGAZINE

EDITION 1



TOP JOB

KATARINA CARROLL IS THE NEXT QFES COMMISSIONER

GWN GO LIVE:

ROLLOUT OF WIRELESS NETWORK STEAMS AHEAD

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RESPONSE is a bi-monthly magazine produced by the Public Safety Business Agency on behalf of the Queensland Fire and Emergency Services. Contributions and feedback are welcome. The editor reserves the right to edit submissions for brevity and clarity.

Address: Response magazine, Media and Corporate Communications Unit, Queensland Fire and Emergency Services, GPO Box 1425, Brisbane, QLD, 4001
Editor: Stephanie Masters
Phone: 07 3635 3314
Email: Magazine.Editor@qfes.qld.gov.au
Advertising: Danika Ryan
Phone: 07 3635 3417
Graphic Design: Neijen Creative

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Katarina Carroll

Commissioner QUEENSLAND FIRE AND EMERGENCY SERVICES

As part of my commitment to keep all QFES personnel up-to-date with what is happening within our organisation, I am pleased to introduce the first edition of our new magazine, *Response*.

This magazine is about sharing information with the entire organisation, offering a transparent view into the decisions being made about the direction we are moving in and how that translates to benefits for our personnel and the communities we serve.

The name *Response* was chosen following your feedback. In April I asked for suggestions for the name and *Response* was the most popular suggestion.

Response accurately describes what QFES is about - every person who makes up QFES is responsive in their work, working towards improving our organisation and providing the best in emergency service delivery every day.

The executive management of QFES is responsive to the needs of the organisation too, and we are listening to your feedback.

Results from the Commissioner's Future of QFES Survey and the Working for Queenslanders Survey will be released in July and this valuable information will help to determine how the organisation moves forward. Thank you for participating.

These are exciting times and I encourage you to think of ways you can contribute positively and get involved in the conversation about how QFES continues to move forward towards a progressive, efficient and inclusive organisation.

As we go to print, we are dealing with the news that two QFES personnel have been injured in an explosion in Ravenshoe.

Our thoughts are with the families of our colleagues who have suffered significant injuries.



Ian Mitchell

Acting Deputy Commissioner OPERATIONAL CAPABILITY AND PERFORMANCE

Welcome to the inaugural *Response* magazine.

This edition is filled with a number of interesting articles showcasing what's happening across QFES in the innovation space as we continue to realise our potential and further progress as a department of the Queensland Government.

As you are aware during the formation of the Operational Capability and Performance Division, a dedicated unit and Innovation Committee was established to "lead for innovation" in QFES.

The role of the unit is to engage with the workforce and develop systems and processes that ultimately enhance our organisational maturity in the innovation space.

I am sure you will agree with me that it takes more than one unit to build an innovative organisation - we all have a role to play and we are working from a strong foundation of continuous improvement.

We all need to think innovatively, be creative and challenge the norm as we try to solve problems, implement new capabilities and processes in pursuit of excellence.

It is important that we encourage a culture of innovation and continue to grow QFES into the future.

I empower and encourage you to think creatively, put forward your ideas and be involved in transforming our proud service.



Jo-Ann Miller

Minister FOR POLICE, FIRE AND EMERGENCY SERVICES

It was such an honour to be sworn in as the Fire and Emergency Services Minister in February. Since then, it's been a very busy time for everyone at QFES.

We've experienced the destructive power of Tropical Cyclones Marcia and Nathan, followed by bushfires in the cyclone zone and most recently, the East Coast Low that swept across south-east Queensland, tragically taking five lives, and devastating many properties across the region.

I have been incredibly impressed and am constantly in awe of the work that you do to keep Queenslanders safe. I have witnessed the SES working together with rural firefighters, paid staff and volunteers working side-by-side and incident management teams made up of different agencies pitching in and working tirelessly for those impacted by disasters.

It's a testament to what can be achieved when everyone works together.

As Minister, it has been great to launch new partnerships between QFES and other community service providers, like Deaf Services Queensland, hand over new state-of-the-art appliances to fire stations, and attend graduation ceremonies where new recruits move forward into careers in the service.

Recently I was saddened to hear of two QFES personnel injured in an incident at Ravenshoe.

As always, my thoughts are with the dedicated personnel who are willing to put themselves in harm's way to protect the community and I hope for a speedy recovery for both men.



GWN

for a smarter and safer QFES



QFES will take a further step into the digital age with the rollout of the Government Wireless Network (GWN) commencing in the south-east.



Full implementation in the south-east is expected by June 2016, when more than 17,500 frontline emergency services personnel, including 9,000 QFES personnel, will be accessing the network.



At this stage, the Queensland Government has committed to deliver the network in south-east Queensland, however there is potential for future service area rollouts, subject to further funding consideration by government.



The GWN Services Agreement includes provisions to introduce new network users such as the State Emergency Service.



For more information view the latest GWN videos from the QFES GWN Unit by visiting: <http://bit.ly/1f4gWBn>

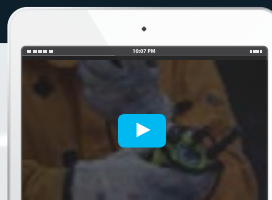
The GWN will significantly improve the quality of digital radio communications and bring QFES, Queensland Police Service and Queensland Ambulance Service onto the same platform for improved multi-agency information sharing.

Security of the network will also improve under the GWN compared to the ageing analogue technology currently in use.

Testing is underway to ensure the network can meet the requirements of QFES operations.

QFES GWN Unit Executive Manager, Paul Smeath, said the GWN would reduce the number of known black spots, providing radio communications coverage in areas where there was previously none.

“The network will use Project 25 Phase 2 technology which is currently used by public safety agencies throughout the world,” he said.





“Currently QFES has 44 analogue UHF sites in south-east Queensland; under the GWN this will more than triple with the outdoor radio coverage over land, air and sea increasing to 99 per cent within the south-east.

“As an example, firefighters will experience more consistent signal strength giving them the ability to maintain radio communications contact even when they are inside high-rise buildings, basements and stairwells.”

The initial rollout will see urban and rural firefighters using green Motorola APX 6000XE portable radios with built-in background noise suppression for routine operations and turnout in GWN coverage areas.

QFES South Eastern Region Acting Assistant Commissioner John Gresty said the radios also used a GPS-enabled duress button to improve the safety of QFES personnel.

“The duress capabilities of the new network cannot be underestimated; local fire crews and Firecom will be alerted if any staff or volunteer finds themselves in difficult circumstances,” he said.

The GWN is compatible with existing agency analogue networks, so state-wide service can continue during the rollout.



Meet the Commissioner

On 1 August, Katarina Carroll will officially take on the role of Commissioner for the Queensland Fire and Emergency Services, handing over her rights as a police officer and steaming ahead with a new direction for the organisation. Learn more about where she has come from and her goals now that she has secured the top job.



FROM RECRUIT TO HIGH RANKING

- » **1982** – received Associate Diploma in Community Welfare
- » **1983** – joined the Queensland Police Service and worked in the Drug Squad, a Commission of inquiry, various Criminal Investigation Branches, Joint Organised Crime Task Force and the Covert Unit.
- » **1996** – received Bachelor of Arts (Criminology and Criminal Justice)
- » **1999** – awarded the National Police Service Medal
- » **1999** – awarded the National Medal
- » **2000** – promoted to Commissioned rank at the Internal Investigations Branch.
- » **2001** – received the Sir Vincent Fairfax Ethical Leadership Scholarship
- » **2003** – appointed Inspector in Charge, Cairns Police Division.
- » **2004** – Diploma of Public Safety (Policing)
- » **2005** – achieved Graduate Diploma in Applied Management
- » **2007** – promoted to Superintendent, Cairns Police District.
- » **2008** – promoted to Chief Superintendent, Operations Support Command with responsibility for the State's Specialist Units
- » **2008** – awarded the Australian Police Medal
- » **2010** – appointed Assistant Commissioner, Far Northern Region, seeing the region through tough times including Cyclone Yasi.
- » **2012** – assigned the role of Program Executive for the G20 Group, commanding 6,700 staff and providing complex security arrangements for 26 world leaders.
- » **2012** – graduated with an Executive Masters in Public Administration
- » **2012** – 2010-2011 Queensland Flood and Cyclone Citation
- » **2012** – completed Australian Institute of Company Directors course
- » **2013** – awarded the National Emergency Medal
- » **2015** – took on the role of Acting Commissioner for Queensland Fire and Emergency Services
- » **2015** – awarded the International Leadership Award – International Association of Women in Police
- » **2015** – awarded Australian Security Intelligence Organisation (ASIO) Community Award



I am certain that with greater integration among our organisations
we can improve our service to the community.

Life outside the service

Aside from dedication to her life's work in policing, Ms Carroll has juggled priorities as a senior leader and as a mother – even fitting a baby capsule into a police vehicle at one point.

Her husband Michael and two children, Connor, 13 and Martine, 10, are undoubtedly her highest priority and she praises her strong support network for being able to achieve her career goals as well as personal goals.

“As a mother of two, I have had many instances where it seems at times my career and home life were clashing but the most important thing I have learnt is to make sure that your career goals align with your personal goals and that you have the right people and right support around you,” she said.

“I have been very fortunate to have a supportive family and colleagues around me throughout my career so far.”

Down time is spent on the sidelines of her children's sporting events, cheering like any other mum.

Her personal philosophy is built around investing time in people and relationships, sticking true to ethics and overcoming adversity through sheer hard work.

“To me, if you are prepared to work hard, make an impression, capitalise on opportunities and not sit back and wait for a hand-up, you will be unstoppable once you have set your sights on your goal.”

With more than 30 years dedicated to policing, Ms Carroll will give up her rights as a police officer to take on the role of QFES Commissioner.

Down to business

With the QFES organisation in a state of transformation, the Commissioner has several key priorities and goals for the organisation as a whole, seeing her position as a CEO role.

As the organisation is steering towards being progressive, inclusive and efficient, Ms Carroll said coming together across divisions and stabilising leadership were important.

“QFES is an amazing organisation and an amalgamation of four divisions, each with varied and rich histories and cultures and each playing an integral role in service to our community,” Ms Carroll said.

“I am certain that with greater integration among our organisations we can improve our service to the community.

“I have taken the opportunity to listen, via visits, surveys and the State Leader's Forum, and one issue that I hope to address as quickly as possible is creating stability with permanent appointments. I thank those who have stepped up to an acting position in the meantime.

“Devolving decision making to the correct people and cutting out bureaucracy will also help in achieving efficiency and stability.”

With a turbulent first half of the year already passed, Ms Carroll hopes to take the time to get around to more of the state to meet all the different types of people who make up QFES.

“This is a very exciting time for QFES and we all have a unique opportunity to shape the future of QFES to become a progressive, inclusive and efficient organisation,” she said.

“I want to encourage innovation and diversity in our business and thinking outside the box to overcome barriers that we face.

“More than anything, I am proud and honoured to be able to serve the organisation and the community in such an important role and I look forward to doing all I can to ensure that QFES is reaching its potential as one of the world's best fire and emergency services organisations.”



CIIP breaks down barriers



Since its establishment in January, the Cultural Improvement Implementation Project (CIIP) has been steaming ahead, breaking down barriers to cultural reform across QFES.

The primary focus of the project is to address the identified barriers to a diverse and inclusive organisation.

Assistant Commissioner John Watson said QFES' commitment to this project had been demonstrated by the outcomes already achieved by the CIIP team.

"These outcomes are primarily to provide strengthened support to QFES personnel and include the establishment of a Harassment Contact Officer (HCO) network of 12 regional HCOs and a centralised Harassment Information Line," Mr Watson said.

"Benefits of this network include early identification and prevention or resolution of negative workplace behaviour, improved support and a defined process for responding to complaints of harassment."

"In addition, we have enhanced promotion of the Fire and Emergency Service Support Network, formerly known as Firecare and Embrace, which is accessible to full-time, part-time and volunteer QFES personnel and family members."

Mr Watson said the Workplace Behaviour Training (WBT) delivery is nearing completion for Inspector equivalent and is well underway to Station Officers within the regions.

Commencing July 2015 will be the rollout of the two-hour WBT for Workers module, delivered to firefighters and all paid employees, with a view to deliver to volunteers in the near future.

"Workplace behaviour training is also being provided to all new recruits, providing them with the necessary skills and processes to know where to seek assistance if required."

Thanks to Rose Kapaith

If you are experiencing workplace bullying or harassment and would like to speak confidentially to a trained consultant, find contact details for your nearest HCO on the CIIP page of the QFES intranet.

Alternatively, call the Harassment Information Line: (07) 3635 3672, Monday – Friday (8am – 4pm).



Images by Matt Rigby

Forum lights spark for transformation



As a major step towards achieving a shared vision for a progressive, efficient and inclusive organisation, the QFES Transforms State Leaders Forum launched on 26 May.

Over two forums, 300 QFES staff in leadership positions came together to collaborate with peers across divisions and explore how to transform the organisation to better support all Queenslanders.

Commissioner Katarina Carroll encouraged all leaders and shared her passion to build on the proud history and performance of QFES and her commitment to support the leaders in developing QFES into an improved, contemporary and progressive department.

"At times we all need to focus on ourselves as leaders and the type of leader we want and need to be," she said.

"For us to progress, we need to be innovative and inclusive and focussed externally.

"The more inclusive and appreciative of diversity we become in our organisation, we become a fairer, healthier and more engaged workplace for our people."

Fire and Emergency Services Minister Jo-Ann Miller also spoke at the forum, outlining how the Queensland Government is looking for leaders with a strong outward focus, visionaries who can sense far-reaching consequences of local decisions and imagine how the choices they make impact the greater community.

Leaders attended from all around the state and brought experience from all four streams and corporate business units.

They will now return to regions and share their findings with staff and volunteers.

Thanks to Megan Stiffler



The Learning Management System is already proving useful with more than 600 disaster management stakeholders using the new tool.

Online tool boosts training access

The Emergency Management Training Command has proudly unveiled a new online tool labelled a “significant milestone” for disaster management in Queensland.

A new web-based system for online learning and recording disaster management training in Queensland has been launched.

The Emergency Management Training Command developed the Learning Management System (LMS) to provide all disaster management stakeholders from local, state and federal governments as well as non-government agencies, with one portal for training.

Project Manager Jane Zsombok said the LMS enhanced current programs delivered under the Queensland Disaster Management Training Framework with web-based learning.

“Stakeholders can complete training courses online, nominate for face-to-face workshops, download training resources and access their training record,” Ms Zsombok said.

“The LMS provides QFES Emergency Management Coordinators with another tool to enhance the quality of training services

delivered to stakeholders like local councils and other agencies with disaster management roles.

“The LMS has been customised with specific learning pathways which reflect stakeholder roles, enabling individual, group or role training needs analysis. Access to the LMS is at no cost to stakeholders and all relevant agencies can request access.”

To request access, visit www.dmlms.psba.qld.gov.au

Thanks to Jane Zsombok

Mobile reporting in pipeline

Hand-written Maintenance Inspection Reports (MIR) will be a thing of the past with the MIR app expected later this year.



Inspector Michelle Young, Principal Business Analyst Travis Bassett and Principal Advisor – Innovation, Wendy van Ee are excited to unveil the MIR app.

An innovative app for mobile maintenance inspection record-keeping will improve efficiency for both building assessment officers and building owners.

When Inspector Michelle Young recognised the current process of using hand-written MIR forms was outdated and inefficient, she approached the QFES Innovation Unit for a solution.

With the help of Principal Advisor – Innovation, Wendy van Ee, and Principal Business Analyst, Travis Bassett, the development of an iPad app to digitally enter report data began.

Ms van Ee said currently hand-written MIR forms contain a checklist of 66 inspection items to ensure building owners and occupiers were complying with building fire safety regulations.

“With the MIR app, officers will be able to use an iPad to provide a Notice of Inspection via the app as well as complete the inspection checklist, sync the inspection checklist with MIR activity in OMS, view advisory notes, capture images to support the checklist and access the relevant legislation online without having to return to the fire station,” she said.

“The app can also e-mail copies of the report to make it easier for building owners and occupiers to keep track of their requirements, which in turn results in safer communities.

“This innovation will greatly improve the efficiency of the building inspection process and technology can be adapted for different uses moving forward.”

The app is expected to be in use by October 2015.

Thanks to Wendy van Ee.



Decontamination trailers roll out

Scientific officers use a Sked stretcher to transport a contaminated person into the decontamination trailer



State-of-the-art decontamination trailers designed and implemented by Queensland Fire and Emergency Services are attracting interstate and international interest.

The innovative mobile decontamination facility in use by QFES is improving the efficiency of Queensland’s emergency services.

First used during G20, the \$83,000 trailers can be used for mass decontamination by emergency services where a chemical or biosecurity hazard exists at an incident.

The trailers were designed by experts at the QFES Research and Scientific Branch and allow for rapid deployment of the intensive decontamination showers which can be in use within two minutes of arrival on scene.

New trailers will be provided in Roma, Mt Isa and Maryborough to increase the state-wide number of trailers to 12.

The trailers can be used when someone is inadvertently or deliberately exposed to a hazardous material like a gas, corrosive liquid or suspicious powder.

QFES Research and Scientific Branch Director Dr Michael Logan said the units were fully self-contained, capable of generating their own power and carrying their own water.

“The trailers don’t just assist QFES officers, they add value to the whole of government emergency response capability,” Dr Logan said.

“They can be configured for long-duration incidents to assist police, firefighters and other emergency workers who may be required to spend many hours on site and become fatigued.

“For example, they are perfectly suited for police who may spend many hours at the scene of a crime or a major traffic crash because they provide basic services such as running water and toilet facilities, meaning officers can stay on site longer and get their job done faster.

“As well, the units can be used to compliment a forward command response during natural disasters such as bushfires and floods.”

The trailer’s capabilities were on display for attending media and Fire and Emergency Services Minister Jo-Ann Miller in April.

#signguy signs on with QFES

His expressive face captivated the state during Tropical Cyclone Marcia and now #signguy Mark Cave is the face of the partnership between QFES and Deaf Services Queensland (DSQ).

#signguy Mark Cave will feature in a series of videos for QFES using sign language to target safety messaging to the deaf community.

The first of these videos was launched by Fire and Emergency Services Minister Jo-Ann Miller in April and related to the Don't Be A Fool campaign, encouraging people to change their smoke alarm batteries.

For QFES, the partnership with DSQ builds on a commitment to ensure the safety of the entire community and is evidence of how QFES is leading the country in this area.

Commissioner Katarina Carroll said finding interesting and engaging ways to share recurring safety messages was an important aspect of this commitment.

“Our partnership with DSQ will further reinforce the importance of fire safety for hearing-impaired and hearing-able Queenslanders alike,” Ms Carroll said.

“We can't let complacency settle in and we need to be constantly thinking of ways to refresh our messaging to reach all pockets of the community, and this campaign does that.”

DSQ CEO Brett Casey said his organisation was working closely with QFES to ensure deaf and hearing-impaired Queenslanders could access safety information in their own language.

“Having interpreters available at emergency announcements and broadcasts not only informs deaf Queenslanders about severe weather, but it also allows them to make swift and important decisions about their own situation and circumstances,” Mr Casey said.

“The positive partnership and working relationship between DSQ and the Government is one that has led to some important social impacts for the deaf community in Queensland and indeed the global deaf community.”

Mr Cave learned Auslan, or Australian sign language, growing up with deaf parents and later became accredited as an Auslan interpreter.

“We have established a benchmark for information provision for deaf people at these events which has set a precedent for other states in Australia and countries across the globe.”

During Tropical Cyclone Marcia in February, Mr Cave interpreted at press conferences beside Premier Anastacia Palaszczuk and received a lot of social media attention, which saw #signguy surface.

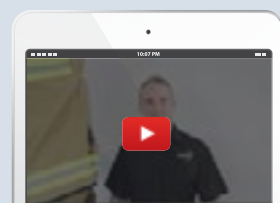
Since then, Mr Cave said the attention was helpful in shining a light on the needs of the deaf community in times of disaster.

“Particularly in life-threatening situations, deaf people get information second-hand or misunderstood, but to have an interpreter in real time with the Premier, it means so much to them (the deaf community).”

See the video on the QFES Youtube channel:
<https://youtu.be/28Uril3xJZc>



Deaf Services Queensland interpreter Mark Cave and QFES' Trevor Butterfield both feature in the new video promoting changing smoke alarm batteries regularly.





Bushfire season approaching



With El Niño declared by the Bureau of Meteorology, hazard mitigation activities are of utmost importance heading towards the 2015 bushfire season.



Operation Cool Burn 2015 will continue until the end of July assisting landholders with hazard mitigation ahead of bushfire season.

Kicking off in April, the operation identified bushfire prone locations, developed localised management plans with stakeholders and aims to engage and inform communities about bushfire risk.

Throughout the operation, it is expected around 440 hazard reduction activities targeting bushfire prone areas will take place across the state, weather permitting.

This is in addition to the thousands of hazard reduction burns by landholders supported by volunteer Fire Wardens and the Permit to Light Fire system.

Rural Fire Service Queensland (RFSQ) Assistant Commissioner Neil Gallant said by the end of the mitigation period, the aim was to have a substantial reduction in areas at risk of bushfire and communities that were well prepared for the upcoming fire season.

“While the hazard reduction burning is a major part of the operation, we have also specifically targeted more than 6,700 residents who are in bushfire

prone locations with Prepare. Act. Survive information ensuring that all are aware of the need for Bushfire Survival Plans and of the warnings systems in place,” he said.

“Queensland’s bushfire season traditionally begins around August, and we have already seen some very high fire danger days in parts of the state, so it’s vital these activities are undertaken now.”

Operation Cool Burn will be followed by Operation Vector to cover the bushfire season period.





TRAINING AND EMERGENCY MANAGEMENT

Who we are

– the training and commercial services arm of the Queensland Fire and Emergency Services (QFES). We are a highly responsive, client focused fire and emergency management organisation that assists commerce and industry in meeting emergency response needs. Providing innovative solutions, we are recognised by industry as a leader in emergency management planning internationally.

Training and Emergency Management (TEM) has developed training courses specific to industry that meet client needs and national accreditation requirements. Training is provided in a number of fields including; fire team, breathing apparatus, confined space entry, work safely at heights, hazard material management, vertical rescue, road crash rescue, bushfire and incident management.

Our Purpose

To lead industry through the development and delivery of innovative training and emergency management solutions, and to exceed customer expectations by providing a quality, professional and responsive service.

Registered Training Organisation

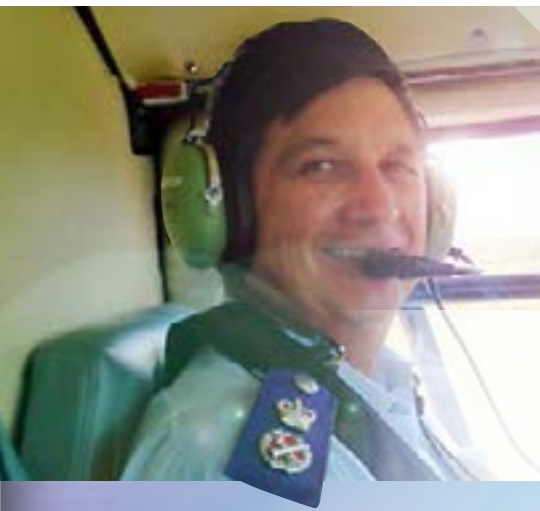
TEM is part of the QFES registered training organisation (RTO). Our trainers hold nationally recognised training qualifications. Many training programs allow participants to experience practical hands-on training with real-life learning experiences. Participants will walk away with the knowledge and confidence to make the right decisions when it matters.

Want to train for TEM?

TEM trainers are fully qualified fire officers with years of experience. They will draw on their personal experiences to provide participants with insights into understanding and assessing emergency situations and take the appropriate action with safety as the number one priority.

If you think you have what it takes to train for TEM, contact us today.





Retired life beckons Commissioner

QFES Commissioner Lee Johnson will retire on 31 July 2015 following 13 years at the helm of the state's fire service.

Lee Johnson began his career as a firefighter almost 40 years ago in Townsville, leaving commercial radio behind looking for a career focussed on teamwork and camaraderie.

Then, he had no imaginings of achieving the position of Commissioner, but always maintained a positive outlook and took opportunities afforded by encouraging mentors.

"Part of that is helping to build the next generation as well and I've always done that by encouraging and looking for the positives in people and giving people a chance at a rewarding experience," Mr Johnson said.

He said he was most proud of developing the role of the state's fire service to include rescue and disaster management capabilities, particularly beyond Queensland.

"The organisation I joined 39 years ago was quite insular, and now we have an organisation that can be sent to different parts of the world on behalf of the Australian Government," he said.

"The introduction of the technical rescue disciplines, road crash rescue, urban search and rescue, swift water - those things that really changed the dimension of the service - are highlights."

With 29 years as a senior officer, Mr Johnson said there had been many sleepless nights during his career – something he wouldn't miss in his retired life.

"Part of what I was focussed on as Commissioner was 'how do I continue to make the service relevant to the community?' and that's the thing that kept

me awake at night," he said.

"I think we've done that through the rescue and disaster response roles and community education and all of those things.

"It is the same challenge for the next leadership group, how do we continue to evolve, grow and make sure that the organisation of the future meets the state and community's future needs?

"I'm extremely proud of the organisation I'm leaving behind.

"I know the men and women of QFES will continue to do great things."

Retirement will consist of more time with family, overseas travel and keeping an eye on the industry through various projects on a national level.

"I've had the most remarkable career anybody could have; I've been so fortunate to have such a wonderful experience," Mr Johnson said.

"As I used to say to all recruits,

this is the best job in the world.

"I just want to thank people for the opportunity to work with them as part of the organisation.

"There are many wonderful people I've met and worked with over the years that are friends as well as colleagues."

Commissioner Katarina Carroll, who will officially take on the role on 1 August, thanked Mr Johnson for his outstanding service as Commissioner and wished him all

the best in his retirement.

"Lee has been a friend for many years and his dedication, passion and commitment to QFES has been incredible.

"He has more than earned the respect and gratitude of not only his colleagues here at QFES but in the industry all over the world," she said.

"Lee's work has helped to shape an organisation that technically is leading the fire services nationally in a number of areas and that is a marker of what an incredible leader he is.

"I personally want to thank Lee for his service to Queensland and wish him all the very best in his retirement."

Minister for Fire and Emergency Services Jo-Ann Miller offered her congratulations to Mr Johnson on a fine career and thanked him for his many years of service to Queenslanders.

"There is no doubt that Lee Johnson has served his state and his organisation with the utmost devotion to his role and helped to make Queensland communities safer," Minister Miller said.

"I humbly thank him for this on behalf of all Queenslanders and I hope that he enjoys some very well-deserved rest and relaxation,"

To celebrate Mr Johnson's career a function will be held at Northern Suburbs Bowls Club, Wavell Heights on Saturday, 15 August from 3pm for past and present staff and family.

For more information on the event, e-mail events@qfes.qld.gov.au.





SuperVols to the rescue

Volunteers from across various sections of QFES were featured in a QFES Media production to celebrate National Volunteer Week.



JOHN MILLS - SCIENTIFIC



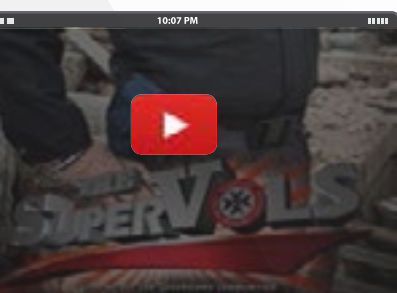
TULI LAULAU - SES



CAROLINE RASMUSSEN - RFSQ



MARISKA HERBERT AND TUI - USAR



More than 42,000 volunteers are part of the Queensland Fire and Emergency Services and work alongside paid staff – that amounts to 89 per cent of the QFES workforce.

The SuperVols video was launched on May 10 on the QFES Youtube channel and social media, starring RFSQ volunteer Caroline Rasmussen, SES volunteer Tuli Laulau, USAR volunteer dog

handler Mariska Herbert and her pooch Tui as well as Scientific Unit volunteer John Mills.

The purpose was to show appreciation for volunteers who deviate from their own lives and loved ones to serve Queensland communities in times of need.

View the video here:
<https://youtu.be/gFuxmWrlUo4>



USAR mentoring in US

Acting Assistant Commissioner John Cawcutt travelled to Fairfax, Virginia in the United States to mentor the USA-1 Urban Search and Rescue (USAR) team over four days in April.

QFES supports the Department of Foreign Affairs and Trade's Overseas Aid Program by maintaining an international 'Heavy' USAR deployment capability classified by the International Search and Rescue Advisory Group (INSARAG).

The INSARAG International External Classification (IEC) process has a requirement for the engagement of a mentor as part of a team's preparation for its classification and re-classification.

Mr Cawcutt acted as the official mentor for Fairfax Fire and Rescue as they prepare for reclassification in March 2016 as the USA-1 USAR team.

The exercise involved a range of reviews culminating in a 48-hour field exercise, however not all aspects of the exercise could be viewed; the visit was cut short as the team was required to deploy to Nepal to assist with search and rescue operations after the earthquake.

Acting Deputy Commissioner Mark Roche also attended to meet with the US Government Office for Foreign Development (OFDA) USAID regarding USAR funding and support systems.



Richard returns from Sacramento



Chief Superintendent Kevin Walsh and Inspector Richard Gorey at the Defence Employers Awards night. Picture: Marc Grimwade

A two-week study trip with the Sacramento City Fire Department proved a worthwhile and interesting experience for Brisbane Region's Richard Gorey.

Usually in the role of Manager Operations Business, Mr Gorey took two weeks away

from the desk to travel to the United States and observe the wellness program undertaken by firefighters in Sacramento.

"During my time there I was under Coach John Hofmann, who is the dedicated coach for the Sacramento City Fire Department

which incorporates around 30 fire stations," Mr Gorey said.

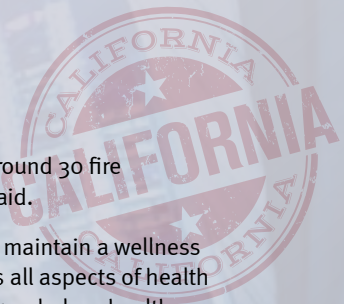
"I observed how they maintain a wellness program which covers all aspects of health and fitness including workplace health and safety, and the benefits of such a program to their department.

"They are improving the health of firefighters during their service and even into retirement with their program.

"It's an area I've been voluntarily researching for a few years."

Mr Gorey also attended a tactical strength and conditioning conference with Coach Hofmann and went on a ride along with some of the Sacramento City fire crews.

The trip was funded by the Royal Australian Navy Reserve Prince of Wales Award Scheme and supported by QFES.



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For a free **safehome** visit, call **13 QGOV (13 74 68)**.



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Far Northern Region

The first of three two-day Primary Producer Brigade Summits took place in Cairns in May.

The summit brought together 38 participants from various Primary Producer Brigades (PPB) from Cairns, Innisfail, Townsville and Mackay areas.

PPB are generally made up of owner-occupiers of land and have no appliances or station, and mainly rely on the use of privately-owned farming machinery for firefighting purposes.

Growers Sam Torris, Vince Balanzategui and Mark Savina made a presentation on the challenges of managing a cane brigade.

Presentations were also made by Acting Deputy Commissioner Bryan Cifuentes, Assistant Commissioner Neil Gallant, Director of Operations Peter Varley and Far Northern Regional Manager Tony Hazell.

Workshops provided further information on the support available to PPBs from QFES and remedies to some of the issues faced including access to equipment and training, media and legislation.

Further summits are scheduled to take place in Roma and Barcaldine.



The first Primary Producer Brigade Summit in Cairns brought together 38 PPB representatives.

Exercise First Strike involved QFES personnel and Queensland Rail (QR) to practice a multi-agency response to a mock incident involving a car and a train.

As QFES arrived on scene, they were briefed by QR and established an Incident Management Team to delegate duties and decide on response techniques.

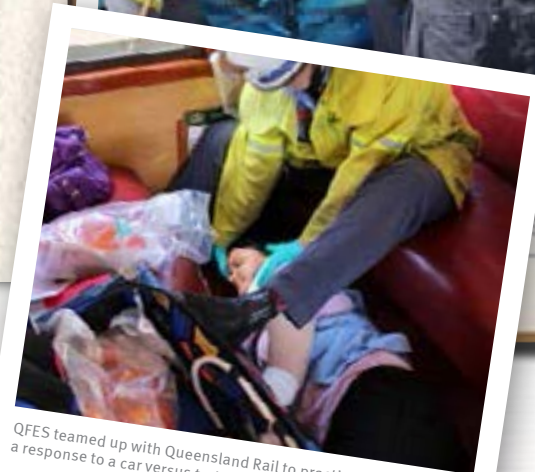
The scene was inspected for casualties which included a female occupant in the car and a further nine in the train carriages with varying degrees of injury.

The car was stabilised and hydraulic cutting equipment was used to remove the casualty.

All personnel worked together to safely retrieve the casualties and ensure they received appropriate treatment.

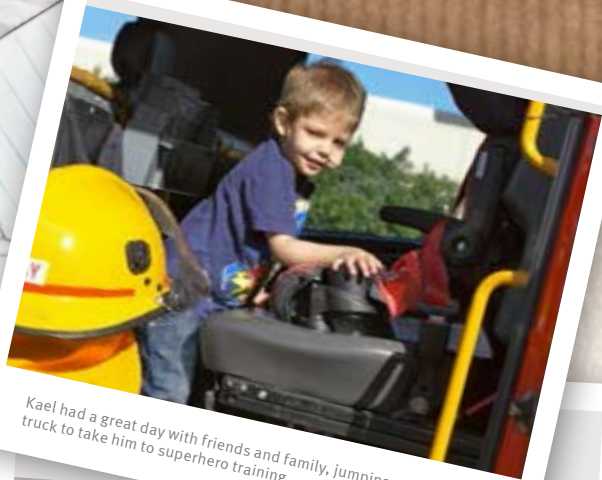
Exercises like this help to foster good working relationships across agencies and to test operational procedures before a real incident occurs.

Thanks to Christopher Wegger



QFES teamed up with Queensland Rail to practice a response to a car versus train incident.

Northern Region



Kael had a great day with friends and family, jumping on a fire truck to take him to superhero training.



April saw Northern Region receive an unusual request from the Make-a-Wish Foundation.

Four-year-old Kael, who suffers from acute lymphoblastic leukaemia, needed a ride from his Mum and Dad's house to Grandma's house so that he could attend superhero training.

"To see the smile on Kael's face was truly an uplifting experience, he was so tired when we dropped him off, but he was still smiling," Mr Dillon said.

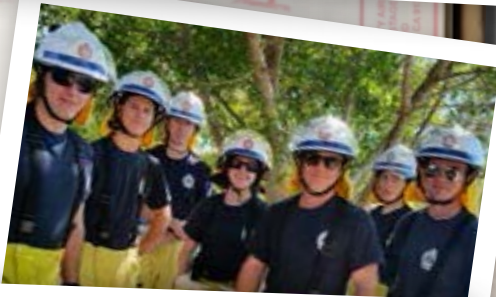
It didn't take much to join the dots and the crew jumped at the chance to support this very worthwhile Make-a-Wish activity.

The crew were supported by Blazer who was a real hit with Kael and his friends.

The spare area appliance was used and Station Officer Dave Dillon and Ryan Alloway volunteered their time to pick Kael up and deliver him to Grandma's house where he was met by his friends and Batman was there to provide his personal superhero training.

Northern Region would like to thank Kael and his family, along with the Make-a-Wish Foundation for the chance to be part of this very special day.

Thanks to Paul Cannon



Nine recruits from across the Northern and Far Northern Regions recently completed their Auxiliary Firefighter Recruit Course (ARTEP) at the Northern Region Training Facility.

The recruits came from a diverse range of backgrounds from Giru, Charters Towers, Cloncurry, Ingham, Forest Beach, Millaa Millaa and Yungaburra Stations.

"Recruits also covered an Operate Breathing Apparatus course, during which they learnt how to correctly wear breathing apparatus, manage BA crews, how to search in smoke, as well as what to do if they become disorientated or trapped," Mr Bampton said.

This was the second ARTEP course run at the Northern Region Training Facility located at Woodlands Fire Station.

Auxiliary Fire Stations are regularly looking for members of the community to become Auxiliary Firefighters. Visit www.fire.qld.gov.au for more information.

Station Officer Michael Bampton, from Professional Development Command Northern Region, described the ARTEP as an intense two-week course, where recruits obtain the necessary foundation skills for firefighters, including responding to wildfires and low voltage electrical de-energisation.

Thanks to Michael Bampton



The auxiliary recruits came from a wide range of locations to complete the course.



Central Region

Taskforce Marcia has kicked off in Rockhampton in response to heightened bushfire risk following Tropical Cyclone Marcia in February.

QFES' Predictive Services Unit and Central Region staff have been working closely with the Bushfire and Natural Hazards Co-operative Research Council and retired CSIRO Bushfire Fuel and Fire Behaviour Scientist Jim Gould to conduct assessment of bushfire fuel loads in the affected regions.

The research and results from the work of this taskforce will help to strategically manage excessive fuel loads after large-scale weather events in Australia into the future.

The findings will inform the response from QFES and other agencies including Rockhampton Regional Council, Livingstone Shire Council,

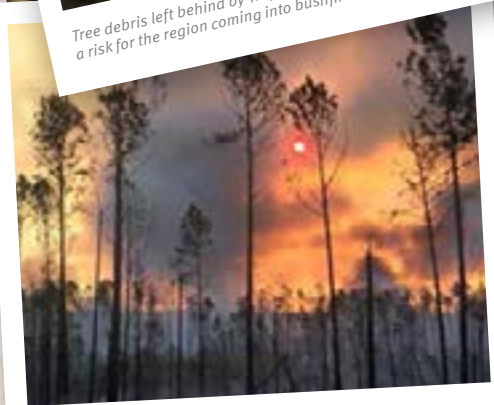
Queensland Parks and Wildlife and Department of Natural Resources and Mines to target areas most at risk.

Landowners have been asked to be more vigilant than ever before and cooperate with agencies to proactively reduce fuel loads, with the very real risk of serious bushfires as fuel dries out during winter.

QFES has also committed to reducing fuel loads through the employment of a dedicated team of firefighters tasked with preparing complex hazard reduction burn sites and supporting Rural Fire Brigades when conducting burns.



Tree debris left behind by Tropical Cyclone Marcia has presented a risk for the region coming into bushfire season.



Byfield has already experienced a large scale bushfire this year following the cyclone.



Pictures by Melinda Niven

QFES was well-represented at the triennial 2015 Beef Australia expo in Rockhampton in May.

SES, RFSQ and auxiliary firefighters were on hand to talk about how the community can sign up to help the emergency services.

Valuable safety information related to bushfire, cyclone, storm and flood was discussed with expo visitors from across Queensland.



QFES personnel staffed a display at the 2015 Beef Australia expo.

North Coast Region

A fun and engaging Get Ready video has been produced to target the Aboriginal community of Cherbourg in the North Coast Region.

To increase community resilience and disaster readiness, QFES worked with Cherbourg Aboriginal Shire Council and community members to create a video over a number of months discussing important disaster planning and preparedness information.

QFES North Coast Region Community Engagement Officer Julie Bruynius said the video was effective because the messages were being delivered from people within that community.

“Rather than provide Government-centric brochures and displays, it was recognised that we needed a more inclusive and fun way of engaging, that would attract interest, be culturally appropriate and meet the needs of that community, including varying levels of literacy,” she said.

“The Cherbourg Get Ready Disaster Preparedness Video was launched on Youtube in May and features community members to encourage community ownership of the preparedness messages and activities – the local community radio, school children, council staff and elders.

“The video talks about the Local Disaster Planning taking place and what it means for their community, what agencies can do to help and what they can do as a community and individually to be more resilient and better prepared.

“The video also features the emergency services including Fire, SES, Ambulance and Police, and shows what they can do to help - to help break down barriers and create familiarity with those services, their uniforms and equipment.”

Additionally, 10 Cherbourg Disaster Volunteers are now receiving training and support as ambassadors for disaster preparedness in their community.

The video is available via the council website, Youtube and will be delivered to each household in Cherbourg.

View it here: <https://youtu.be/39kxhs-pdCc>

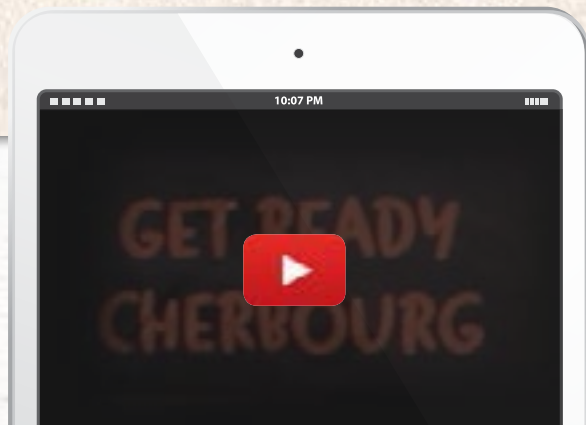
Thanks to Julie Bruynius



Children in Cherbourg learn about safe and unsafe fires.



Children in Cherbourg try their hand at filling sandbags with the SES



Brisbane Region

More than 160 QFES personnel were recognised at a Kedron medal ceremony in May.

Commissioner Katarina Carroll, with Fire and Emergency Services Minister Jo-Ann Miller, presented a variety of medals and awards including the National Medal and Clasps and Diligent and Ethical Service Medals and Clasps.

Ms Carroll said everyone recognised had given years of dedicated service and hard work to their communities.

“Whether it’s turning out to a road traffic crash, entering a burning building or conducting building safety checks, the work of these officers makes a difference every day,” she said.

“The officers have given years to their communities. They have given up time with their families and friends to help complete strangers in times of need.

“Our organisation is extremely proud of the officers who received these awards.”

A number of awards related to the G20 Summit in November last year were also awarded, with eight SES personnel recognised for their contributions.

Recipients included personnel from Brisbane Region, South Eastern Region, North Coast Region and Far Northern Region.



Woodford Fire Station has celebrated 10 years of service to its community.

The milestone was cause for celebration with a community open day featuring QFES, Ambulance and Police displays along with a visit from the little Squirt fire truck and the kitchen fire simulator.

Specialist urban appliances from across the region turned out to the event and a road crash rescue demonstration involving all emergency services also took place.

Thanks to Sharon Ticulin and Ray Williams.





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**Australia Pacific LNG,
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is proud to partner with
Queensland Fire and
Emergency Services to
significantly improve
emergency radio
communications across
the Surat region in
south-west Queensland.**

South Western Region

Four new communications towers positioned around the South Western Region have boosted network coverage for emergency services workers in the area.

The towers are positioned in Taroom, Wandoan, Surat and Injune and have boosted the coverage by 82 per cent as part of the Blackspots Communication Reduction Program.

The towers were provided thanks to partnerships with Australia Pacific LNG and QGC, who each committed \$100,000 to the \$700,000 project.

Commissioner Katarina Carroll visited Miles Fire and Rescue Station with representatives from Australia Pacific LNG and QGC to acknowledge the completion of the project in May.

“We are very pleased to see this partnership with Australia Pacific LNG and QGC result in real benefits for rural communities and we’re thankful for their commitment to help improve emergency response in these areas,” Ms Carroll said.

“These new communications towers mean the personnel who service this area will be able to get clearer information from the Fire Communications Centre in Toowoomba about the location and scale of incidents from Triple Zero (000) calls when they are in remote areas.”



The reduction in communication blackspots will benefit the Western Downs community.



A contingent of emergency services staff has presented important safety information to a group of English as Second Language TAFE students.

Around 120 students received the presentation by Police and QFES personnel in May.

Topics covered how to call Triple Zero (000), smoke alarms, bushfire awareness, emergency kits and ‘If it’s flooded, forget it’.

Students then had a chance to familiarise themselves with various emergency services vehicles and appliances.

Thanks to Rachel Thomas



TAFE students with non-English speaking backgrounds were given a presentation on key safety information needed in Queensland.



South Eastern Region



QFES, Ipswich City Council and Woolworths are trialling an initiative for the Get Ready campaign highlighting what items are needed for an emergency kit.

The project is aimed at assisting community members to become more responsible for their own preparedness and resilience during times of natural disasters.

The Get Ready logo will be used in the supermarket aisles pointing to items recommended for an emergency kit including non-perishable food,

batteries, torches, USB sticks, toilet paper and first aid kits.

The initiative also includes in-store displays by QFES and Ipswich City Council to provide further preparedness information, fact sheets and examples of emergency kits throughout the year.



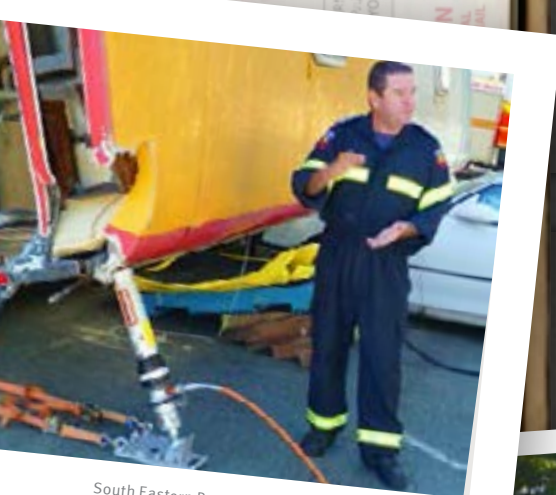
An over-50s gated community that drafted a Community Disaster Plan in conjunction with QFES has put it to the test during a real incident.

Halcyon Waters, on the northern Gold Coast, was identified as an at-risk community due to the demographic of residents and location of the community.

They worked with QFES and Gold Coast City Council to create a Disaster Response Group and the Community Disaster Plan.

During severe weather associated with Tropical Cyclone Marcia, the Disaster Response Group activated and implemented their plan, maintaining good communication and ensuring each resident had the necessary resources prior to and during the event.

The group also followed the event with a debrief to identify strengths and weaknesses of their response.



South Eastern Region is testing out newly acquired road crash rescue equipment.

Firefighters in South Eastern Region have been familiarising themselves with new heavy road crash rescue equipment.

A heavy road crash rescue training event was open to the community at Yatala in May to demonstrate some of the new techniques.

More than 400 staff from Gold Coast, Ipswich and Logan are going through the course in staggered groups.

This further training is also required as upgrades to vehicle

safety technology can also prove dangerous to firefighters using heavy cutting equipment.

The training is expected to be completed and the new equipment rolled out by the end of June.

Thanks to Greg Tomlinson



VICSES targets fatigue

Victoria's State Emergency Service (VICSES) is in full swing with its Driver Reviver campaign, aiming to reduce fatigue-related road crashes.

For more than 25 years, VICSES has run the Driver Reviver campaign, operating rest stops around Victoria on holiday weekends and peak traffic days.

VICSES Deputy Chief Operations Officer Tim Wiebusch said the campaign launched ahead of the Easter long weekend, a traditionally busy period for road crashes.

"Over the Easter long weekend, VICSES volunteers operated 40 Driver Reviver sites offering free refreshments to motorists, with help from Lions Club members," Mr Wiebusch said.

"The 2014 Easter long weekend saw VICSES respond to 11 road crash rescues over the four-day period.

"VICSES is the largest road rescue operator in Australia, with 102 volunteer units accredited to perform road crash rescue.

"These volunteers attended 1,000 road crash rescue incidents in Victoria in the past year."

This year's campaign launch included a live road crash rescue demonstration.

VICSES runs this campaign in partnership with AAMI, Victoria Police and the Transport Accident Commission.

BY THE NUMBERS:

11 road crash rescues attended over Easter in 2014

25 years the Driver Reviver campaign has been run by VICSES

40 Driver Reviver sites operating in Victoria over Easter in 2015

102 VICSES volunteer units accredited to perform road rescue

1000 road rescues attended by VICSES in the past year





SES is “life and passion” for Couttsy



For the 40 years the State Emergency Service has operated in Queensland, Far Northern SES Regional Director Wayne Coutts has been around for 35 of them. When he joined the SES in 1980, the 16-year-old son of a dairy farmer had no idea how it would become his life's passion. *By Stephanie Masters.*

When Wayne Coutts – or Couttsy – talks about his many years in the SES, his voice is filled with pride.

He talks about the Yasis and the Larrys, he talks about scuba diving and swift water rescues years ago, he talks about leading 120-strong taskforces interstate and representing Queensland in the United States.

He says the SES has given him opportunity and a passion that blurs the lines between work and play.

It is clear, though, that what drives him is a love for his community and for the volunteers who help him to protect it.

When we first started we had cheap plastic helmets,
and the overalls were dyed orange and faded to pink after a while.
We sewed all the patches on.

"It's just a thing that I love, so I actually don't see it so much as work anymore," he said.

"I don't count the hours or that sort of stuff...it's very much my life and passion."

Wayne began with the SES when he and his friend joined together at age 16 in Malanda.

"My mate's father was the local controller back then so we used to go along to SES all the time and after a while they let us join," he said.

"There were a couple of big searches back then and we got involved to help out a bit and then we just kept going.

"When we first started we had cheap plastic helmets, and the overalls were dyed orange and faded to pink after a while. We sewed all the patches on."

During his time as a volunteer, Wayne took great pride in his skills and still mentions winning the annual rescue competition five years in a row.

"That record has never been broken," he said.

"From 1989 onwards we won five times, and we made it to the national competition three times, but we didn't win those."

Wayne said as a volunteer, he often put his hand up to act in administration roles for the SES to get his foot in the door for a paid position.

It was in 1995 that Wayne got his first paid job with the SES, working on a project to deliver training to remote Indigenous communities with limited access to emergency services.

"I provided first aid training, SES and rural fire training in all the Indigenous communities across the state and it was absolutely fantastic," he said.

"We started off with the training, creating the local groups and then we started building headquarters and providing vehicles and it was a big program for a couple of years."

Following that, Wayne became a training officer based in the Far Northern region and has now headed SES in the region for the past 10 years.

After so many years in the job, there isn't much that can faze him, and one thing he is certainly used to is change.

"Back in the day we had a scuba diving team before there were even police divers and we did body recovery," he said.

"We also did swift water rescue training and established the first swift water rescue team until several years later Fire and Rescue took that on as a role.

"People are always concerned about change but now it's a great time for the SES and things do change but we can make sure that we take advantage of the changes and make the best out of it."



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QUEENSLAND





Bike 4 Burns nears target



The ride may be over, but donations are still rolling in for the 2015 Bike 4 Burns charity bike ride.

Now in its ninth year, the Everyday Hero page for the ride will continue to accept donations until 30 June and the \$60,000 target for the Children’s Hospital Foundation Burns Research Group is getting closer.

This year, more than 30 riders travelled 800km over seven days from Gladstone Fire Station to the Lady Cilento Children’s Hospital via Biloela, Monto, Mundubbera, Murgon, Kenilworth and Caboolture from 1 to 7 May.

Teams of virtual riders also supported the cause, tackling the same distance as the tour riders.

Children’s Hospital Foundation CEO Cameron Prout thanked the QFES riders on behalf of the foundation.

“These are men and women who are out there saving lives every day,” he said.

“This funding goes towards research so we can better treat these kids and they can go home sooner, healthier and with fewer surgeries and lifelong complications.”

If you would like to donate, visit:
<https://bike4burns2015.everydayhero.com/au/blazer>

Gary receives support

After 34 years of firefighting, helping others comes naturally to Gold Coast firefighter Gary Paxton.

So much so, that when he was diagnosed with a rare disease late last year, he quickly turned his hand to raising funds for the Amyloidosis Centre that assisted him with his treatment.

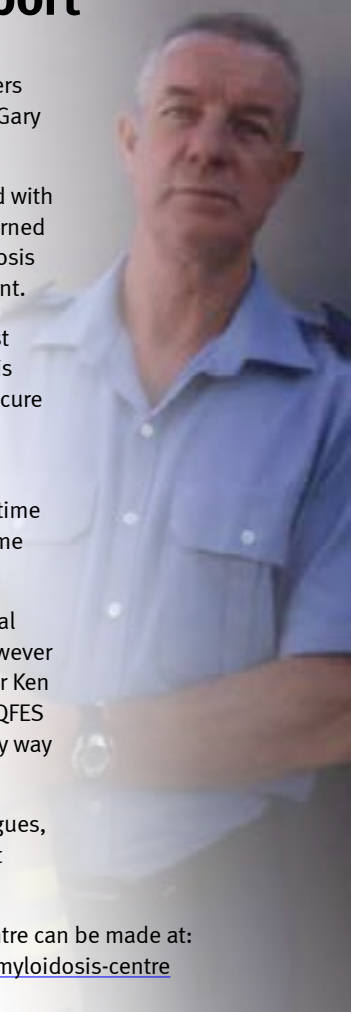
Gary was diagnosed with Amyloidosis last November, a protein build-up affecting his heart and stomach, which has no known cure but is treatable.

Currently, Gary is undergoing weekly chemotherapy but is spending his spare time raising funds to assist others with the same condition.

With support from family, friends and local business, Gary raised almost \$9,500, however his long-time friend and Bilinga firefighter Ken Bennett sought further support from his QFES colleagues in the South Eastern Region by way of a raffle.

Thanks to the generosity of Gary’s colleagues, a cheque for \$1,250 was presented to Pat Neely of the Amyloidosis Centre.

Further donations to the Amyloidosis Centre can be made at:
www.pafoundation.org.au/support-us/amyloidosis-centre



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Queensland Fire and Emergency Services

QFES recommends...

Smoke alarms that are,

- photoelectric
- hard-wired
- interconnected
- on each living level
- in each sleeping area.





WHAT: Firefighter recruit course 91 graduated from the School of Fire and Rescue Service Training. There were 33 graduates with a diverse range of backgrounds including ex-Defence and Police personnel, rural firefighters and elite athletes. There were also seven women among the graduating class.

WHEN: 8 May 2015

WHERE: Queensland Combined Emergency Services Academy, Whyte Island



Queensland Fire and Emergency Services - QFES
Just got 43 new photos to the album 'QFES Recruit Course 91 Graduation' - at Queensland Combined Emergency Services Academy
May 8 at 5:51pm · 48



WHAT: Roma St D Shift firefighters paid a visit to Lady Cilento Children's Hospital to film a segment for Juiced TV, a program broadcast to children in hospital.

WHEN: 14 April 2015

WHERE: Lady Cilento Children's Hospital, Brisbane

Photos: Juiced TV



qldfire
Junior fire Preston couldn't believe how high firefighters could go on the ladder of the aerial appliance! This mini recruit found out a lot of cool things while interviewing Station Officer Mare O'Brien for an episode of Juiced TV. #juniorfires #firestation #fireworkshobby #juicedtv



WHAT: South Eastern Region QFES personnel represented the organisation at the Beaudesert RSL sub-branch Anzac Day service.

WHEN: 25 April 2015

WHERE: Brisbane and William Streets, Beaudesert

Photos: Beaudesert Times



QldFES
Apr 25, 4:00pm via Hootsuite
Bravery, sacrifice, mateship - the ANZAC spirit continues to define our nation. We will remember them #LestWeForget #AnzacDay
6 retweets · 12 favourites



WHAT: Cedar Creek Wolffdene Rural Fire Brigade annual open day

WHEN: 25 May 2015

WHERE: South Eastern Region

Photos: Kyle Mitchell



WHAT: SES practice a chainsaw skills and working at heights in an exercise

WHEN: 22 May 2015

WHERE: Far Northern Region

Photos: Wayne Coutts



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- Queensland Fire and Emergency Services - QFES
- @qldfire

Cut from a *different cloth*

We took a look at how the uniform for the previous incarnations of the state's fire service has changed up to now.

Prior to 1990, the fire service in Queensland was provided by a number of fire boards and as such, each had their own uniform.

Most were very similar with just small differences from board to board, however the current uniforms are a far cry from those the first firemen of the state wore.

In the beginning of fire services in Queensland, Brisbane's volunteer firefighters in the late 19th century chose a uniform of white flannel with red details and a black belt.

This quickly changed to red shirts, blue trousers with a red stripe and a matching red cap once funding to cover uniforms was secured.

New button-up wool tunics were in by the beginning of the 20th century and stayed very similar – dark navy wool tunic with a red collar – until safety standards evolved.

Early uniforms also included the brass helmet, which was deemed impractical around the late 1960s. These were replaced with first cork, then polycarbonate helmets.

In the 1980s, uniforms began to include reflective material for safety.

Since a state-wide service was established in 1990, the daywear uniform in particular has continued to evolve with the current uniform being worn since 1999.

Thanks to: Peter Derges and Queensland Fire Museum.



WWII



1950



1960



1970



1980



1990



Late 1990s

Information & Warnings

What do warnings mean?



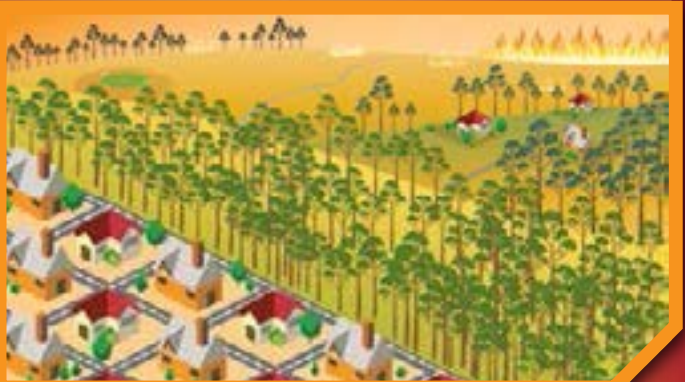
ADVICE

There is a fire in your local area, access information and monitor conditions.



WATCH & ACT

Fire is heading toward you, conditions are changing and you need to take action now to protect yourself and your family.



EMERGENCY WARNING

You are in imminent danger and need to take action immediately. You will be impacted by fire.



PREPARE.ACT.SURVIVE

ruralfire.qld.gov.au



stop bushfire arson



**if YOU see something,
know something,
then say something...**

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**Rewards are paid for information leading
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