

RESPONSE

RESILIENT AND READY FOR THE PEOPLE OF QUEENSLAND

QUEENSLAND'S OFFICIAL FIRE AND EMERGENCY SERVICES MAGAZINE EDITION 21



VOLUNTEERISM STRATEGY

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COMMEMORATE
RESPONSE

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ACT OF GRATITUDE 17 YEARS IN THE MAKING
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ON THE COVER

This photo was taken during the International Search and Rescue Advisory Group reclassification exercise recently undertaken by the AUS-1 DART team.

Photo: Sarah Ebsworth

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

Once again Queensland has been in the grip of a challenging bushfire season which has seen Queensland Fire and Emergency Services (QFES) crews respond to approximately 3200 bushfires and issue 1000 bushfire warnings since 1 August. Bushfire season is one of the busiest times of year and I'd like to thank everyone for their dedication in protecting Queensland communities. More on page 5.

Similarly, Canada and the United States have experienced a severe wildfire season and I'd like to thank the 13 QFES personnel who joined an international firefighting contingent to assist in the disaster. Read more on page 12.

Minister Crawford and I recently launched the QFES Volunteerism Strategy which will help us work toward a more flexible, contemporary and robust volunteering model for QFES. Stay tuned as we begin developing new initiatives that will pave the way for a new era for volunteerism in Queensland. Read more on page 4.

The Women and Firefighting Australasia (WAFA) Conference was held in Wellington, New Zealand in September and I was proud to be present to see QFES take out all four awards. This is an incredible achievement and I would like to congratulate all four winners and recognise their significant contributions to making QFES a more inclusive workforce. More on page 18.

Each day firefighters across the state risk their personal safety to protect the lives and properties of others. Earlier this month we celebrated Firefighters Remembrance Day to honour those firefighters who have lost their lives in the line of duty and acknowledge the hard work of our past and present workforce. We also showed our support on Yellow Ribbon Day for the 36,000 Rural Fire Service volunteers who give countless hours to make Queensland a safer place. And finally, as we go to print our hard-working State Emergency Service (SES) will be recognised during SES Week where we will celebrate their dedication for helping communities when disasters strike.

As always, thank you for your continued commitment to keeping Queenslanders and visitors to our state safe. Please take care over the coming months as our attention and resources turn to the storm and flood season.

Katarina Carroll
Commissioner
Queensland Fire and Emergency Services



DOUG SMITH
Deputy Commissioner
STRATEGY AND CORPORATE SERVICES

Thank you to all staff who had their say by completing the 2018 Working for Queensland Survey and for taking this opportunity to help drive positive workplace change across the Queensland public service. We look forward to unpacking these results, gaining insights and developing meaningful actions to improve your workplaces.

I was very proud to recently launch the Queensland Fire and Emergency Services (QFES) Think Say Do campaign, which combines workplace behaviour and code of conduct awareness training into one, easy to follow interactive package. The Workplace Conduct Branch are also releasing a series of ethical decision-making videos, which will help the workforce think about their managerial decisions from an ethical, rather than a rules-based viewpoint. See page 17.

Business planning season is underway, which means our work areas are busy documenting their 12-month program including how areas will help to operationalise the priority areas and associated strategies documented in the QFES Strategic Plan. This year, a corporate plan is guiding discussion on the full range of responsibilities we have for planning and action as a department.

QFES is in the final stages of drafting Strategy 2030. It is important to note that Strategy 2030 is not just another document. It encompasses many conversations with staff, our partners and our communities to understand what public value could look like in 2030. Following an intensive program of engagement, the consultation document will be made available for public consideration and comment.

It is my pleasure to acknowledge the great work our Content and Multimedia Branch has been completing across the organisation. This dedicated team deliver high-quality video and multimedia solutions and pride themselves on providing simple, well-constructed content and multimedia tailored to their clients' needs. Some of the projects currently underway include: creating content for White Ribbon Accreditation, USAR, Uniforms and Logistics, Workplace Conduct and Digital Transformation, as well as producing animation-based social media campaigns.

Doug Smith
Deputy Commissioner
Strategy and Corporate Services



HON CRAIG CRAWFORD
Minister
MINISTER FOR FIRE AND EMERGENCY SERVICES

Queensland is often at the mercy of extreme weather events, and time-after-time our highly-skilled fire and emergency services staff and volunteers respond swiftly and effectively when disaster strikes.

I want to make special mention of the tremendous effort of Queensland Fire and Emergency Services (QFES) personnel, who have been battling bushfires across Queensland, the United States and Canada.

Hundreds of our QFES staff and volunteers have been kept busy dealing with more than 2550 vegetation fires in the period from 1 August to 13 September 2018. Through their hard work and dedication, they managed to maintain the upper hand in the bushfire battle. See page 5.

I'm happy – and proud – to say our deployed personnel made it back home, safe and sound after being away for five weeks.

This overseas deployment wasn't the first – and it certainly won't be the last, as QFES builds on strong relationships with partner agencies globally.

While I get to celebrate the hard work of our personnel every day, there are a couple of important events in October where everyone can show their appreciation for those who step up when we need them most.

It was great to see so many yellow ribbons on 16 October, showing support for Rural Fire Service (RFS) volunteers. This year's Yellow Ribbon Day was bigger and better with businesses, brigades and Members of Parliament getting on board.

Many Queensland firefighters have sadly lost their lives in the line of duty. Firefighters often sacrifice their own safety to protect lives and properties. National Firefighters Remembrance Day on 10 October was an opportunity to remember them and all paid and volunteer firefighters in Queensland who put their lives on the line each and every day to keep us safe.

The spotlight will also shine on the spirit of volunteering during State Emergency Services (SES) Week, which will run from 20 – 28 October. It is a week of community education, engagement and celebration, and an excellent opportunity to raise public awareness of the dedication and commitment of SES members.

I for one have enjoyed taking part in these events, to salute the invaluable services being performed within communities right across the state.

Hon Craig Crawford
Minister for Fire and Emergency Services

Volunteerism Strategy – growing QFES together

Developing culture, community connection and capability.

Earlier this month, Minister for Fire and Emergency Services Craig Crawford launched the Queensland Fire and Emergency Services (QFES) Volunteerism Strategy which sets out the strategic priorities and guiding principles for the development of a contemporary and robust volunteerism model for QFES.

The strategy was developed after more than 12 months consultation by the QFES Community Capability and Volunteerism unit. The 29 workshops held across Queensland during the consultation provided more than 4000 pieces of information which were used to develop the strategy.

The Volunteerism Strategy has four strategic priorities: Embrace, Empower, Enhance and Excel.

QFES Commissioner Katarina Carroll said implementation of the strategy will help deliver a strong volunteerism culture for QFES and build contemporary volunteerism models to address the challenges of today.

“By introducing more flexible volunteering options we will encourage more people to serve their communities in addition to our traditional volunteering roles,” Ms Carroll said.

“These flexible arrangements will help volunteers forge closer relationships with their local communities, support their capabilities against local risks and enhance their overall volunteer experience through a healthy and sustainable volunteerism model.

“An enormous amount of work will now follow the release of the strategy in the form of an implementation plan that will



continue to evolve as new initiatives become business as usual, and recognition of national and international best practice drives change.”

“This strategy is owned by all of our volunteers and staff – it heralds a new era for volunteerism in Queensland.”

– Mike Wassing

Deputy Commissioner Mike Wassing thanked those who provided their valuable feedback and contribution to this strategy.

“I’d like to thank the thousands of people who generously offered their ideas during the consultation period,” Mr Wassing said.

“This strategy is owned by all of our volunteers and staff – it heralds a new era for volunteerism in Queensland.”

Volunteers and staff are encouraged to continue to engage with the Community Capability and Volunteerism unit during the implementation phase of the strategy via VolunteerStrategy@qfes.qld.gov.au



QFES staff and volunteers proudly show support at the Volunteerism Strategy launch.

The season so far

This year's bushfire season has seen Queensland Fire and Emergency Services (QFES) crews battle trying conditions, with some bushfires requiring high level warnings including 'leave immediately' and 'seek shelter'.

Acting Assistant Commissioner Rural Fire Service Gary McCormack said Queensland has had an intensely busy start to the season.

"In two months from the beginning of August QFES crews responded to more than 3200 bushfires and issued more than 1000 bushfire warnings," Mr McCormack said.

"Over the Queen's Birthday long weekend, fire conditions were so serious that QFES issued their first Emergency Alert, for a bushfire in Walsh River, and a second Emergency Alert at nearby Irvinebank only 24 hours later.

"As always, this season has seen firefighters work tirelessly to protect their local communities.

"It's a testament to the hard work and professionalism of our firefighters, both paid and volunteer, that no lives have been lost.

"352 firefighters have deployed across regional boundaries to assist when called upon – helping local crews fight large or prolonged fires and manage fatigue.

"While conditions have eased due to much welcomed wet weather in some parts of the state, we anticipate seeing bushfire activity continue throughout Queensland until there is broader significant rainfall."

QFES Media Acting Executive Manager Chantelle Rule-Murphy said a 200 per cent increase in community messaging issued so far this season had eclipsed the volume of

messages QFES had issued in past bushfire seasons.

"The increase in the request for community messaging shows that firefighters are prioritising community safety and making sure the public is aware of the fire situation," she said.

"It's important for QFES to continue issuing information about incidents regularly to ensure messaging is appropriate for the incident and so that residents in the area can make informed decisions about the actions they need to take."



Crews keeping watch on a Gaeta bushfire. Photo credit Peter Carlsen.

AUS-1 DART team successfully reclassifies

Every five years, teams from across the world are required to undergo the reclassification process to ensure they can deploy internationally in support of earthquakes and similar structural collapse incidents and disasters. Recently the Queensland Disaster Assistance Response Team (DART) was successful with its reclassification exercise, maintaining the international recognition as the AUS-1 DART team.

In August, assessment of the AUS-1 team was undertaken by international classifiers from around the world including the United Kingdom, New Zealand, United States, China, Japan, Netherlands and Saudi Arabia.

The International Search and Rescue Advisory Group (INSARAG) reclassification exercise simulates conditions that occur in a real-life earthquake disaster event.

During the reclassification exercise, the AUS-1 team proved its capability to deploy internationally and undertake continuous 24-hour rescue operations and assist the United Nations with the coordination of a global response – providing humanitarian assistance to those in need.

The “Heavy” team deployment is made up of 75 Queensland specialists who provide support during disasters nationally and internationally. Being part of the DART taskforce means being fully self-contained and autonomous for up to two weeks during search and rescue operations.





By being reclassified, the AUS-1 team can now be deployed to crises in Australia and overseas to help save lives and return affected communities to normal.

The reclassification exercise means the team has also confirmed our state and national capability to accept assistance from international relief teams should a significant earthquake or building collapse occur in Queensland or Australia.

Chief Superintendent Brad Commens, Director Specialist Response and Planning Branch said the reclassification exercise was an opportunity for Queensland and Australia to showcase their capability.

“Our capabilities include international earthquake deployment, associated search and rescue operations where response times are critical, and where committed and adaptable team members are a key element to successful operations,” Mr Commens said.

“The exercise planning and preparations included the engagement of an international mentor and would not have been possible without the dedication and commitment of the Specialist Response Section, Technical Rescue Unit and AUS-1 team members.”



The team of 75 specialists were put through their paces via a series of exercises that require extreme skill.



**PROTECTING
AUSTRALASIAN
FIREFIGHTERS**
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QFES helping combat combustible cladding

A small team of eight Queensland Fire and Emergency Services (QFES) personnel who make up the Cladding Support Unit (CSU) are continuing to work closely with other agencies to mitigate issues with combustible building cladding through identifying, assessing and rectifying at-risk buildings in Queensland.

Last year, the Queensland Government set up the Queensland Non-Conforming Building Products Audit Taskforce (NCBPT) – of which the CSU forms a part of. The establishment of this taskforce was motivated by events such as the Melbourne Lacrosse Tower fire and the fatal Grenfell Tower fire in London, both of which resulted in rapid external fire spread fuelled by the buildings' combustible cladding

Currently, the taskforce is conducting a state-wide review into all class 2-9 buildings in Queensland that possibly have Aluminium Composite Panel (ACP) cladding fitted – ranging from unit blocks to hospitals and healthcare facilities.

Acting Superintendent and Manager of the CSU Gordon Hemphrey said after recently completing 28,000 Queensland Government building checks, the Taskforce is now shifting its focus to privately owned buildings.

“As an initial step, the CSU undertook a review of more than 42,000 records of potentially in-scope buildings. From this, 11,000 buildings are currently being cross-checked with their relevant local governments,” Mr Hemphrey said.

“Typically speaking, when a building is identified as possibly having ACP cladding, a QFES officer will contact the building representative to organise a site visit to conduct an Operational Risk Audit.

“This involves examining the building's cladding type and location, fire safety systems and evacuation plans and training.

“If a building is fixed with ACP cladding, the CSU will work with the building owner and management to develop minimisation strategies – including upgraded QFES operational response and building evacuation plans.

“We hope that by conducting this review we can eliminate the risk of rapid fire spread caused by combustible cladding as

much as possible – making it safer for both building occupants and firefighters.”

As of 1 October 2018, new laws apply in Queensland that will require all building owners in Queensland that are a class 2-9 building, of a type A or B construction,

to register their building and complete a combustible cladding checklist.

For more information visit the Safer Building's website:
www.saferbuildings.qld.gov.au



Aluminium Composite Panels undergoing testing.



Bruce and Chris reunite 17 years after the incident.

Act of gratitude 17 years in the making

When Queensland Fire and Emergency Services (QFES) Station Officer Bruce Clark attended a traffic crash on the Bruce Highway on 30 September 2001, little did he know the incident would spark a chain of events that would span 17 years.

It was a Sunday afternoon when 27-year-old Chris Corliss was on his way to watch the National Rugby League Grand Final at his parents' pub in Kingaroy when he was involved in a three-vehicle crash south of Gympie.

Sitting in the front passenger seat, he bore the brunt of the crash and it took emergency service workers 90 minutes to free him from the vehicle.

Mr Corliss was flown to the Royal Brisbane Hospital and spent the next six months in a coma. He broke countless bones, shattered his pelvis, lost his left kidney, spleen, half of his liver and needed hundreds of transfusions during the first 24 hours he was in hospital. He spent a year in hospital where he learned to breathe, talk and walk again.

Two years after the accident, Mr Corliss tracked down a video featuring interviews with first responders, including former police

officer Llew O'Brien and former Gympie Fire Station Officer Bruce Clark.

"I watch the video often, when things are tough. I watch it to remind myself how lucky I am," Mr Corliss, now aged 44, said.

"I went back (to Gympie Fire Station) about three years after the accident to thank everyone.

"But when I went to the Gympie Fire Station to thank Bruce - who was the main guy in the video who used the 'jaws of life' to rescue me - they didn't know who he was."

It wasn't until one night in June this year when the puzzle pieces came together.

"I heard this distinctive voice on the TV and I came out to the lounge room saying, 'that's Bruce Clark'. He was being

interviewed about a house fire in New Farm and I looked him up and found he worked at Kemp Place,” Mr Corliss said.

“When I visited Kemp Place they said he had retired about a week ago. I thought, after all these years ‘oh no, I’ve missed my chance’.

“They passed my number on and he called me a few days later and we arranged to meet.

“We were both in disbelief. It was really great but also surreal to finally meet him – the guy in the video I’d seen and wanted to thank for so long.

“There was lots of hand shaking and hugging.”

Mr Clark said he was humbled by the reunion.

“After the incident and his injuries, I didn’t think he would make it. Rarely do we find out what actually happens to people after they go to hospital, but his parents sent a ‘thank you’ card to Gympie Station about six months after the accident and said he was still in a coma.

“I’m really humbled he tracked me down. He has been on a mission to find the crew. When I rang the other boys – Firefighters Jason Evans, David Morphew and Jeremy Schrapell they were all so surprised.

“It’s a once in a lifetime thing; we’ve helped give him back his life.”

Mr Corliss said – I’m forever grateful to those guys for saving my life.

Mr Corliss married his then-girlfriend and they now have 11-year-old twin girls. While he’s not able to work due to his injuries, he helps at his parents’ pub in Childers when he can.



Chris regularly looks back on the video to remind himself how lucky he is to have survived.



The car was flipped back to the right side, ready to be towed.



Images from the incident provided by Chris Corliss.



Bruce Clark in 2001.



Chris Corliss with his wife Helen and twin daughters Lily and Jasmine.



QFES personnel return home safely from international wildfires

After a 37-day deployment, all 13 Queensland Fire and Emergency Services (QFES) firefighters have safely returned home from the United States (US) and Canada.



QFES personnel understand firsthand the dangerous impact natural disasters can have on a community and are always very eager to lend a helping hand.

In August, 188 fire specialists from across Australia and New Zealand were deployed to assist with response efforts in both the US and Canada.

Eleven QFES personnel travelled to the US West Coast to provide much-needed relief to local crews. Another two QFES firefighters were deployed to Canada where they battled wildfires in British Columbia.

Roma Street Station Officer Adam Martin was one of the 11 firefighters positioned in the US and spent most of his time deployed in Washington State, working on the Angel Springs and Cougar Creek fires.

Adam said having the opportunity to join an international contingent to help battle wildfires in the US was something he won't easily forget.

"When I first heard the US required assistance I was quick to express my

interest as I knew it would be a once in a career opportunity," Adam said.

"The next step was to successfully pass the Arduous Pack Test, where I had to complete a 4.8-kilometre hike carrying a 20-kilogram weight vest in under 45 minutes."

While deployed, Adam performed two roles – crew boss and taskforce leader.

"Both roles involved managing crews and resources while carrying out different fire objectives each day," Adam said.

"One of the most challenging aspects of working abroad was the scale of the fires being significantly larger in comparison to Queensland – meaning a lot more personnel and machinery was required.

"Another distinct difference was the operational terminology. As I oversaw the coordination of crews and resources, I needed to gain an understanding rather quickly.

"Overall, it was an amazing experience to be able to support our international

counterparts in such a critical time of need," Adam said.

QFES Commissioner Katarina Carroll said the request for support from international counterparts was testament to the high level of skill and expertise QFES crews are renowned for.

"QFES proudly participates in international deployments regularly. Thanks to the strong and mutually supportive relationships we have forged globally, it's comforting knowing that we can offer help, or request it should ever we need it," Ms Carroll said.

"As an agency, we are always looking to learn. By assisting international operations, we have an opportunity to gain knowledge that may influence how we manage future major incidents here in Queensland.

"I am incredibly proud of the efforts made by our personnel and thank them for demonstrating world-class emergency response to our counterparts in the US and Canada," Ms Carroll said.



Firefighters carrying equipment to the fire line.



When you have to work, work with a smile.



Patrolling the fire line



Emergency services plan for climate change

Queensland Fire and Emergency Services (QFES) launched the Emergency Management Sector Adaptation Plan (EM-SAP) in Cairns last month to prepare for the effects of climate change.

Queensland often experiences climate extremes including floods, droughts, heatwaves and bushfires and is exposed to a range of hazards that can lead to significant consequences for our communities. Changes in the frequency, intensity, distribution and duration of disasters are likely to increase exposure and risk to Queensland communities and infrastructure in the future.

We are already observing changes to climate which is evident in the increasingly earlier starts to Queensland's bushfire season.

Due to the impacts this could have for emergency and disaster management, the EM-SAP was developed in partnership with

the Department of Environment and Science and Griffith University.

EM-SAP was formed to help create resilient Queensland communities and a fully engaged adaptive emergency management sector which understands the risks and opportunities of climate change.

Fire and Emergency Services Minister Craig Crawford launched the plan with QFES Deputy Commissioner Mike Wassing on 7 September 2018.

Discussions focused around how the plan will support the emergency management sector to be more innovative and resilient in handling climate change.

Minister Crawford said the plan identified sector-specific climate risks, existing climate adaptation activities, and current knowledge gaps and barriers to adaptation for the emergency management sector.

"QFES is a world leader in fire, emergency management and disaster relief, and is proud to have led the development of this plan to help Queensland prepare for, respond to and recover from the impacts of climate change.

"This is an exciting time for QFES as we work to better position the department to be at the forefront of emergency management and have a comprehensive plan in place to address the challenges of climate change," Minister Crawford said.



“It’s just a joke”

Sexist jokes and sexist language might be common, but they are not funny. They devalue women and contribute to high rates of violence against women and girls.

We hear them almost every day, jokes and comments that devalue women. ‘Did you see what she was wearing?’, ‘he’s acting like a girl’.

‘But he’s a good bloke’, ‘it’s not personal’ and ‘it’s just a joke’ are some of the common excuses made for sexism. It’s true that often people with good intentions say things that are sexist or patronising to women without meaning to – they simply don’t realise how their statements might be perceived. But good intentions don’t matter when something you say has the effect of shaming people for their gender. ‘I didn’t mean it that way’ – doesn’t make it okay.

Results of the White Ribbon survey conducted earlier this year at Queensland Fire and Emergency Services (QFES) showed around one in four employees feel sexist or sexually explicit jokes are sometimes acceptable in the workplace and around half of employees would not speak up if they witnessed a sexist or sexually explicit joke at work.

QFES Deputy Commissioner and White Ribbon Australia Ambassador Mike Wassing said sexist language and degrading jokes are behaviours that help to create a climate whereby forms of violence and abuse are accepted.

“QFES is working to promote respectful relationships and safe workplaces for everyone and this means we need to create a culture where sexist jokes and language are not tolerated.”

“It takes courage to call out our colleagues when they make inappropriate comments. It may seem daunting, but you don’t have to be aggressive. Just saying ‘that sounds sexist’ or asking, ‘What do you mean by that?’ when someone makes a sexist comment is a good place to start.

“Another option is not to engage with sexist behaviour. Make your position clear by not laughing, high-fiving or otherwise encouraging sexist comments, Mr Wassing said.

Statistics from White Ribbon Australia illustrate how prevalent violence against, and disrespect for, women is within society:

- Over 12 months, on average, one woman is killed every week as a result of intimate partner violence.
- Violence against women is estimated to cost \$14.4 billion to the Australian economy per annum.
- One in five women experience harassment within the workplace.

At QFES we have zero tolerance of violence in all its forms, including physical, emotional and sexual. Confronting a colleague can be daunting but we need to change the landscape when it comes to sexism.

Doing nothing changes nothing. Be courageous. Speak up.



This is a stock image.

If you are experiencing violence and are in immediate danger and need emergency assistance call Triple Zero (000). All QFES staff and volunteers can access bullying, harassment and domestic violence support by calling FESSN on 1300 309 508.





Ups and downs are for your working week, not your super.

The 2017 Chant West Performance Report concluded that our investment strategy gives members "strong long-term performance with more stable returns than other funds."

Welcome to the QSuper feeling

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QSuper



Think. Say. Do.

Our QFES. Our Conduct.

A great workplace starts by creating a positive work environment where everyone feels valued, respected and included. And that's exactly what Think Say Do training is helping the Queensland Fire and Emergency Services (QFES) workforce to achieve.

Understanding the importance of behaving ethically is essential to ensuring the workforce reflects the QFES values. All QFES staff and volunteers play important roles within the organisation and the reality is that sometimes we react without thinking about what we're saying or doing.

Think Say Do training provides us with better awareness of these matters and helps us to pause for a moment, take a step back and think about what it is we're saying and doing in our workplace.

Workplace Conduct Branch Director Chief Superintendent Rob Boniwell said the acceptance of the Think Say Do awareness package since its launch has been pleasing to see.

"There have been many positive and constructive comments left on completion of the awareness package," Mr Boniwell said.

"It is important all of the workforce complete the training modules so we share a clear understanding of the behaviour standards expected in our workplaces and the community.

"The package includes several modules and themes surrounding workplace behaviour and code of conduct awareness.

"The training is for all members of QFES and provides helpful reminders of how we should behave both at work and elsewhere," Mr Boniwell said.

USB and paper-based information is available for those unable to access the training sessions through Nexus.



Integrity



Courage



Loyalty



Respect



Trust



QFES takes home four WAFA awards

Queensland Fire and Emergency Services (QFES) has been internationally recognised as an inclusive workforce after taking out all four awards at the Women and Firefighting Australasia (WAFA) Conference.

Recently QFES Commissioner Katarina Carroll travelled to Wellington, New Zealand to attend the awards ceremony as part of the WAFA Conference 2018.

Commissioner Carroll said she was honoured to represent the organisation as a keynote speaker.

“QFES achieved an incredible result at last week’s Women and Firefighting Australasia Awards and I would like to congratulate all four winners,” Ms Carroll said.

“I would like to recognise the significant contribution QFES has made in creating a more inclusive workforce.

“I was also proud to present an Aboriginal artwork, Connecting Linking, by Aboriginal Artist and Bundjalung woman Tatum Falala (Appo) to Fire and Emergency New Zealand CEO Rhys Jones for hosting this year’s conference.”

Station Officer Quinn Cramer took out the Outstanding Contribution by a Female Firefighter Award. The award is designed to congratulate and show appreciation for the dedication of a woman working in the fire and emergency services industry.

Emergency Services Cadet Skye Bover-Groen was the recipient of the Youth Leadership Award. This award recognises a woman aged 16-20 years old who has demonstrated strong and consistent leadership and commitment to community safety.

QFES Deputy Commissioner Mike Wassing received the Male Champion Award for his role in supporting and encouraging his female colleagues.

The final award, the Member Organisation Diversity, Fairness and Inclusion Award, went to QFES’ Transforms through Leadership initiative. This initiative has equipped hundreds of leaders with the capability to empower their workforces – which contributes to transforming organisations into modern and inclusive workplaces.

Commissioner Carroll said the four recipients have demonstrated consistent leadership and have encouraged and supported inclusiveness in our workforce.

“The WAFA promotes equity across the sector to empower all women to embrace their strengths and I’m delighted that QFES has been recognised and awarded in all four areas,” Ms Carroll said.



Commissioner Carroll presenting a gift to Fire and Emergency NZ CEO Rhys Jones in recognition of hosting WAFA 2018.



Pictured L - R Kahu Helleur, Quinn Cramer, Michelle Young, Janine Taylor, Commissioner Carroll, John Pappas and Karen Bradley.

We're making Queensland homes safer.



Seconds can make all the difference.
Photoelectric smoke alarms will help save lives.



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qld.gov.au/smokealarms





SOUTH EASTERN REGION

Multi-agency exercise, Bundamba

Recently, Queensland Fire and Emergency Services (QFES), Queensland Police Service (QPS) and Queensland Ambulance Service (QAS) conducted a multi-agency exercise at the Bundamba Advanced Water Treatment Plant.

Crews responded to a simulated explosion in a large water waste storage tank with reports of two workers missing inside the tank area. Crews wearing breathing apparatus (BA) were lowered into the tank using a tech rescue haul lowering system and conducted a primary search. One casualty was treated as deceased and the other casualty was treated by QAS. QPS attended to conduct investigations into the incident.

Crews carried out the exercise in a highly professional manner. Special thanks is given to Station Officer (SO) Andrew McMahon for planning the exercise and SO Leigh Grayson who performed the duties of incident controller.



SES thanked for their efforts

Gold Coast City Council (GCCC) held its annual Thank You SES event on 25 August 2018. Recognition was given to the volunteers for their service to the community with awards being handed out by GCCC Mayor Tom Tate. This year's event was a BBQ, so families of QFES volunteers could also attend. The day's activities included a presentation ceremony, sports activities and lucky door prizes.

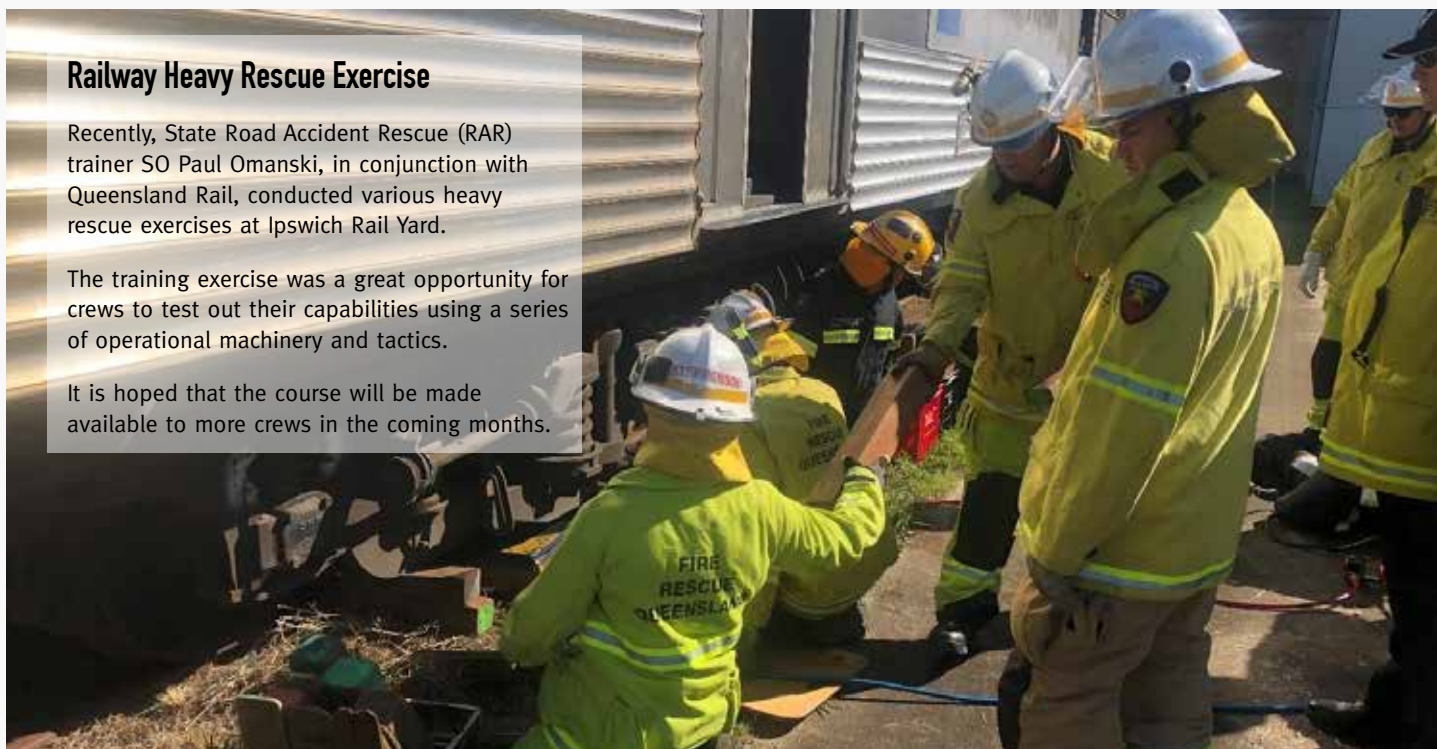


Railway Heavy Rescue Exercise

Recently, State Road Accident Rescue (RAR) trainer SO Paul Omanski, in conjunction with Queensland Rail, conducted various heavy rescue exercises at Ipswich Rail Yard.

The training exercise was a great opportunity for crews to test out their capabilities using a series of operational machinery and tactics.

It is hoped that the course will be made available to more crews in the coming months.





SOUTH WESTERN REGION

Multi-agency operational exercise, Warwick

Queensland Fire and Emergency Services (QFES) staff and volunteers joined emergency service workers from Queensland Police Service (QPS) and Queensland Ambulance Service (QAS) to respond to a simulated major building collapse following a gas explosion.

With the first responding vehicle calling for urgent assistance, all services were activated and tasked with responding to the developing disaster. Upon arrival, responders were faced with a mass area of rubble and casualties scattered over a wide-spread area. State Emergency Services (SES) volunteers went straight to work and soon deployed the Ferno Australia Mule to transport casualties back to a triage station.

Urban Search and Rescue (USAR) specialists provided instruction to the volunteers on how to move safely through the rubble and the best methods to extract casualties. Metres away, Rural Fire Service (RFS) volunteers and Auxiliary firefighters were hard at work with chainsaws and airbags clearing fallen timber from victims.

With darkness rapidly approaching, Warwick SES' Polaris Australia Ranger assisted in the deployment of lighting systems, allowing teams to continue working into the night.

The exercise reinforced that no matter what QFES responders were faced with, teams will get the job done.



Toowoomba Air Base Operations

SES and RFS volunteers joined Fire and Rescue Service (FRS) staff to complete the Air Base Operators Course. All the participants carried out a myriad of tasks including communications, flight following, marshalling aircraft (fixed wing and rotary) and resupplying water bombers.

With the base being fully operational, it is ideally situated to support other disaster operations regionally and around the state.



Exercise Loci Spatio, Maranoa

On 23 August, a hypothetical 5.5 magnitude earthquake impacted on the Maranoa Regional Council area with widespread damage and disruption to its infrastructure, essential services and the public. This simulated scenario impacted the Maranoa Local Disaster Management Group (LDMG), its Local Disaster Coordination Centre (LDCC) in Roma, and the four Local Emergency Coordination Committees (LECC) in Yuleba/Wallumbilla, Surat, Mitchell and Injune.

Exercise Loci Spatio was a multi-agency and multiple venue discussion/planning exercise with a total of 58 participants

involved over five different locations for a period of three hours. Due to the complexity of the activity there were 14 exercise control staff undertaking various roles ranging from exercise facilitators, evaluators, advisors and observers. The exercise control staff came from far and wide to assist and support the exercise.

Exercise Loci Spatio was the first of an ongoing series of planning, reviewing, training and test sessions that will assist the region prepare for, respond to and recover from possible significant events in the future.





FAR NORTHERN REGION

Operation Knock Knock

State Emergency Service (SES), Rural Fire Service (RFS) and Red Cross staff and volunteers attended the Malanda Markets as part of Operation Knock Knock activities where they spoke to local residents about the importance of resilience, preparedness and community connectedness.

Door knock operations were conducted in the Kewarra Beach area with crews visiting 300 properties and collecting information

that will assist the Cairns Local Disaster Management Group plan for future events. A static display was also set up at Kewarra Beach.

The second phase of Operation Knock Knock looked at the support role the SES play in shelter management. On Sunday 16 September Far Northern Region Emergency Management staff delivered cyclone shelter training to SES at the Redlynch storm tide shelter.



Herberton welcomes new fire station

On 21 September, Fire and Emergency Services Minister Craig Crawford officially opened Herberton's new \$2.7 million fire station and presented SES crews with three new trailers worth more than \$63,000.

The new facility has two engine bays, a training room and multipurpose area so crews will have quality facilities, extra space for appliances and ample storage for equipment and supplies.

This new equipment will be used during storm damage operations and support the SES to help communities when they need it most during emergencies and natural disasters.





NORTHERN REGION

Farewell old timer

Northern Region farewelled another '*old timer*' this month with William (Bill) Hitchcock retiring from Fire and Rescue Service (FRS) after almost 36 years' service (24 of those years being the rostering officer).

Bill performed this role originally as a firefighter on shift, however took on the full-time rostering position eight years ago. Throughout his tenure Bill worked very hard to ensure firefighters were well looked after and carefully considered everyone's individual needs.

A Townsville born lad, Bill will enjoy his retirement fishing the northern beaches and the beautiful coast of North Queensland. Northern Region staff wish Bill all the best in his retirement.



Northern Region capabilities enhanced

On 18 August the Honourable Craig Crawford Minister for Fire and Emergency Services opened the new combined Northern Training and Operations Support Complex in Townsville. The multi-purpose facility will be utilised for training, storage and operational deployments by FRS, State Emergency Service (SES) and Rural Fire Service (RFS).

Minister Crawford and Deputy Commissioner Mark Roche also handed over two new appliances to the Millaroo Dalbeg and Round Mounting RFS brigades and a new storm damage trailer to the Townsville SES.

Acting Assistant Commissioner Michael O'Neil said, "The new training and operations support facility provides our region with a number of significant benefits, such as closer training linkages, an improved appreciation for what each service can provide and a significantly enhanced deployment capability".





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CENTRAL REGION

Mackay Seniors Expo

The Mackay Seniors Expo was held for the second year in a row at the Mackay Showground Big Shed in August.

With around 80 stalls to visit, seniors learned what services and support networks are available to them. It was a great opportunity for Queensland Fire and Emergency Services (QFES) staff and volunteers to engage with community members about preparing their properties for disasters and emergencies, as well as keeping their homes safe from fire.



Operation Water Rats

The 12th annual Water Rats event was recently held at Fairbairn Dam near Emerald.

This event provided an opportunity for State Emergency Service (SES) volunteers to practice and enhance their skills in flood



Dysart Fire Station Open Day

Dysart Fire Station Open Day was held on 8 September and what a great day it was for local fires and the Dysart community. QFES mascot Blazer made an appearance and local children enjoyed playing with the fire hose and participating in a range of fun activities. Thanks to generous donations, a BBQ, colouring competition and raffle, \$1,000 was raised for the QFES Regional Challenge.



boat operations, communications, incident management, map navigation, team building and on water search techniques.

Thanks to the support from Emerald SES, Central Highlands Regional Council, Queensland Water Police and Maritime Safety Queensland, this event was a huge success.



NORTH COAST REGION

Public Information Officers skill up

In September, North Coast Region (NCR) staff and volunteers attended a two-day Public Information Officer (PIO) sub role course. Currently, NCR is working hard to have trained, knowledgeable and passionate PIOs ready to fulfil the PIO team roles, when needed, in an Incident Control Centre. Thanks for all who attended.



Building community resilience for Housing and Public Works tenants

NCR Regional Community Engagement Officer (RCEO) Julie Bruynius has been working on a pilot with Housing and Public Works and Bundaberg Housing Service, to assist vulnerable tenants to be more resilient and feel safer in their home.

Four information sessions were held over two-days, where participants each received a starter emergency kit and information about personal emergency plans and how to better prepare for emergency events. Bundaberg Regional Council completed a hazard vulnerability analysis for social housing properties managed by the Department and Regional Housing Limited. The Council identified 472 households who would benefit from the project.

The sessions were well-received and left tenants feeling more confident about the actions they need to take to prepare themselves for emergencies. To date, 84 participants have now completed the session and 61 emergency plans have been finalised in the Bundaberg area. It is intended for future sessions to be held.



R U OK? Day Kingaroy

NCR supported the 10th year of R U OK? Day on 13 September by hosting a get together in Kingaroy to highlight the importance of checking in. The message of the day was to check in with your colleagues, friends and families by asking them how they are. To help get the conversations started, NCR hosted a great breakfast for QFES staff and volunteers.

If someone ever feels like they need more support they can contact their local Peer Supporter or the 24/7 crisis hotline on 1800 805 980. Remember, if life is in danger call Triple Zero (000).





BRISBANE REGION

Air Base Manager

Queensland Fire and Emergency Services (QFES) officially opened Hangar B22 at Toowoomba Aerodrome on Tuesday 11 September. This hangar will be home to contracted aircraft and will be staffed by seven QFES air operations personnel including Fire and Rescue Service (FRS), Rural Fire Service (RFS) and SES staff and volunteers during the fire season.

Brisbane Region's Benay Patterson Senior Operational Capability Officer and Senior Field Operations Officer has been trained in the role of Air Base Manager and will manage two air base locations – Toowoomba and Bundaberg.



SES Regional Rescue Competition

On 28 July, SES Brisbane Region ran the Regional Rescue Competition at the School of Fire and Emergency Services Training Academy. There were three teams fighting for the title, as well as the opportunity to head to the State Rescue competition in Rockhampton. The teams were from Moreton, Brisbane and Redland – with first place taken by the Redland team. The teams were put through their paces using general rescue skills and knowledge. Scenarios included a rescue from a ship's hull, mass casualties at a car accident and explosion scene, and a forensic search over a rubble pit. Benay Patterson Senior Operational Capability Officer and Senior Field Operations Officer has been trained in the role of Air Base Manager and will manage two air base locations - Toowoomba and Bundaberg.



Fiver for a farmer

Friday 17 August saw Brisbane Region State Emergency Services (SES) get behind the 'Fiver for a farmer' campaign and raise enough money to purchase bales of hay and diesel for Queensland drought affected farmers.





Commissioner Carroll with fellow award winners.

“Her resilience, determination, courage and commitment has got her to where she is today, and we are lucky to have such a remarkable leader as our Commissioner.”

Mike Wassing



Known as a trailblazer for women working in emergency services, it's no surprise that Commissioner Carroll was recently named the Outstanding Alumnus Award winner and the inaugural Overall University Alumni Award winner at Griffith University's Outstanding Alumni Awards night.

Queensland Fire and Emergency Services (QFES) Commissioner Katarina Carroll was among 20 extraordinary alumni award group winners from across the Arts, Education and Law, Business, Health and Sciences who were recognised at Griffith University's Outstanding Alumni Awards night recently.

Four overall award winners were announced on the night from each award category. Commissioner Carroll was presented with the Outstanding Alumnus Award. Other high calibre award recipients were NASA astronomer Doctor Jessie Christiansen, top scientist and public health specialist Professor Qiyong Liu and psychologist and social entrepreneur Clinton Schultz.

In addition to the Outstanding Alumni Award, Commissioner Carroll was also named as the inaugural Overall University Alumni Award winner.

Commissioner Carroll's nomination was assessed by a senior judging panel against criteria including maintaining remarkable success, sustaining outstanding contributions to her industry and making significant contributions to the community from a local to international level.

The Commissioner was nominated by the Arts, Education and Law group at Griffith University.

Recently, Response caught up with the group's Pro Vice Chancellor Professor Paul Mazerolle to hear why the Commissioner was nominated out of the 200,000 people who make up Griffith Alumni.

"Commissioner Carroll has had an extraordinary career with many highlights and examples of the substantial positive impact she has had on the Queensland community," Mr Mazerolle said.

"She represents the very best of Griffith's alumni community, seeking to make a difference in the world in delivering material dividends for the community.

"Her ongoing achievements, career success, and personal attributes are outstanding, and we are incredibly proud of her."

Deputy Commissioner Mike Wassing extended his congratulations.

"For those of you who don't know, Commissioner Carroll has had, and continues to have, a distinguished career in emergency services," Mr Wassing said.

"Prior to becoming Australia's first female fire service commissioner in 2015, Commissioner Carroll served the community as a police officer for 32 years.

"After joining the Queensland Police Service in 1983 Commissioner Carroll worked in various roles before becoming an Assistant Commissioner and the Operations Commander for G20 in 2014.

"During G20, Commissioner Carroll commanded 6700 police officers while providing security for 26 world leaders including presidents, prime ministers, royalty and diplomats – helping to keep them safe during their stay.

"Through her exceptional engagement and ready willingness to work closely with all areas of the department, QFES staff and volunteers are incredibly lucky to have such a strong leader guiding their organisation.

"Her resilience, determination, courage and commitment has got her to where she is today, and we are lucky to have such a remarkable leader as our Commissioner," Mr Wassing said.



"I'm in such a privileged role to lead an amazing department that serves the community."

– Commissioner Carroll

"Whilst I've won this award, this achievement would not have been possible without QFES staff and volunteers and I share this award with all of you."



TATRA FIRE AND RESCUE UNIT

The new Tatra 4x4 Crew cab T815-2 Crew cab Fire & rescue unit is equipped with the latest technology including telescopic lighting tower, CAN-BUS operating system, 3,000 liters of water & 250 liters of fire-fighting foam. The vehicle is fitted with Tatra's powerful 435hp engine, Allison 4500 fully automatic transmission, Disc brakes and the unrivalled Tatra chassis.

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'If It's Flooded, Forget It' campaign kicks off again

Nine out of ten Queenslanders know the message 'If It's Flooded, Forget It', but some drivers continue to put themselves and others at risk.

Last year Queensland Fire and Emergency Services (QFES) swiftwater rescue technicians attended hundreds of incidents across the state and one person died as a result of driving through floodwaters.

Research conducted in May 2018 found six per cent of Queensland drivers continue to drive through floodwaters. These drivers are most likely to be aged 18-39 and drive either a 4WD or ute and drive long distances every week.

That's why this year's 'If It's Flooded, Forget It' campaign focuses on 4WD enthusiasts who think their vehicle is tough enough to handle anything.

The key message is: No matter how 'tough' your 4WD or ute, and no matter how many add-ons your vehicle has – a snorkel, mud tyres, bull bar – it's not tough enough. If you choose to drive through floodwater, it could cost your life.

This year's advertising campaign will focus on the cohort of drivers who self-assess the risk of driving through floodwaters rather than excepting that any amount of water can be dangerous to them and those called to rescue them.

It's important drivers are prepared before they get behind the wheel during severe weather and have a Plan B in case they can't get to their destination on time. Drivers need to prepare for their decision to affect others.

The 2018-19 campaign runs from November to the end of the wet weather season and features advertising on television, radio, social media, music streaming apps and digital channels.



Behind the scenes of the IFFI campaign shoot.



RFS SPREADING THE WORD

RFS take to the streets to help educate their local communities



OLD GABBA FIRE STATION

The Old Gabba Fire Station plaque was recently donated and installed at the Fire Museum Queensland



OPERATION KNOCK KNOCK

SES volunteers take to the streets for Operation Knock Knock



GRADUATES

Auxiliary recruit graduates from Hughenden, Giru, Ingham and Halifax



CUDDLES

Cuddles all round after Sunshine Coast firefighters freed Jackson the puppy who got himself stuck in a rocking chair



GOLD COAST RFS

Gold Coast Rural Fire Service Striketeam getting briefed



WINDORAH

QFES participated in a combined familiarisation training day with fellow Windorah emergency services

RESCUE COMPETITION

SES regional rescue competition in full swing



PRIDE FESTIVAL

QFES reps at the Brisbane PRIDE Festival Fair Day at New Farm Park



NEW EQUIPMENT

SES receive new equipment as part of the Energy Queensland and Powerlink partnership



CHUNGCHEONGNAMDO FIRE SERVICE

Visitors from Chungcheongnamdo Fire Service, Korea recently learned about QFES disaster management and emergency management where they undertook practical activities. The focus of this training was to build Asian Pacific Regional cooperation and capability for response to international USAR incidents



NEW STAFF

QFES welcomes new staff at an induction day held in Kedron



QFES rolls up their sleeves to help save lives

Queensland Fire and Emergency Services (QFES) have scored second place in this year's Red Cross Blood Service Emergency Services Challenge.

The Red Cross Blood Service runs the challenge each year, pitting QFES, Queensland Police Service and Queensland Ambulance Services against each other to see who can donate the most blood to save lives.

This year, QFES staff and volunteers made 449 donations, which will help the treatment of an estimated 1350 people. This is an increase on last year's total of 432 donations.

Every week the Blood Service needs more than 25,000 blood donations around Australia to meet patients' needs.

Traditionally, stocks are at their lowest during the winter months because many people cancel their appointments due to feeling unwell.

Donating takes a short amount of time but can mean a lifetime for someone else.

If you would like to donate, book an appointment online at www.donateblood.com.au or by calling 13 14 95.





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