Content

Assistant Commissioner’s Message 3
Mr James Richard Runham 6
The Fuel Reduction Burning Debate – PART 2 8
Bushfire Investigation 9
Murphy’s Creek Rural Fire Brigade 10
Brisbane Region Flood Deployment 11
Review of the Permit to Light Fire and Fire Warden role 12
Support funding provided for rural fire brigades 14
2010 Australian Safer Communities Award 14
Reliance Petroleum 15
National Medals Awarded to Volunteer Rural Firefighters 15
Volunteers recognised across the State 16
Fighting Fit 17
Uniforms 17
National Fire Danger Rating: Amendments you need to know 18
Volunteer Community Educator Regional Workshops 21
RFB Manual Changes 22
Fireground safety - dangerous trees 23
Bushfire Cooperative Research Centre (CRC) Update 24
Video resources just keep coming 25
Combating volunteer attrition through exit interviews 26
Election Commitment Update 26
Noise solutions - Hearing Protection 27
Mitigation and planning 28
General equipment update 29
Google Changes Base Mapping 30
Grants available for up to $150,000 30
2010 Assistant Commissioner Volunteer Awards 31
Billy Connolly 31
Contact Details for Area Offices 32
Assistant Commissioner’s Message

In the November 2010 Bulletin I spoke of the region of extremes within which we live and reflected on a fire season that would appear to see us focus on anything but fire, and although we were experiencing unusual weather late last year, none of us could be prepared for what it would bring in 2011.

The first few months of 2011 and the tail end of 2010 was a period that Queenslanders, and indeed Australians, will never forget. Witnessed across the country and around the world, were overlapping natural disasters unlike any seasons we have ever experienced. Firstly we were confronted with the flooding rains of TC Tasha which impacted approximately 70% of our State and affected approximately 60% of our entire population, with communities being flooded and in some locations the flood levels returned to devastate these communities a second time.

We saw graphic footage of the ‘inland tsunami’ that gripped Toowoomba and the Lockyer Valley, resulting in absolute devastation akin to a ‘war zone’ with the tragic loss of life and persons still unaccounted. This event was closely followed by the flooding of Ipswich and Brisbane suburbs, associated river tributaries and the respective outlying communities.

Yet after all this destruction, we still had the likes of TC Anthony and his larger, uglier sister, TC Yasi move in and devastate North Queensland communities. Yasi crossed the coast at around midnight on Wednesday 2 February hitting the communities of Tully, Tully Heads, Mission Beach, Cardwell, Dunk Island and surrounding districts with force. Effects were felt in Cairns, Townsville and in the Ingham Area. With a wind strength of around 280kmh it is understandable that the damage was extensive and widespread.
Throughout these campaigns and amongst the devastation, fear, heartbreak and shock, we saw hope, resilience, pride, compassion and above all, community spirit.

Many of our brigades and volunteers were both directly and indirectly impacted by these events. In many cases, homes and possessions were destroyed whilst for others, loved ones and friends were lost. Yet as a Service we rallied together to support not only our local communities, but all impacted areas of Queensland.

The stories of brigades and volunteers who lost so much yet continued to be out in their communities supporting others were inspiring, and for those not affected, we saw a real desire to get out there and help.

At the onset of the flooding episodes, many Rural Fire Service (RFS) volunteers were operationally engaged, assisting people to move to higher ground, helping community members save what possessions they could and participating in rescue and recovery operations. During the aftermath we saw RFS volunteers provide valuable clean up and hose out functions enabling communities a quicker return to normality.

The Northern Queensland cyclone activity again saw RFS volunteers rise to the challenge, assisting communities clear debris, reinstate road networks, clean up in and around homes and again provide hose outs to remove salt water damage and/or sand and mangrove silt.

RFS volunteers rose to these mammoth operational challenges, either as discrete units within their own brigade area or joining others to form strike teams and deploy into other locations. It was absolutely amazing to see how well the RFS integrated into these campaigns and performed a range of roles. It was hot, it was dirty, it was challenging, but ultimately, it was sincerely appreciated by the people you rallied around to help.

Some of the activities brigades were involved in during the massive clean-up operations included moving furniture, clearing debris, hosing out properties (commercial and residential), hosing down airport runways, as well as rescuing and transporting impacted people. These are just a few of the tangible operational activities performed, however, I think the main benefit to your communities was the visible presence of the RFS and the reassurance that came with knowing that trained, professional organisations were out and supporting them in their darkest hour.

During operations we saw RFS volunteers integrate into local response plans and those involved in the South East corner of the State were deployed as part of a larger contingent that saw the following groups working together:

“These natural disasters have proven beyond doubt that Queensland’s Rural Fire Service is much more than a firefighting force”.

[Image of Rural Fire Service volunteers at work]
The response required across these disasters was unprecedented and went beyond what is normal and expected of the Queensland Fire and Rescue Service and the volunteers of the RFS. It saw us working with and alongside interstate fire services, Queensland Ambulance Service, Queensland Police Service, Emergency Management Queensland, State Emergency Services, local councils, Australian Defence Force, Energex, Ergon, other state government departments, the Red Cross and many other agencies.

I had the opportunity to attend many of the impacted sites and several of the Incident Control Centres where I was able to see first hand the valuable work being undertaken by our volunteers, other agencies and members of the Queensland community. I believe the multi-agency approach, and the ability of all involved in the response and recovery phases across all events was perhaps one of the most significant factors to the success of operations. I am extremely proud of the work, commitment and professionalism of all RFS volunteers involved and you should also be justly proud of your actions.

Although the initial response across these disasters is now over, there is still a long road to recovery for these communities. Rural Fire Brigades (RFBs) have always prided themselves on being an integral part of their communities, and I do not doubt that you will continue to support the people of your communities during the ongoing recovery. Fundraising and the gathering of donations has and is continuing to be undertaken by many RFBs as a way of being involved. The impacted communities thank you for showing this initiative.

I would like to finish by sending our thoughts and best wishes to those affected by these devastating disasters, and by thanking all of you for your commitment and dedication to the State and the people of Queensland.

Steve Rothwell AFSM
Assistant Commissioner Rural Operations
Queensland Fire and Rescue Service
Mr James Richard Runham SC, AFSM, OAM

On 26 January 2011, Rural Fire Service (RFS) volunteer Jim Runham was awarded the Australian Fire Service Medal (AFSM).

Jim was surprised and humbled to receive the award on behalf of his family and the dynamic and supportive team at Ripley Valley Rural Fire Brigade.

The AFSM is awarded for distinguished service by a member of an Australian Fire Service. This service is set apart from ordinary work duties, where ‘ordinary’ work is defined as no more than what should be expected of a person throughout their service duties.

Jim was a founding member of Ripley Valley Rural Fire Brigade which was formed in February 1995 following the November 1994 bushfires that occurred around Ripley and South East Queensland. Jim helped to establish brigade structures, funding and operating procedures and has since served the brigade by undertaking many positions from firefighter and crew leader to a range of officer positions. Currently he is serving his local community as the 3rd Officer, Volunteer Community Educator and Fire Warden.

Becoming a volunteer with the RFS was simply an outdoor activity that he could participate in with his teenage son back in 1995. Since then, the remainder of the Runham family have joined and are active members of the RFS.

Jim was instrumental in organising and participating with members of the Brigade and members of the Ipswich Youth Service, to do a Brisbane to Sydney walkathon to raise money for the New South Wales Bushfire Appeal. After 10 days, they raised $85,000 on the walk from Brisbane to Sydney. While also participating in this activity, Jim and two other members were requested to assist as relief firefighters, because no other NSW personnel were available, so they undertook firefighting duties in the Raymond Terrace area of NSW using the NSW appliances.

Most recently Jim has been involved with the development of the Brigade Mapping Toolset. Jim investigated the use of Global Positioning Systems (GPS) as an aid and developed the GPS to also include track marking systems to assist with the production of maps and SMEACS when undertaking a hazard reduction burn. Jim states that they started to use the GPS in wildfire situations and found that they no longer needed to draw maps in the dirt as the GPS allowed them to easily print any map on-site. Because of this ability, the wildfire incidences can be brought under control quickly, so it increased firefighter safety and decreased the man-hours required.

Last year alone Jim donated 775 voluntary hours to his brigade and the RFS. As a direct result of Jim and the brigade’s Educational Intervention and Community Engagement Programme the number of escaped campfires, burnt out cars and trail bike rider related callouts have all significantly decreased.

Jim’s personal motto is “The greatest gift you can give someone is your time.”
Citation:

“Mr Runham has provided outstanding service to the Queensland community, and has demonstrated exemplary service and leadership in the establishment and ongoing support of the Ripley Valley Rural Fire Brigade as Chairman, firefighter, officer and Fire Warden. He has had particular focus on supporting the local community and promoting community safety at every opportunity, as well as demonstrating a commitment to the fire service through his instrumental role in the development of Global Positioning Systems and computer-aided mapping systems.”

Awards/recognition include:

Quick Facts
During his time with Ripley RFB Jim has participated in:

313  Fire Incidents
398  Training sessions
572  Meetings
4   Ground Searches
79  Fundraising activities
22  Intrastate Task Forces
3   Interstate Task Forces
19  Ipswich Shows
9   Ipswich Festivals
19  Presentations to Navy Cadets
15  Presentations to the Scouts
8   Presentations to Childcare facilities
7   Presentations to Primary Schools
10  Presentations to High Schools
4   Community Awareness Prepare Act Survive meetings
In our last issue we looked at the history of Fuel Reduction Burning (FRB) and some of the documented benefits. This includes communities that are located in close proximity to recently fuel reduced forests which have a better chance of emerging unscathed from bushfire than communities adjacent to unburnt forests that have heavy fuel accumulations. Secondly, bushfires passing through fuel reduced forests will have lower environmental impacts causing less damage to soil, water and wildlife compared to high intensity fires burning in heavy fuel accumulations. And finally, it is generally easier and safer to conduct firefighting operations in fuel reduced forests than in forests with a heavy fuel accumulation. All these factors support FRB as a valuable risk mitigation tool. However FRB, as claimed by some, is not designed to totally eliminate the risks posed by bushfires to people and property.

Now, let us explore some of the anti-FRB inferences. The opponents of FRB often use the same arguments only with a different interpretation, or use the same line of reasoning for events where a bushfire did cause loss or damage adjacent to a recently burnt area. Another common argument is that more fuel reduction burning is environmentally irresponsible and contributes little to controlling bushfires. This ongoing debate has, as a result of several inquiries into bushfire management in recent years, raised public awareness on these issues and created a high level of media interest.

One has to admit that the uncommon severity of the Black Saturday bushfires makes for a compelling argument that can, and has been used to support pro-and anti-burning arguments alike. Now, it may be right, wrong, inappropriate or even irresponsible to use an extreme event such as the Black Saturday bushfires as a measure of the effectiveness of FRB, but the fact is that the events of that day have been used extensively to discuss the merits of FRB.

Looking at the Black Saturday bushfires, where the combination of years of severe drought and extreme weather conditions created fire behaviour that was so far off the scale of any known fire behaviour model, it becomes hard to comprehend that this one event, regardless of its tragic outcome, has been deemed an appropriate benchmark for the effectiveness of FRB. On that day long-distance spotting, sometimes in excess of 20km ahead of the fire front, would have simply bypassed many areas with reduced fuel levels.
Nevertheless, even under these extreme circumstances, extensive areas of well-conducted FRB have shown reduced development of crown fires and spotting, thus reducing environmental impacts and improving the capability to defend well prepared properties or provide more time to safely evacuate an area. On the other hand, poorly prepared properties are indefensible regardless of FRB - as are many of the areas, particularly in the urban interface, that have a fuel load and structure similar to that of an unburnt forest.

This was evident in some of the burn severity mapping from the Black Saturday bushfires, which clearly show a reduced impact of the fire on environmental values as a result of low fuel levels. In addition, the forward spread of the fire was slowed and eventually stopped where it ran into the fuel reduced areas burnt during the 2006 Kinglake bushfires.

Fortunately, the vast majority of bushfires burn under far milder conditions than the Black Saturday bushfires, increasing the mitigating effect of FRB programs. They also increase the likelihood of containing a bushfire where forest fuels are light. In contrast, a bushfire burning in forests with a heavy fuel load will be more difficult to control even under mild conditions, and if the weather deteriorates, may eventually develop into uncontrolable crown fires.

The reality is that we will always have bushfires, including the occasional one which will be simply beyond control. We cannot control most of the means by which bushfires start and we cannot control the weather. The only factor we can influence is fuel. Both forest and grassland fuels can be manipulated to reduce bushfire intensity. On this basis, the strategic use of fuel reduction burning should be embraced by the community as one of the few available tools that can minimise bushfire damage.

FRB has evolved over the last 30 years and is now a highly planned and tightly controlled management tool. Its use is limited to specific weather conditions at specific times of the year, using various lighting patterns in nominated areas with specific pre-determined management outcomes. Selected burn areas comply with Fire Management Plans and are strategically designed to prioritise fuel reduction based on the likely direction of major bushfires, the nature of vegetation types and environmental considerations.

FRB is not about total fuel removal but is carried out under mild conditions when fires generally burn with low intensity. The aim is to create a mosaic of burnt and unburnt ground within a defined area. To achieve this there are now a myriad of bureaucratic requirements to ensure that all areas of planning, operations and risk mitigation are covered. The planning and resourcing factors are magnified when burning in close proximity to townships and in the urban/bushland interface where sometimes disproportionate levels of effort and budgetary expense are required to manage relatively small areas. Implementing effective levels of preventative bushfire management practices will undoubtedly require a considerable increase in future funding.

Over the past decade, Australia as well as many overseas countries seem to have moved towards a model of massive expenditure in emergency response and fire suppression, perhaps sometimes at the expense of off-season, year round preventative mitigation activities such as FRB. While there is undoubtedly an increasing need for a high level of emergency bushfire suppression capability, it needs to be appropriately balanced against expenditure on preventative land management activities.

---

**Bushfire Investigation**

The beginning of this year has been notably similar to the final months of 2010. Over the previous months Queensland has experienced a significant amount of rainfall and as a result it has been a fairly quiet season in the area of fire investigation. However, with the additional rainfall QFRS have been kept busy over the past few weeks with the swelling of many of the creeks and rivers in Queensland.

Currently there is a total of 33 Rural Operations staff that are trained and qualified as Bushfire Investigators throughout the areas of Queensland. Rural Operations is looking to train a further 30 volunteers as Volunteer Bushfire Investigators, which shall be easily accomplished given that as there has been an overwhelming 64 nominations submitted. Two courses are planned for the coming months with the possibility of additional courses should time permit. Weather has a huge impact on conducting bushfire investigation courses as it is essential that actual burns are conducted to enable investigations to occur.

The first of these courses will be conducted on 21-25 March and then again on 9-13 May, 2011. The location for this course is yet to be determined due to a number of different factors, with weather being the most significant of them all.
Murphy’s Creek

Murphy’s Creek Rural Fire Brigade (RFB) was formed after separating from Withcott RFB in November 1970. With the help of equipment donations from Withcott RFB, the brigade was able to continue protecting their district against bush and grass fires.

In 1984, the brigade began planning the build of a shed to house the growing amount of equipment, and on 15 August 1988 the shed was officially opened by the Honorable Russell Cooper MLA.

Over the years as the brigade grew, the station also expanded with extensions to meet the brigades’ needs for communications, training, stores and amenities rooms.

Today the brigade has 30 active members including two Volunteer Community Educators. As well as fighting fires and undertaking hazard mitigation activities, the members deliver education programs to the local State School and participate in Neighbourhood Watch.

Unfortunately, the January 2011 floods hit Murphy’s Creek and left the brigade inoperable. The station and three appliances housed within it were inundated with 1.5 metres of water also destroying the recently renovated station meeting room.

The affect the flood waters had on the district will take time to repair. Most properties from Ballard through to Lockyer Siding along the Lockyer Creek were inundated, and several properties were even carried by the water from their stumps or slabs.

Many vehicles, including some with occupants inside, were swept down waterways. People were washed away from their homes or properties, and a number of these people are still missing.

Several roads and bridges were destroyed which restricted essential services to the area for three days, whilst power and telephone outages lasted seven days and left the district isolated.

Many of the brigade members themselves were personally affected by the deluge having suffered a loss or sustained damage to their property.

This incredible natural disaster is the second to occur in just eight years after the 2002 fires tore through the area.

Although the material components of the brigade have been damaged, this resilient brigade remains very positive.
Brisbane Region has had a very busy couple of weeks dealing with the flood situation in and around Brisbane City. In the week leading up to the flooding of the city, rural fire brigades from Mount Kilcoy, Stanmore, Stoney Creek, Hazeldean, Dayboro and Villeneuve Neurum assisted their communities who were affected by flood waters. The brigades assisted with helicopter operations, food drops and hosing out buildings.

After the water had dropped in the Brisbane River volunteers from nearly all Brisbane region brigades attacked the clean up of the city. 22 rural fire brigades responded with crews to hose out premises and pump out basements across the city. They worked for nine straight days in difficult, dirty and sometimes dangerous conditions. The crews worked from two Incident Control Centres at Kemp Place (Brisbane North) and Durack (Brisbane South) to clean out residential and commercial premises. A lot of work was carried out at the Rocklea Markets to help get the food supply facility operating again. The markets provide much of the fresh food for Brisbane.

Rural Operations staff at Caboolture Office were isolated by flood waters at one stage and some were even unable to get to Caboolture. They all worked tirelessly to provide support to the volunteers throughout the flood operations. A number of pumps suffered failures during the prolonged operation and the Area Office staff lead by acting Area Director Dick Lohse made sure they were back on line within days.

There were no serious injuries during the operation. All available pumping appliances in the region, both urban and rural, were put to work. North Coast region sent rural fire brigade strike teams to help. In what may be a first for Brisbane City, Veteran RFB responded to a flare up of a house fire from the previous night at West End. They were working in the area at the time cleaning roads, footpaths and parks. Recruits from the QFRS training academy were out working after only four days on their recruit course. Aviation fire appliances lent a hand and assistance also came in the form of strike teams from the NSW Rural Fire Service.

The commitment, work ethic and ability of the rural fire brigade volunteers has been praised by everyone involved including QFRS senior management, other agencies and the citizens of Brisbane and its surrounds. The volunteers of the Region have done the QFRS, their brigades and themselves proud.
Review of the Permit to Light Fire and Fire Warden role
Where we are up to.....

The November 2010 Bulletin provided an overview of the changes that have been made as a result of the review so far. It also identified a number of proposals to improve the system and highlighted some of the work that still needs to be done.

The following summarises some of the main changes to date:

- **Area Directors now perform the role of Chief Fire Warden.**
  This change provides a single point of contact for all Fire Wardens in a Rural Operations area and ensures that any decisions are in keeping with the overall fire management strategy within that area.

- **Implementation of a Fire Danger Period.**
  This declaration may be implemented State-wide, or within a specific area, and essentially says that for this time, in this area, conditions are such that there is a heightened fire danger. The Fire Danger Period may see the removal of some of the Commissioner’s exemptions and the application of mandatory conditions. It will achieve a number of useful outcomes including to restrict casual ignitions, raise public awareness (through increased contact with Fire Wardens) and take some pressure off Fire Wardens by removing the onus to impose stricter conditions.

In 2010, a Fire Danger Period was declared between the end of August until the 2 January 2011. The Commissioner’s exemption from requiring a permit for any fire less than two metres in any direction was removed, which did cause some consternation but also had a number of positive outcomes. Because of the benign conditions, the Fire Danger Period was lifted on 22 October 2010. As the first of its kind, this activity provided QFRS with an ideal opportunity to see the impact of such a system which resulted in a number of learnings for any future decision.

- **The “one size fits all” approach.**
  The Permit to Light Fire system has been identified as not being the most appropriate way to manage the use of fire in the future. A permit classification system was suggested which relies on four classes:

  **Class A: Urban areas**
  Restricting the use of fire within the urban footprint to situations where fire is absolutely necessary. Work in this area is based around clearly defining the urban footprint, identifying appropriate processes and setting up a system for permit application and issuance. Applications for Class A permits are likely to become necessary and this class of permit may be one of those that will see a transition to electronic recording relatively quickly. These permits will generally be processed by QFRS Urban Station Officers and Urban Auxiliary Officers.

  **Class B: Rural urban interface**
  Properties where this type of permit is appropriate are those where the land is about lifestyle and the use of fire is primarily for hazard mitigation, weed management, fuel reduction or associated with debris removal. Like Class A permits, Class B permits may need an application to provide Fire Wardens with enough information in order to make a decision regarding the need for burning and to set appropriate conditions.

  **Class C: Rural production**
  This class of permit is for those properties where fire is used as a land management tool and as an aid to primary production. Although the land may appear similar for both Class B and C permits, it is the use to which the land is put that makes a difference. The Class C permit is for fires on land that is used for primary production (income earning), whereas the Class B permit is for land that is lifestyle focussed. For those involved in primary production, the application and issuing process for Class C permits will be similar to the current system but with a redesigned permit book. Written applications will not be mandatory under this class.

  **Class D: Industry permits**
  Although it was felt that a Class D permit was required to deal with industrial/commercial fire applications, research indicates that although some of these activities certainly include naked flame, they also include sources of ignition, such as welding and grinding. Research and liaison has found that in other states, these industrial applications are managed through precautionary measures specified under the relevant state acts. It is believed that here in Queensland, a similar approach using either additions to the Act or, the Commissioner’s Notifications published within the Government Gazette could effectively limit the potential for these sources in causing wildfires. Therefore implementation of Class D permit classification is not considered as necessary and will not proceed.
What’s occurred since...

During November 2010, each region hosted a consultation forum to canvas opinions from Fire Wardens for progressing the remaining aspects of the review of the Permit to Light Fire and the role of the Fire Warden. The eight forums saw a total attendance of 130 Fire Wardens, Rural Fire Brigade (RFB) members, as well as local and Central Office staff. Activities at the forums were structured around four main topics: the introduction of a range of different permit classes; mechanisms for Fire Warden support; identifying areas for system improvements and reform; and the concept of an electronic permit management system.

The feedback from the Fire Warden forums is summarised as follows:

- The classification of permit classes is supported
- Mandatory applications are supported in all but Class C locations
- Notification of neighbours prior to light up is supported
- Notification of Firecom is supported (this will lessen the instances of unnecessary callouts by QFRS resources)
- Timeframes for applications and issuance of permits is generally supported (i.e. applicants need to submit applications in a defined time before the proposed fire to enable Fire Wardens time to research, condition and issue the permit)
- Extended duration permits in Class C areas is supported
- Building a case for a potential ‘gratuity’ style payment for Fire Wardens was welcomed
- The need to improve data collection is supported however there were some differing positions on how that should occur
- The current permit exemptions under the Commissioner’s Notifications should be reviewed
- That Fire Wardens should remain independent of RFBs was supported, but a ‘term of office’ concept was not seen to be necessary
- There is general support for the concept of an Electronic Permit Management System and an understanding of the benefits.

Work has already commenced on scoping what is needed to progress the above outcomes and a draft project plan will be developed to set timelines for the work.

Liaison has commenced with the Policy & Legislative Reform area within the Department of Community Safety, with a view to appropriate changes to the Fire and Rescue Service Act 1990.

A draft Permit to Light Fire has been developed which will both modernise the permit and incorporate some of the changes suggested by Fire Wardens during the forums. It will replace the current one used by Fire Wardens for all fires requiring a permit and, as the systems for the other permit classes are developed, may remain as the permit used for Class C fires.

Finally, the review identified the need for a dedicated position to assist the Director Rural Operations in finalising the review by progressing and implementing identified changes. An expression of interest was called for the position of Manager, Fire Warden Operations for a 12 month period and Caboolture Area Office’s Eric Lanham was selected and appointed as an Acting Inspector to this position commencing January 2011. Eric joined Rural Operations in March 2004, has been a volunteer firefighter with a local RFB for 20 years and has acted in a Chief Fire Warden role a number of times over the years. Eric is keen to hear from anyone regarding ideas for the new system and can be contacted on the following:

Email:  eric.lanham@dcs.qld.gov.au
Tel: 07 3635 3891
Mob: 0408 01 7 173

A part-time administrative officer is still to be appointed to assist with these tasks and with a communication strategy that includes maintaining information through newsletters and websites.
Support funding provided for rural fire brigades

On 6 January 2011 Emergency Services Minister Neil Roberts announced that nearly one million dollars in funding had been re-directed to support rural fire brigades.

Assistant Commissioner Rural Operations Steve Rothwell said the funding had been broken down into four categories.

“Nearly half of these funds has been used to offer Station Improvement Grants to those brigades with existing station structures,” Assistant Commissioner Rothwell said.

“The station grants, on average, will be up to $10,000, however exceptions may be considered for amounts up to $30,000 where deemed appropriate. Priority has been given to brigades wishing to undertake workplace health and safety improvements to their sheds however improvements to facilities such as adding bathrooms, solar systems, water tanks or even training facilities were also considered.

As well as the station grants, almost $250,000 in equipment is being allocated to successful brigades. Brigades had the opportunity to apply for generator kits, standpipes, portable dams and reversing cameras to assist with their brigade activities.

A further $150,000 is funding a roll out of GPS units, and a further $50,000 has been used to extend and continue the free QFRS station wear roll out to volunteers.

The station wear roll out is being undertaken as a separate process to the other grant opportunities and volunteers eligible to apply for that station wear will receive notification.”

In January 2011 eligible brigades were sent a letter and the appropriate nomination forms to apply for the grants. Applications were due back to Area Offices by the end of February however some extensions were granted to those brigades impacted by the recent weather events and operational deployments.

Assistant Commissioner Rothwell said a committee has been selected to review all endorsed applications and brigades would be notified in writing as to the outcome of their applications.

“As these grants were not available to all brigades, the decision was made to extend the current slip-on unit program beyond the annual allocation of 120 units in 2011. Approvals for these will be managed by Area Offices and any brigade wishing to apply for this should contact their Area Office.

This funding is one way the work undertaken by Rural Fire Service volunteers is being recognised and will hopefully assist many brigades to undertake projects or work that may not have previously been possible in 2011.”

2010 Australian Safer Communities Award

On 29 November 2010, Assistant Commissioner Steve Rothwell and Helen Keen Dyer, on behalf of QFRS and the Department, attended the Emergency Management Australia 2010 Australian Safer Communities awards. The awards were hosted by the Federal Attorney-General’s Department and were held in Canberra at Old Parliament House.

Rural Operations are very proud to announce that the Rural Research & Training teams’ national submission for ‘Flexible Learning for Volunteers: Taking us into the Future’ won the national award in the Education & Training category.

This is national recognition that we are not only on the right path with our flexible training focus but that we are delivering meaningful and flexible training that meets the needs of our volunteers.

Citation: “This project aims to proactively deal with the issues of attraction, retention and support of Fire and Rescue Service volunteers in rural operations areas of Queensland. It recognises the diversity of the community of volunteers that it serves and the need to develop responsive, innovative and inclusive learning options that create a safer volunteer force, and therefore safer communities. This is done by having access to the latest training materials and updates in a manner which best suits the home and community commitments of volunteers. Flexibility is the cornerstone of this initiative. They used a training ‘toolbox’ initiative which included on-line video-based resources to reinforce the role of the Rural Fire Service.”
Ten volunteer rural firefighters, members of Dayboro and District Rural Fire Brigade, were presented with their National Medals, and relevant clasps, at the official opening of the Arthur Duncan Training Room at Mt Mee Rural Fire Station, Thomas Road, Mt Mee on Saturday, 27 November 2010.

The following firefighters were presented with their medals and clasps by Mr Mark Ryan MP, Member for Morayfield, who represented The Honourable Neil Roberts MP, Minister for Police, Corrective Services and Emergency Services:

National Medals Awarded to Volunteer Rural Firefighters

Ian Kenman  40 years service National Medal, plus 1st and 2nd clasps.
Greg Miller  40 years service National Medal, plus 1st and 2nd clasps.
John Flewell-Smith 39 years service National Medal, plus 1st and 2nd clasps.
Alwyn Weston 39 years service National Medal, plus 1st and 2nd clasps.
Maurice Weston 33 years service National Medal, plus 1st clasp.
Selwyn Barr 30 years service National Medal, plus 1st clasp.
Joe Bradley  30 years service National Medal, plus 1st clasp.
Gary Ihm 30 years service National Medal, plus 1st clasp.
Neville Stewart 30 years service National Medal, plus 1st clasp.
Stan Chambers 28 years service National Medal, plus 1st clasp.

Unfortunately, Stan Chambers was the only member unable to attend the Mt Mee ceremony, due to prior commitments.

The members of Dayboro and District Rural Fire Brigade are extremely proud of the efforts of their colleagues. In total, these men have served and protected the Dayboro community for a massive 339 years.

Congratulations must go to these volunteer rural firefighters for their outstanding commitment.

Posing proudly with their medals are (left to right):
Selwyn Barr, Greg Miller, Alwyn Weston, John Flewell-Smith, Maurice Weston, Neville Stewart, Joe Bradley, Gary Ihm And Ian Kenman.
# Volunteers recognised across the State

Firefighters, support members and Fire Wardens alike were honoured this Australia Day, with 39 Rural Fire Service volunteers awarded Australia Day Achievement medallions for service to their brigades and their communities. One volunteer, Mr Glenn Bell, was awarded with the Director-General’s Certificate of Recognition. Congratulations to you all for this recognition of the outstanding work you do.

<table>
<thead>
<tr>
<th>Volunteer Name</th>
<th>Brigade Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr Leslie Johnson</td>
<td>Clevedon</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Peter Ian Maltby</td>
<td>Seymour</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Daryl Paxton</td>
<td>Sandy Creek</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Ms Delphine Turnbull</td>
<td>Horseshoe Bay</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Pieter Hendrick Oosterhoff</td>
<td>Hervey’s Range</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Peter Ryan</td>
<td>Kybong</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Reginald Tame</td>
<td>Goomboorian</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Brian Appleby</td>
<td>Landsborough</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Chris Behm</td>
<td>Stuart River</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Mark Beil</td>
<td>Stuart River</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Michael Blackley</td>
<td>Gin Gin</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Ms Jane Anne Duff</td>
<td>Gaeta</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Ms Rebecca Cook</td>
<td>Gaeta</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Donald William Davey</td>
<td>Ballogie</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr James William Hails</td>
<td>Howard Torbanlea</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Mervyn Roy Gibson</td>
<td>Veteran</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Michael Andrew Harnett</td>
<td>Mungar Yerra</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Mark Roderick</td>
<td>Montville</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Mark Doble</td>
<td>Birnam</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Bernard Simon Wolff</td>
<td>Murrumba</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Ms Lauren Sherry McDonald</td>
<td>Woodhill</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Gary David Marsh</td>
<td>Greenbank</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Geoffrey Clifford Richardson</td>
<td>Tamborine Mountain</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Ms Amanda Murray</td>
<td>Mount Hallen</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Aaron Coghill</td>
<td>Mudgeeraba</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Karl Leonard Bulpin</td>
<td>Hattonvale Summerholm</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr John Leslie Bowles</td>
<td>Ripley Valley</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Stephen Anthony Gardiner</td>
<td>Hattonvale Summerholm</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Peter David Williams</td>
<td>Hattonvale Summerholm</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Gregory Ross Krenske</td>
<td>Gatton Springdale</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Gary Edwin Patzwald</td>
<td>Cabarlah</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Richard Willett</td>
<td>Braemar</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mrs Michelle Van Dyk</td>
<td>Mowbray</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Ronald Leerson</td>
<td>Wooraibinda</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Ivan Western</td>
<td>Cawararl</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr John Wyland</td>
<td>Ducksworth</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mrs Janis Frost</td>
<td>Wooraibinda</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr John Kevin Hinchliffe</td>
<td>Bouldercombe</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Trent Jeppesef</td>
<td>Comet</td>
<td>Rural Fire Brigade</td>
</tr>
<tr>
<td>Mr Glenn Bell</td>
<td>Dayboro &amp; District</td>
<td>Rural Fire Brigade</td>
</tr>
</tbody>
</table>
The 2011 Fighting Fit Challenge began on Monday February 7 with over 100 volunteers, staff, families and friends on board. The 12 week challenge finishes on Monday 2 May and gives participants the chance to not only win prizes but most importantly to make positive sustainable lifestyle changes.

Three competition categories allow participants to achieve their health goal of losing weight, increasing fitness or to quit smoking.

**Lose Weight:** Trying to lose weight on your own is not easy. The most effective way to drop the kilos is to team up with friends or family members. This way you can help keep each other motivated throughout the journey. Participants entering the “Lose Weight” category are taking an excellent opportunity to team up and give themselves the greatest chance at success.

**Increase Fitness:** It doesn’t matter what your current fitness level is, any participant can benefit from entering the “Increase Fitness” category. Within this category there are three different activities for participants to take part in to measure their fitness throughout the challenge.

1. **12 minute walk/run:** Use a 400m track (most running tracks are 400m around) and a stop watch. Measure how far you can go within 12 minutes (round to the closest 100m) and record the distance.
2. **2000m row:** Use a rowing machine to measure the time it takes to complete a 2000m row.
3. **Beep test/shuttle run:** You will need two markers, a beep test CD and a tape measure to space the markers 20 metres apart. Follow the instructions on the CD and record the level reached.

**Quit Smoking:** Going it alone is tough. Again, the most effective way to succeed at quitting smoking is to team up with friends and family. The aim of this category is to reduce the amount of cigarettes per day and eventually phase them out completely.

Instructions on how to record and report results, as well as regular newsletters, tips and hints can be found on the Volunteer Portal.

Due to the success of this initiative, the decision has been made to offer more volunteers the opportunity to access the uniform. As well as the volunteers identified above, the uniform will now be made available to second, third and fourth officers from village, iZone and Special Service Delivery Brigades.

Additionally, volunteers that have already taken up the offer of a uniform will now be able to order the QFRS bomber jacket and fur felt hat.

The bomber jacket is available in padded or non-padded versions and ranges in sizes from Small to 5XL. The QFRS fur felt broad brim hat is available in sizes ranging from 52cm to 65cm (in 1cm increments).

The uniform remains the property of QFRS and should only be worn for official duties and in a complete and unaltered manner.

Further details are available in the Brigade Manual - Business Rule D6.1, on the RFS Volunteer Portal, or from your Area Office.
National Fire Danger Rating: Amendments you need to know

The National rollout of the Prepare Act Survive campaign post the Victorian Black Saturday fires saw new Fire Danger Ratings (FDRs) introduced as part of the overall package. This saw two new rating categories of Catastrophic and Severe introduced whilst the low and moderate ratings were merged. The logic to this approach was to provide a more suitable prediction model that would also inform the enhanced warning messages and that these messages would directly relate to the predicated fire danger, particularly when the predications are in the upper categories where significant damage would be likely to occur should fire activity become present. To effect these new categories required realignment to the Fire Danger Indices (FDI) with Severe = 50 to 74, Extreme = 75 to 99 and Catastrophic = 100 plus. These new rating categories were adopted by all States and Territories on 1 October 2009 and were applied to both the Grass Fire Danger Index (GFDI) and the Forrest Fire Danger Index (FFDI) without any specific distinction between the two.

<table>
<thead>
<tr>
<th>Previous Fire Danger Rating</th>
<th>New Fire Danger Index (FDI)</th>
<th>NEW Fire Danger Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catastrophic</td>
<td>100</td>
<td>Extreme</td>
</tr>
<tr>
<td>Extreme (50 to 200)</td>
<td>75 to 99</td>
<td>Severe</td>
</tr>
<tr>
<td>Very High (20 to 50)</td>
<td>50 to 74</td>
<td>High</td>
</tr>
<tr>
<td>High (8 to 20)</td>
<td>25 to 49</td>
<td>Low - Moderate</td>
</tr>
<tr>
<td>Mod (3 to 8)</td>
<td>12 to 24</td>
<td></td>
</tr>
<tr>
<td>Low (0 to 3)</td>
<td>0 to 11</td>
<td></td>
</tr>
</tbody>
</table>

As with all new concepts, comes the requirement to review its effectiveness and on this occasion, the Federal Attorney Generals Department undertook to coordinate this review and sought membership from all jurisdictions to represent their State or Territories, accordingly a National Fire Danger Rating (FDR) review taskforce was established. The first focus of the taskforce was to divide the task into two distinct streams and bring in the respective expertise to assist the taskforce in their deliberations. Two working groups were formed:

- A science group to assess the fire danger rating system and the relationship of forest fire danger indices (FFDI) to grassland fire danger indices (GFDI).
- A communications group to assess the messaging and timeframes established under the National framework.

Fire Danger Indices/Fire Danger Rating:

The science sub group recommended that the national review recognise that grasslands and forests have different levels of threat that occur at different thresholds and with this agreement led to the development of a revised GFDI system. This new approach recommended increasing the GFDI above the FFDI in the upper FDR categories. This recommendation was based on sound contemporary research and the analysis of historical data analysis.

Queensland’s adoption of this approach will be of great benefit in that we will be able to assess greater locations and provide more accurate community information applying the new Fire Danger Ratings that suit the predominant forest or grassland fuel types rather than basing off the Forest Fire Danger Indices.

<table>
<thead>
<tr>
<th>Fire Danger Rating</th>
<th>FFDI</th>
<th>GFDI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catastrophic</td>
<td>100+</td>
<td>150+</td>
</tr>
<tr>
<td>Extreme</td>
<td>75 – 99</td>
<td>100 – 149</td>
</tr>
<tr>
<td>Severe</td>
<td>50 – 74</td>
<td>50 – 99</td>
</tr>
<tr>
<td>Very high</td>
<td>25 – 49</td>
<td>25 – 49</td>
</tr>
<tr>
<td>High</td>
<td>12 – 24</td>
<td>12 – 24</td>
</tr>
<tr>
<td>Low – moderate</td>
<td>0 – 11</td>
<td>0 – 11</td>
</tr>
</tbody>
</table>

The Queensland map depicts those locations where we use the FFDI, those where we use the GFDI and those that are potential GFDI locations.

Rural Operations will now work with QFRS Community Safety & Training along with the Bureau of Meteorology and other agencies to implement the changes required across our printed material and other related aspects for the 2011/12 fire season. This and future fire seasons will see the removal of all FDI numerical values from all alerts and publications as this will remove any community confusion in that an FDR will merely refer to the category. QFRS Rural Operations will, prior to the next fire season release one Fire Danger Rating Graphic (FDRG) that will depict the FDRs regardless of whether FFDI or GFDI was the determining factor. This will be an improvement on the current system where we currently release two FDRG’s with one depicting FFDI and the other GFDI.
Communications:
The Communications sub group streamlined the number and types of warnings to focus on key strategic and succinct messages to describe fire activity, fire potential and what occupants should do. Naturally there will always be flexibility for jurisdictions to input additional and targeted messaging.

<table>
<thead>
<tr>
<th>Alert Type</th>
<th>SMS Template</th>
<th>Voice Template</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advice</td>
<td>Bushfire advisor message from QFRS(location) Surrounding areas stay informed check with ABC Radio or <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a></td>
<td>This is a bushfire advisory message from the Queensland Fire And Rescue Service A possible bushfire threat located at (location) residents, are advised to be aware and prepare their property. For further information listen to ABC Radio or go to <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a>.</td>
<td>3</td>
</tr>
<tr>
<td>Watch and Act</td>
<td>Bushfire watch and act Message from QFRS (location) Prepare property or relocate to safer area check ABC Radio or <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a></td>
<td>This is a bushfire watch &amp;act message from the Queensland Fire And Rescue Service A bushfire is located at (location) and is expected to impact the areas of (suburbs) around (time) residents are advised to prepare their property or relocate to a safer area if able. For further information listen to ABC Radio or go to <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a>.</td>
<td>2</td>
</tr>
<tr>
<td>Warning</td>
<td>Bushfire Emergency Warning from QFRS (location) Seek shelter now Check ABC Radio or <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a></td>
<td>Emergency. Emergency. This is a Bushfire emergency warning from the Queensland Fire And Rescue Service. A bushfire is located at (location) and is expected to impact the areas of (suburbs) around (time) residents are strongly advise to seek shelter or leave now if able to. For further information listen to ABC Radio or go to <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a>.</td>
<td>1</td>
</tr>
</tbody>
</table>

**What does it mean**

### Catastrophic
These are the worst conditions for a bush or grass fire. Homes are not designed or constructed to withstand fires in these conditions. The safest place to be is away from bushfire prone/risk (state/territory specific name) areas.

### Extreme
Expect extremely hot, dry and windy conditions. If a fire starts and takes hold, it will be uncontrollable, unpredictable and fast moving. Spot fires will start, move quickly and come from many directions. Homes that are situated or constructed or modified to withstand a bushfire, that are well prepared and actively defended may provide safety. You must be physically and mentally prepared to defend in these conditions.

### Severe
Expect hot, dry and possibly windy conditions. If a fire starts and takes hold, it may be uncontrollable. Well prepared homes that are actively defended can provide safety. You must be physically and mentally prepared to defend in these conditions.

### Very High
If a fire starts, it can most likely be controlled in these conditions and homes can provide safety.

**What should I do**

### Catastrophic
- Leaving bushfire prone/risk areas (state/territory specific name) the night before or early in the day is your safest option – do not wait and see.
- Avoid forested areas, thick bush or long, dry grass.
- Know your trigger – make a decision about: - when you will leave - where you will go - how you will get there - when you will return - what you will do if you cannot leave.

### Extreme
- Consider staying with your property only if you are prepared to the highest level. This means your home needs to be situated and constructed or modified to withstand a bushfire*, you are well prepared and you can actively defend your home if a fire starts.
- If you are not prepared to the highest level, leaving bushfire prone/high risk (state/territory specific name) areas early in the day is your safest option.
- Be aware of local conditions and seek information by listening to local radio, go to xxx.xxx.xxx.gov.au or call the xxx Information Line on xxxx xxxx xxxx.

### Severe
- Well prepared homes that are actively defended can provide safety – check your bushfire survival plan.
- If you are not prepared, leaving bushfire prone areas early in the day is your safest option.
- Be aware of local conditions and seek information by listening to local radio, go to xxx.xxx.xxx.gov.au or call the xxx Information Line on xxxx xxxx xxxx.

### Very High
- Check your bushfire survival plan
- Monitor conditions
- Action may be needed
- Leave if necessary

**FDR changes are used to trigger the Emergency Alerts and Warning Systems within the community when under potential threat of fire. The Committee’s mission was to develop a strategic and brief messaging format. This messaging aims to describe the fire activity, fire potential and what occupants should do in an emergency. The changes to community messaging have been outlined through the Advice, Watch and Act as well as the emergency warning standardised templates.**

---

*R bushfire specific
stop bushfire arson

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

call CRIME STOPPERS on 1800 333 000

Rewards are paid for information leading to arrests, and you can remain anonymous.
Volunteer Community Educator Regional Workshops

Volunteer Community Educators (VCE) have certainly been busy since the program commenced in February 2010. Volunteers have shown incredible passion towards the program with hundreds of community education presentations being completed across the State.

Nine months since the program’s inception, the first regional VCE Workshop was run in Toowoomba in November 2010 with volunteers attending from the South West Region.

The workshop is designed to promote further networking by bringing together like-minded individuals from across the region to compare experiences and to share ideas. VCEs report on work completed in their own areas as well as share lessons learnt (what worked, what didn’t work) and put forward ideas on how to improve the program.

The pilot workshop was deemed very successful and built on relationships within the service. Feedback from the volunteers included the statement: “In my 40+ years of volunteering the VCE workshop was the best I had ever attended”.

Valuable training was conducted, including media interview role play by SWR’s iZone Officer Cameron Ashmore and Regional Manager Rural Operations (RMRO) Wayne Waltisbuhl, which presented many lessons learnt that a presentation alone would not have provided.

RMRO Wayne Waltisbuhl addressed the group and praised the region’s VCEs on the importance of their work and congratulated them for completing more than 90 community engagement activities.

The smooth running of the workshop was contributed to the organisational skills of Brigade Training and Support Officer (BTSO) John Welke (Toowoomba), Mitigation and Education Officer (MEO) Paul Storrs (South West Region), MEO Tracey Charles (Central Region), MEO Peta Miller-Rose (South East Region) and MEO Craig Magick (North Coast Region).

Future workshops will include many interactive sessions that allow feedback and review by all present.

Topics covered include:

- Dealing with the Media – eg. contacting media, TV/Radio/Print interviews (what to expect).
- Handy hints when delivering a presentation whether it be to one or to a hundred.
- How to research your community profile and what it means – what is the area history.
- Engaging and connecting with the audience.
- One on one presentations – sitting around the kitchen table – it works!
- Being content experts – what is available to VCEs to keep knowledge current?
- Role plays and interactive planning sessions.

The next VCE workshop is scheduled for March 2011 in the South East Region, kicking off workshops to be conducted in all regions throughout 2011.

We look forward to seeing all of our VCEs at the local regional workshops and ask that you bring along your passion and enthusiasm and be prepared for a great day.
RFB Manual Changes

With each edition of the Bulletin we will provide you with a summary of updates and changes made to Rural Fire Brigade Manual Business Rules.

Major changes
Two business rules have had major changes and have been included in this edition of the Bulletin for you to add to your Brigade Manual. These business rules are:

A3.5 Compliance with Traffic Regulations – Information about provisional licence holders added.

D1.3.1 Protection from Liability - Information about hazard reduction activities added.

Minor changes
The following business rules have had minor changes made to them and can be downloaded from the Volunteer Portal. Minor changes include spelling mistakes, word or phrase changes, sentence amendments or deletions.

Introduction – How to use the Brigade Manual
A1.1 Protecting the Environment
A3.2 Community Evacuations
A3.3 Radio Communications
A3.6 Road Crash Rescue
A3.11 Hiring of Earthmoving Equipment at Incidents
A4.1 Property Handovers and Post Bushfire Processes
C1.4 Resignation or Termination of Membership
C2.3 Workers Compensation & Rehabilitation
C5.2 Equity and Harassment
C6.1.2 Chaplaincy Services
D1.4 Brigade Management Rules
D1.5 Incident Reporting
D2.1 Brigade and Volunteer Records
D4.2 Brigade Appliance Insurance
D4.5 Insurance of Private Equipment (other than Vehicles)
D5.12.3 Use of Fire Stations
D5.3.5 Purchase and Use of Automated External Defibrillators
D7.3 Websites
D8.1 RFBAQ

Did you know that you can upgrade your existing manual Quik Reel to a powered version?

- A 50% subsidy is available to Rural Fire Brigades for all manual-to-powered hose reel upgrades
- Kits include electric motor in 12 or 24 Volt, power box with manual button for hose retraction, new guards and covers, pulleys and belt for drive, plus all nuts and bolts
- Contact us today to get your quote to submit to your regional head office for funding

...give the reel experts a call today. 1800 645 688 quikcorpfire.com
The fireground is a dangerous place. The hazards encountered by firefighters during wildfire suppression and prescribed burning are varied and many, including rough terrain, unpredictable fire behaviour, choking smoke, radiant heat, powerlines, machinery and dangerous trees.

Dangerous trees can be trees that are dead, dying, diseased and/or structurally unsound, or trees that are severely stressed from years of drought and previous fires. A dangerous tree is also one that cannot be safely felled by a competent chainsaw operator and the danger may be danger from the tree itself (particularly if the tree is on fire), the surrounding landscape or the prevailing environmental conditions. The one thing dangerous trees have in common is that they have the potential to cause significant damage should they fall or drop limbs or branches.

Many older trees have developed hollows formed by the breakage of primary or secondary branches, or have broken-off canopies that expose an internal pipe or vertical hollow section through a significant length of the tree. Although these old hollow trees provide vital roost and breeding sites for wildlife they can pose a significant danger to firefighters, especially when on fire.

Burning hollow trees are often referred to as roman candles, stags or chimneys. While they are spectacular while alight, they are always a matter for caution for firefighters. Roman candles occur in hollow trunks or limbs with apertures at the lower end and open holes at a higher point. When fire enters at the lower hole, the funnelling effect creates a roaring fire inside the hollow section with the consequence that lighted sparks and glowing embers spew out of the top – creating the ‘roman candle’ effect.

Every time the wind blows the sparks increase and they can easily start spot fires. This becomes a more complicated issue with burning limbs or trees located close to a fire control line. In many cases the only solution is to keep watch from a safe distance, control any spot fires and wait for the tree to fall and then break it up.

Falling trees or branches are an ever present danger on the fireground and many firefighters have had lucky escapes or suffered minor equipment damage. Unfortunately there were also several incidents with serious injuries, destruction of fire trucks, and tragically some fatalities.

We need to recognise that while working in forests there will always be some inherent risk from falling trees and branches. Workplace health and safety guidelines and risk management frameworks can provide some procedural and technical guidance. However, it is ultimately up to every one of us to have situational awareness and to remain vigilant when working around trees, just like we do when watching out for loose rocks or the possibility of a snake-bite.
New look Bushfire CRC Website

Late last year the Bushfire CRC website received a major facelift with a new look and a new feel, incorporating many of the suggestions and feedback that have been received over the years. The overhaul was deemed necessary to better showcase the research output which consists of more than 800 different types of publications by more than 100 researchers and research students over the past seven years.

The revised website allows easy access to all the Bushfire CRC research program publications from 2003 to 2010 as well as the new material from the Bushfire CRC extension program which is being progressively added to the web content as it becomes available.

One other major improvement over the old website is the link between the site to a database which connects and integrates all the available information on various projects, making it easier for users to find and access information. Also, check out the Publications section where you can find the latest Fire Notes, Fire Updates, academic research publications and all of the CRC products ranging from DVDs to books and field guides. For more adventurous reading there is also a list of Bushfire CRC Annual Reports and Foundation Documents. If you haven’t already done so, check out the new website at www.bushfirecrc.com.

DC-10 Tanker Evaluation

An extensive trial of a DC10 - Very Large Air Tanker (VLAT) has been conducted during the 2009 – 2010 fire season in Victoria with the aim of assessing the effectiveness of this type of aircraft in suppressing Australian bushfires. The DC10 is substantially larger than any other aircraft previously used in fire suppression in this country. It has three tanks with a total capacity of 45,400 litres that can deliver a range of retardant and suppressant mixes.

The trial involved a combination of operational and test missions for the tanker, including deployment to active wildfires in Victoria. However, due to a relatively mild fire season the tanker only saw limited operational activity and subsequent tests were insufficient to determine the firefighting capabilities of the aircraft. Although the results in laying extensive retardant lines in a single drop to contain an advancing wildfire were successful, using the tanker in the urban interface was not, as the plane’s operating height and drop release height raised concerns about safety and damage potential.

The final evaluation report, while leaving questions of the tanker’s capability in suppressing severe wildfires unanswered, found the DC-10 firefighting tanker jet unsuited to Victorian conditions. As a result the aircraft will not return this coming season. A copy of the evaluation report can be found on the Bushfire CRC website.

Evaluation of three fire detection systems

The Bushfire CRC, in conjunction with the CSIRO, the Attorney-General’s Department and several Victorian and New South Wales State Agencies, tested three bushfire detection camera systems in Victoria and New South Wales.

The cameras were placed on fire towers in strategic positions around the Otway Ranges and in the Tumut area for evaluation of their performance in detecting bushfire ignitions and in testing their ability in eliminating false fire detections.

The study assessed three systems which were capable of collecting data using video, still images, heat and other detection methods through an array of sensors mounted on fixed towers. Data for two of the systems was automatically transmitted to a computer system that analysed images to detect smoke, whereas the third system did not have this capability but relied on manual image and data interpretation. The ability of all three systems to detect and locate fires was then compared with a trained human observer. All systems were trialled under a range of weather and environmental conditions using a combination of planned burns, wildfires and fires lit on purpose for camera testing.

All of the camera systems tested were able to observe and locate fires during both day and night as well as eliminate false alarms. However, detection by the camera systems was slower and less reliable than by a trained human observer. The skills of the camera operator are equally important and forms an integral part of all camera systems as operators need to decide whether or not a computer generated alert is a fire or false alarm.

In summary, regardless of the system tested, automatic bushfire detection is not a reliable or viable solution at this time. It is not feasible to solely rely on an automatic camera or sensor platform as a primary detection method and they are not a suitable replacement for staffed fire towers. All systems were slower and less reliable than a trained human observer and that at best, the technology may, with improvements, support observers in limited circumstances. The findings and conclusions of the Bushfire CRC evaluation report were fully supported in a follow up workshop held by the Attorney-General’s Department.
The Training Toolbox and News Desk are two of the exciting tools you can access on the RFS Volunteer Portal.

Through these tools you can view video based training and project updates on an ever increasing range of topics. Currently you can access:

**Training Toolbox**

**Introduction**
- How to use the Training Toolbox

**Equipment**
- Compound & Pressure Gauges
- Burnover Safety and Survival
- Standpipe
- Drip Torch
- Delivery Hose
- Dry Powder Extinguisher
- TAC-A

**Fire Concepts**
- Introduction to Fire
- Parts of a Wild Fire
- Factors Affecting Fire Behaviour Part 1
- Factors Affecting Fire Behaviour Part 2

**First Aid**
- Burns
- Overexposure to Heat
- Poisoning
- Eye Injuries
- Musculoskeletal System
- Blood and Bleeding
- Cardiac Emergencies
- Communicable Diseases

**Recruitment**
- Recruitment

**Workplace Health & Safety**
- Workplace Health & Safety

**News Desk**

**Year in Review**
- Fitness for Duty: Alcohol and Other Drugs
- Interactions with Other Agencies
- Bushfire Arson
- Rural Relations with Government
- Senior Schools Program
- Brigade Manual
- Managing Fatigue
- Fire Danger Period
- Vesta Validation Project
- Fire Management Groups
- Neighbourhood Safer Places
- PREPARE.. ACT.. SURVIVE
- RFS Fighting Fit
- Incident Management Systems
- Green Cross Australia
- Establishing Command at an Incident
- Working Safely with Aircraft
- Privacy Legislation
- First Officer Training
- Primary Producer Brigades
- Equipment Maintenance
- Building in Bushfire Prone Areas
- FireCare
- 2010 Volunteer Summit
- Deployment Register
- WHS Update
- Vehicle Build and Election Commitment
- Funding
- Volunteer Community Educators
- Fighting Fit
- Brigade Manual
- Welcome
- Mounting and dismounting appliances
- Community Information during Emergencies
- Equipment Catalogue

Early 2011 will see the release of the first of the Training Toolbox Simulations. Here you can meet Felicity, the Avatar firefighter, and have the opportunity to brush up on your equipment skills. Also due for release in 2011 is Series 5 of the Training Toolbox so be sure to keep an eye out for updates on those.

Still to come on the News Desk are clips on Rural/Urban Relationships, the role of a VCE, and many more.

If there are any topics that you would like to see addressed on the News Desk, let us know by sending your suggestions through the feedback link on the Volunteer Portal homepage.

Keep watching to see what happens next!

---

**To check out the Volunteer Portal**

Visit the Rural Fire Service website at [www.ruralfire.qld.gov.au](http://www.ruralfire.qld.gov.au) and click on the “Connect to the Volunteer Portal” link at the bottom of the home page. Once you get to the Volunteer Portal select the “New User” button and go from there.

If you are having any difficulties accessing the site please contact Christine Osborne on 3635 3305.
Combating volunteer attrition through exit interviews

The Rural Fire Service (RFS) has an exceptional record of dedication and commitment by its members, evidence of which is shown by our volunteer numbers of approximately 34,000 across the State.

Despite these excellent numbers, QFRS Rural Operations is always working to assist brigades to recruit and retain new members, to not only help ease the burden on existing members, but to ensure a strong Service into the future.

Although recruiting new members is essential, retaining them is just as important. While we are currently continuing to recruit more volunteers than are leaving the Service, the RFS has an attrition rate of approximately 4.5% annually.

There are many reasons volunteers leave the Service. It may be for health reasons, the need to spend more time with family, or simply that they are moving out of the area. However it may also be that they are disappointed with their experience in the Service, they feel too much time commitment is required or their reasons for joining are not being met.

Research undertaken by the Bushfire Cooperative Research Centre demonstrated that one approach to maintaining adequate numbers of volunteer firefighters is to minimise attrition, and many organisations use exit interviews to obtain information from departing employees or volunteers as to their reasons for leaving.

To assist us to better understand why volunteers leave the Service, we have implemented a trial exit interview survey, which will be sent those volunteers that leave the Service on a monthly basis.

The feedback we receive from those volunteers who have left will assist us to continue to grow the Service and respond to the needs of our volunteers. This information will also allow us to identify any problem areas, address concerns and develop programs to assist our volunteers into the future.

Stage One of the appliance enhancements have been completed. During this stage arrangements with the suppliers of diesel pumps and heat reflective curtains were finalised and a total of 140 diesel pumps and 34 heat reflective curtains were fitted to rural appliances statewide.

Stage Two of the project is well underway with Rural Inspector Rob Walker actively working with the suppliers of pumps and curtains to ensure a continual supply is available for fitting to appliances.

The main focus during this stage is appliances built between 2004 and 2008, with any unfinished appliances from the first stage being a priority. Where brigades have multiple appliances every effort will be made to complete all appliances at the same time, however this may not always be possible and is dependant upon the availability of suitable pumps and curtains.

Appliance Enhancements

Stage One of the appliance enhancements have been completed. During this stage arrangements with the suppliers of diesel pumps and heat reflective curtains were finalised and a total of 140 diesel pumps and 34 heat reflective curtains were fitted to rural appliances statewide.

Stage Two of the project is well underway with Rural Inspector Rob Walker actively working with the suppliers of pumps and curtains to ensure a continual supply is available for fitting to appliances.

As it is planned to retrofit an additional 134 diesel pumps and 100 heat reflective curtains, Area Office staff will continue to engage with local installers and brigades to ensure that appliances identified for retrofitting during this stage are available and able to be completed within the desired time frame.
As we begin preparations for hazard mitigation and the upcoming fire season it is timely that we remind volunteers of the importance of PPE during operations, especially when operating in and around fire appliances.

One essential piece of equipment when operating an appliance pump is hearing protection. Hearing protection, in the form of ear plugs, is available from your Area Office at no cost.

Recent noise assessments of appliance pumps were conducted and due to the nature and location of the pumps, the noise levels were above the recommended 85dB, for 8hrs (Noise Code of Practice 2004; Qld) however when used in conjunction with the UVEX disposable ear plugs (used and fitted in accordance with manufacturers guidelines – outlined below) the dB level is reduced by approx 27dB. These figures fall within the desired levels set by Workplace Health and Safety Queensland.

In addition to the hearing protection, hearing protection stickers are also available and are provided for fixing in a prominent position within the pump operators area.

Fitting instructions

1. To ensure a correct and comfortable fit, pull the outer ear upwards and backwards with your free hand while inserting the plug with a slight rocking and twisting motion.
2. Continue to gently rock and twist the ear plug until it is well fitted and a good seal is achieved (the background noise experienced shall be considerably reduced when achieving a good seal).
3. A good fit and seal should normally leave no flanges of the earplug outside the entrance of the ear canal.
4. If a good fit and seal is not achieved: repeat the procedure above.

Note: To avoid pain and / or damage to the ear canal / eardrum, remove the earplug with a slow and gentle twist while removing it from the ear canal.

The implementation and utilisation of these control measures will assist in ensuring that staff and volunteers operating around or near appliance pumps remain safe.

DO NOT EXPOSE YOURSELF TO HARMFUL NOISE WITH NO OR INSUFFICIENT SEAL!
This pre-season planning needs to take place on several levels for it to be truly effective at limiting the impact of fire on Queensland. Currently QFRS Rural Operations uses a four tiered approach to this pre-season planning in the form of local Fire Management Groups (FMG), a Regional Inter-Departmental Committee for Bushfire (RIDC) and the State Interdepartmental Committee for Bushfire (IDC).

The first level of planning is within a local brigade response area. This is a simple process where the local brigades identify areas of risk within their patch and take the necessary action to reduce this by conducting a hazard reduction burn or, for a bigger issue, referring it to the local FMG.

FMG’s are traditionally based around local government areas but may be established for high risk areas. Planning and consultation meetings for local issues are normally attended by local RFB volunteers as well as representatives from Queensland Parks and Wildlife Service (QPWS), Main Roads, Queensland Rail and QR National, Ergon or Energex, Forest Products Queensland, Local Council rangers and any other group that may have an interest in local fire management. These groups, chaired by the Area Director Rural Operations, plan mitigation works across a landscape rather than by property boundaries. They promote a consultative environment where all departments and brigades can share resources and skills to ensure that hazard reduction is carried out in high risk areas each year.

The RIDC brings together regional managers of departments within a region and is chaired by the Regional Manager Rural Operations. These meetings are strategic planning meetings where all departments review response and mitigation plans and develop strategies to be implemented at the FMG level. Information from the local FMG’s is tabled at the RIDC by each department and the Rural Operations Mitigation and Education Officer. Issues that are present across more than one FMG may be resolved at RIDC level if they will have effect across the region. Issues raised that will affect our operations across the State are referred to the IDC for a State approach.

The IDC which meets in Brisbane is chaired by the Assistant Commissioner Rural Operations and is attended by state heads of department. At this level, ‘big picture’ issues are dealt with such as negotiations with QPWS regarding the use of the VHF radio network, through to developing a standard approach to the planning process between QFRS and Main Roads for roadside hazard reduction.

These levels of planning ensure that QFRS is well placed to meet the threat of bushfire, and is well complemented by the internal planning that each government department undertakes as part of their risk assessment each year.

An explanation of the process used by QPWS to plan and conduct mitigation activities within National Parks and State Forests is provided by Tim Devlin, QPWS Ranger in Charge and volunteer firefighter;

QPWS manages more than 12 million hectares of public lands including national parks and state forests. A comprehensive Fire Management System guides QPWS in planning, implementing, monitoring, evaluating and reporting its fire management activities.

QPWS manages fire to protect life and property, as well as maintain natural diversity and, where appropriate, forest production values. Fire management is therefore an essential part of QPWS land management practices. QPWS bases its fire management on the best available knowledge of fire behaviour, ecology, suppression and prevention.
Planned burning is an important technique used by QPWS and other land management agencies in Australia. QPWS uses fire to:

- reduce fuel loads, in order to decrease risk to life, property and assets
- maintain biodiversity, by burning areas of varying size at appropriate intervals
- assist management of forests for production of timber and other products
- help restore and regenerate disturbed ecosystems
- aid pest eradication and control.

When carrying out planned burns, QPWS targets weather conditions that suit the aims of the burn and which minimise impacts on surrounding urban and rural communities.

QPWS works closely with other agencies that have responsibilities for managing fire, as well as with rural fire brigades, adjoining landholders, local communities and traditional owners. This includes co-ordination, co-operation and active participation across boundaries in:

- constructing and maintaining fire control lines
- notifying relevant people and agencies of intention to burn
- arranging access to property
- training in fire management
- undertaking burning operations
- developing wildfire response plans.

This cooperative process is critical in maintaining a balanced approach to the environmental and social aspects of fire.

To date QPWS has conducted 254 planned burns covering approximately 627,000 hectares for the 2010 fire year (March 2010 to February 2011).

General equipment update

In the latter half of 2010, the 2010/2011 Equipment Catalogue was distributed to brigades throughout the State. This catalogue, which was developed to assist brigades in identifying items of required equipment when completing brigade requisitions, is also available for viewing on the RFS Volunteer Portal.

To support brigades, a number of items identified in the Equipment Catalogue are now free issue and limited stocks are available from your Area Office.

Since the publication of this catalogue, improvements to the management of Brigade Requisitions have been implemented to reduce the time taken to process a Brigade Requisition. To further facilitate this process, brigade secretaries are asked to place items identified within the Equipment Catalogue as “No Charge” on a separate requisition to other items. Further details are available from your Area Office.
Google Changes Base Mapping

Until recently the road and property base data that could be viewed in Google Maps and Google Earth had been supplied to Google by various State Government Agencies around Australia via the Public Sector Mapping Authority (PSMA). PSMA is considered the authoritative mapping data source in Australia which means that available data has been supplied meeting strict standards, in addition to undergoing a constant improvement process of fixing errors and omissions along with adding new streets and properties.

Google has now sourced its base data as a ‘one off’ supply from Sensis WhereIs which does not contain the same level of accuracy as PSMA data, in particular in relation to rural roads, private roads and gated communities. The Sensis WhereIs data now used by Google appears to be very old and upon checking has shown that errors corrected in State Government datasets over 10 years ago are now appearing in Google Maps and Google Earth.

It is understood that Google intends to allow the public to update the base data used by Google Maps and Google Earth in an ad-hoc manner, which means that if you as a Rural Fire Brigade member make an operational decision based on a Google mapping product and you are at some stage required to justify your decision in a Royal Commission similar to what followed the 2009 Victorian Bushfires, there is a very high likelihood that you will not be able to reconstruct the map that you made the decision on. The ability to reconstruct such a map based on PSMA base maps was a simple process due to the rigor around the data supply chain.

Google Maps and Google Earth continue to provide an excellent source of satellite imagery but due to the level of inaccuracy of the roads and property base maps that is now contained in these products, it is recommended that they should not be used for operational decision making.

Grants available for up to $150,000

Grants are an excellent way for brigades to receive funding to help begin or complete projects that they otherwise would not have been able to.

The Jupiters Casino Benefit Fund (JCBF) and Gambling Community Benefit Fund (GCBF) are two such grant programs that you can apply for funding through the Department of Employment, Economic Development and Innovation.

Standard applications for JCBF grants are limited to a maximum of $150,000 and are for capital expenditure/fixed assets such as the improvement of facilities, for example the building of sheds or toilet facilities.

GCBF grants are for expenditure for items up to $35,000 such as the purchase of new or secondhand equipment, community events, research projects, fundraising initiatives, volunteer support, etc. Further details about both types of grant can be obtained via their website at www.olgr.qld.gov.au.

Once you have decided to make an application to the Gaming Funds it is essential that you gain approval from your Area Director before proceeding.

To make an application, just follow these simple steps:

1. Download the application form from their website (www.olgr.qld.gov.au).
2. Complete the required information that relates to your brigade (you can leave blank the details of the application where the sponsor’s information is required).
3. Gather letters from local referees as well as quotations for the goods and/or services required to submit with your application.
4. Where information is requested about the financial position of the brigade you can insert ‘zeros’.
5. Once you have completed the ‘loadable’ file and attached quotations and letters from referees, send the file to your local Area Office to gain approval from the Area Director and Regional Manager.
6. The file can then be sent into Central Office to be reviewed and loaded directly onto the Gaming site on your behalf.

To ensure that you meet the application cut off dates please ensure that you allow four weeks for the approval process and time to load the application onto the required site. The dates that each application round closes is available on www.olgr.qld.gov.au.

Once your application is approved you must provide updated quotations for a claim to be made to the Gaming Fund. The funds will then be transferred to you and must be acquitted with tax invoices once the work is completed.
200 Rural Fire Service volunteers who assisted with the recent flood recovery efforts were given tickets to a special charity performance by Billy Connolly to raise money for the Premier's Disaster Relief Fund, held at the Brisbane Convention Centre on Sunday 13 February 2011.

Billy Connolly and his promoter, Harley Medcalf of Duet Entertainment, met and thanked all 200 volunteers for their efforts during the January floods backstage after an entertaining show.

Special thanks must go to Billy Connolly and his team for donating these tickets.

Rural Operations would also like to thank Hillcrest Apartments, Mantra South Bank, Quay West, Chifley at Lennon’s, Abbey Apartments, Rydges South Bank, Sapphire Resort, Sofitel Brisbane Central, and the Brisbane Hilton for providing accommodation free of charge to some of the volunteers who traveled from farther afield to attend the show.

2010 Assistant Commissioner Volunteer Awards

Rural Fire Service Volunteers are the backbone of many local communities and carry out many important tasks such as planning and carrying out risk reduction activities, completing training, and responding to fires all in their own time on a volunteer basis. This award recognises one RFS volunteer per region who has demonstrated excellence in their role in the past 12 months.

Congratulations to the following worthy recipients of the Award for 2010. We would like to acknowledge each of these people for their high level of commitment and enthusiasm towards their role as a volunteer in the RFS.

- Peter Kelly from Northern Peninsula Area RFB (Far Northern Region)
- Vince Balanzategui from Stone River RFB (Northern Region)
- Peter Ryan from Kybong RFB (North Coast Region)
- William John Gilbride from Bauhinia RFB (Central Region)
- Roger Daly from Narangba RFB (Brisbane Region)
- Gary Patzwald from Cabarlah RFB (South West Region)
- Mark Doble from Birnam RFB (South East Region)

Over the past 12 months these volunteers demonstrated excellence in a number of criteria including:

- Actively promoting the Rural Fire Service in a positive fashion
- Displaying a high level of commitment to achieving positive outcomes in all areas of responsibility
- Demonstrating a willingness to improve the RFS
- Making a notable contribution to achieving the strategic goals of the RFS within their brigade, particularly in the areas of service delivery e.g. Emergency Response Operations and Training
- Demonstrating commitment to personal development
- Representing the RFS in accordance with the relevant codes of conduct.
Contact Details for Area Offices

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>North Coast Region</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bundaberg Area Office</td>
<td>(07) 4153 3244</td>
<td>(07) 4151 2166</td>
</tr>
<tr>
<td>Maryborough Area Office</td>
<td>(07) 4190 4839</td>
<td>(07) 4190 4853</td>
</tr>
<tr>
<td>Caloundra Area Office</td>
<td>(07) 5420 7517</td>
<td>(07) 5420 7521</td>
</tr>
<tr>
<td><strong>South West Region</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Toowoomba Area Office</td>
<td>(07) 4616 1945</td>
<td>(07) 4616 1939</td>
</tr>
<tr>
<td>Roma Area Office</td>
<td>(07) 4622 2074</td>
<td>(07) 4622 1451</td>
</tr>
<tr>
<td><strong>South East Region</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ipswich Area Office</td>
<td>(07) 3381 7122</td>
<td>(07) 3381 7116</td>
</tr>
<tr>
<td><strong>Brisbane Region</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caboolture Area Office</td>
<td>(07) 5420 1333</td>
<td>(07) 5420 1339</td>
</tr>
<tr>
<td><strong>Far Northern Region</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cairns Area Office</td>
<td>(07) 4039 8240</td>
<td>(07) 4039 8647</td>
</tr>
<tr>
<td>Innisfail Area Office</td>
<td>(07) 4061 0650</td>
<td>(07) 4061 0651</td>
</tr>
<tr>
<td><strong>Northern Region</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Townsville Area Office</td>
<td>(07) 4796 9082</td>
<td>(07) 4799 7184</td>
</tr>
<tr>
<td>Charters Towers/Cloncurry Area Office</td>
<td>(07) 4787 8213</td>
<td>(07) 4787 4708</td>
</tr>
<tr>
<td><strong>Central Region</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mackay Area Office</td>
<td>(07) 4965 6641</td>
<td>(07) 4965 6640</td>
</tr>
<tr>
<td>Barcaldine Area Office</td>
<td>(07) 4651 1190</td>
<td>(07) 4651 1803</td>
</tr>
<tr>
<td>Emerald Area Office</td>
<td>(07) 4982 0001</td>
<td>(07) 4651 1803</td>
</tr>
<tr>
<td>Rockhampton Area Office</td>
<td>(07) 4938 4736</td>
<td>(07) 4922 2768</td>
</tr>
</tbody>
</table>