Assistant Commissioner’s Message

In the November 2011 edition of the Bulletin the former Assistant Commissioner Rural Operations announced the formation of four strategic working groups to guide Rural Operations into the future.

May 2012 saw the first meetings of Strategic Working Groups which have been established to ensure a collaborative and consultative approach to the development of strategies that support Rural Fire Brigades and Fire Wardens.

There are three Working Groups each looking at strategies from a different perspective. They are,

- The Operations Strategic Working Group (chaired by the Director of Rural Operations)
- The Volunteering and Support Strategic Working Group (chaired by the Director, Rural Volunteering and Support)
- The Research and Training Strategic Working Group (chaired by the Executive Manager Rural Research and Training)

The Working Groups provide advice to the Strategy and Governance Steering Committee chaired by the Assistant Commissioner Rural Operations. This Committee will look at implementing decisions from the Working Groups.

In this edition of the Bulletin you will find an updated equipment price list as some prices have changed. Only equipment with a cost to brigades is listed. A full list, including items available free to brigades, can be downloaded from the Volunteer Portal.
One of the standing agenda items will be for each group to look at ways to reduce delays and restrictions caused by ‘red tape’ in delivering services to the volunteers. While we all remain bound by various laws and other policies, all parties are keen to reduce any unnecessary bureaucracy or paperwork imposed on volunteers. When developing new policies and procedures the focus is to ease the burden on volunteers and make processes easier to follow.

Membership of each Working Group represents a cross section of stakeholders with knowledge and expertise in different areas. There will be two Rural Fire Brigade volunteers, two RFBAQ representatives, one Regional Manager Rural Operations, one Area Director, a Workplace Health and Safety Officer and representatives from the various fields associated with the particular Working Group e.g. the Manager Operational Support and one person from Engineering Services on the Operations Group.

These Working Groups provide a forum for new ideas, the opportunity to address long standing issues, the ability for volunteers to have their views heard and a starting point to develop a close working relationship between all involved.

Collaboration, with trust and respect between all parties involved with fire protection, emergency response and community education can only benefit Rural Fire Brigade volunteers, volunteer Fire Wardens, the QFRS and the communities we all serve.

Future editions of the Bulletin will feature updates from the Strategic Working Groups.

Neil Gallant
AFSM MiFireE BTeach
Assistant Commissioner Rural Operations

2012 – 2013 Bushfire Season Outlook

Queensland’s bushfire season is primarily influenced by long-term and seasonal short-term climate conditions and the relationship the climate has on vegetation. A strong La Niña pattern in 2010 followed by a moderate La Niña in 2011 produced above record seasonal rainfall that promoted a prolific increase in vegetation growth across the State. During January to April 2012, above average rainfall continued influencing the vegetation growth profile further.

Long range climate models suggest that the current ENSO Neutral conditions may continue until late winter where there is a strong chance of an El Niño pattern forming during spring into summer.

Rainfall outlook from June to August 2012 provided by the Bureau of Meteorology indicates more than a 60% probability of above median rainfall across most of coastal and inland parts, with far western inland areas having a 50% probability of median rainfall during the period. The outlook also indicates average daytime maximum temperatures with warmer minimum temperatures expected during the period as well.

Current grassfire fuel levels throughout Queensland are considered as abundant and continuous. However the moist conditions with moist soil profiles have the fire risk assessed as Moderate to High grass fire risk. In forest areas with average to high fine fuel loads, a Low to Moderate forest fire risk is current.

Slightly wetter than normal early winter conditions are tending to indicate a normal to slightly delayed start to the bushfire season across Northern and Central and South East Queensland. However general vegetation conditions in the South West of the State may lead into a slightly early start to the bushfire season over a wide area.

During May large areas within the State received below average rainfall and without follow-up mid winter rain the fire season may start abruptly in late August as soon as conditions warm up.

Should the El Niño pattern take affect during spring with drying conditions the bushfire season may be extended. The extended duration will depend on the commencement of the northern monsoonal wet and the tropical thunderstorm season in southern and central Queensland.

Fast running, high intensity grassfires can be expected over most of the State with concerns for larger size fires in rural areas due to the abundance and continuity of the grassland sward. Woodlands may have similar fire behaviour with a grassy understory however rates of spread may be slightly less.

Forest fires are expected however with moderate intensities early in the bushfire season. The intensity may increase later in the season especially if the season is prolonged. This will be due to the drying moisture profile within the forest soils and increase of fine forest fuels available coupled with warmer temperatures and the influence of dry north-west to south-westerly winds.
FINAL CALL
Peer Referral and Liaison Officers wanted

In previous Bulletins we have announced the introduction of a new role within the FireCare network – the Peer Referral and Liaison Officer (PRLO) role. A number of volunteers have expressed interest, but more are required to run the first training course.

The role focuses on connecting Rural Fire Service (RFS) volunteers with psychological support and other resources for their wellbeing. As a PRLO, you would liaise with and be support by a network of Peer Support Officers (PSOs), and use your knowledge of your community to ensure the best response is given in each call for help. This could be after traumatic events, for example the 2011 floods, but also to other stressors which affect the wellbeing of your RFS peers.

A two day weekend training course will teach you:

• Essential communication skills, such as active listening and open questions.
• The basics of how to recognise, support and refer people at risk – such as those with anxiety, depression and suicidal thoughts.
• The framework for Critical Incident Response Management and the provision of psychological first aid.
• The ethics and values of being a PRLO.
• The framework of the FireCare program and its networks including the role of the PSO.

But the support doesn’t stop after your training days. All PRLOs are provided with ongoing supervision and training sessions, often in conjunction with the PSOs and all conducted by qualified counsellors.

Be part of something bigger. Become a Peer Liaison and Referral Officer and support your fellow volunteers.

Barbara Gonda
Manager, FireCare
Queensland Fire & Rescue Service

Expressions of Interest

• Contact the FireCare office on (07) 3635 3130
• Download the application form from the FireCare website: www.fire.qld.gov.au/firecare
• Speak to your local Peer Support Officer. Don’t know who this is? You can find a list on the Volunteer Portal under Brigade Essentials then FireCare.
As we prepare for the coming fire season, it is a good time to reflect on the incidents and injuries that have occurred to both Queensland Fire & Rescue Service staff and Rural Fire Service volunteers for the financial year to date.

There have been a total of 83 incidents reported for the period 1 July 2011 to 15 May 2012. Many of these incidents have resulted in serious injury. There have been 42 incidents on the fire ground and 41 incidents in a non-operational environment such as the brigade station, during training or other controlled environments.

The primary causes for incidents have been:

- 13 x smoke inhalation/heat stress
- 12 x appliance related incidents
- 20 x sprains or strains
- 19 x slip, trip or fall

Many of these incidents could have been avoided and many accidents have occurred due to a moment of haste. The QFRS Workplace Health and Safety team is rolling out a Safety First initiative called STOP LOOK DECIDE ACT. We are encouraging volunteers to take just one or two seconds to quickly assess each situation prior to acting.

**Cyrel Wright**
Senior Workplace Health & Safety Officer
Queensland Fire & Rescue Service
Rural Operations

Remember – to enable us to protect the community we must first protect ourselves.

**STOP** – take a moment to think of what could possibly go wrong with an activity. Think Safety First.

**LOOK** – for hazards and consider potential risks and consequences.

**DECIDE** – what controls do I need to put in place?

**ACT** – perform the activity and remain vigilant to new and known hazards.
Chronic Disease:
incidence, impact and the role of physical activity

Chronic disease is a global epidemic that has been described as ‘the public health challenge of the 21st century’. In developed counties health resources are struggling to meet the demand of those suffering from conditions that are not only chronic, but complex in nature. Those suffering from chronic disease often have multiple conditions that require ongoing care from all sectors of our health care system.

What is chronic disease?
Chronic diseases do not resolve spontaneously and are generally managed rather than cured. Some are immediately life-threatening (i.e. heart attack and stroke) whereas others persist over time (i.e. diabetes) and may not even be the eventual cause of death (i.e. arthritis). One thing that is common is the fact that chronic diseases persist throughout life and require ongoing management.

Although many illnesses could be encapsulated under the banner of chronic disease, the National Public Health Partnership’s paper – ‘Preventing chronic disease: a strategic framework’, makes note of 12 particular conditions that pose a significant burden in terms of morbidity, mortality and health care cost:

- Ischaemic heart disease (i.e. coronary heart disease)
- Stroke
- Lung cancer
- Colorectal cancer
- Depression
- Type 2 diabetes
- Arthritis
- Osteoporosis
- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Chronic kidney disease
- Oral disease.

As our population ages, the incidence of chronic disease will no doubt increase even further. Physical activity plays a crucial role in not only managing those with chronic diseases, but to prevent their incidence. The evidence around physical activity as a key intervention for the treatment and prevention of chronic disease is now robust enough to justify its position as a key ingredient in achieving better health outcomes for all.

Am I at risk?
There are a number of risk factors that are related to some chronic diseases that are modifiable. These are categorised as behavioural (poor diet, physical inactivity, tobacco smoking, excess alcohol use) and biomedical (excess weight, high blood pressure, high blood cholesterol).
**What can I do?**

Aerobic exercise is a cornerstone of preventative exercise recommendations from leading organisations such as the American College of Sports Medicine (ACSM), American Heart Association (AHA), Centres for Disease Control and Prevention (CDCP) and the Australian Government Department of Health and Ageing.

In Australia the national physical activity guidelines for adults make the four key recommendations:

1. **Think of movement as an opportunity, not an inconvenience.** Although modern technology has reduced the need for human movement, we can enjoy the benefits of modern technology without the negative health consequences.
2. **Be active every day in as many ways as you can.**
   - Walk or cycle instead of using the car
   - Park further away from your destination and walk the rest of the way
   - Walk or cycle to and from your tram/train station or bus stop, and get on and off at a stop that is further away
   - Take the stairs instead of the lift
   - Walk rather than rest on escalators or travelators
   - Work in the garden
   - Play with children in an active way
   - Walk or play with pets
   - Challenge family, friends and work colleagues to be active with you
3. **Put together at least 30 minutes of moderate intensity physical activity on most, preferably all, days.**
   - Accumulate 30 minutes or more by combining a few shorter sessions of activity of around 10 to 15 minutes each; or
   - Do 30 minutes or more continuously
4. **If you can, also enjoy some regular, vigorous activity for extra health and fitness.**

This final recommendation does not replace recommendations 1-3. Rather, it adds an extra level for those who are able, and wish, to achieve greater health and fitness benefits. Vigorous activity might include sports such as football, squash, netball and basketball and activities such as aerobics, circuit training, speed walking, jogging, fast cycling or brisk rowing. For best results, this type of activity should be carried out for a minimum of around 30 minutes, three to four days a week.

Looking at all of the above recommendations for physical activity, there are some common themes.

1. **Do at least 30 mins/day of moderate activity** (minimum of 150 mins/week)
2. **Engage in vigorous exercise for somewhere between 60 and 75 mins/week.**

There is no doubt that chronic disease represents ‘the public health challenge of the 21st century’. Here in Australia our health system is buckling under the load of treating conditions like obesity, heart disease, diabetes and cerebrovascular disease. Optimal treatment of these conditions requires ongoing, coordinated care through a number of different professionals over time.

The role of physical activity to not only treat, but also prevent chronic disease has a growing evidence base. Indeed it is becoming widely acknowledged that ‘exercise is medicine’ and forms a vital part of an overall treatment plan. However starting (and continuing) a regular regime of physical activity certainly isn’t easy. Most people are very busy with a multitude of demands vying for time in our schedule. However the unfortunate reality is that unless we are proactive about our health and well-being, one or more of the chronic diseases outlined in the article will make time for us!

_Brad McGregor_

Health and Fitness Coordinator, Workplace Health and Safety Queensland Fire and Rescue Service

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**RFB Manual Changes for July Bulletin 2012**

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**

- C3.1 – National Medals - amended to provide further clarity around counting defence force service towards eligible service for the National Medal.

**MINOR CHANGES**

- C1.2 – Application for Membership – amended to clarify the voting in process.
- C1.2.1 – Criminal History Checks – the list of Reference Materials was amended to reflect the forms which apply to this rule.

_Sharon Davis_

Acting Project Officer, Volunteering and Support Queensland Fire and Rescue Service Rural Operations
New Rural Knowledge Concept

In May 2012 Neil Gallant, Assistant Commissioner Rural Operations, introduced the new Rural Knowledge concept to QFRS Rural Operations.

What is Rural Knowledge?

Rural Knowledge is a broad term which describes the processes for managing written information (policies, procedures, guidelines etc) within Rural Operations.

Rural Operations policies and procedures are captured in Business Rules found in the Rural Fire Brigade Manual (for use by volunteers) and the Rural Operations Area Guide (for use by Rural Area Office staff).

Currently, there is no process in place to regularly update and review these manuals, which means staff and volunteers could be accessing conflicting or out-of-date information.

To solve this problem, the Rural Knowledge team are developing processes to ensure these manuals are reviewed on a regular basis and maintained as comprehensive resources for the people that use them.

In addition, a gap analysis is being undertaken to identify areas of risk, which may result in new business rules for inclusion in these manuals.

How can I help?

In short, tell us what you think! To work effectively, the Rural Knowledge team need your feedback so they can see what is working well, what information needs updating, what information is missing etc. Any new ideas and ways to improve our business practices are also welcomed.

Rural Operations volunteers and staff are strongly encouraged to submit feedback using the Rural Feedback Form (located on the Volunteer Portal).

All feedback received by Rural Knowledge will be registered and given to the relevant content expert, who will consider and act upon the feedback as necessary, including reviewing and updating business rules where required.

Sharon Davis
Acting Project Officer, Volunteering and Support
Queensland Fire and Rescue Service Rural Operations
If you are a Secretary, Treasurer or First Officer of a brigade with DGR status, you will have received a letter from Rural Operations in mid-May with updated preliminary information on the actions necessary to establish an individual Public Fund for the brigade, or become an agent of the QFRS Public Fund. Please contact your Area Office if you have not received this letter.

Once you have received your letter from the ATO and reviewed the attached Fact Sheets, should you wish to discuss your options further, please contact QFRS representatives William Norfolk on (07) 3635 3061 or Deborah Baumann on (07) 3635 3619 or RFBAQ representatives, Mike Garrahy or Tony Marks.

William Norfolk
Executive Manager Finance
Queensland Fire and Rescue Service & Emergency Management Queensland

What are the options available to my brigade?

Under the changes in law passed by the Federal Parliament in 2010, you will be required to choose one of three options available to rural fire brigades. These are:

1. Your brigade can choose not to have DGR status, which means any donations made to the brigade are not tax deductible for the donor going forward. Your brigade will also be required to pass across any remaining balance in your DGR account to another like organisation; this later requirement will not be optional; or
2. Your brigade can establish, with approval from the ATO, an individual Public Fund which will allow you to provide tax deductible receipts. This will mean you must make several applications to the ATO to confirm your brigades tax position; or
3. QFRS and the Department of Community Safety are establishing a central Public Fund in which all Queensland volunteer rural fire brigades can participate. Again this would allow your brigade to provide tax deductible receipts. Since we last wrote, it has been necessary for QFRS to revise the manner in which this Fund will operate so that it can meet its annual financial reporting and audit obligations and remain compliant with the ATO’s requirements.

If you choose Option 1 you will not be able to provide tax deductible receipts to your donors as from 31 August 2012 and no further action will be required on your part (except for the destruction of any tax receipt books you currently hold and the transfer of unspent donations to another like organisation).

Where can I get more information?

More information can be found in fact sheets which were included with the letter to affected brigades, and are also available to download from the Volunteer Portal.

What else should I know?

The letter from the ATO will advise that your current DGR status will be revoked on or before 31 December 2012 (Please note: since we wrote to affected brigades in May 2012 the ATO has decided to revise the revocation date from on or before 31 August to on or before 31 December 2012). In the near future, you will be able to access from QFRS, a “How to Guide” on establishing an individual Public Fund or becoming a participant in the Queensland Volunteer Rural Fire Brigades Donations Fund. This information will be provided on the Rural Fire Service Volunteer Portal and will be available from your respective Area Office.

QFRS Rural Operations would like to assure you we will work with brigades that wish to maintain their DGR status, to assist you to determine and establish the option that best suits your needs and ensure compliance with the ATO ruling.

Who can I contact to discuss my options further?

QFRS has also had recent discussions with the RFBAQ to ensure both organisations work together to minimise the impact of these changes on brigades. Should you wish to find out more from the RFBAQ and what they are doing for brigades and members in relation to this matter, you can contact the President of the RFBAQ, contact details of which can be found at www.rfbaq.org.

Once you have received your letter from the ATO and reviewed the attached Fact Sheets, should you wish to discuss your options further, please contact QFRS representatives William Norfolk on (07) 3635 3061 or Deborah Baumann on (07) 3635 3619 or RFBAQ representatives, Mike Garrahy or Tony Marks.
Roll out of 2011 Fire Warden Kit

The roll out of the 2011 Fire Warden Kit is progressing, with 42% of the 2,389 Fire Warden Districts in the State covered to date. A great effort by all. So far the majority of comments have been positive, but if there are any parts of the kit that you feel need improving, please let your Area Office know and they’ll pass the feedback on.

A couple of improvements that have already been identified are:

• It was suggested that the pages in the Fire Warden’s Notebook should have the logos on them to make them look more official and that a Permit Number and Date field be added at the top of the page. These suggestions have been acted on and new Notebooks have already been printed and are available to order;
• Some of our keen eyed Fire Wardens have also identified a typo in one of the Fire Warden Guides in the Kit. If you haven’t already been advised of it, please amend FWG 5 as follows: “The Fire Warden must refuse to grant a Permit, unless satisfied that:” Please correct your copy by putting a line through “may grant or”.

Warning and Direction Book

The development of this product came out of requests from a number of Fire Wardens for examples of a warning and a direction, to land owners/occupiers – these are mentioned in FWG 10 in your Kit. We started work on the examples and had the Legal team proof them. We then passed them to our Reference Group for comment (see the article on page 10 of the March 2012 Bulletin).

This time, rather than wait for emails back, Liane rang up and talked to as many members as she could get in touch with to seek their opinions. The idea that came out of these discussions was to develop a Warning and Direction Book.

The book has been designed not just for Fire Wardens but for all QFRS folks who may have occasion to deal with land owners/occupiers who have not complied with the requirements of the Permit to Light Fire system. Essentially, it will be available to Fire Wardens (Volunteers, Urban, Auxiliary, Parks, Police, etc) and response crews (First Officers, Station Officers and Auxiliary Captains).

We are at the stage where we’ve developed the book in draft form, have received the Legal stamp of approval and emailed it out to the Reference Group, Area Directors and the QFRS Compliance and Prosecution Team for comment.

We’ll keep you posted on the progress of this item through your Area Office or via subsequent issues of the Bulletin.

Brochures

Roll out of the Kit has also seen a significant uptake in requests for brochures, particularly the one with the Application for Permit to Light Fire attached. 30,000 brochures were printed when it was first produced at the end of June followed by a second print run of 30,000 in October 2011 and we have just ordered another 40,000 due to being down to our last 1,000 or so. Good effort folks - 60,000 brochures in 10 months not only tells us that this one is hitting the mark, but also great public relations thanks to your efforts.

The new brochure “Information for Landholders – The Fire and Rescue Service Act 1990” is currently with the graphic design team and expected to be out before the commencement of the 2012 fire season.

Fire Warden Manual and Guide

Work has started on development of a new Fire Warden Manual and Guide. These documents will replace the current Fire Warden Guide (October 2005) and the yellow Chief Fire Warden and Fire Warden Standard Procedures - Guideline (circa 2000). Any ideas you have will be greatly appreciated - let your Area Office know and they’ll pass it on.

Fire Warden Tabards

We are looking at a light weight, fluorescent tabard for Fire Wardens, that is high visibility and with a reflective capability. The aim of the tabard is to clearly identify the wearer as a Fire Warden. A tabard was selected as it is easily stored, can be pulled on quickly and is suitable for both uniformed and non-uniformed members.

It will complement the Fire Warden Kit and when ID Cards for Fire Wardens are issued (which we are also working on), will provide Fire Wardens with a highly visible, effective form of identification for those times when you need to be clearly identified.

Eric Lanham
Acting Manager, Fire Warden Operations
Queensland Fire and Rescue Service Rural Operations
Legal chat

In keeping with previous Bulletins, we have included some plain language explanations of sections of the Fire and Rescue Service Act 1990 (the Act).

Section 74 (reproduced below) concerns liability issues associated with lighting a fire under a notification, notice or permit.

74 - Liability for damage caused by certain fires

(1) A person who lights a fire—
(a) authorised to be lit by notification given under section 63 or by a permit granted under section 65; or
(b) in order to comply with a notification or notice given under section 69;
and who, in lighting the fire, complies with any condition or direction contained in the notification, notice or permit and does not contravene any provision of this Act does not incur any liability at common law for any loss, injury or damage caused by the fire unless it is shown that the person acted recklessly or maliciously caused the loss, injury or damage.

(2) Subsection (1) applies only in respect of a fire lit for the purpose of or likely to have the effect of burning off vegetation.

What does Section 74 mean for Fire Wardens?

- The coverage provided by the Act for permit holders can be a good selling point for getting a permit, especially when dealing with members of the public who may not see the need for one.
- However, it means that we need to ensure that we condition permits appropriately and completely. Any “condition” left blank, allows the permit holder to do what they like in relation to that “condition” and still be covered under Section 74 of the Act.

For example: Leaving the wind speed condition blank (yes, it does happen), would mean that a permit holder could light a fire in any wind and not be liable under common law for any loss, injury or damage caused by their fire (if it got away). The onus would then be on the law to determine if the act was reckless or malicious.

- The issue about the coverage being only for vegetation fires should be highlighted to permit holders and, that using their fires to dispose of toxic materials may render them liable for any loss, injury or damage caused by their fire, even if they’ve met the other conditions on the permit. To do so may also be an offence under the Environmental Protection Act 1994.

And finally, on a sad note, our tenure in Kedron is up and we are both moving on. Liane is heading back to her brigade, working with Training and Emergency Management, and as a Rural Fire Instructor with Caboolture Office. I’m off on extended leave and then back to Caboolture Office.

We want to take this opportunity to thank you all for your feedback and particularly to those of you in the Reference Group who have put in so much effort for your fellow Fire Wardens. We have thoroughly enjoyed working on the project and although our part is now finished, there is still a lot of work to be done by the Rural Operations team in Kedron.
It is with great pleasure that we can announce the continued sponsorship provided by Energex to Queensland Rural Fire Brigades. Energex has provided sponsorship, in the form of $75,000 of approved equipment, to Rural Fire Brigades for the past two years and have now signed on for a third.

This year, we are pleased to announce that brigades within Caloundra Area are also eligible to nominate to receive a range of approved equipment, alongside brigades within the Caboolture and Ipswich Areas. First Officers and Secretaries of eligible brigades have received a nomination form with this edition of the Bulletin. If you didn’t receive yours, you can download a copy from the Volunteer Portal.

As part of this year’s sponsorship agreement, we are pleased to offer brigades the opportunity to receive:

- Portable Pump
- Generator
- Lighting Plant
- Chainsaw
- GPS & Kestrel weather meter kit

To express your interest, please complete the nomination form and return it to your Area Office for endorsement by 24 August 2012.

Christine Osborne
Acting Manager, Rural Recruitment, Promotions and Marketing
Queensland Fire and Rescue Service Rural Operations
Toogoolawah Cattle Sales

Ipswich Area Office had an opportunity to promote the changes to the Permit to Light Fire system at the annual weaner sale at Toogoolawah.

There was representation from staff and Fire Wardens to be on hand to answer any queries landholders may have as a result of the changes. Feedback from landholders was generally positive. We also took the opportunity to reinforce the requirements for landholders to obtain permits when conducting hazard reduction burns.

Thanks to Rusty Kraut – Fire Warden & First Officer from Toogoolawah in organising the day as he was instrumental in making the day a success.

Kaye Healing
Area Training and Support Officer,
Ipswich
Queensland Fire and Rescue Service Rural Operations

Election Commitment
Appliance and Equipment Update

The installation of any diesel pumps/motors currently at an Area Office will be completed, with further pump installations being undertaken in the future. The heat reflective curtain installation program will continue as planned, with all appliances that can be fitted with a heat reflective curtain (mediums and heavies) will be fitted.

As part of the Climate Q program to date we have retro fitted 190 light attacks, 300 medium and seven heavies with diesel pumps, as well as 370 mediums and 16 heavies with heat reflective curtains. This means that two thirds of the fleet have a diesel motor fitted and just under two thirds of the eligible fleet have been fitted with heat reflective curtains.

We would like to thank all of those brigades, installers, local suppliers and staff who have been involved in the program so far and will undoubtedly help us through the final stages.

The four heavy tankers for the 2011-12 year are just about to be released into their respective regions. These tankers without doubt will be put to the test during the upcoming fire season.

Our appliance build program is getting underway for the medium attack appliances for this year. These appliances will be replacing some of our aged light and medium attack fleet and bringing the average age of the fleet down. These appliances will be based on the same foundation as the previous years build. If you believe that your brigade is due for a new appliance over the next few years please contact your local Area Director to discuss this further.

John Welke
Acting Manager, Operational Support
Queensland Fire and Rescue Service Rural Operations

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Thanks to Rusty Kraut – Fire Warden & First Officer from Toogoolawah in organising the day as he was instrumental in making the day a success.

Kaye Healing
Area Training and Support Officer,
Ipswich
Queensland Fire and Rescue Service Rural Operations
Appliance and Equipment Committee

The Queensland Fire and Rescue Service (QFRS) has recently implemented a number of changes to how it does business and how decisions to improve business are made. A number of state level strategic committees have been established to look at the functions of operations and service delivery. One of these is the Appliance and Equipment Committee.

As part of this a working party has been established specifically to assist with the design, performance and functionality of the Four-Wheel Drive (4WD) fleet across QFRS. The working party is made up of Rural Fire Brigade Officers, Auxiliary firefighters, I-zone Officers, QFRS Engineering Services Staff, QFRS State Operations Directorate Staff and Rural Operations Staff with the committee chaired by Peter Varley, Acting Director Rural Operations.

The working party has been holding regular meetings and is focused on designing a concept vehicle that will be able to meet the requirements of both Rural and Urban Operations with little modification. Emphasis is put on designing a concept to fit operational requirements, not designing an appliance around a specific manufacturers vehicle.

The operational requirements have been broken down into four classifications being basic, intermediate, advanced and special.

- The basic is a 4WD fire fighting vehicle that can respond unassisted to 80% of the incidents that Rural Fire Brigades respond to.
- Intermediate is defined as the second level of response with not all brigades having requirements of an intermediate class appliance. These would be a larger appliance with extra water and crew carrying capacity.
- The advanced appliance would only be in limited numbers in each area but these would have advanced capabilities such as bulk water capacity or bulk equipment transfer.
- Specials are still being classified, but these would not be a standalone appliance and used in conjunction with a basic model appliance.

Many of the improvements and changes from this working party won’t be seen until the next appliance build. A constant feedback, evaluation and review process is being undertaken to ensure that the best possible appliances are delivered to assist with effective Rural Fire Brigade operations.

John Welke
Acting Manager, Operational Support
Queensland Fire and Rescue Service Rural Operations

Have you snapped an amazing photo?

In the March edition of the Bulletin we opened submissions for amazing photos you’ve taken while volunteering. Thank you to those who have sent photos in – you might see your photo in the pages of this edition!

The next cover shot could be yours! If you have snapped a great shot while volunteering, simply send your image to Rural.Operations@dcs.qld.gov.au with a few details about the shots and maybe next edition you will see your picture on the cover!

Pictures don’t have to be fire related! We would love to see what else your brigade gets up to – for example, participating in the school fete, delivering community education to your neighbours, fundraising activities, social activities, team building activities.. you name it, we’d like to see it!

Are you under 25? Volunteers under 25 represent 6% of the 34,000 RFS volunteers. We know you’re out there making a difference in your community – show us how you do it! In the March edition we gave you a preview of the Youth Recruitment campaign – we are looking for proactive volunteers under 25 to appear on our print and electronic material. It could be you!

Remember – if your photo has other volunteers in it who can be recognised, please get their consent before submission. A photographic consent form can be found on the Volunteer Portal website and may need to be filled out for the picture to be published.
What we’ve received so far...

Helping with hazard reduction burn off, Gaeta Rural Fire Brigade member, Curran Cook.

Photographer: Rebecca Cook, Secretary Gaeta RFB

On completion of conducting hazard reduction burn offs of four properties as one, Gaeta Rural Fire Brigade 3rd Officer, Janet Brown.

Photographer: Rebecca Cook, Secretary Gaeta RFB

Conducting hazard reduction burnoffs in the Gaeta fire district, Gaeta Rural Fire Brigade, members, left to right, Curran Cook, Darren Thomson, Eric Robertson and 1st Officer, Kevin Cook.

Photographer: Rebecca Cook, Secretary Gaeta RFB

Taken by Adam Holmes (Greenbank RFB) in their 52 medium unit looking at 52 and the plan of attack meeting between members.

Photographer: Adam Holmes, Greenbank RFB

Below and right

Photographer: Nadine Andersen Dayboro & District RFB
Chambers Flat Rural Fire Brigade place third at South Eastern Region Firefighter Championship

After demonstrating their firefighting skills and battling it out for top honors, our own Chambers Flat Rural Fire Brigade took out third place at the 2012 South Eastern Region Firefighters Championship in Mt Tamborine.

Permanent, auxiliary and volunteer firefighters from across the region put their skills to the test at the Queensland Fire and Rescue Service (QFRS) annual event.

Teams converged on Mt Tamborine from 14 - 15 April to compete for the regional champion team title and for the honour to represent their station or brigade at the 2012 Queensland Firefighter Championship. Competitors came from Marburg, Gatton, Chambers Flat, Tarome, Hattonvale Summerholm, Rocky Point, Bonogin Valley, Mt Tamborine, Jimboomba, Beenuleigh, Murphy’s Creek, Pine Mountain, Brookfield, Mudgeeraba, Ripley Valley, Beaudesert Binnam, Laidley, Cedar Creek Wolfdene, Gilston Advancetown and an Emergency Services Cadets team.

Firefighter competitions provide a highly competitive and realistic environment where station and brigade teams develop and maintain their core firefighting skills, strengthen operational relationships, and promote a positive image to the community that firefighters be they permanent, auxiliary or volunteers are an integral part of the Queensland Fire and Rescue Service.

The team from Marburg came out on top, taking out the title for South Eastern Region Champion Team and tied Champion Firefighters, Brad Dance and Glen Looker.

Congratulations go to Mt Tamborine station and Chambers Flat Rural Fire Brigade teams who came second and third overall.

All teams competed hard and showed determination through the competition events. Good support, good competition and camaraderie was shown by all.

Congratulations to all the teams who competed and to families and supporters for devoting their time for this important event on our annual calendar.

The top five teams of Marburg, Mt Tamborine, Chambers Flat, Laidley and the permanent team from Beenleigh will now go on to represent the South Eastern Region at the 2012 QFRS State Firefighters Championship in Hervey Bay in August. Good luck!
We need you!

Rural Operations is currently working with the Departments’ Media and Corporate Communication team to develop a blog. The blog will be used to:

1. Showcase Rural Fire Service (RFS) youth ambassadors and their stories
2. Push out messages such as new features on the Volunteer Portal
3. Promote events such as where Volunteer Community Educators will be presenting community education sessions; Brigade open days; Brigade recruitment drives and associated appearances
4. Promote other activities occurring on the Queensland Fire & Rescue Service Facebook page.

In order to make this a valuable communication and promotion tool, we need your help!

We are looking for volunteers aged 16 to 25 to take on a youth ambassador role, and contribute to blog content around the topic of ‘a day in the life of an RFS volunteer’.

We also want to know what your brigade is doing – do you have any events coming up? Will you be holding an open day at your station? Are you going to have a stand at the local fete?

If so, and you would like us to help you promote your event or you would like to get involved with the blog as a youth ambassador, please send an email to rural.operations@dcs.qld.gov.au

Christine Osborne
Acting Manager, Rural Recruitment, Promotions and Marketing
Queensland Fire and Rescue Service
Rural Operations

Action Auto Group Gympie supports Queensland rural fire brigade volunteers

Action Auto Group Gympie and the Rural Fire Brigades Association Queensland (RFBAQ) have sealed a deal for all rural fire brigade volunteers in Queensland to purchase any Mitsubishi, Ford, Subaru, Nissan and Kia new vehicles at National Fleet Pricing. This partnership is the first of its kind for the Association and is a fine example of local communities working together for the overall benefit of rural fire brigade volunteers. As volunteers, you do your very best to protect your communities from the ravages of bushfires, often in difficult and dangerous circumstances.

“The Association is proud to be in partnership with Action Auto Group Gympie and to be able to offer such a benefit,” said the Association’s Acting CEO, Justin Choveaux.

Steve Sheridan, Action Auto Group’s Fleet Sales Manager said “We are very proud to be offering this discount to rural fire brigade volunteers in Queensland. It is our small way of acknowledging the hard work that they do and our way of giving something back to the rural fire brigade community.”

If you’re looking for a new vehicle and would like to take advantage of fleet pricing, please contact the Rural Fire Brigades Association on (07) 5480 5130 or visit their website www.rfbaq.org for further information.

Nolly Griffiths
Acting Deputy Chief Executive Officer
Rural Fire Brigades Association Queensland

www.ruralfire.qld.gov.au
The Flexible Learning for Volunteers team continues to develop and release new and exciting learning products. For those of you who are regular users of the Training Toolbox you will see we have released two brand new interactive simulation clips, covering the drip torch and standpipe.

These animated interactive simulations have been developed to introduce you to the equipment you will be using in the field. They are a great way to practice the steps involved in using each piece of equipment and will be particularly useful for new volunteers or those who would like to refresh their knowledge and skills.

You will also notice we have introduced a new 3D animated avatar presenter for the simulation series, called Felicity, who will guide you through each of the steps.

You are encouraged to give the new simulations a go and post any comments through the feedback link on the Volunteer Portal home page.
The Rural Fire Brigades Association Queensland (RFBAQ) provides support to Queensland’s rural fire brigades and their volunteers by advocating on their behalf and securing financial assistance.

The RFBAQ opened a Contact Centre in Gympie in March 2007 to sell Art Union tickets as a method of raising money for rural fire brigade volunteers. There are five Art Unions a year and they make approximately 1.5 million calls. There is over 40 staff dedicated to fundraising, many of whom are brigade volunteers and based around the local Gympie area which also helps to drive the sense of community.

The Contact Centre also provides information to the public about the good work that the rural fire brigade volunteers do. To date the Association has provided over $1 million dollars for the purchase of essential firefighting equipment, construction of fire stations, training and other vital items.

If you are a rural fire brigade volunteer and would like to see how the RFBAQ raises funds to support Brigades then please phone the Contact Centre Manager, Mike Soule on (07) 5480 1301 during business hours.

Nolly Griffiths
Acting Deputy Chief Executive Officer
Rural Fire Brigades Association Queensland

Welcome to the engine room

New Brigade Mapping Toolset is here!

The Brigade Mapping Toolset v2.0 is finally here after considerable updates, and will detail all the mapping tools available to volunteers and how to access them.

The toolset will come in a folder format with 7 tabs to begin with showcasing the different components that can be used by brigades. More tabs will be added in the future.

1. Introduction
   • Geographic Information System and cartography basics.
2. Volunteer Portal Mapshop
   • Listing of GPS Map files, OziExplorer ECW files and also PDFs of Fire Warden District maps and Rural Fire Brigade maps with instructions on how to download the files.
3. OziExplorer
   • Detail on how to use pre-created ECW files with OziExplorer, and connecting OziExplorer to your GPSs and also using OziExplorer on other platforms such as Android and iPad.
4. GPS
   • Details on how to use your GPSs to collect data in the field and creating map products with the data you have collected, how to convert coordinates using the GDAy Conversion Tool.
5. Case Studies
   • Wensley Road Fire Case study from Ripley Valley Rural Brigade.
6. Web Technologies
   • Introduction and implementation of the ArcGIS Online mapping system for sharing data with other brigades and the organisation as a whole.
7. Tools and Utilities
   • Links to other map related products and other tools that you may find helpful.

The Brigade Mapping Toolset will maximise the use of your Garmin GPSs, OziExplorer plus implementation of extra tools in your brigade’s operations.

Presentations on the Brigade Mapping Toolset will be given at the 2012 Volunteer Summit. An electronic copy of the Brigade Mapping Toolset will also be loaded up onto the Volunteer Portal as it becomes available for volunteers wanting to view or download it from online.
National Volunteer Week activities

National Volunteer Week (NVW) is the largest celebration of volunteers and volunteerism in Australia, and provides an opportunity to highlight the role of volunteers in our communities and to say thank you to the more than 6 million Australians who volunteer.

Australian volunteers are essential to society, and many charities would struggle to survive without the support of their volunteers. Australian volunteers contribute more than 700 million hours of community service to so many areas of society, including community health care, heritage and arts, environment conservation, emergency services, education, social justice and sports. NVW provides a platform to pay tribute to these volunteers who donate their time and energy to help others.

National Volunteer Week (NVW) begins the Monday after Mothers Day in May each year - 14th to 20th May 2012.

In the spirit of National Volunteer Week, the Media and Corporate Communications team used Facebook to spread the word of the great work Rural Fire Service volunteers do. Photos were sent in from around the state from the community to express their thanks for the work you do.

If you want to get involved with social media, see the “We want you!” article in this edition for more information.

Christine Osborne
Acting Manager, Rural Recruitment, Promotions and Marketing Queensland Fire and Rescue Service Rural Operations

Connect with us online

YouTube
www.youtube.com/qldnes

Twitter
@QldSES twitter.com/#!/QldSES
@QldFire twitter.com/#!/QldFire

Facebook
www.facebook.com/QldSES
www.facebook.com/QldFireandRescueService
Grants and Subsidies

Rural Operations provides a number of grants and subsidies schemes to assist volunteer groups to purchase required resources to assist with their volunteer roles and response capacity.

The Rural Fire Service provides $150,000 per annum for station grants up to $10,000 for construction or refurbishment projects. To access a grant of up to $10,000, a Fire Station Construction Grant Application Form will need to be filled out and handed to your Area Director, giving maximum advance notice of the grant request. More information can be found in the Brigade Manual D3.7.4 Station Grants.

Additionally, brigades are eligible to seek grant funding via the Gambling Community Benefit Fund (GCBF) and Jupiter’s Casino Benefit Fund (JCBF) administered by the Office of Liquor and Gaming Regulation (OLGR) which is part of the Department of Employment, Economic Development and Innovation during four annual funding rounds. The successful brigade recipients may apply the monies to offset the cost of an appliance or complement a specific project.

More information on the GCBF and JCBF can be found in the RFB Manual – D3.7.1 and D3.7.2.

Deborah Baumann
Finance Officer
Queensland Fire and Rescue Service
Rural Operations

All A3 Fire Warden Boundary Maps are now available on Volportal Map Shop

All individual Fire Warden Boundary Maps at A3 scale have now been loaded onto the Volunteer Portal Map Shop and volunteers can view/save/print and download them at anytime for free.

The Volunteer Portal Map Shop is now volunteers first port of call when looking for a Fire Warden Boundary map. Special requests for printed larger scale maps can still be sent through to your Area Office if required.

Casie Ley
Cartographer, Geographic Information Systems Unit
Queensland Fire and Rescue Service

www.ruralfire.qld.gov.au
Rural Research and Training

The Rural Research and Training unit continues to develop training opportunities for our volunteers and to implement methods for the delivery of quality training in a flexible manner to suit individual and brigade needs.

The unit recently has undergone some personnel changes with Superintendent Steven Crouch availing himself on long term leave prior to deciding on permanent retirement and Craig Smith taking on the Executive Manager position, having relocated from the Ipswich Area. Rural Research and Training maintains a strong focus on ensuring that training and development for our personnel is of the highest order where volunteers can fully understand the methods available to them for the most efficient and successful use of their time and resources.

Some of the key benefits of the program include:

- A reduction in the overall numbers of pages in the learning material from almost 700 down to just under 220
- The reduction of the number of assessment activities has been halved from 22 down to 11
- PowerPoint presentations redeveloped to reduce duplication and repetition and enhance the flow of training information.

These improvements to the training material will enable the delivery of training to be more efficient and reduce the time taken for participants to achieve recognition of skills in the FMS program.

The materials have been developed in such a way that enables the brigade to have a greater involvement in the development of participants during their FMS training by introducing relevant skills based training into brigade activities during the training period.

OnLine Training: behind the scenes

The development of online training for volunteers is based on QFRS Rural Operations Participant Guides which have been written for a particular role or position. A content expert is identified and the written material is checked to ensure it is current and relevant. Once the written material has been checked, staff from the Flexible Learning Unit work with relevant content experts to map how best to develop the written material into an online format. Depending on the amount of written material, this process could take as much as three months to develop.

When the online learning format has been completed, the specialist inputs, such as professional audio or location shoots, are undertaken in liaison with media development companies. Content experts are always in attendance to ensure accuracy of information. Where possible, Rural Fire Brigades are encouraged to participate in any filming.

Completed film and audio presentations will then go through two rounds of testing and review. The final online production is sent to Rural Fire Brigade volunteers for further comments and review. Once the review process has been completed the Executive Manager, Rural Research & Training provides final approval for the release of the training program online or through DVD.

If you would like further information regarding onLine training, or would like to know when the next filming is due to take place and would like to involve your brigade, please contact your Area Office.
Support to QFRS Firefighter Recruitment Programs

The Queensland Fire and Rescue Service (QFRS) consists of firefighters who may be fulltime, auxiliary or volunteers, with a volunteer focus being a “training for function” approach which is provided through the Volunteer Learning and Development Framework (VLDF). Training is available to volunteers using a network of trainers (many of those being volunteers as well) where much useful experience and learning is gained at the brigade level with person-to-person mentoring to support on-the-job training opportunities.

At the Queensland Combined Emergency Services Academy (QCESA) at the Port of Brisbane, recruit permanent firefighters are intensively trained for fulltime work. These recruits must satisfactorily complete a 16 week live-in program at the School of Fire and Rescue Service Training (SFRST), with a component of their training being dedicated to landscape fire management. Recruit training therefore relies upon instructors with sufficient experience of landscape fire and the instructional expertise expected of a world-class emergency services academy.

To assist recruit firefighters with their development, it is encouraging that a number of volunteers and staff have been involved in the development of permanent firefighters by imparting their knowledge and skills, giving recruit firefighters an essential introduction to wildfire and a critical understanding of landscape fire management.

Thank you to all our volunteer firefighters who have contributed to the betterment of the QFRS by supporting these recruit firefighter programs.

Craig Smith
Executive Manager,
Rural Research and Training
Queensland Fire and Rescue Service
Rural Operations

Volunteers onLine is an eLearning environment that may be beneficial for volunteers who find it difficult to dedicate the necessary time for face-to-face training.

To go to Volunteers onLine, log into the Volunteer Portal and click on the link in the Learning Centre.

Are you ready?
Work in the four Bushfire CRC research streams is progressing steadily and the recent CRC Research Advisory Forum in Hobart showed that the 18 months of solid work have produced some exceptional progress. The research forum is a regular event that not only provides updates and progress on the research portfolio of the CRC, it is also an excellent venue for researchers and end users to exchange ideas and shape the future direction in bushfire research.

The next opportunity for the Bushfire CRC to showcase their achievements will be at the annual Australasian Fire & Emergency Services Authorities Council (AFAC)/Bushfire CRC Conference from 28 – 31 August 2012 in Perth, Western Australia. The conference theme is Diverse Country – Common Ground. The program will be a mixture of presentations, forums and workshops across the four CRC research streams.

One of the CRC research streams that features prominently in the conference program is research into the operational readiness of rural firefighters during bushfire suppression. Below is an update on one of the current research projects.

“Awake, smoky, and hot”: Providing an evidence-base for managing the risks associated with occupational stressors encountered by wildland firefighters.

Fighting bushfires introduces multiple occupational stress factors on firefighter’s wellbeing that place them at increased risk. This can include physical and mental exertion, sleep deprivation and the impact of heat and smoke. Each one of these stress factors can be detrimental to person’s cognitive functions. When combining these factors their impact on firefighter health and safety can grow exponentially. The Bushfire CRC is undertaking this study to better manage these stress factors in an operational environment and to provide guidance to policy makers and end users tasked with managing the OHS risks for firefighters.

Fighting wildfires often requires firefighters to work long hours in hot and smoky conditions with little rest between consecutive shifts. It is well known that the sole impact of not enough sleep, smoke and heat exposure over time has negative impacts on a person’s physical and mental performance. What is less known is the combined impact of these factors on a person’s performance in general and during wildfire suppression operations. Current literature suggests after one night of sleep deprivation in combination with sustained heat exposure significantly degrades a person’s audio and visual tracking capabilities. Interestingly, exposure to heat and carbon monoxide, even when combined with physical activity does not seem to affect cognitive performance, although it is most likely that it increases the level of physical exertion.

As there seems to be little research on the combined impacts of heat exposure, smoke exposure and sleep deprivation on physical work performance and human cognitive function, the project once completed, will allow both the scientific community and agencies to make informed decisions to better manage firefighter health and safety on the fire ground.
2012 Fire Season Outlook

With another fire season approaching fast the Bushfire CRC, Bureau of Meteorology, AFAC and Australia’s Fire Agencies are beginning to carry out fire season potential assessments which will inform the Northern and Southern Australia Bushfire Potential Outlook, which is traditionally published by the Bushfire CRC as a FireNote.

To prepare the Queensland fire potential outlook, Rural Research has commenced gathering preliminary intelligence for assessing fire season potential for the 2012/2013 fire season.

Bushfire potential depends on many factors. For grass fires, the stage is set by the previous wet season and the amount and location of rainfall and the grass curing rates are imperative in estimating fuel load and conditions. The climate outlook for the coming months is also a crucial factor and the future tendencies of the Pacific sea surface temperatures associated with the El Niño-Southern Oscillation are a major climate driver over Australia.

The current climate indicators across the tropical Pacific Ocean remain neutral which means that neither El Niño nor La Niña conditions are evident and all major indicators of ENSO (El Niño – Southern Oscillation Index), including cloudiness, trade winds, the Southern Oscillation Index (SOI) and sea surface temperatures in the tropical Pacific, currently lie well within the ENSO-neutral range.

Climate models used by the Bureau of Meteorology indicate that these conditions may remain neutral for the winter months and normal to slightly above winter rainfall can be expected. Models predict that Northern and Central Queensland have a 60 – 65 percent chance of exceeding average rainfall which increases to 70 – 75 percent for southern and southeast Queensland. The temperature outlook for the same period indicates that conditions in Queensland indicate a cool winter.

Current fuel conditions

Record rainfalls across much of Queensland over the past 12 month have added prolific growth to the already abundant fuel in grassland areas. The vertical profile of many grassland areas is above average growth and continuous with many areas also spotting a thick thatch layer of dead grass left over from the previous season. With the onset of overnight frost grasslands are expected to cure rapidly. Even now, the combination of a heavy fuel load, continuous fuel and rapid curing grassland can pose a major fire risk. Given the continuity of the fuel and high fuel load, fast running grass fires with a high intensity and increased flame height can be expected. Timely community and stakeholder engagement and pre-season planning to ensure strategic fire breaks along roads and stock routes and active fuel management strategies are in place to mitigate fire risk. Forest areas also have abundant fuel but still have moist soil conditions and as a result a reduced fire potential until conditions dry up the soil profile and temperatures become warmer.

Our seasonal climate is partially driven by the phases of the ENSO and the climate indicators displayed in the June/July and August/September periods will provide a more detailed outlook for the months ahead. With some models suggesting that there is a likelihood that El Niño conditions may emerge by late winter or spring 2012 and other models forecasting neutral conditions to continue we will continue to monitor conditions and model outlooks and provide updates on the likely state of the fire potential for the coming fire season.

Bruno Greimel
Manager, Environmental Fire Research and Training
Queensland Fire and Rescue Service Rural Operations
The stressful nature of a firefighter’s role can take a heavy emotional toll on the wellbeing of personnel. In recognition of the need to support firefighters, the QFRS has established a range of staff support services, one of which is FireCare.

FireCare provides a Peer Support Program, in which volunteer Peer Support Officers (PSOs) offer one-on-one support for their work colleagues, conduct defusing, participate in debriefings after critical incidents and refer staff to the counsellor network, if required. The PSOs play a crucial role within the FireCare program and many QFRS personnel contact the PSOs for assistance in dealing with work related or personal issues.

The Olga Wilson Award for PSOs is an annual Award established to recognise a PSO who has provided outstanding service and support to QFRS firefighters and their families in times of difficulty.

The PSO must have demonstrated a high degree of resource and devotion to duty in a particular situation to ensure the wellbeing of firefighters, or in the exemplary discharge of special duties above and beyond the normal role of a PSO.

Congratulations to Helaine Clerk, Brigade Training and Support Officer, Townsville, who was recently awarded this award.

A nomination form can be downloaded from the Volunteer Portal, from the Olga Wilson Firefighters Trust booklet.

All nominations are to be submitted to:
Olga Wilson Firefighters Trust Committee
c/- Commissioner’s Staff Officer
Queensland Fire & Rescue Service
GPO Box 1425
Brisbane QLD 4001
by 31 March each year.

Christine Osborne
Acting Manager, Rural Recruitment, Promotions and Marketing
Queensland Fire and Rescue Service
Rural Operations
There are a number of things wrong with this picture.

If you can spot what's wrong, let us know at Rural.Operations@dcs.qld.gov.au

The first 10 correct entries received will win a prize!

Cyrel Wright
Senior Workplace Health and Safety Officer
Queensland Fire and Rescue Service Rural Operations
## Contact Details for Area Offices

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<th>Office</th>
<th>Phone</th>
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<td><strong>North Coast Region</strong></td>
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<td>(07) 5420 1339</td>
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<td><strong>Northern Region</strong></td>
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<td><strong>Central Region</strong></td>
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<tr>
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