

# RESPONSE

RESILIENT AND READY FOR THE PEOPLE OF QUEENSLAND

QUEENSLAND'S OFFICIAL FIRE AND EMERGENCY SERVICES MAGAZINE FEBRUARY 2022



**Hazards of the job**  
The world of scientific

# CONTENTS

## HIGHLIGHTS

**SEVERE WEATHER SEASON**

Working together for Queensland

**4**



**AUSTRALIA DAY AWARDS**

QFES members honoured

**10**



**AUNTY LESLEY**

Pioneering QFES Elder

**12**




### ON THE COVER

Scientific volunteers decontaminate after a nitric acid spill at Ormeau. The acid was unintentionally collected by a waste removal truck at a local pet food factory and started to dissolve the tank, generating nitrous oxide fumes.

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

QFES appreciates the support of advertisers, but does not necessarily endorse or evaluate advertised products, services or vendors, nor any of the claims made by advertisements.

**Address:** Response magazine, Media, Communications and Online Branch, Queensland Fire and Emergency Services, GPO Box 1425, Brisbane, QLD, 4001  
**Editor:** Jarryd Luke, Vivienne Luxford and Shannon McBride  
 Phone: 07 3635 3314  
 Email: Magazine.Editor@qfes.qld.gov.au  
 Advertising: Martyn Hewett  
 Email: mkhewett@bigpond.com  
 Graphic Design: Dexart Graphic Design  
 Email: dexartgraphicdesign@gmail.com

*QFES acknowledges and recognises Traditional Owners as custodians of the lands where we work together with the communities of Queensland. We pay our respects to Aboriginal and Torres Strait Islander ancestors of these lands, their spirits and their legacy.*

» Severe weather season	4
» Girl Guides SES badge	9
» Australia Day Awards	10
» QFES Elder Aunty Lesley	12
» Responding to aviation incidents	14
» Toowoomba Fire Brigade Museum	17
» QFES' scientific volunteers	18

### AROUND THE STATE

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

### CELEBRATE

» Bundaberg SES Unit	28
----------------------	----

### CAPABILITY

» Mobile Command Centre 501 Tango	31
-----------------------------------	----

### GALLERY

	32
--	----

### SPOTLIGHT

» Coast Guard skipper makes history	34
-------------------------------------	----

# FOREWORDS



**GREG LEACH**  
Commissioner

## QUEENSLAND FIRE AND EMERGENCY SERVICES

As much as we'd like to ease into a new year 2022 has had other plans, with our frontline services kept busy responding to severe weather and emergency incidents. Through the hard times, it has been encouraging to see the resilience of Queensland communities.

Unfortunately, this severe weather season has not been without tragedy. The effects are far-reaching and impact family and friends, the community, and the emergency service personnel who perform recoveries. It's a stark reminder of how dangerous floodwaters can be.

The way our services collaborate and seamlessly work together to help those in need has been evident at all times. This collaborative approach also extends to the community partners we work alongside during times of crisis. It reflects true interoperability to achieve a common goal.

FRS scientific officers were kept busy during two chemical incidents in late January, including one at New Chum that was ongoing for several days. Our volunteer scientific support officers also lent their expertise at the protracted event and responded to other smaller incidents. Being able to provide support to the community in this way shows the depth of skills we have in our volunteer ranks.

In December, we recognised the outstanding achievements and significant contributions of staff and volunteers through the Commissioner's Awards for Excellence. The award recipients are living the QFES values every day and strive for continuous improvement. Congratulations to you all.

COVID-19 continues to present challenges to us at QFES as well as the Queensland communities we support. Thank you for your flexibility and willingness to adapt to changes so we can continue to deliver a professional service to the community. Many of our workforce have either experienced COVID-19, have had to isolate or have family members impacted by the virus. This can be a difficult time and I encourage you to keep in touch with your team members or approach FESSN if you need to talk.

On a final note, I'd like to extend my best wishes to Deputy Commissioner Mark Roche who announced that he would be retiring in March. Mr Roche has an impressive service history and has made a significant contribution to QFES. I'm fortunate to have worked alongside him during these past few years. I wish him well for the future.



**MARK ROCHE**  
Deputy Commissioner

## READINESS AND RESPONSE SERVICES

This severe weather season is one of the most testing we have seen in recent years and we continue to be challenged by weather events across the state. The unpredictable nature of some of these events means QFES' response to affected communities is vital.

TC Seth and the resulting weather system caused significant rainfall in North Coast Region, particularly impacting towns between Maryborough and Gympie. Sadly, lives were lost during this weather event. Far Northern Region faced their own challenge with TC Tiffany while Brisbane Region faced another type of emergency with several chemical incidents that required response for a protracted period. All services were committed to the response and recovery of these events in partnership with many local and state government and community organisations. We managed these incidents seamlessly which shows the maturity and capability of QFES.

The QFES Australia Day Awards were announced last month. The quality of nominations was high and were from a wide range of services and functions. Congratulations to those receiving awards and thank you for your service and commitment, especially during the past year. I'm continually blown away by the achievements of our people. The one thing that is consistent among our nominees and award recipients is that none of them do their work for recognition. It is inspiring and you should be proud of what you've achieved. Unfortunately, award celebrations have been put on hold for now but there will be a chance soon to formally celebrate your achievements.

It's a bittersweet final *Response* message from me as I close the door on my QFES career after more than 40 years. It has been a fulfilling career and I thank those who have helped me along the way. Deputy Commissioner Wassing will be stepping into the role to lead Readiness and Response Services Division. I know he will bring extraordinary expertise, insight and guidance to the role.

Throughout my career, I have had the pleasure of meeting many people from across this vast state, from all QFES services, both paid staff and volunteers. They come from all walks of life but have one thing in common: a desire to help others and serve their communities.

While I will miss the camaraderie of working at QFES, I hope to keep in touch with many of you as I enter retirement – especially people who have tips to improve my golf swing!



All in a day's work for these swiftwater rescue technicians.

# Soaked to the bone

**QFES members have been working tirelessly throughout an unrelenting and ever-evolving severe weather season.**

Tape up the windows, secure loose objects outdoors, prepare your emergency kit, and brave it out.

These are just some of the things Queenslanders are doing this severe weather season, which officially started in October and will likely carry through to March, thanks to a La Niña weather system.

After a quiet bushfire season, Fire and Rescue Service (FRS), Rural Fire Service (RFS) and State Emergency Service (SES) crews have been out in force across the state, rescuing people from floodwaters, managing incidents and helping the community clean up and recover.

## Graveyard shift

The sleepy, rural town of Inglewood experienced major floods in 1956 and 1976. In 2011, the floodwaters peaked just under the Macintyre Brook Bridge, and the town breathed a sigh of relief.

Fast forward to December 2021, and things were a lot different. While intense rain saturated catchments, the rain moved east, and again the town breathed a sigh of relief. This quickly changed when an unpredicted 90mm of rain fell within an hour.

On 1 December at 10pm, SES crews began door knocking. Later that night, nearly 800 people were evacuated to the cemetery – a dramatic, once in a lifetime experience.



The floodwaters peaked at 11.15m, significantly higher than initially predicted, but lower than the record of 12.50m in February 1956.

In the aftermath, local SES and RFS volunteers assisted with the clean-up, with reinforcements joining later from the greater Maryborough area. These actions would soon become a sign of the times.

### Cyclones come to town

Cyclone Seth lashed the state's south-east, with gale-force winds, king tides and prolonged, intense rain. The rain was unexpected and unrelenting as it stayed localised between Gympie and Tiaro, an extremely rare occurrence according to the Bureau of Meteorology.

The remnants of Cyclone Seth swamped the Wide Bay Burnett region, causing major flooding.

The small town of Gundiah, located approximately 40 kilometres south of Maryborough and with a population of less than 200 residents, was hit hard. With floodwaters quickly rising, the Gundiah Rural Fire Brigade (RFB), along with help from Fire and Rescue (FRS) swiftwater rescue technicians, RACQ Life Flight, Queensland Police Service and the Local Disaster Management Group, worked together to defend the town.

Gundiah residents reported 377mm of rain fell locally, the highest recorded rainfall in the town's recent history, and more than 650mm was recorded in the catchment area to Gutchy Creek and Kanigan Creek.

On 8 January, the Gundiah RFB station was used as a local evacuation centre due to the Gundiah Memorial Hall being inundated, along with other community buildings.

The dire situation kept the brigade on their feet; doorknocking, providing respite welfare for evacuees, logistics of food and transport with the help of the Community Coordination Committee, and undergoing flood clean up and house washouts.

"In a small community, there were 11 vehicles, two caravans, two motorbikes, one bus, one boat and numerous white goods that were inundated or destroyed. This took everyone by surprise," said Gundiah RFB member Jenny Pepper.

Neighbouring RFBs came to help with the mammoth clean-up task ahead.

"Tiaro RFB supported washouts on Saturday afternoon (8 January) and Theebine RFB supported on Sunday. There was great camaraderie and cooperation between brigades of the Mount Kanigan District RFB Group."

Despite the extent of the flooding, members of the township showed courage and resilience.

"The Gundiah RFB would like to praise the actions of all organisations who worked extremely well together, in particular the swiftwater rescue teams and the helicopter crew for safely transporting evacuees to the Gundiah RFB station."

RFS Maryborough Area Director, Inspector Craig Adams, said volunteers make many sacrifices to save lives.

"It makes me feel very humbled to know that our volunteer firefighters and community groups can be called upon at any time of the day regardless of the emergency, put the community's interests at heart in an effort to try and make a bad situation better."

But it wasn't over yet for Queensland.



SES floodboat teams were deployed to NSW. (See details over page)



Cyclone Tiffany made landfall near Cooktown on 10 January, bringing heavy rainfall. While the damage bill was minimal, emergency service crews were still busy.

In the early hours of the morning, three people were rescued from a tree as their car was swept off the road and began to submerge in flood waters. An elderly couple attempted to drive through flooded waters but hit a submerged object, pushing the car off the causeway. They escaped to the rear tray, their toes inches from floodwaters, and waited for emergency services to arrive.

The cyclone was somewhat unpredictable, as it was expected to cross the coast as a category two, but later was downgraded to a category one, then eventually a tropical low.

### What lurks beneath

After a storm, cyclone or flood, drivers may experience reduced visibility, slippery roads and debris, causing unsafe driving conditions. Several drivers across the state have been caught out when they tried to cross flooded roads. In some cases, the outcome has been devastating.

Brisbane Region's Technical Rescue Coordinator, Station Officer Marc O'Brien, said it has been a standout busy season.

"There have been lots of incidents and types of incidents we haven't seen in years – probably in the past five years," Marc said.

"The most challenging rescue this season was saving three people in the early hours, who were basically in the middle of nowhere outside Goomeri, and well and truly stuck in the floodwater.

"They were caught out by the sheer volume of water. Local farmers had never seen water flowing like that in the 35 years they had been there.

"They were in the wrong place at the wrong time."

No matter the conditions, swiftwater rescues are always dangerous. In Maryborough, a small bull shark was spotted in floodwater, metres away from a children's park.

"The concern is that floodwater is so dark and dirty, you have no idea what could be under there: barbed wire fences, submerged cars, fallen trees, or anything that could tip you over. The speed and the power of the water can also put your life at risk."

Swiftwater rescue training sessions test the crew's ability to rescue people trapped on top of a vehicle after being washed off a causeway, or caught against a tree; something which crews have dealt with regularly this season.

"The training and resources we are using at the moment have absolutely saved lives. Without the Motorised Swiftwater Rescue Craft and the last decade of training, we wouldn't have even been able to attempt that rescue in Goomeri.



Rising floodwaters caught out many drivers in the Wide Bay Burnett.



“It’s all paying off to help save the lives of those who get caught in dangerous situations.”

Marc added that it’s important to keep reinforcing the If It’s Flooded, Forget It message.

“Many situations can be avoided by making better choices as a result of having more information.

“You can never really say it enough until people get that message through.”

The message is clear: if it’s flooded, forget it.

### A shoulder to lean on

Similar events were happening in New South Wales (NSW), with catchments saturated in the south-east, and slow-moving flood waters coming down from Queensland affecting the west.

On 23 December, two days before Christmas, QFES’ first team was deployed to flood-affected areas, consisting of four SES volunteers and one SES staff member, eight swiftwater rescue personnel, and one RFS staff member.

Over the course of 22 days, four teams were deployed to Walgett, Lightning Ridge, Collarenebri and Dubbo.

For 20 years, SES volunteer Ian Bacon has assisted with large-scale severe weather events, helping after Cyclone Larry, Yasi and Debbie and the 2011 Queensland floods.

“I basically spent five days pulling people out of houses in 2011,” Ian said.

Ian, along with three other SES volunteers and FRS swiftwater technicians were deployed to Walgett.

“We were tasked with whatever needed to be done to support the community.”

To brighten spirits, the SES and swiftwater crews organised a game of cricket at the swimming pool with local First Nations youth. The event was ‘a big splash’ and well attended and appreciated by the local community.

“The community knew we were there to help them if the weather turned and anything got out of hand. Community safety was the priority.”

The team also had to manage the presence of COVID-19.

“There were one or two COVID-19 cases in the town, but we still made sure we were COVID conscious; doing Rapid Antigen Tests every two days, wearing masks and maintaining social distancing to try and minimise the risk of exposure.”



The Inglewood clean-up crew after a hard day’s work.

Everyone deployed had to make a personal sacrifice. Instead of celebrating Christmas with their families, the crews celebrated at the SES Walgett Depot as a close-knit team, with a special lunch flown in from Lightning Ridge.

“While we were down there to do what needed to be done, I still missed my wife and my young grandchildren, and being around them at Christmas time.”

### Passing it on

Between 14-15 January, the small island kingdom of Tonga was blasted by a sonic boom which triggered a tsunami and sent ash more than 30 kilometres up into the air, covering the main island of Tongatapu.

QFES coordinated with the Department of Foreign Affairs and Trade to deliver valuable supplies of portable pumps and tanks, to support Tonga’s recovery. These supplies can be used for washouts of houses, cleaning roads and the airport after flood events and cyclones, something QFES has recently become overfamiliar with.

QFES continues to monitor potential future support requirements for Tonga and surrounding nations.



Floodwater caused extensive damage to roads.



Commissioner Greg Leach visited the State Operations Centre in December 2021.

A proud service provider to



Queensland Fire and  
Emergency Services

Queensland  
Police

YOU SERVICE  
THE COMMUNITY.  
WE SERVICE YOU.




Proudly an approved provider of novated leasing to Queensland Fire, Emergency Services and Police.

You could make your salary go further with a novated lease and you could:

- save thousands in upfront GST on your new car's purchase price\*
- access great discounts and GST savings on scheduled servicing, maintenance, fuel and tyres


### Check out some of our latest vehicle specials



**Mazda BT-50**  
MY21 Thunder TF Auto 4x4 Dual Cab Spts 6sp 3.0DT

Includes FleetPlus packaged finance and running costs\*

From \$313/week from your take home pay  
Save thousands in estimated tax savings over 5 years



**Volkswagen T-Cross**  
MY22 C1 85TSI Life Wagon 5dr DSG 7sp FWD 1.0T

Includes FleetPlus packaged finance and running costs\*

From \$172/week from your take home pay  
Save thousands in estimated tax savings over 5 years



**KIA Sportage**  
MY22 NQ5 SX+ Wagon 5dr Spts Auto 6sp FWD 2.0i

Includes FleetPlus packaged finance and running costs\*

From \$215/week from your take home pay  
Save thousands in estimated tax savings over 5 years



**Mitsubishi Mirage**  
MY22 ES LB Auto Hatchback 5dr CVT 1sp 1.2i

Includes FleetPlus packaged finance and running costs\*

From \$113/week from your take home pay  
Save thousands in estimated tax savings over 5 years

1300 353 381 | [fleetplus.com.au/qld-govt](https://fleetplus.com.au/qld-govt)

**DISCLAIMER:** Information was current at time of publishing and is subject to change. \*GST saving up to \$5,521.18 (as per ATO guidelines, current at 01.07.2021). #Weekly figures are based on following criteria: 1) Vehicle purchased in QLD; 2) Travelling 25,000km p.a.; 3) 2 year (36 month) lease term; 4) calculated using the Employee Contribution Method (ECM); 4) Assumed residual value based on residual percentage outlined by ATO guidelines as at 1 July 2021; 5) Payments made monthly in arrears; 6) budgets for finance, fuel, servicing, tyres, maintenance, Allianz comprehensive motor insurance, and re-registration over the period of the lease. Vehicle residual, as set by Australian Taxation Office, payable at the end of lease term. The exact residual amount will be specified in your vehicle quote. Vehicle pricing is correct at the time of distribution but may be subject to change based on availability. Vehicles must be ordered and delivered before 31 March 2022 via the FleetPlus preferred dealer network. The novated lease offers are only an indicative approximation and availability on the selected new vehicles and models shown and may change at the time the lease quotation is completed and finalised.

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

© FleetPlus Pty Ltd [2022.01].

Advertisement





# Girl power inspires the next generation of volunteers

Girl Guides Australia Queensland partner with Queensland State Emergency Service for an exciting new badge program.

Girl Guides Australia Queensland (GGQ) and Queensland State Emergency Service (SES) joined together in December 2021 to launch a partnership that supports the development of girls now and into the future.

The SES are supporting a badge program with GGQ that provides an opportunity for Girl Guides around the state to learn more about volunteering for the SES. The girls complete a skills education program and undertake age-appropriate tasks relevant to SES volunteers.

The Guides have an opportunity to meet SES volunteers, either through a visit to the Girl Guide Unit or with the Guides visiting an SES Group. Older Guides have an opportunity to individually meet, interview and profile female SES volunteers,

concentrating on their leadership and opportunities for women in the service.

The badge they receive will be added to their 'blanket badge' collection, as a permanent reminder of the skills they learnt and the value of volunteering.

Older girls in the program are encouraged to consider reaching beyond Guides and volunteer with their local SES Group in the future.

Kathryn Pearson, State Commissioner for Girl Guides said, "We encourage them (the girls) to challenge themselves, to nurture a respect for the environment and wildlife, to campaign for the issues that they care about, to work as a team, to develop a love of the outdoors, and to find a sense of achievement working through challenges."

"You see, the synergies between our two organisations are clear!"

Kathryn's daughter Lily attended the launch event at the Aspley Guide Hut on 8 December. After trialling the skills and meeting a few SES female volunteers she said, "I can't wait to do the program!"

SES volunteer Diana Bissett was on hand for the launch event.

"This is such a great partnership between organisations," Diana said.

"Sharing these important life skills with our young female community members will support their personal development and strengthen our communities into the future. I've really enjoyed working with the girls today."



The new program encourages a future of volunteering to young girls.



# Top class honours awarded

Five QFES members have been honoured this Australia Day with awards that recognise their distinguished service to emergency services and their communities.

The Australian Fire Service Medal (AFSM) and the Emergency Services Medal (ESM) are only awarded to those who have made significant and ongoing contributions to serve their communities throughout their careers. The Order of Australia Medal (OAM) recognises Australians who have demonstrated outstanding service or exceptional achievement.

This year Assistant Commissioner South Western Region, David Hermann; First Officer of the Brooweena District Rural Fire Brigade, William Brand; State Manager for Volunteer Marine Rescue Association Queensland, Keith Williams; SES volunteer Jason Daniels; and Peter Geiger of the Canungra Rural Fire Brigade were recognised in the Australia Day Honours.

## David Hermann AFSM

Assistant Commissioner David Hermann said being recognised from among the wider cohort of people who do such great work, day in and day out, is very humbling.

“I see the award as a recognition of not only what I have contributed but what my fellow emergency service personnel contributed from a whole of department perspective across all the work QFES does in emergency and disaster management,” David said. “Without a doubt it’s a career highlight.”

David’s AFSM citation mentions his operational excellence during the 2019/2020 Australian Bushfires, the North Queensland Floods in 2019 and the Central Queensland fires in 2018 as well as his work with Urban Search and Rescue (USAR).

David has been with USAR since its inception in the late 1990s and moved through all levels of qualifications, achieving Task Force Commander.

“I’ve been involved in large-scale disaster response across Queensland, interstate and internationally with USAR,” David said.

“I was deployed for three of Queensland’s most significant cyclones including Larry (2006), Yasi (2011) and Debbie (2017).



“I deployed to Indonesia for the 2004 earthquake off West Sumatra and to Christchurch for the 2011 earthquake.

“These events stay with you, but out of all the things we do across all of QFES the most important, and the reason we exist, is to help others in times of need.

“QFES provides many different services to the community but we are most appreciated during times of adversity.”

David celebrated his award with his family at their favourite special occasion restaurant.

## William Brand AFSM

Rural Fire Service volunteer William Brand received the prestigious medal for being an inspirational leader, not only to his brigade but to the wider community.

William said receiving the award came as a shock.

“From all the congratulatory responses I’ve received it clearly means a lot to the community, but I didn’t know anything about it,” he said.

“I even had calls from the Commissioner, the Deputy Commissioner and all the way down the chain, congratulating me. It’s not every day you get a call from the Commissioner. It makes volunteering worthwhile.”

After more than 40 years, one moment stands out for William; a suspected arson that burnt more than 400ha of the surrounding area.

“I remember the Aramara fire in 2012. It was a 23-hour job, and we were going non-stop. The whole town was affected. It was a mad day, but we saved every house.

“You get satisfaction when you help someone, you can see it on their face. That’s what volunteering boils down to I suppose – the appreciation.

“My family are over the moon. All the effort over the years has come to something.

“I don’t know who you are but thank you to whoever nominated me.”





## Keith Williams ESM

Keith Williams, State Manager for Volunteer Marine Rescue Association Queensland, said he was incredibly humbled to be recognised among an amazing group of people and receive the Emergency Service Medal.

“I consistently work with the most extraordinary people who will always go the extra mile in the face of danger to make sure we do the best for the Queensland community that we possibly can,” Keith said.

“I am deeply honoured to receive this recognition for doing something that I love and something that is so much a part of me.”

Keith is coming up to 25 years of volunteer service in the marine rescue and said that while there may still be some surprises in terms of incidents, he has seen a large spectrum of the marine rescue operations.

*“The look of relief on people’s faces when they see firsthand how we use our capability is its own reward”*

– Keith Williams ESM

“The big problem for many people is that even a simple breakdown can leave them in fear of not knowing how they may get their family and boat back safely to shore.

“The look of relief on people’s faces when they see firsthand how we use our capability is its own reward.”

Keith has been involved in delivering safety training and assessment for recreational marine licensing in remote Queensland, including Indigenous communities.

“Some of our remote Gulf coastal and island communities have limited access to infrastructure, which we take for granted. Many of these locations simply have no access to a simple boat licensing course.

“Those on coastal islands must use small vessels to obtain essential supplies from the mainland. This means they often put to sea in small cheap vessels with little marine training and no boat license. They have no other choice.”

“Volunteer Marine Rescue’s resources in this area are limited but we are fortunate enough to be able to assist in this small way to improving compliance and safety outcomes for members of these communities. I’m proud of our staff and volunteers who undertake these initiatives.”

On Australia Day, Keith was volunteering at his home squadron at Volunteer Marine Rescue Raby Bay.



## Peter Geiger OAM

Rural Fire Service volunteer and former auxiliary fire service captain, Peter Geiger, was awarded an Order of Australia Medal for his years of service to the Canungra community across multiple organisations.

Peter was the Charter Member of the Canungra Lions Club and their second president; the inaugural president of the local sporting complex and one of the first to lobby for an ambulance station to be built in Canungra. He was also the inaugural Canungra Auxiliary Fire Station Captain and continues as the Canungra Rural Fire Brigade’s fire warden, a position he has held since 1982.

“When they built the Canungra Fire Station I was among the initial group of 10 to do the training back in 1979. I was named Captain and held that role until my retirement in 2015,” Peter said.

“Back in those days we learnt the trade but there was no such thing as being paid. We did it to protect the community. It was good enough to get the plant and equipment to service the area,” he said.

Peter said the award wasn’t something he had ever expected.

“You just do your civic duty and lead by example and hope someone will follow you, that when your feet are worn out someone will fill your shoes.

“The important thing to me is that we keep this Australian way of life going, that we help one another, help your mates or anyone in trouble who needs it. That’s what I hope for, that the spirit of helping each other carries on into future generations.”

Peter’s family gathered together on Australia Day – in person and on the phone – to hear his wife read out the Governor General’s letter.

“It wasn’t easy keeping it secret from the family. I think they all thought my wife and I had won the lotto!

“It took them all by surprise but they were very happy for me.”

SES volunteer Jason Daniels received the Emergency Service Medal for devotion to duty, operational excellence and outstanding service to the community.

The QFES Australia Day Achievement Award ceremonies were postponed due to the Queensland COVID-19 outbreak. *Response Magazine* will report on these awards and celebrate the winners in the April edition.



# QFES Elder leads the way

**QFES Elder Aunty Lesley Williams has done much to protect the rights of Aboriginal and Torres Strait Islander peoples in Queensland as an activist, writer and cultural advisor.**

Aunty Lesley is well known for instigating the Justice for Aboriginal Workers campaign, which led to the Queensland Government delivering a reparation package of \$55.4 million in 2002 to all Indigenous workers whose wages had been controlled by past governments. In 2019, the government paid a further \$140 million.

She and her daughter Tammy told the story of this campaign in their award-winning memoir *Not Just Black and White* (2014)

Aunty Lesley also worked with a team from La Trobe University as part of National Geographic's Geno Project, which studied historical patterns in DNA. They found that Indigenous maternal lineages have minimum ages of about 35,000 to 50,000 years, confirming that Indigenous peoples are the oldest continuous culture outside Africa.

Aunty Lesley received the Centenary Medal in 2003 for her distinguished services to the Aboriginal and Torres Strait Islander community.

## Stolen wages

Aunty Lesley grew up in Cherbourg, an Aboriginal settlement founded in 1901, where Indigenous people were forcibly removed from across Queensland and northern New South Wales.

She and her family weren't allowed to leave Cherbourg without a permit, and as a child she developed a stutter when talking to the officials. Despite all this, she still has fond memories of swimming and fishing in the creek at the settlement.

When she turned 15, the government forced her to leave school and work as a domestic servant for white families. Her wages were kept and controlled by the government.

"I did all the cooking and cleaning and looked after their children," Aunty Lesley said. "We weren't told how much we earned or how much was in our accounts. They only gave us pocket money.

"I found out 30 years later, in 1992, that my wage had been 3 pounds 10

shillings (about \$7) for the week. I started questioning where that money had gone.

"I searched through the state archives and found that even my grandparents and great grandparents had worked under that scheme. All our wages had been gathered into a single account and transferred to Brisbane, along with money from other Indigenous settlements such as Palm Island and Woorabinda.

"We'd thought the government was looking after us by supplying our rations, but they'd bought them with our own money. We were destitute while the government held our money in that account."

## Not Just Black and White

Aunty Lesley led a campaign over nine years to highlight this history and advocate for the return of the stolen wages.

"A lot of our elders depended on it," she said. "I kept focusing on the injustice.

"I didn't do this on my own – a lot of people came on board to help me.



Aunty Lesley (centre) with current and past CareerTrackers interns and the staff who support them.



As a Cultural Advisor to the Queensland Government, Aunty Lesley provides cultural advice on issues relating to Aboriginal and Torres Strait Islander child safety and wellbeing.

It's important to stay grounded and acknowledge all your ancestors and what they've gone through. We live privileged lives now."

Reparations were made for the stolen wages, with leftover funds invested into a scholarship for Indigenous students, but Aunty Lesley was concerned the history would be lost.

She started writing her memoir with her daughter, a project that would take them 10 years to finish, often writing at night because they were both working.

"I didn't know how to use a computer, but I was obsessed with capturing our history," Aunty Lesley said.

"We mapped out the book's themes on butcher's paper on the wall. We wrote roughly a million words. I have boxes of drafts in a storage shed.

"The monetary side of things has been settled, but what should be done now is a full recording of all this history.

"Part of the original reparation offer was to produce history kits for schools, but that never happened. There were also plans to install signs in areas across Queensland to acknowledge the Indigenous custodians, but that is also yet to be done."

### Caring for Country

Aunty Lesley said NAIDOC Week and its 2021 theme of 'Heal Country' highlighted how everyone can care for country, particularly to help fight climate change.

"It goes back to when our ancestors looked after the country," she said. "Now, together, we have to protect it and nurture it for future generations."

Embracing cultural burning is one way to help achieve this.

"Rather than wait for a bushfire to come through, you use contained burning to encourage new growth.

*"It fills me with pride knowing there are a lot of deadly young people coming through who will be our future leaders"*

– Aunty Lesley

"Cultural burning protects native animals and birds. You burn at certain times of the year and once it's clear, animals come back to feed and that provides a food source."

QFES has taken several opportunities to learn from traditional owners about Indigenous cultural fire management practices through participating in and supporting cultural burning.

This work will soon be strengthened when eight new Indigenous Bushfire Safety Officers join our ranks around the state this year.

### Support for young people

Aunty Lesley has seen QFES increase its engagement with Aboriginal and Torres Strait Islander peoples over recent years.

"I think QFES has become more open, inclusive and embracing through programs like the CareerTrackers Indigenous internship program," she said.

"There is a lot of support and the program is embraced by staff. I was mindful that we nurtured and looked after the interns, so it's great to know they'll be mentored at QFES.

"That comes from the top, which makes a big difference. Leadership figures are part of the program and get involved in our events. I know they're genuine and they want to be there.

"It fills me with pride knowing there are a lot of deadly young people coming through who will be our future leaders. We're handing on the baton for them to carry. Hopefully they can share the stories I've passed on.

"I'm so proud of our interns. They've achieved so much. What I love about them is they're so passionate – they have access to these opportunities and they're not taking it for granted."



*A plane failed to take off from Archerfield Airport in December 2021, crashing through a fence and into a paddock. Firefighters applied foam on a fuel leak and the two people on board escaped unharmed.*

# Fighting fires at aircraft crashes

Aviation incidents may be rare in Queensland, but they present firefighters with a unique set of hazards.

On average, there are about 32 fatalities in aircraft accidents in Australia each year, according to the Australian Transport Safety Bureau.

Crashes can happen anywhere. In Queensland last year, light aircraft were forced to land on roads, beaches, paddocks, a golf course and a resort.

Executive Manager State Air Operations, Martin Gibson, said QFES is often the first on scene at aircraft incidents. The dangerous nature of these incidents makes training for them an important part of the firefighters' toolkit.

"QFES' aviation training package describes strategies to avoid hazardous materials, fight aviation fuel fires and gain entry into an aircraft.

"Some aircraft are fitted with ballistic parachutes, ordnance or ejection seats that can be incredibly dangerous if they go off."

## Training

Station Officer Adam Elms from Wishart Fire and Rescue Station was in the Royal Australian Air Force (RAAF) Fire Service for 10 years before joining QFES in 2005. He's still a reserve firefighter with the RAAF and has been deployed twice to Camp Baird in the Middle East to protect Australian and Coalition assets.

Based on his experience with the RAAF, Adam developed QFES' aviation training package in 2015.

"Queensland was the second fire service in Australia to be certified by the Civil Aviation Safety Authority (CASA) to train with a specialist aviation package," Adam said.

All QFES recruits complete the training and Adam and his team have also delivered it to fire stations near small airports such as Archerfield, Redcliffe, Caboolture, Airlie Beach, and Moranbah.

"We've started upskilling in regional areas where there's a higher risk of general aviation accidents. Commercial aircraft are highly regulated so incidents at large airports are quite rare."

The airports at Brisbane, Gold Coast, Sunshine Coast, Rockhampton, Mackay, Gladstone, Townsville, Cairns, Hamilton Island and Whitsunday Islands are attended by Air Services Aviation Rescue Firefighters (ARFF), so QFES only plays a support role.

"We've also been called to assist incidents at RAAF Base Amberley," Adam said.

## Aircraft crashes in Queensland

The last fatalities in commercial aviation in Queensland were in 2005, when Aero-Tropics Air Services Flight 675 crashed on a ridge during its approach to Lockhart River Airport, killing all 15 people on board.

One of the worst aviation disasters in Australia happened in 1949 when a



Lockheed Lodestar plane stalled and crashed onto its belly while taking off from Coolangatta. Tree stumps tore open the plane's underside and it slid for about 18 metres. The plane came to rest in a shallow swamp beyond the airstrip and burst into flames.

The cabin door was ripped off in the crash, but the fire prevented the people on board from escaping. Firefighters used extinguishers to fight the blaze and pumped water from the swamp. They even navigated through burning fuel on the surface of the swamp water to climb onto the plane's wing, but it was too late. All 21 people on board were killed.

In Queensland there were 871 incidents involving aircraft last year, including engine malfunctions, forced landings, collisions with birds, cracked windshields or aircraft veering off a taxiway. Twenty-four of these resulted in serious injury.

### Know your airport

One of the first things firefighters learn about aviation incidents is that every airport is different.

"Each airport has an Aerodrome Emergency Plan (AEP) that tells firefighters where they need to go and what they should do when they arrive," Adam said.

"At regulated airports, QFES firefighters cannot operate on the airfields or use aviation radios without being authorised and licensed. We must always follow the procedures in the AEP and any movement

around the airport must be under the direction of a guide or air traffic control.

"When we arrive on scene, the situation can be quite frantic, but we can't just beeline it to the smoke because most airports are mostly grassed with a lot of drains and gullies where our vehicles can become immobilised.

"We train our staff to approach any incident from an upwind position. This means we avoid driving through a debris field if a plane has crashed. However, we must find a position that is safe if we are still waiting for the aircraft to land."

### Hazards

A lot of modern aircraft are built with advanced composite materials that are dangerous when under fire.

"They become more toxic than asbestos," Adam said. "Under a microscope, asbestos can look like a fishhook – these materials look like a fishhook with barbs coming off it. We must always wear respiratory protection and decontaminate ourselves and our equipment."

Some single-engine aircraft also have ballistic parachutes that can be dangerous if undeployed.

"They're powered by a rocket motor with the same fuel that's in a NASA rocket, so they come out incredibly fast."

Military aircraft have their own challenges.

"Queensland is a busy military state – vehicles and aircraft are continually

travelling back and forth for training exercises. In the event of a crash, we'd seek advice from the military about potential hazards like weapons or ejection seats.

"A saying we have is 'if it's yellow and black, don't touch it' because this is the colour used for ejection or safety devices. If a firefighter tried to assist an unconscious pilot, for example, they might panic and pull the ejection handle, which could kill them both."

### Tactics

Firefighters use various strategies when approaching an aircraft fire.

"If people are still in the fuselage, our main priority is to protect it," Adam said. "If the outside is burning, we first cool down the fuselage so the fire doesn't penetrate.

"Our next priority is to make sure the side that's not on fire is safe so people can escape. In larger aircraft, flight attendants will get people out while we apply foam to the fire and stop any fuels moving towards the evacuation area."

When a plane crashes into water, it's a different story.

"If there's water within one kilometre of an airport, Air Services have boats at the ready. Our nearest crew will fight the fire from a QPS or Volunteer Rescue boat," he said.

"Appropriate training combined with strong inter-agency relationships are key when responding to aviation incidents."



VH-BAG, the plane that crashed into swampland in 1949 and erupted into flames.

## Considering Retirement?

Contact Tynans to set up a meeting with our qualified Financial Advisers to discuss strategies for your future financial security

### Strategic Advice Services

- ◆ Retirement planning
- ◆ Superannuation strategies
- ◆ Salary packaging
- ◆ Centrelink optimisation
- ◆ Estate planning considerations

### Complimentary Meetings

We offer free of charge meetings for Qld Fire and Emergency Service officers and their families.\*

**Peter Savage APM**  
Relationship Manager



**Jim O'Donnell APM**  
Relationship Manager



**Dennis Fitzpatrick**  
Relationship Manager



## Who are Tynans?

A boutique financial advice firm specialising in pre-retirement and retirement planning.

Our advisers have extensive experience providing personal retirement advice to Queensland Fire and Emergency Service employees and their families.

**Peter Savage APM**  
Relationship Manager  
M: 0419 654 827  
E: peter.savage@tynansadvice.com.au

**Jim O'Donnell APM**  
Relationship Manager  
M: 0409 752 260  
E: jim.odonnell@tynansadvice.com.au

**Dennis Fitzpatrick**  
Relationship Manager  
M: 0417 615 210  
E: dennis.fitzpatrick@tynansadvice.com.au

Tynans Pty Ltd AFSL No. 480042 ABN: 56 607 988 992

\*Fees and charges may apply to any services or advice provided following any initial free consultation.

T: +61 7 3085 3000  
W: [www.tynansadvice.com.au](http://www.tynansadvice.com.au)





# Toowoomba Fire Brigade's proud history

**It's been 140 years since the Toowoomba Fire Brigade Board was formed on 19 January 1882 at the former Toowoomba Court House. The Toowoomba Fire Brigade Museum proudly preserves its history.**

The museum is run by the Toowoomba Fire Brigade Historical Society Inc (TFBHS), a volunteer organisation run by operational and retired members, to preserve firefighting history.

Retired Senior Firefighter Glen Englart, Secretary, said the society had collected 16 fire trucks housed in their museum at the Highfields Pioneer Village. They're currently building a second shed to house the rest of their collection.

"Our goal is to preserve the fire trucks for the public," Glen said. "If we don't keep them, they'll be lost to history. We aim to keep one of every type of urban fire appliance."

Several local firefighters spent a year of weekends and nights restoring a classic Dennis fire truck in 1991.

Patrick Wright, a retired firefighter who joined the brigade in 1969, said, "Some of us knew panel beating, some were great with mechanics so they got the pump going and fixed the engine, some were great with timberwork for the lockers and some were really good at spray-painting. Everyone had a talent. Now it's the pride of our fleet."

One of the oldest items in their collection is an 1880s hand reel imported from England.

"It's the original hand reel from when the brigade was formed with 50 volunteers," Glen said.

"The hose reel was housed on Toowoomba's main intersection near the fire warning bell tower. Two firefighters could easily pull the hose reel within two kilometres, and when they got to the fire they plugged it into the reticulated water supply.

"In 1886, a man rang the bell to alert the town to a fire at the horse stables, but the bolt holding the bell snapped and it fell and crushed his leg so severely it had to be amputated. He tried to claim £1000 pounds (more than \$250,000 today) in damages, but the Board refused responsibility and he only received £25."

The bell tower was later moved, but it had a troubled history. On Peace Night in 1918, people hitting the bell with hammers cracked it and it had to be replaced at the cost of £100.

"In 1933 the Empire Theatre burnt down about 50 yards from the fire station," Glen said. "The brigade's appliances couldn't control the fire, so they imported the Dennis fire truck from England the next year."

The museum is also home to a substantial collection of uniforms, extinguishers, helmets, communications equipment and historical documents.

The TFBHS run a charity through the museum, helping families displaced by fires or firefighters who have come upon hard times.

"That always used to bug me at house fires – you'd hop in the truck and leave and wonder how the families got on when they were destitute and had nowhere to go," Glen said.

Glen said learning the history of the fire service could also help new firefighters understand how far the fire service had come over the years and how hard it was at the start.

"There was no funding so it was hard to get anything. Everything had to be handmade at the station and done on the cheap," he said.

The Toowoomba Fire Brigade Museum is open 7 days a week.



*Society members with one of their restored trucks at the Toowoomba Carnival of Flowers.*



*Retired firefighters enjoy a monthly morning tea at the museum.*



# Using science in the field

**QFES' Volunteer Scientific Officers freely give their time and expertise to identify and contain hazards at chemical spills, truck rollovers and other incidents.**

Volunteer Scientific Officers first joined QFES in 1992 as part of the Response Advice for Chemical Emergencies (RACE) unit, which later became part of the Fire and Rescue Service.

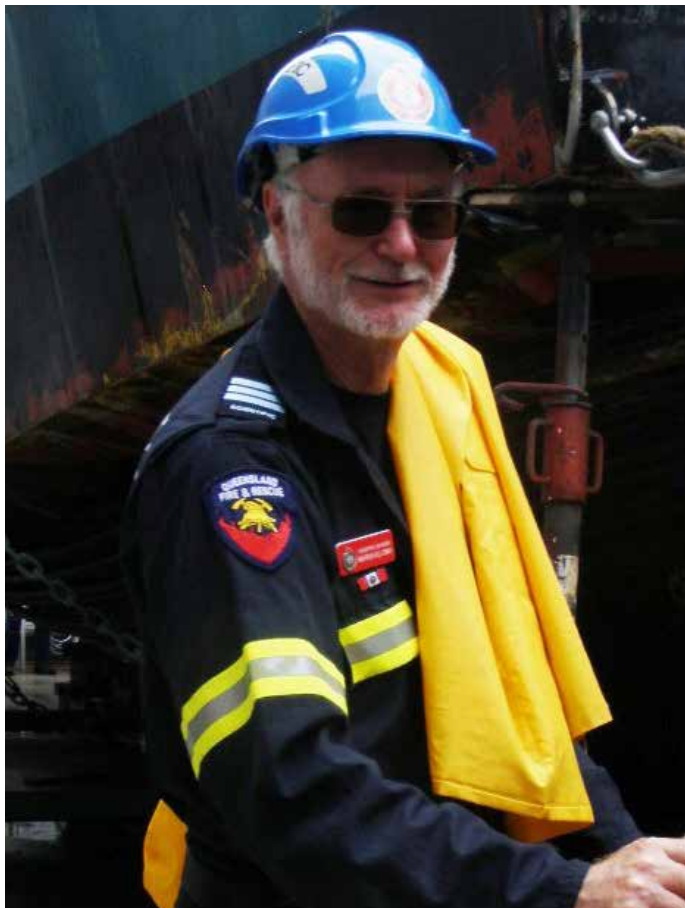
Matthew Smith, Manager of Technical Systems, said 46 regional volunteers and five Queensland Health volunteers support his team in Brisbane.

"Most of our volunteers are chemists or chemical engineers at an undergraduate, honours or PhD level, but we also have pharmacists, biomedical scientists, engineers and an occupational hygienist," Matthew said.

"Some are senior managers with more than 30 years of experience, others are grad students with two or three years under their belts. Our youngest volunteer is 24, while our oldest is 74."

The Research and Scientific Branch responds to about 400 incidents per year and volunteers are activated for 45 to 60 of those.

"Our ultimate goal is to help protect people, property and the environment by preventing, reducing or neutralising the uncontrolled release of hazardous materials," Matthew said.



Warren Holloway shares his experience as a Volunteer Scientific Officer.

"This is especially tricky if the chemical is unknown or labelled incorrectly. In these cases, we use our mobile analytical instruments and chemical knowledge to rapidly identify it on site, such as 'white powder' incidents, to determine if it's dangerous or not. This way, we can protect people who may have been contaminated. We also provide advice on how to mitigate and reduce the potential for continued harm."

Most volunteers keep their uniforms and equipment in their cars so they can drive straight to incidents and meet the BA Hazmat officer on scene.

QFES rolled out iPads to all the scientific volunteers last year, equipped with Hazmat apps, chemical data and point guide information.

"Scientific volunteers must have a deep understanding of hazardous materials and be able to work under pressure while performing their role safely," Matthew said.

"Once the job is complete, it's satisfying to know you've helped prevent further injury, loss of life, damage to a business or damage to the environment."

## Problem solving under pressure

Warren Holloway from Bundaberg has been a Volunteer Scientific Officer with QFES for almost 30 years. He has a Bachelor of Science majoring in Chemistry, a Masters in Pathology and a PhD in Biotechnology and has published more than 30 scientific papers. He currently works as a consultant Industrial and Environmental Chemist and Microbiologist.

He gained early experience with emergency services when he worked on a project at the Australian National University to study the best crops to grow after cyclones. A colleague at the Department of the Environment suggested he apply to volunteer with QFES.

Warren said he enjoyed the challenge of solving technical problems under pressure.

"You're quietly working at your computer, or it's the middle of the night, and suddenly you get a call, throw on your uniform and when you arrive everyone's waiting for you," he said.

"We often have to do really complex chemistry while wearing hot, restrictive safety gear. It's challenging to think hard in that environment, and afterwards you come home and slip back into normal suburban life."

## Tyre centre

When Warren gets a call, he never knows what kind of incident he could be responding to. Over the years he's lent his expertise at chemical spills, factory fires, trains filled with fumes, rubbish dump fires, ship clearance, flood clean-ups and drug raids.

One of the most complex incidents Warren responded to was a fire at a tyre service centre in the middle of Bundaberg.



Volunteers don the chemical suit (left) and the fully encapsulated gas suit (right).

“There was a toxic plume of smoke and water runoff full of harmful chemicals,” Warren said. “I got called when the fire was well underway.

“My priority was to contain the toxic runoff. With the help of local government Environmental Health Officers, we pushed a truckload of dirt with a bulldozer to make a dam.

“The next problem was that the smoke was floating over to a nearby retirement home. We used monitoring equipment to check the air quality there and based on that, I had to decide whether we should evacuate the retirement home or not.

“It was a lot of pressure, but fortunately there was a wind change and we didn’t need to evacuate.”

### **Trial by fire**

Warren’s first incident was also one of his toughest.

“A truck carrying a mixed load of chemicals rolled over in front of a primary school. I’d only just finished my training and I was the only scientific officer in the area.

“Those are the most difficult jobs because all sorts of chemicals are mixed in a load, spilling over the road and leaking inside the truck.

“I had to determine the major hazard – which chemical was the most toxic and was going to ignite or explode.

“Trucks carry a manifest of their chemicals in the cab, but in this case I couldn’t get to it, so I had to climb in the back of the truck and go through the containers. The QPS Inspector kept asking me if he should declare a state of emergency. I had to ask them to take a step back so I could have some space to think.

“With the help of firefighters I unpacked the load and went through all the labels to sort out what was spilling, what was safe and what wasn’t.”

### **White powder**

Warren’s least favourite kind of operation is white powder incidents, which he’s often called to.

“They just make me uncomfortable,” he said. “I once knew the woman who was the victim of a white powder incident.

“She worked in a government building and one day she opened an envelope and the powder spilled over her and her desk.

“This was near the courthouse and the work she did made it a credible threat. I was called in to make the assessment. She was unharmed, but it was terrible how the powder spilled on her and she had to be taken to hospital to be checked out.

“Another time, I got a call from the local police because a man had pulled up outside the station in his car. He was covered in white powder, which was agitating his skin and causing him distress.

“He was a migrant farm worker who spoke little English and he’d had a dispute with some of his fellow workers and they’d sprinkled pesticide in his car. I was able to identify it using the police’s forensic equipment.”

### **Staying calm**

Warren said he enjoys volunteering alongside his consulting work.

“The annual training course is great and it helps me connect with other professionals from various chemical industries,” he said.

“To volunteer with QFES you have to think under pressure, which means you have to keep cool and calm.

“It’s been good for me after nearly 30 years and QFES has been very supportive. The QFES members and other emergency responders at incidents are always excellent to work with.”



# NORTHERN REGION

## A Christmas visit to Townsville University Hospital

The Townsville Fire and Rescue staff continued to build on their strong relationship with the Townsville University Hospital and its official charity, Brighter Lives, by organising a Christmas visit to the Children's Hospital Ward at the end of 2021.

Senior firefighter Kyle Keighery said, "It was really inspiring to be able to put smiles on the children's faces and they all loved Blazer making an appearance."



After raising \$8,700 earlier in the year for Brighter Lives, Acting Station Officer Hal Tucker said, "We are currently in the process of planning a Guinness Book of World Records abseiling attempt at the Queensland Country Bank Stadium later in the year.

"We're building on the fundraising from 2021, to continue to support this very worthy local charity."



## Exercise Plethora

In late 2021, Flinders Local Disaster Management Group (LDMG), ran Exercise Plethora to test its Local Disaster Management Plan (LDMP) and associated stakeholder procedures for likely disaster events. With the state borders set to open and a La Niña wet season on the horizon, the exercise was very timely.

It was also a great opportunity for the group and stakeholders to plan the necessary preparation and response, with lessons management and continuous improvements front of mind.

The exercise was facilitated by QFES Emergency Management Coordinator Andy Pethybridge, with an evaluation report to be

developed by the Flinders Disaster Management Officer Mel Keating. The exercise objectives focused on COVID-19 in the local government area during a significant La Niña wet season, and the likely support the LDMG may require for sheltering, and potential evacuation centre occupation, for local and external evacuees.

Flinders Local Disaster Coordinator, Hari Boppudi, said, "These exercises are great for councils like Flinders that don't have dedicated staff for disaster management and aren't able to test capacity or team capability unless an actual disaster event occurs in the region. Flinders LDMG also had several new faces in the group, and the exercise provided an opportunity for the group to get a feel for the work environment during an event. We would like to thank QFES for the ongoing support."





# CENTRAL REGION



## SES maintains safety in croc country

Recently, the Whitsunday State Emergency Service (SES) unit hosted a two-hour crocodile awareness session, delivered by the Department of Environment and Science.

The Proserpine River is known crocodile country and has one of the highest population of crocodiles in Queensland. Data shows an average of 5.5 crocodiles per kilometre in the Proserpine River, compared with 1.7 crocodiles per kilometre on average in Queensland rivers.

There is an increased risk around boat ramps where fishing boats dispose of food, bait and fish scraps. Local Controller Mark Connors said, “The sessions were educational and a timely reminder to increase the SES flood boat operator’s safety. The SES are called to rescue people in the Whitsundays area who may be in cars washed off causeways or boating and run out of fuel.”

When out in the field, remember to watch out for crocodiles in unusual places after very high tides and heavy rains, as they may move into new areas where they have not been seen before.

## Movember Swim Challenge wins QFES Best Fundraiser Award

Congratulations to firefighters Cameron Kerr, Carl Jackson and Kyle McCormack from Mackay Fire and Rescue Station for organising the Mackay Movember Swim Challenge on 25 November 2021.

The event, which was awarded QFES’ Best Movember Fundraiser trophy, spread the word on men’s mental health by bringing together emergency personnel to talk about testicular and prostate cancer.

Forty personnel from eight agencies, including Queensland Police Service, Surf Lifesaving Mackay, Queensland Health, Queensland Ambulance Service and QFES, hit the pool to swim 60 kilometres, representing the 60 men’s lives that are lost every hour to

suicide. The network established within these agencies highlights the tightknit community of Mackay.

Mackay City Area Commander, Inspector Sven Diga said, “I would like to thank firefighters Cameron Kerr, Carl Jackson and Kyle McCormack for their tireless work with organising the event and media interviews. A special mention also to Aviation Firefighter Beau Tanton in supporting the Movember campaign and producing an awesome video of the day.”

The Movember Swim Challenge is now an established annual event in the Mackay Whitsunday Zone calendar, and other areas are encouraged to join the challenge in the coming years.





# NORTH COAST REGION

## Energising SES on the North Coast

On 10 December, the SES Supporting Partnership with Energy Queensland (Energex and Ergon Energy) and Powerlink Queensland delivered \$32,188 in equipment to 26 SES groups from across the region.

The equipment included battery-powered scene lighting, chainsaws, pole saws and storage boxes, power tools, stretchers and stretcher trolleys, CelFi communications connectivity kits and vehicle fridges. The valuable equipment has already been put to good use during recent storms in the region.

Volunteers from each recipient group attended and were excited to take the gear with them at the end of the short handover event. Assistant Commissioner North Coast Region Gary McCormack spoke about the value this partnership has brought to SES groups across the years. Peter Lougheed, Area Manager Sunshine Coast for Energy Queensland, discussed the valuable relationship the energy companies have with the SES. He praised the way they work together to restore power after emergency events and help communities get back on track as quickly as possible. Also on hand at the event was Rob Skelton MP, Member for Nicklin.



## Cherbourg celebrates NAIDOC

On 25 November 2021, SES volunteers and Fire and Rescue Service permanent and auxiliary firefighters attended the Cherbourg NAIDOC celebrations at the local sports complex. The rain didn't dampen Cherbourg's community spirit, as they still pulled together a fantastic event.

The Queensland Reds attended and made sure the children had a great time with ball games on the field and the basketball court. There were a number of stalls and everyone had a wonderful time speaking to the locals and engaging with other services in Cherbourg.



## Cadets get a taste of QFES

North Coast Region FireCom and Maroochydore Fire and Rescue Station recently hosted an engaging tour for PCYC Emergency Services Cadets. The young cadets were lucky enough to see a range of appliances and equipment, even getting to experience the views from Maroochydore's Bronto Telescopic Ladder Platform.



# BRISBANE REGION



## Surprise visit to a local school

Late last year, the C Shift crew from Acacia Ridge Fire and Rescue Station visited Sunnybank Hills Autistic School with the Queensland Police Service, for a wonderful opportunity to interact with the children and their teachers.

The children had a great day learning about the fire truck and dressing up in the turnout gear.

Acting Inspector Gavin Mansfield said it was a fantastic day spent at the school with their counterparts from Queensland Police Service for the school's end-of-year celebration.

"The children were very interested in the truck and were particularly curious about what was hidden in all the lockers. We even had Senior Firefighter Paul Skipper partake in a mock arrest.

"It was a very fulfilling day and I hope to see more visits like this in the future."



## Heading south for Christmas

Christmas 2021 was spent a little differently for a group of SES volunteers and Fire and Rescue Service 'swifties'.

Four floodboat operators, eight swiftwater rescue technicians and one liaison officer were deployed to help our counterparts in New South Wales, providing a local crew with a well-deserved break. The locals had been battling a prolonged period of local flooding brought on by extreme weather.

QFES crews were still able to have some Christmas cheer, as they were treated to a special Christmas food delivery. Thanks to NSW SES for looking after our hard-working staff and volunteers.





**Welcome to ZERO fees novated leasing.**



**1300 22 55 82**

**[allianceleasing.com.au](http://allianceleasing.com.au)**

\*Zero entry fees,  
zero exit fees, zero management fees.

#### **APPROVED QUEENSLAND GOVERNMENT SUPPLIER**

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

#### **QUEENSLAND GOVERNMENT DISCLAIMER**

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

ADVERTISEMENT





# SOUTH EASTERN REGION



## New Chum chemical spill

On Saturday 8 January, Fire and Rescue Service (FRS) crews were dispatched to a chemical spill producing a large gas plume at New Chum in Ipswich. The crews found 75 1000-litre containers of nitric acid. One of the containers had ruptured, creating a rapid chain reaction as the nitric acid spilled and caused more containers to rupture.

Over three days, crews worked in hot and harsh conditions wearing chemical splash suits to separate the containers and neutralise the nitric acid under the technical advice of the QFES Scientific Branch.

FRS crews, Senior Officers and Incident Management Team Officers, QFES Scientific Branch and FireCom all worked together to bring the incident to a safe conclusion.

Rural Fire Brigades supported operations and provided a Polaris vehicle, QFES Media disseminated public information and Brisbane Region sent support resources.

## PCYC Emergency Services Cadets Games

Seven teams of PCYC Emergency Services Cadets from across south-eastern Queensland came together at Cedar Creek Wolffdene Rural Fire Station to put their skills to the test in The Rescue Games.

Cadets were due to travel to Sydney to compete in the Australian Fire Cadet Championships when the event was cancelled due to border restrictions. Determined to ensure the training and dedication of cadets did not go to waste, the Logan SES Unit and Cedar Creek Wolffdene Rural Fire Brigade created an alternative competition.

Teams competed in a range of life-like scenarios including burn-over technique, winching and turfing and casualty handling, with 40 SES and RFS volunteers on hand to provide coaching and judging.



## Energy companies support SES with new equipment boost

The Energising Queensland SES Equipment Program, supported by Energex and Ergon Energy, part of Energy Queensland, and Powerlink Queensland delivered a boost in equipment for South Eastern Region SES Groups ahead of the summer severe weather.

Handover events were held at Goodna on 26 November and Ormeau on 9 December. The Goodna event was attended by Acting Assistant Commissioner Mark Stuart, Acting Regional Manager Mark Kelly, local staff and volunteers from the recipient groups, along with Mark Hilder, Area Manager Ipswich Lockyer for Energy Queensland. Ormeau saw a similar group of local staff and volunteers, joined by the Acting Assistant Commissioner, the Regional Manager, and the Area Manager Brisbane South for Energy Queensland, Kevin Lavender.

Eleven groups in South Eastern Region received more than \$24,000 in equipment including stretchers, power tools, CPR training kits, scene lighting and chainsaws, which groups requested based on local need.



# SOUTH WESTERN REGION

## South Western Region responds

The first few weeks of December kept the South Western Region busy with flooding and inundation of multiple towns and roads. The newly established Regional Operations Centre (ROC) was fully active for the first time and remained stood up for the duration of the two-week event. Three aircraft were used throughout the event with a total of 28 taskings, which included deployment of

resources and personnel into areas that were inaccessible due to flooded roads. In total, 503 Rapid Damage Assessments were conducted and 167 SES TAMS jobs were recorded.

A big thank you goes to South Western staff and volunteers who worked during this severe weather event, and to the swiftwater and ROC support teams who were deployed to the region to assist.



## A special Christmas surprise for sick kids

Christmas was made brighter this year for kids and their families staying at Toowoomba Base Hospital, thanks to local firefighters and QFES staff. Firefighter Matt Boyce and his crew collected the presents, which were generously donated by QFES' Toowoomba Command and Regional Headquarters, to surprise kids on Christmas morning. The Toowoomba Hospital Foundation helped make this a memorable day for all involved.



## Teamwork on display during Southern Downs rescue

A quiet, picturesque day in the wilderness around Cunningham's Gap quickly turned dark for one unlucky member of the public when they lost their footing and fell, causing injuries.

With the weather and other operational requirements restricting access to rescue helicopters, Queensland Ambulance Service (QAS) called QFES for assistance. Firefighters from Toowoomba and the Southern Downs areas were deployed, along with SES volunteers from Stanthorpe, Toowoomba, Wallangarra and Warwick, and an All-Terrain Vehicle (ATV) for back up. SES volunteers from South Eastern Region also joined the call for help.

After more than a two-hour treacherous walk, SES volunteers convened with the QAS paramedics and firefighters who were with the patient. However, the hard part wasn't over yet – they still needed to move the patient to safety.

Teamwork from all the emergency services came into its own, and after several hours the patient was delivered safely to the roadside and to the comfort of a dry ambulance for the trip to hospital.





# FAR NORTHERN REGION



## Exercise Thanos

Operations Management, Maritime Safety Queensland, Ports North, Aviation Rescue Firefighting Service and other agencies.



Exercise Thanos was based on a diesel spill scenario, spilling fuel and igniting Wharf 10 on the Cairns Inlet. The wharf, under the wharf and the hull of the ship would be on fire, along with a vehicle and trailer on the wharf.



## FBA trainees on the ground

Two Fire Behaviour Analysis (FBA) officers in the making, Auxiliary Firefighter Andy Mason and Northern Region Station Officer Eric McBain, are continuing their training by conducting destructive sampling techniques, as part of the Overall Fuel Hazard Assessment process. There are currently four trainee FBAs undergoing practical training in Far Northern Region, under the guidance of QFES FBA instructor Steve Lewin.

## Energy injection for SES volunteers in Far Northern Region

Christmas came early for SES in Far Northern Region, thanks to the delivery of equipment from the Energising Qld SES Equipment Program, supported by Energex and Ergon Energy, as part of Energy Queensland, and Powerlink Queensland.

Seventeen groups throughout the region received equipment valued at \$22,655, including thermal imagers, vehicle fridges, CelFi connectivity devices, defibrillators, stretcher trolleys, pole saws, chainsaws, battery boxes, scene lighting and generators.

SES Local Headquarters at Manunda joined SES volunteers from the recipient groups, local SES staff, Regional Director Wayne Coutts and Regional Acting Assistant Commissioner Neil Francis, who was on his second day in the role.

SES Local Headquarters at Manunda joined SES volunteers from the recipient groups, local SES staff, Regional Director Wayne Coutts and Regional Acting Assistant Commissioner Neil Francis, who was on his second day in the role.





# Bundaberg SES puts community first

The Bundaberg State Emergency Service (SES) Unit received a Highly Commended Achievement in the Commissioner's Awards for Excellence in December for their leadership, inclusiveness and work with the community.

It's the latest in a string of honours for the unit, which also won Queensland Unit of the Year in the 2021 SES Week Awards.

They've run community resilience initiatives in schools, hosted training with international defence force personnel, engaged with the LGBTIQ+ and Indigenous communities and implemented processes to improve their response times.

Response sat down with two of their members to find out the secrets of their success.

## An inclusive culture

Kieran Galey has been with the SES for about 13 years and has been the Local Controller in Bundaberg for the past four years.

"The Bundaberg SES Unit is a fantastic group of volunteers who will do anything to assist their community in times of need," Kieran said.

"The morale and support they offer to the community and their fellow volunteers is unbelievable."

Kieran said inclusion meant a lot to him and his unit.

"Volunteers should be inclusive of cultures so people feel respected and valued for who they are. Having an inclusive environment helps improve retention, morale and trust."

Deputy Local Controller Luke Harding said he was proud to celebrate diversity within the SES.

"It keeps me looking for better ways to work with others and understand how I fit into the community," Luke said. "It teaches me to be a better person."

Kieran said the Bundaberg SES Unit had many LGBTIQ+ volunteers and always welcomed like-minded community members to their facilities.

"We collectively decided we wanted to better engage with our fellow community members to promote resilience and a welcoming attitude to the greater community," Kieran said.

"We conducted interviews with our LGBTIQ+ volunteers to get feedback and identified key areas where we can implement change to support equality."



The Bundaberg SES Unit at the Commissioner's Awards for Excellence.



## Live with the land

The unit also appointed informal officers to liaise with the Indigenous community and engaged with traditional owners to better read the land for signs of missing persons during search operations.

“We have three trained field search coordinators with diverse backgrounds inside and outside the SES,” Kieran said.

“We wanted to better understand traditional knowledge so we could use different strategies when we’re assisting the Queensland Police Service (QPS) and identifying locations of interest.

“It helps us live with the land and not on the land,” Kieran said.

Luke said the traditional owners helped the unit understand how to leave the environment undamaged.

“They helped us understand people’s behaviour and how the terrain affects how they move through the area,” Luke said. “For example, a heavy scrubbed area with few visible tracks will deter people from walking into the terrain.

“The elders also helped us understand how to leave a small footprint on the environment when we search. We’re looking forward to working more with traditional owners in the future.”

## Operation Talisman Sabre

In 2019, the Australian Defence Force reached out to the unit to use their facilities during Operation Talisman Sabre, a joint exercise with the United States Marine Corps. As a result, the SES housed the marines for a week.

“It was a fantastic opportunity to build international relationships with frontline services and understand more about how emergency services and the defence forces use resources,” Kieran said.

“It led to improvements in team building, intelligence gathering, building capability in frontline medical trauma, and first aid skills.

“We built long-time friends internationally and many of them hope to return in 2023 for the next Operation Talisman Sabre.”

Luke said he enjoyed greeting the American personnel and making them feel at home.

“We were glad to help them gain more experience in working with civilian personnel in Australia,” he said.

## Deployments

The Bundaberg SES Unit has responded to a range of events, from COVID-19 border operations to the south-east Queensland hailstorm.



Bundaberg SES volunteers during the 2019/20 bushfires in Woodgate.

“Four of our personnel travelled to NSW during the floods last year, along with four from Hervey Bay and four from Brisbane,” Kieran said.

“We stayed overnight in Port Macquarie and the next morning we were tasked to Taree. We tarped roofs, emptied houses of wet carpet and damaged furniture, hosed houses out and removed debris.

“The devastation was intense – houses no longer fit to live in, families losing all their possessions and throwing out their furniture in the streets.

“But it was heart-warming to see the community stand together for those in need and work to get back on their feet.”

## Woodgate

One of the most memorable operations the Bundaberg SES Unit has been part of in recent years was the 2019/20 bushfires around Woodgate.

“When the fire started, we had 30 volunteers in Woodgate on standby, conducting traffic management, performing traffic operations and assisting with incident management,” Kieran said.

“QFES and QPS coordinated the situation quickly and effectively to keep the community safe.

“Back in Bundaberg, some of our volunteers supported the Bundaberg Air Operations Base and Incident Coordination Centre.

“The volunteers put in 2600 operational hours and every day were asked to do more. It made me proud to be the Local

Controller for such a fantastic group.”

Luke liaised between the SES and Fire and Rescue Service in Bundaberg.

“It was my first time in that role for such a major incident. At first I wanted to be out in the field but I realised my experience was needed in the operations centre to support our crews.

“It hit home to me that all my years of training meant my knowledge was better used there than in the field.”

## Ex-Tropical Cyclone Seth

Most recently ex Tropical Cyclone Seth had the unit stepping up to help the community.

Kieran said they received 71 requests for assistance during this weather event.

“Once we finalised operations in Bundaberg, we provided assistance to Maryborough with flood boat operations, TAMs, incident management and clean up.”

## Building resilience in the community

One thing that has become clear to Kieran is how Bundaberg has responded to these challenges.

“It’s been a tough few years, but we’ve seen a lot more resilience in the community.

“Bundaberg residents are doing well in preparing and responding to the threat of bushfires and severe weather.”

# Dedicated to QSuper members and their future

**QSuper will continue as part of  
Australian Retirement Trust**



Issued by QSuper Board (ABN 32 125 059 006) as trustee for QSuper (ABN 60 905 115 063). Consider the relevant product disclosure statement (PDS) and target market determination (TMD), available at [qsuper.qld.gov.au](http://qsuper.qld.gov.au), before deciding whether any product is right for you. The merger of QSuper and Sunsuper to create Australian Retirement Trust is scheduled to be completed on 28 February 2022, subject to outstanding conditions and approvals. Australian Retirement Trust PDSs (which will set out eligibility criteria) and TMDs are expected to be available from completion at [australianretirementtrust.com.au](http://australianretirementtrust.com.au).

ADVERTISEMENT



*The appliance brings extra capability to a wide range of incidents.*

# Ready to tango – Meet the 501T

**This specialised mobile command centre provides all-encompassing support during a range of incidents and events.**

Portable incident management technology is commonplace these days, but QFES' mobile command centre has additional capability that can provide support for Level 1 to Level 3 incidents.

The only one of its kind in QFES, the 501T mobile command centre is a specialised vehicle that can be deployed to assist in Fire and Rescue operations, State Emergency Services operations and Rural Fire Service operations.

Kemp Place Station Officer Eric Atkinson said although the appliance was based at Kemp Place, it can be deployed throughout Queensland depending on operational need.

"This vehicle is used as an incident control point providing situational awareness up and down the chain of command," Eric said.

"This is particularly important during emergency incidents that require state-based oversight and support.

"The more information we have on the ground, the more we can feed to the State Operations Centre and the Commissioner and other decision makers.

"It's typically used in a Fire and Rescue capability but can support all QFES services at any type of incident.

"The aim is to provide support to functional roles with communications, IT and streaming capability.

"This could include physical and electronic maps, weather reports, predictive services requests and air operations situational awareness.

"It has five workstations and can support a FireCom operator as well."

Work within the 501T can change pace depending on the type of incident and the stage of response.

"We find that we mirror the tempo of the incident itself. When we first arrive, it's very high tempo, trying to understand the incident and what the objectives are and how we can support. The tempo may drop as we move into recovery phase," Eric said.

Commissioned around 2010, the appliance is self-reliant which brings added capability to Level 3 incidents like the ones that were seen during the 2018 and 2019 bushfire seasons. It can also support major events and was deployed to the 2018 Gold Coast Commonwealth Games.

Eric says that during incidents, the 501T is positioned a safe distance from operations and hazards, but where it can still support the incident controller.

"We usually rely on a 360-degree camera attached to a 12-metre mast on the vehicle for oversight of an incident but now we can also livestream footage from the new RPAS (drone) technology which gives us added flexibility in where we position the vehicle.

"We have 4G and satellite capability that allows us to transmit anywhere in the world as long as we have line of sight to the sky and radio capability that includes UHF, marine, aviation and GWN.

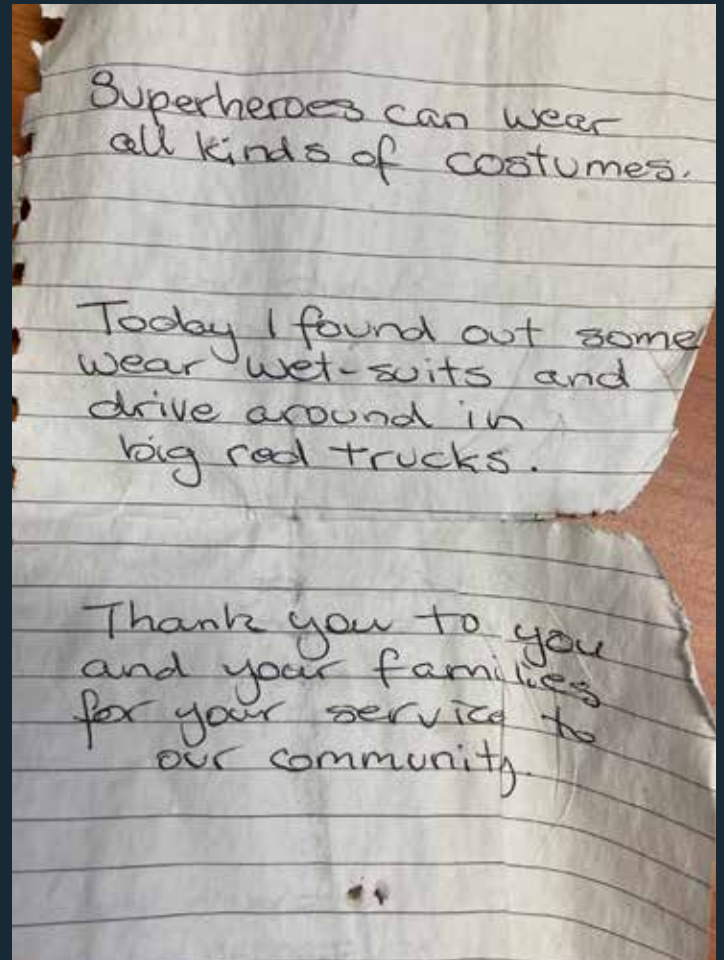
"It's also self-supported. As long as there is fuel for the generator, it can be out in the field indefinitely."



QFES members from all three services were busy wrapping presents for the Logan Emergency Services Santa Run. Santa delivered all the gifts to the Logan Hospital Children’s ward and ADRA Community Centre.



Firefighters from Townsville Fire and Rescue Station visited Townsville University Hospital to spread some Christmas cheer to kids and families stuck in hospital. A big thank you to the Brighter Lives Townsville Hospital Foundation.



QFES members found this note while checking and cleaning some of the gear used on deployment in Goondiwindi during the floods.





The partnership between the State Emergency Service (SES), Energy Queensland and Powerlink Queensland delivered more than \$160,000 of equipment to SES groups across the state in the lead-up to the severe weather season.



Ella paid a visit to Camp Hill Fire and Rescue Station in December and a great time was had by all.



In 2021, QFES won the Australian Red Cross Emergency Services Blood Challenge for the second year in a row. Our 800 donations helped save about 2500 lives.



Fire and Rescue Service swiftwater rescue technicians and State Emergency Service personnel were deployed to help out flood-affected areas in western New South Wales.

# Coast Guard skipper makes history

**A Mooloolaba Coast Guard volunteer has made history by becoming the first female skipper in the flotilla.**

Friday, 29 October 2021 was a proud day for Rosemarie Caston and the QF6 Mooloolaba flotilla, as she was signed off to become the first female coxswain (skipper) in the flotilla's 45-year history.

Wanting to give back to her local community, Rosemarie joined Coast Guard Mooloolaba in 2019, as it aligned with her passion and connection with the ocean. She underwent extensive training to achieve the skipper qualification.

Rosemarie's skipper duties mean she is responsible for leading the crew when responding to emergency callouts, including capsized vessels, searching for missing persons, or towing vessels back to safety.

"I wanted to find an outlet to give back to the community and help people in any way that I can. I find it rewarding helping and supporting other people, even the smallest positive impact on people's lives can make a difference," Rosemarie said.

"I have the ability not only to help in small ways day-to-day, but I can also be of value by rescuing and supporting people who are in life threatening situations."

When Rosemarie joined Coast Guard, it was initially to help with everyday crew duties and participate in the required training. However, she found she wanted to become more active in the crew.

"As time went on, I found myself just wanting to learn more and extend my qualifications as much as I can."

Rosemarie credits her mentor Rod Ashlin as a big influence — sharing his knowledge as well as his passion and values.

"The leadership and support from him has truly connected with me and encouraged me to want to do more."

Becoming a skipper was an ambitious feat; however, a determined Rosemarie took it all in her stride.

"I think there's challenges in everything you do, every day is a new learning curve, every day you have a new experience.

There's been lots of training and lots of hours dedicated to Coast Guard, and every bit is enjoyable."

Working in Mooloolaba, there are challenges on each and every assistance call.

"We work in closed waters with strong currents and tides and we work in open waters with bar crossings with conditions that are always changing. Weather can be calm with light breezes and you could have night assists in dark stormy conditions. Every assist is different and has its own challenges, but at QF6 you are trained well and are familiarised to deal with all local conditions in the best way."

As well as being a Coast Guard volunteer, Rosemarie also runs her own real estate agency and has a family. She's become adept at balancing her commitments in all parts of her life.

"It's all really simple, family and work are very important of course and there are times where that's the most important. But having your family and work understand that Coast Guard is a commitment and also a very important part of your life helps when you get that phone call to drop everything and jump in the car to go out to an assist. They are all very supportive.

"My children see the value in volunteering and plan to find their outlet in the future and give back to the community. However, they are 18, 25 and 26 and each work and there's uni. Once their lives settle down a little, they are looking forward to finding an organisation that connects with them and their interests to volunteer at."

Rosemarie hopes that more women take up the opportunity to become a skipper or other leadership positions in the marine rescue sector.

"I have had many ladies congratulate me and say I give them encouragement and inspiration to also move forward and one day become skippers.

"It would be nice to see more females in general in marine rescue. It's great to belong to a flotilla that values equal opportunity among its members. If it's a passion one has then it's highly encouraged.

"Every part played is as important as the next. We all work as a team; we need deck crew, radio room controllers, and office assistants. All jobs are as important and challenging as each other.

"Everyone volunteering at QF6 has achieved so much and should be commended on their commitment."



Rosemarie is the first fully-qualified female skipper in QF 6 after 45 years.



Rosemarie cites skipper Rod Ashlin as a big influence.



**NO SALES TALK, NO ONE ON ONE PRESSURE SELLING**

DEAL WITH LICENSED, EXPERIENCED TAX ADVISERS WORKING IN YOUR BEST INTEREST



**AT YOUR SERVICE**

DIRECT ACCESS TO YOUR PERSONAL RELATIONSHIP MANAGER FOR THE LIFE OF YOUR LEASE



**WE DO IT ALL**

FROM START TO LEASE END, ALL ASPECTS OF YOUR LEASE ARE COVERED



**NO HIDDEN CATCHES**

WHAT YOU SEE IS WHAT YOU GET!



**FAST SECURE CLAIM PROCESS**

QUICK AND CONVENIENT



**ON LINE, ANYTIME**

MOBILE FRIENDLY WEBSITE



# It's Your Choice!

100% Queensland Owned  
Local, Experienced, Licensed

**1300 76 1114**

[www.statewideqld.net.au](http://www.statewideqld.net.au)



**Novated Leasing Pty Ltd**

ABN 48101218731

AUSTRALIAN FINANCIAL SERVICES LICENCE: 439732

AUSTRALIAN CREDIT LICENCE: 387111

TAX PRACTITIONERS BOARD REGISTRATION: 24792339

*Please contact us for a free no-obligation consultation and quote.*



**SERVICING EMPLOYEES FOR 19 YEARS**

**Statewide... the really smart choice!**



**APPROVED SUPPLIER**

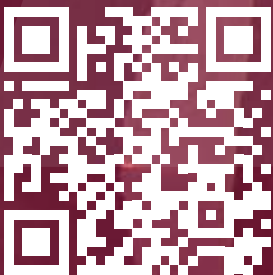
Statewide Novated Leasing Pty Ltd ("Statewide") is an approved supplier under the Queensland Government panel arrangement Novated Leasing Services QGP0026-16. From 7 November 2016, all Employees who wish to access a motor vehicle using a novated lease must use one of the approved Salary Packaging Novated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

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

COVER LIKE NO OTHER

**YOU HAVE OUR BACKS  
IN THE COMMUNITY.**

**LET US PROVE WE  
HAVE YOURS WHEN  
IT COMES TO  
YOUR HEALTH.**



**1300 703 703  
ESHEALTH.COM.AU**