



**LIFE MEMBER AWARD NOMINATION
Queensland State Emergency Service**

Part One – Nominee details					
Surname: CITIZEN			First names: John		
Member No.: 002468	Rank/position: Leading Field Operations Member			Date of birth: 02/05/1970	
Region:	<input type="checkbox"/> FNR	<input type="checkbox"/> NR	<input type="checkbox"/> CEN	<input type="checkbox"/> NCR	<input type="checkbox"/> BNE
	<input type="checkbox"/> SER	<input type="checkbox"/> SWR			
Group: Pleasantville Group					

Part Two – Eligible service dates (Exact dates are required. If applicable, Statement of Service from Interstate SES are required)

SES Service Calculation (Please refer to the final page for instructions)

Organisation	Date		No of Service		
	Start	Finish	Years	Months	Days
SES	4/09/1993	29/10/2021	28	1	25
SES			0	0	0
SES			0	0	0
SES			0	0	0
Total service			28	1	25

Part Three – Justification (Additional information can be attached to this application)

High level of contribution demonstrated to training and operations, including hours and quality of operational activity. (i.e. how involved has the nominee been within the SES)

Operational Activity

In an SES membership spanning 28 years, John Citizen has so far performed over XXXX hours of operational duty across the functions of storm damage, flood boat, agency support, incident management, and land search.

His service in **major operations** include:

- Cyclone XXXX: John served in a deployment to XXXX where he performed the role of Team Leader for a storm damage and working at heights team.
- Cyclone XXXX: John served in the deployment to XXXX where he was part of the flood boat response assisting with evacuations and welfare provision. He was well noted for his ability to engage with impacted residents in a calm, friendly manner
- 2019 XXXX flood: John served in the deployment to XXXX where he assisted in general flood inundation clean up duties.
- Cyclone XXXX: John served in the local response to TC XXXX and was an integral member of the Pleasantville EOC as a Logistics Officer. He also provided valuable advice regarding sectorisation as the requests for assistance started to mount up.
- 2015 land search: John was the SES Commander for the successful search for a missing teenager in XXXX, an operation that spanned over 5 days. He coordinated several search teams consisting of members from three different SES Units. Snr Sergeant Joe BLOGGS of XXXX Police commended John for the professional execution of his duties (see section on Significant Awards for more information)
- 2019 XXXX Wildfires: John was part of the traffic control team that managed the traffic in and out of the XXXX township over a three day period, undertook EOC duties at the XXXXX facility and also assisted at the pop-up welfare centre at XXXX.

At a local level, John has regularly responded to activations and can be depended on to always pitch in no matter what the task at hand. He is well regarded as an experienced flood boat operator with a strong knowledge of the local waterways and their behaviour during flood events. This was invaluable during a heavy rain event in 2014 when a Pleasantville family was cut off and required urgent supplies for their new baby.



Training & other non-operational activity

John has performed over XXXX hours in non-operational activity including training, equipment and facility maintenance, and member management.

John has been an SES trainer since 1994 and has provided training in the following subject matters:

- Flood boat operations
- PIARO
- Storm damage
- Working safely at heights
- Working in an EOC
- Safety Officer

He is in-demand as a flood boat trainer both locally and within the Region, with trainees regularly giving feedback on how he enhances the learning experience with his patience and calm demeanour.

John was an active member of the executive team for 17 years and has performed the following executive roles:

- Deputy Group Leader (1994 -1996)
- Group Leader (1996 – 2005) (2011 – 2014)
- Deputy Local Controller (2005 – 2011)

Stepping down from the executive role in 2014, John continues to assist the Pleasantville Group as their Logistics Officer and can be relied upon to ensure that equipment is always clean, operational and within service. He has been organising the annual facility working bee since 2015 and is a regular on the ground's lawn mower.

Significant achievements within SES and externally. (i.e. has the nominee received any awards)

Internal awards

2002 Meritorious Service Medal 10 years

2012 Meritorious Service Medal – clasp 20 years

2017 Meritorious Service Medal – clasp 25 years

2014 SES Week Award for significant contribution to the regional flood boat training program

2018 Regional Trainer of the Year

2019 Assistant Commissioners Certificate of Appreciation for excellence in logistical support to the Pleasantville Group

External awards

2007 Certificate of Appreciation Pleasantville Regional Council for assistance with the Disaster Management Education Program

2013 Pleasantville Regional Council Volunteer of the Year – in recognition of his contribution to volunteering in the Pleasantville Region

2015 QPS Appreciation Award for assistance rendered to QPS

National Emergency Medal – 2017 TC Debbie & 2019 Townsville flood response

General demeanour, attitude and behavioural history. (i.e. how has the nominee affected other members)

John models exceptional behaviour towards all people he encounters. His passion for the community and for the SES shines through, whether it is in a conversation with a member of the public on how to prepare for a disaster, or a training instruction to a member.

He is particularly encouraging of new members and demonstrates great patience in explaining concepts and introducing the world of emergency management. Several members have commented that they would never have dared dream of being a flood boat operator if it had not been for John's encouragement and his willingness to take extra time with them to help them build their skill and confidence.



In times of upheaval or uncertainty he has been a rock for other members and for the service in general. During the amalgamation of the three services in to QFES he encouraged fellow members to be open to the change, move on from past experiences and look forward to the positives. He was integral in the Group building a better relationship with the neighbouring Rural Fire brigade and they now engage in shared training opportunities in functions such as chainsaw and AIIMS.

John consistently models the QFES values. He demonstrates respect by being open to the ideas and thoughts of others, no matter their standing in the community or experience level. More junior members have commented that he makes them feel valued from day one and that this has made all the difference in terms of them continuing with their membership.

He shows integrity by taking responsibility for his actions and following up on issues where promised, even when the solutions are not always easy or straightforward. For example, when the Group encountered problems with a member who was displaying negative and disruptive behaviour, John assured others that he would take action to rectify the situation. Unfortunately, the matter became increasingly complex, John was met with resistance and he realised that the matter was beyond his skill set. Instead of dropping the issue altogether, John engaged the assistance of a QFES Workplace Advisor and ensured that the matter was dealt with appropriately. John's perseverance in addressing the behaviour was inspiring and helped to improve the cultural mindset of the Group.

John puts trust in the executive in making sensible and logical decisions for the Group and remains loyal even when the outcome is not something that he particularly advocated for. For example, the executive recently decided to discontinue assistance with car parking at the Pleasantville Stadium as they did not consider the activity to be in line with what an emergency service should be providing. John has had a long history of involvement with the Stadium and was in favour of the Group continuing to provide the service. Although disappointed with the outcome, John acknowledged that times have changed and that it is important that the service keep evolving.

Participating actively in community engagement and commitment to the community. (i.e. how involved has the nominee been within the community)

John has been consistently active in community engagement since he started with the service.

He is a regular at providing advice and information on behalf of the SES at the following annual events:

- Pleasantville Regional Council Volunteer Expo
- Seniors Expo
- Australia Day Sausage Sizzle at Pleasantville Bunnings
- Emergency Services Day
- Sunnyfields Community Day
- Lovely Valley Springfest
- Cyclone Saturday

In 2009, John initiated a Storm Season Readiness display at Pleasantville Bunnings where he was able to provide information and advice to the general public on how to plan, prepare, respond and recover from natural disasters. At that time there was little available in terms of educational displays and supporting materials and John created many of the items – including a house model – himself. The response was overwhelmingly positive, and the display has become an annual event, becoming more sophisticated and professional as years go by. The recruitment of at least 12 Group members has been a by-product of the event, after their interest was piqued by the display and resulting interaction.



Involvement in the wider body, e.g. Queensland Fire and Emergency Services (QFES), Queensland Police Service, relevant Local Government/s. (i.e. how involved has the nominee been overall)

Anzac Day Service Organising Committee – John has been an integral member of this committee since 1999, assisting QPS with traffic management arrangements and organising marshalling activities.

Pleasantville Regional Council – John has partnered with the council disaster management team since 2016 to help with disaster readiness presentations at schools, aged care facilities and other community events

PCYC Cadets – John is a regular contributor to the PCYC Cadets program – they particularly enjoy his Map & Nav exercises - and has been a judge at the Annual PCYC Games since 2015.

SES Regional Rescue Challenge – John was a judge at the Regional Rescue Challenge in 2012, 2014, 2016 & 2018. In 2014 he was awarded Best Judge.

Other QFES services – John has instigated several activities to encourage intra-service relationships with members of Rural Fire and Fire & Rescue. These include hosting half yearly BBQs at Pleasantville Group, the End-of-Year Trivia Night and combined training days.

Overall distinguished levels of services. (i.e. overall has the nominee performed their duties with distinction)

When reviewing John's history with the service it is evident that he has performed his duties with distinction. In whatever role John has tackled, be it operational, training, community engagement, executive, master of BBQs or chief lawnmower, John has executed it with diligence and good humour.

His commitment to the service is evident not only in his overall years of membership but also his contribution to the Group's management and capability:

- 17 years as an executive
- 26 years as a trainer, including the last 9 years where he has mentored trainee trainers coming through the Group

Outstanding initiatives by a SES member to increase Member recruitment, public awareness of the SES, and/or Group/Unit effectiveness. (i.e. has the nominee been actively involved in strategies and/or actions for the betterment/advancement of SES)

As touched upon above, John has provided outstanding service as an SES trainer and can be commended for assisting with the development of further trainers in the Group and Unit. Of note has been how he has championed women in the SES, particularly women as executives, trainers and operators in high-risk activities.

In 2013, John identified a tendency for women in the Group being more comfortable in learning off each other rather than seeking out the trainers (all male at that time). He approached female members and encouraged them to try their hand at training, offering to mentor and guide them through the process.

Since that time John has helped develop 4 female trainers in the Group (including 2020 Regional Trainer of the Year Jane Doe), starting them from basic instructional delivery to attaining their CIV TAE and receiving sign off as trainers in high risk activities such as flood boat and working safely at heights. This has had a flow on effect with the female membership enjoying a higher uptake in these functions and increasing Group capability.

Other justification for consideration.

I would also like to make comment on how John helped turn around the life of one of our younger members who was struggling with some personal issues and unemployment. John quietly went out of his way to help this young man, providing him with advice and support with job applications, interview practice and even sourcing some appropriate outfits for him to wear. This is testament to the type of person John is and representative of the spirit of SES in empowering others to help themselves.

Part Four – Nominating officer declaration and Area Office Recommendation

To the best of my knowledge, the nominee meets the eligibility criteria as outlined in SES Life Member Award Procedure.



Name: _____	Position: _____
Email: _____	Contact: _____
Signed: _____	Date: _____

Supported by Local Controller

Name: _____	Unit: _____
Email: _____	Contact: _____
Signed: _____	Date: _____

Recommended by Area Controller

Name: _____	Area: _____
Email: _____	Contact: _____
Signed: _____	Date: _____

Part Five – Regional Office Endorsement

To be completed by SES Regional Support Officer:

Print "VIMS Detailed Member" Report attached

If required, SES interstate service supporting documentation provided

SES service period verified (please use SES service calculation)

Due diligence check (i.e. contentious issue etc)

Name: _____	Position: _____
Email: _____	Contact: _____
Signed: _____	Date: _____

Regional Manager/Director Endorsement

Name: _____	Position: _____
Email: _____	Contact: _____
Signed: _____	Date: _____

Part Six – SES State Office

Performance and Integrity Checks (i.e. ESU/ERU/SES Director Checks)

Supporting documents attached

Nomination form signed and completed

Name: _____	Position: _____
Email: _____	Contact: _____
Signed: _____	Date: _____

Comments _____





Part Seven – Volunteer Consultative Committee (VCC) Decision

Nomination Received Date:

Liaise with:

Group Leader Date:

Outcome/Notes:

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Local Controller Date:

Outcome/Notes:

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Local Controller Date:

Outcome/Notes:

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Area Controller Date:

Outcome/Notes:

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Regional Manager Date:

Outcome/Notes:

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Other Comments

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VCC Recommendation for SES Life Member Award: Yes No

Comments

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Name: _____	Position: _____
Email: _____	Contact: _____
Signed: _____	Date: _____

Part Eight – Assistant Commissioner Endorsement

- I endorse _____ SES Life Member Award nomination and declare the years of service and all eligibility criteria have been validated.
- I do not endorse _____ SES Life Member Award nomination.

Name: _____	Position: _____
Email: _____	Contact: _____
Signed: _____	Date: _____

Comments

Queensland Fire and Emergency Services is collecting personal information for the purpose of processing nominations subject to the requirements of the *Information Privacy Act 2009* (the IP Act) which are defined in the 11 Information Privacy Principles (IPPs). For information on the 11 IPPs, refer to Schedule 3 of the IP Act.

Statement of Eligible Service

Any nominee using SES service from interstate is required to provide a supporting statement from that organisation when submitting a nomination. Statement is required to state eligible service dates.

How to use SES Service calculation

Double click *SES Service table* and type *start* and *finish dates*; When finish typing dates, select other section; or Right Click on *SES Service table*, Select *Worksheet Object* and *Open* then type *start* and *finish dates*. Close the spreadsheet. Dates information should be updated.



SES Service calculation (Please refer to page 5 for further instruction)

Organisation	Date Start	No of Service		
		Years	Months	Days
SES		0	0	0
SES		0	0	0
SES		0	0	0
SES		0	0	0
Total service		0	0	0

Part Three – Justification (Additional information should be provided to demonstrate a high level of contribution demonstrated to training activity, (i.e. how involved has the nominee been within the SES) ... of operational

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EXAMPLE

