

Frequently Asked Questions

**Australian Capital Territory (ACT)   
Emergency Services Medal**

The Commissioner of the ACT Emergency Services Agency (ESA) would like to pass on his sincere

appreciation to Queensland Fire and Emergency Services for our assistance to the ACT during

the 2019/20 Bushfire and Storm Season.

Separate to the declaration for the National Emergency Medal the ACT Chief Minister,

Mr Andrew Barr MLA has declared the events in the ACT over the 2019‐20 bushfire season of

significance for the purpose of awarding the ACT Emergency Medal.

For the purpose of awarding the ACT Emergency Medal, the following events are declared to be

an emergency event of significance to the ACT:

a) State of Alert and State of Emergency from 2 January 2020 to 9 February 2020;

b) Hospital Hill bushfire from 6 January 2020 to 9 January 2020;

c) Beard/Pialligo bushfire from 23 January 2020 to 29 January 2020;

d) Orroral bushfire from 27 January 2020 to 9 February 2020; and

e) The hailstorm and response from 20 January 2020 to 9 February 2020.

* Service must be in the protection of lives and property during the State of Alert/State of Emergency Hospital Hill, Beard/Pialligo Fire, Orroral Valley Fire and Hailstrom of 20 January 2020; or
* In the service of interests, that are not their own; or
* In direct response to the emergency (including support that enables or facilitates the emergency response).
* The qualifying period is 02 January 2020 to 09 February 2020.
* The minimum duration of service that a person is required to have completed to qualify for sustained service is 5 days (whether consecutive or not) each involving service in direct response to the declared emergency.

**Sustained Service** – The ACT Emergency Medal will be awarded to persons who meet the criteria established by the Chief Minister for each individually declared emergency event of significance to the ACT.

**Significant Service** – The ACT Emergency Medal will be awarded to persons who the Chief Minister considers contributed in direct response, assisted with the protection of lives and property and performed extraordinarily during the declared emergency event of significance to the ACT.

**How do I apply for the ACT Emergency Medal?**

Complete the [schedule](https://qfes.sharepoint.com/sites/gateway/our_org/scs/hcm/wc/wsu/honoursawards/Pages/Nomination-Forms.aspx) (with your supporting documentation i.e. timesheet, OMS roster) and submit to your Assistant Commissioner/Executive Director for endorsement.

**When is the cut-off date for nomination submission?**

Assistant Commissioner/Executive Director endorsed nominations must be submitted to the Honours, Reward and Recognition Team by Tuesday 30 November 2021, via email [QFES.HonoursRewardRecognition@qfes.qld.gov.au](mailto:QFES.HonoursRewardRecognition@qfes.qld.gov.au)

**Who is eligible for the ACT Emergency Medal and is it only for emergency services personnel?**

A range of service personnel, both paid and voluntary, may be recognised with the ACT Emergency Medal, including:

* emergency service personnel;
* federal, state and local government employees;
* private sector employees;
* volunteer and community groups;
* International personnel; and
* private citizens.

**Do I need to be on the frontline of the emergency to be eligible for the ACT Emergency Medal?**

No. You do not need to be on the frontline of the emergency response to be eligible for the ACT Emergency Medal, but your service does need to be in direct response, including support that enables or facilitates the emergency response. You must have rendered sustained or significant service during the declared ACT emergency. The service must be in the protection of lives and property; or in the service of interests, that are not your own; in direct response to the declared emergency.

If you believe your service meets the criteria and was in direct response to the emergency, including support that enables or facilitates the emergency response, we encourage you to put forward an application.

**What is the different between sustained service and significant service?**

**Sustained Service** is awarded to those who have rendered sustained service in the declared ACT emergency for the purpose of the Medal. The criteria for sustained service describe what constitutes ‘sustained service’ for each emergency and is determined by the ACT Emergency Medal Committee, in considering advice from relevant organisations and jurisdictions.

**Significant Service** is awarded to those who rendered significant service in the ACT during a significant emergency. The significant service criteria stipulate that the service must be extraordinary. The ACT Emergency Medal Committee considers each nomination on a case-by-case basis before making a recommendation to the Chief Minister. Applicants do not need to meet the sustained service criteria to be eligible to apply for significant service (e.g. minimum duration of service, eligible dates of service).

Successful applicants through both the sustained and significant service channels are awarded the same medal and relevant emergency clasp.

**Can I nominate someone for the ACT Emergency Medal who died or was evacuated due to illness or injury during the declared ACT emergency?**

Yes. The ACT Emergency Medal Committee may consider whether the service requirements for the award of the Medal for sustained service may be waived for a person who:

* died during the ACT emergency; or
* was evacuated during the ACT emergency due to illness or injury. The Committee considers these on a case by case basis.

**Do I need to be physically located in the ACT area to be eligible for the ACT Emergency Medal under sustained service?**

No. The ACT Emergency Medal Committee considered the criteria and reviewed feedback for past declared emergencies, and determined that individuals physically located outside of the ACT area may still be eligible for the ACT Emergency Medal, provided the service rendered was in direct response or support that enabled the direct response to the ACT declared emergency. E.g. Emergency service personnel who worked in an ICC or SOC located outside of the ACT, providing the work they performed was support that enabled the direct response.

**I rendered service during the eligible emergency period, but the days were not consecutive. Can I still apply?**

Yes. The minimum duration of eligible service required to qualify for the award of the Medal for sustained service is outlined in the Declarations for each declared ACT emergency.

To note:

* days served do not need to be consecutive;
* service may be a combination of paid and unpaid service; and
* service may include up to two days of travel time.

**What constitutes a ‘day’ of service for the purposes of the ACT Emergency Medal?**

A ‘day’ for the purposes of the ACT Emergency Medal refers to a calendar day. A minimum of four hours of service per day is required.

**Do I need to be an Australian citizen to be eligible for the ACT Emergency Medal?**

No. The awards are not exclusively for Australian citizens. Anyone who renders service in direct response to the declared ACT emergency, including support that enables or facilitates the emergency response, can apply for the ACT Emergency Medal.

**Is there a minimum age requirement to be eligible for the ACT Emergency Medal?**

No. There is no minimum age requirement to be eligible for the ACT Emergency Medal. Anyone of any age who renders service in direct response to the declared ACT emergency, including support that enables or facilitates the emergency response, can apply for the ACT Emergency Medal.

**I already have the ACT Emergency Medal. Can I apply again if I render service in another ACT emergency and will I receive another Medal?**

Yes. You may apply for the ACT Emergency Medal again if you render service in another ACT emergency.

If you have previously been awarded the ACT Emergency Medal, please note that you will not receive another Medal. You will receive the relevant emergency clasp, which will attach to the ribbon of the Medal you were previously awarded.

**How long do applications take to process?**

Once ACT has received the bulk QFES listing, applications can take up to 12 months process and that nominations will be processed in the order in which they are received.

**What do I need to submit if I don’t satisfy the specific sustained service period or meet the criteria for significant service for the NEM?**

The Honours, Reward and Recognition Team have an extensive range of recognition options available from the Honours, Reward and Recognition Booklet: <https://qfes.sharepoint.com/sites/gateway/our_org/scs/hcm/hcos/honoursawards/Documents/QFES-Honours-and-Awards.pdf>