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Far Northern Volunteer Information Brigade Secretary / Treasurer Workshops

Administration Officers Diane Edwards (Innisfail) and Kelly Gutter (Cairns) ran two information workshops in Far Northern Region during September.

The workshops were held at Mareeba and Atherton and consisted of a full day of information for Secretaries, Treasurers, First Officers and Chairpersons following on information included in the Rural Fire Service Brigade Management Committee Reference Guide. There was a great turnout with a large number of brigades represented.

Thanks to all attendees for a successful few days and for the support of the Regional Manager and Area Directors.

Diane Edwards
Administration Officer Innisfail Area Office
Rural Fire Service

Above, Attendees at the Mareeba Workshop on 2 September 2017
- Davies Creek Rural Fire Brigade (RFB) - Secretary Warren McNamara
- Fasio Road RFB - Secretary Mandy Cavanagh
- Hodzic Road RFB - Chairperson Wayne Nichoils, Treasurer Veronica Oliver
- Julatten RFB - Volunteer Community Educator (VCE) Fay Kemp, Secretary Grace Crees
- Kuranda Myola RFB - First Officer Barry Child, Secretary Max Ridinsky
- Mount Carbine Maryfarms RFB - Secretary John Morgan
- Mount Molloy RFB - Secretary Lesley Neven
- Mutchilba RFB - Secretary Raimond Bin
- Paddys Green RFB - Treasurer Debbie Nucifora
- Pormpuraaw RFB - Treasurer Ro Coakley
- Speewah RFB - VCE Yvonne Thomson, Treasurer Barbara De Bruijn, Secretary Margaret Butteling
- Syndicate Line RFB - Secretary Kerry Shepherdson
- Kelly Gutter – Administration Officer Cairns Area Office
- Diane Edwards – Administration Officer Innisfail Area Office
Nexus

Early this month Nexus, a new human capital management system, rolled out to staff and volunteers across Queensland Fire and Emergency Services (QFES). The Nexus team have travelled across the state to provide training to a number of QFES personnel, including Rural Fire Service (RFS) volunteers. This new system will introduce a number of business process change for RFS with new ways of recruiting volunteers and a system for managing brigade and volunteer information and details.

It will be a learning opportunity for many staff within QFES including the RFS Area and Regional Offices as we adapt to the new technology and systems.

I encourage all volunteers to get on board with Nexus by signing up for the Volunteer Portal and activating your Office 365 account.

Legal Status

An important body of work is taking place, in partnership with the Rural Fire Brigades Association Queensland (RFBAQ), in relation to the legal status of Rural Fire Brigades. It’s important that we work towards a better understanding of the current legal status of brigades, and to assist with this, consultations will commence in February 2018, allowing us to ensure we are meeting the needs of our volunteers and brigades.

Rural Fire Brigade Manual

With the recent departmental realignment and governance changes, many of the Rural Fire Brigade Manual (RFBM) Procedures have undergone reviews to ensure they are consistent with broader QFES processes and policies. It is important volunteers and brigades stay informed and up to date with all changes. To assist with this, I encourage you to download the quarterly updates of the RFBM by visiting the Volunteer Portal or contacting your Area Office.

These updates will continue as we adapt to the new structure and ensure that RFS procedures are aligned with the broader QFES.

Volunteer Summit

2018 will see the next RFS Volunteer Summit return to the Sunshine Coast with the opportunity for 160 volunteers to attend and participate. This year the summit will focus on Stakeholder Engagement. The event will offer the opportunity to not only hear from a number of key stakeholders, but reflect on who our stakeholders are, the importance of building local and state wide relationships and how we work in partnership to better support Queensland communities.

I highly encourage our volunteers to nominate to attend the summit. It’s a fantastic opportunity to connect with staff, stakeholders and your fellow volunteers.

Festive season

I would like to finish by wishing you all a very merry and safe festive season and New Year. The hard work and dedication by RFS volunteers throughout the year has been exemplary and ensures that the RFS stands out in the community as a committed and supportive service.

Thank you all, stay safe, and I look forward to working with you further in 2018.

Gary McCormack
Acting Assistant Commissioner
Rural Fire Service
Michael Ross and I from Villeneuve Rural Fire Brigade, with the assistance of Michelle from the State Emergency Services (SES) Kilcoy Group, attended Remembrance Day activities in Brisbane City on Friday 10 November.

It was an early start as we prepared to make our way from Kilcoy to the rally point in King George Square to ensure our arrival met the start time of 6.30am.

We were allocated to Central station and with all of the foot traffic, our time was spent interacting with many people and receiving donations. Dressed in our clean yellows, we sold ribbons, badges, pens and poppies and were overwhelmed by the donations and support we received.

Michael, Michelle and I truly valued the chance to raise these funds which totalled in excess of $500. I am proud to have volunteered to assist this worthy cause.

Jacob O’Shea-Murphy
Villeneuve Rural Fire Brigade
As part of the Rural Fire Service (RFS) North Coast Regional commitment to community engagement, Volunteer Community Educators (VCEs) Tony Thompson of Mungar Yerra Rural Fire Brigade (RFB), Lesley Brand of Brooweena RFB and Jesse Campbell of Tinana RFB based in the Maryborough Area, set up a stall at the October Howard Community Markets, as part of promoting the Are You Bushfire Prepared? message in conjunction with Prepare.Act.Survive messaging.

Along with local State Emergency Service (SES) volunteers, the VCEs showed solidarity in getting the preparedness message out to the community; a very relevant and timely matter, given a recent severe bushfire in the area.

The stall was met with considerable interest from the community regarding preparations that can be taken prior to fire and storm season, as well as actions to take, should they need to be evacuated. A Wildfire simulator was also used to demonstrate fire behaviour using different scenarios. This drew expressions of concern amongst property owners who helped in setting up the Fire Simulator.

In addition to the simulation and discussion, Bushfire Survival Plans were explained and handed out, and the community were reminded that Bushfire Survival Plans are also useful in the event of a flood or other natural disaster.

Members of the community who engaged with the VCEs walked away armed with information to enable them to prepare to protect their homes, property and loved ones in the event of a natural disaster.

Once again the VCEs were out in force #makingadifference to community education and resilience.

Lesley Brand
Volunteer Community Educator
Brooweena Rural Fire Brigade

Tony Thompson
Volunteer Community Educator
Mungar Yarra Rural Fire Brigade
Nexus Go Live 1

Nexus is the new Human Capital Management solution being implemented across Queensland Fire and Emergency Services (QFES), available to all staff and volunteers.

From 5 December 2017 you will be able to access the Nexus Home Page and Learning modules. Information about each module is available on the Rural Fire Service (RFS) Volunteer Portal.

Activities to complete on Go Live

When the Nexus solution is available, you’re encouraged to:
- Log into the volunteer portal and follow the links to Nexus
- Log into Nexus with your Office 365 email account
- Review your personal details in ‘My Info’ and update via the webform if required
- Familiarise yourself with the system
- Set up your Quick Links
- Set up your favourites
- Review your Learning Transcript

Nexus and Office 365

To access Nexus as an RFS volunteer you will need secure log in credentials – that’s an email address ending in @rfq.qfes.qld.gov.au. To create your secure details, you will need to activate your Office 365 account. Once your account has been activated you will not need to use Office 365 for any further Nexus activities.

If you have not yet activated your Office 365 account, you will need to do so by registering for the RFS volunteer portal:
- Visit the RFS website
- Follow the link to “Connect to the Volunteer Portal”
- Click to continue
- Select “register”
- Complete your details and click submit.
- Your volunteer portal username and Office 365 account will be displayed on successful registration.

Preparing your devices

Nexus provides full mobility, allowing you to access the system at anytime, anywhere, from any internet-enabled device.

To ensure you can access Nexus, please check your devices meet the minimum software requirements.

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Training

So that you’re prepared to use Nexus, a series of courses have been designed to familiarise you with the Nexus system processes, look and feel. There are face-to-face and online modules available. Contact your Area Officer for information about face-to-face Nexus courses. Online courses will be available on the Nexus system.

Any Nexus training you complete will be available on your Nexus Learning Transcript.
Course | Description
--- | ---
**General End User** | Designed to provide system familiarisation for all users who will have access to QFES Nexus. All RFS staff and volunteers are encouraged to complete this course.

**Manager End User** | Designed for a person who has another person or team reporting directly to them, and is responsible for recruiting people into positions that they oversee. This course is recommended for RFS roles such as Regional Managers, Area Directors and First Officers.

**Training Administration** | Designed for high level regional training staff who perform tasks such as: scheduling courses, authorising trainers and registering participants. This course is recommended for RFS roles such as Area Training and Support Officers (ATSOs) and Brigade Training and Support Officers (BTSOs).

**Volunteer Recruitment** | Designed for RFS staff who have responsibilities around recruitment and candidate management of volunteer applications. This course is recommended for administrative staff involved in these processes, like First Officers and Brigade Secretary.

If you have any issues accessing the Nexus solution, please follow the escalation process below. For any other ICT issues, including RFS Volunteer Portal access and Office 365 account activation, please contact your Area Office.

Cassandra Novak  
Business Engagement Officer  
Nexus Project  
Queensland Fire and Emergency Service

State Emergency Services (SES) Area Controller David Bennett and Rural Fire Service (RFS) Area Training Support Officer Phil Young, travelled through western Queensland to delivery Nexus training to 54 Queensland Fire and Emergency Services (QFES) staff and volunteers in preparation for the December roll-out.

Nexus is the new Human Capital Management solution being rolled out across QFES.

John Scuderi  
Nexus Training and Support Officer  
South West Region  
Queensland Fire and Emergency Services

Left: Combined services being trained at the Charleville SES building.
Nine students recently graduated after attaining their Certificate II, Public Safety Firefighting Operations, but this isn’t the end of the journey. Through participation in the program these young people have the Queensland Fire and Emergency Services (QFES) cap, epaulettes and the certificate which are a physical representation of achievements that define a firefighter, however they have also gained self-confidence, communication skills, the ability to make informed decisions, formed new friendships and have matured into young adults.

The Annual Awards Ceremony at Kilcoy State High School celebrated the achievements of these students who were presented with their cap and epaulettes.

Celebrations continued at the Kilcoy Auxiliary Station on Sunday acknowledging the hard work that has occurred to make the program a reality. Local brigades, Hazeldean, Mount Kilcoy, Villeneuve, Bellthorpe, Delaneys Creek and Wamuran along with mentors who supported the Certificate II Program attended to farewell and congratulate the graduates. Christine Reed from Bellthorpe Rural Fire Brigade (RFB) said, “Each year the student groups are like snowflakes, no two groups are alike. However, there is always a common factor, the personal growth and confidence of each student.”

Rural Fire Service Caboolture Area Training and Support Officer (ATSO) Graham has been leading the program for eight years. He said the group began as a shy, reserved group, however, it wasn’t long before their yellow uniforms showed signs of black and grey through participation in controlled burns and the volunteers emerged from their shells to demonstrate they are very capable firefighters. Brisbane Regional Manager Wayne Waltisbuhl said, “This is a program that invests in our future.” The partnership with our schools and community is ongoing and very positive.

These 12 months has given the young volunteers a glimpse of hard work and training and how this brings success.

As one group leaves another is waiting to commence the journey. These individuals will continue their own life journey, it is hoped they will remain members of their local rural brigades or join a new brigade should they move away. Recruitment for the 2018 group will be taking place shortly.
With each edition of the Bulletin we will provide you with a summary of changes made to the Rural Fire Brigade Manual (RFBM) and any new, updated or deleted State Standing Orders and Operations Doctrine.

An updated full version of the RFBM can be downloaded from the Volunteer Portal. We recommend wherever possible brigades download the updated version each quarter onto their brigade manual USB. This is the best way to ensure you always have the most current version. Any urgent changes made to procedures and forms are noted on the Volunteer Portal.

Major Changes:
- D3.2 Rural Fire Levy

Minor Changes:
- D2.3 RFS Identification Cards
- D5.2.1 Volunteer Fleet Fuel and Maintenance
- D7.6 Office 365 for Volunteers

Forms:
- CSO 068 Community Education Order Form
- CSO 071 Community Education Booking Request
- CSO 075 Out of Pocket Expenses Volunteer Reimbursement Form
- OBM 084 Assessment for Appliance Allocation
- OBM 107 Fire Station Construction Grant Application Form
- OBM 118 Fleet Assets Warranty Fault Report
- OBM 130 Volunteer ID Card Request
- OM 139 Uniform Order Form
- OM 175 Vehicle Fuel and Maintenance

Deletion:
- A3.4 Providing Information about an Incident to the Public

Standing Orders:
- SO Q OM 3.67 Operation Guardiare 2017-18

The Rural Fire Service (RFS) has in operation, the structure of three Strategic Working Groups and an overarching RFS Strategic Steering Group to discuss key actions, initiatives and items that impact volunteers and brigades and where necessary progress for further cons or endorsement.

The Terms of Reference for these groups has recently been re-written to align with the whole of Queensland Fire and Emergency Service (QFES) governance structure. The working groups are:

- RFS Operational Fleet and Equipment Working Group
- RFS Training and Mitigation Working Group
- RFS Volunteer Frontline Support Services Working Group

Each working group is chaired by a Regional Manager with representation by staff, volunteers and the Rural Fire Brigades Association Queensland (RFBAQ) to ensure a diverse and complete representation of RFS.

Each group meets three times a year with dates available on the Volunteer Portal. If you are interested in contributing, the volunteer and RFBAQ representatives are also listed on the portal and are the key contacts for issues or topics you would like raised.
FIrefighters Remembrance Memorial Service

On 10 October 2017, Queensland Fire and Emergency Services staff and volunteers paid their respects in honour of Firefighters Remembrance Day by attending memorial services across the state. Far Northern Regional staff and volunteers lined the Cairns Esplanade in support of the event.

Diane Edwards
Administration Officer
Innisfail Area Office
Rural Fire Service

Torimba Festival Ravenshoe

October 2017 saw Ravenshoe play host to the annual Torimba Festival. Volunteers from Millstream South Rural Fire Brigade (RFB) and Tinaroo RFB along with the Rural Fire Service (RFS) mascot Bushy attended the community street parade, leading to the market stalls where Be Prepared information was being distributed to members of the community. The success of RFS participation is thanks to the hard work of Volunteer Community Educators Maryanne Anderson from Millstream South RFB and Karon Purcell from Tinaroo RFB.

Diane Edwards
Administration Officer
Innisfail Area Office
Rural Fire Service
2017 Commissioner’s Awards for Excellence

On Thursday 16th November, Queensland Fire and Emergency Services (QFES) held an awards ceremony at State Office to congratulate the winners of the 2017 Commissioner’s Awards for Excellence and the QFES Innovation Award.

This year, five Commissioner’s Awards for Excellence, two Highly Commended Achievements, one QFES Innovation Award and one Highly Commended QFES Innovation Award were presented to teams for their outstanding achievements and significant contributions to our success in building more resilient communities.

It is fantastic to see staff and volunteers striving for continuous improvement and demonstrating the values and goals we all work towards achieving.

Commissioner’s Awards for Excellence
- **Prevention and Preparedness – Rural Fire Service, Northern Region**
  For enhancing the management of fire in the landscape through Project Keahi.
- **Response – Digital Operations Support, GWN Team**
  For deployment of critical digital communications and intelligence resources in preparation for Tropical Cyclone Debbie.
- **Recovery – Woodhill Rural Fire Brigade**
  For providing outstanding support to the community through the Woodhill Community Resilience Initiative.
- **Strategic Capability – Predictive Services Unit**
  For development and implementation of the 6 Day Look Ahead Bushfire Risk Tool.
- **Business Enabling Services – Community Safety Command, South Western Region**
  For strengthening relationships between the community and emergency service agencies through the South Western Multicultural Engagement Initiative.

Highly Commended Award
- **Response – QFES Central Region**
  For delivering a One QFES approach through the Integrated and Coordinated Central Region Operations Initiative.
- **Strategic Capability – Training and Emergency Management**
  For enhancing fire management and community awareness capability of Redland City Council.

QFES Innovation Award
- **Digital Strategy and Projects**
  For the development of the QFES Precision Information Environment (PIE).

Highly Commended QFES Innovation Award
- **Townsville State Emergency Services (SES) Unit**
  For the development and improvement of technologically based practices and systems.
The 2018 Rural Fire Service (RFS) Volunteer Summit is returning to Twin Waters on the Sunshine Coast. To be held from Friday 25 May to Sunday 27 May 2018, the Summit is an opportunity for RFS volunteers to interact and engage with fellow volunteers, Queensland Fire and Emergency Services (QFES) staff and a range of industry experts.

This year, the summit will focus on Stakeholder Engagement, offering attendees the opportunity to hear from a number of key stakeholders and reflect on who our stakeholders are, the importance of building local and state wide relationships and how RFS and brigades can continue to build partnerships to better support Queensland communities.

Due to venue restrictions, there are only 160 places available for volunteers to attend. The places are proportionally divided amongst the seven regions that make up the RFS to ensure a diverse mix of volunteers from across Queensland are included as attendees. All expenses including travel, accommodation and food (excluding alcohol) will be covered by QFES.

Volunteers over 18 years of age are welcome to express their interest in attending and we encourage brigades to nominate appropriate representatives. Volunteers from Primary Producer Brigades (PPB) are not eligible to attend the summit in 2018, as dedicated PPB field days were held in 2017. Priority will be given to those who have not attended a summit in recent years and all applications will be considered by Area Directors, Regional Managers, and the Assistant Commissioner.

Expression of Interest forms have been distributed via email and can be downloaded from the volunteer portal or by contacting your Area Office. Should you wish to attend, please complete the form and return via email or reply paid post as indicated by 1 February 2018.
The Fire and Emergency Services Act 1990 provides delegated powers to Rural Fire Brigades (RFBs) for the purpose of conducting their operations. However, the legal status of RFBs is far more complex and it has been decided that now is the right time to conduct considered analysis to enable improved knowledge of all aspects moving forward.

In November 2011, Crown Law advice was sought regarding RFBs and the status and application of the Financial Accountability Act 2009 to brigades. That advice stated:

The Crown established the position that the status of a Rural Fire Brigade was an unincorporated association. It was merely a group of persons with a mutual agreement or understanding to be a part of an association on the terms set out in the rules for the Brigade.

Gary McCormack, Acting Assistant Commissioner, Rural Fire Service (RFS) said that it is important we gain a better understanding of the impact the current legal status has on brigades, to allow us to develop solutions and strategies that will support a modern rural fire service into the future.

“While the current status offers many advantages to brigades, there are also potential opportunities for improvement which will ensure we are a modern and proactive service into the future,” he said.

“The review of our Legal Status will provide us with an opportunity to talk with volunteers and gain a broader understanding of what support our frontline services need, the current challenges and way forward.

“This is an important piece of work and RFS is pleased to be working in partnership with the Rural Fire Brigades Association Queensland (RFBAQ) on this project.”

Beginning in February 2018, RFS in conjunction with the RFBAQ will be talking to brigades across the state, looking to generate a conversation and feedback on the topic of the legal status of brigades. First Officers or their delegated representatives will be invited to attend local discussion forums.

In the coming weeks, consultation schedules and invitations will begin to be distributed from RFS Area and Regional Offices. Additional information will also be made available on the RFS Volunteer Portal and RFBAQ website.

Get Ready Day

On 21 October 2017 the Tinaroo Rural Fire Brigade (RFB) together with the Tableland Regional Council, SunWater, National Parks and Marine Safety held a Tinaroo Falls Open Day – Get Ready at Tinaroo in the Atherton Tablelands.

Despite the rain, those that attended enjoyed food, activities, displays and information together with the Rural Fire Service mascot Bushy treating the kids to a little fun. Throughout the day two wildfire simulation displays were run and lots of information circulated amongst the 100 people in attendance.

A fun day was had by all.

Diane Edwards
Administration Officer
Innisfail Area
Rural Fire Service
OCTOBER 2017. AIRBASE OPERATOR COURSE
Background

There has been concerns raised about the historical use of Aqueous Film Forming Foam (AFFF) after environmental testing at Australian Defence Force (ADF) bases and the Victorian Country Fire Authority Fiskville training facility has shown elevated levels of these foams in the soil and underground water tables.

These foams contain two chemicals of particular interest, Perfluorooctanoic Acid (PFOA) and Perfluorooctane Sulfonate (PFOS). These two chemicals are environmentally persistent and last for centuries in the environment. There is much uncertainty about human health impacts and it is not clear they cause adverse health impacts, but on current evidence, the potential for adverse health outcomes cannot be excluded. For further information, read the Helpful References found on the AFFF Information page.

QFES historically used AFFF foams prior to 2003. In 2003, QFES ceased purchasing foam that contained PFOA and PFOS and entered into a new Standing Offer Arrangement (SOA) where only fluorine free foams (i.e. Class A, Class B and high expansion foams which do not contain poly and PFAS) could be purchased. It has been identified that not all AFFF foam was disposed of in 2003 as directed and some may have been used post 2003.

Policy

QFES is committed to the safety of staff and volunteers and offers voluntary counselling and blood testing for all current and past staff and volunteers who may have used AFFF and have concerns regarding potential health impacts until 30 June 2018.
to the individual. This form must be taken to a Sonic Pathology collection centre along with QFES identification (current paid or volunteer employees) or photo identification (past paid or volunteer employees). The locations of Sonic Pathology Collection Centres will be provided with the Pathology Request form.

Blood test results will be sent to the individual and their nominated General Practitioner (GP). These results will remain confidential between the GP and the individual. It may take up to six weeks for the GP to receive the results.

While these blood test results are not expected to provide definitive guidance about an individual’s health, it will provide a baseline for individuals and QFES for future reference as further research is conducted on the health impacts of AFFF. As such, the interpretation of blood test results by the individual’s GP is redundant. The individual’s nominated GP will receive results for their records only and not for the purpose of interpretation or guidance about how they relate to an individual’s health.

QFES will not be responsible for any costs associated with GP consultation/s. As such, an individual should ask any questions, or seek clarification of the purpose of the blood test or interpretation of results, during the initial consultation with the Sonic HealthPlus Medical Practitioner and prior to having the blood test.

**PRESENTATION CERTIFICATE II PUBLIC SAFETY FIREFighting**

**INNISFAIL STATE SCHOOL**

On 30 October 2017 six students from the Innisfail State School were presented with their Certificate II Public Safety Firefighting for the year 2017.

Gathering in the Innisfail State School assembly hall presentations were made by the Queensland Fire and Emergency Services (QFES) Assistant Commissioner Far Northern Region John Bolger, Acting Rural Fire Service (RFS) Regional Manager Neil Parker and RFS Innisfail Area Director Peter Ruddick. Innisfail State High School Principal Kate MacDonald extended her thanks for the successful year long partnership between the Innisfail State School and QFES and congratulated all participating students for their commitment and success.

Diane Edwards
Administration Officer
Innisfail Area Office
Rural Fire Service

*Left to Right: RFS Innisfail Area Training Support Officer Matthew Eckhardt; QFES Assistant Commissioner Far North John Bolger; Acting Bushfire Safety Officer Zodie Green; Innisfail State School Students - Evania Guglielmi, Willow Scott, Dillan Lavell, Luck Lupano, Morgan Davies (absent Caitlin Clark); RFS Acting Regional Manager Far North Neil Parker; Rural Fire Brigades Association Queensland (RFBAQ) Innisfail Representative Les Green and RFS Innisfail Area Director Peter Ruddick*
This year’s Certificate II in Public Safety (Firefighting) at Noosa District State High School (SHS) has been another great success. 11 students completed the program from twenty who were enrolled at the start of the year.

This is the third year that the program has been offered at Noosa SHS with some excellent flow on effects. Courtney Lake from Belli Park was interested in the course and one of the requirements is that students need to be a member of a brigade. Courtney pestered her dad to come along with her for some support. Her dad Steve had never been in a brigade before but was interested. That was three years ago and Steve Lake is now the First Officer of Belli Park Rural Fire Brigade (RFB) and Courtney is the Fourth Officer.

Two years ago one of the stand out students was Brittany Lea-Hewson. She was always keen and loved the theory and practical. Because she showed so much promise Brittany was offered the chance of studying for a Certificate IV in Training and Assessment and when she passed was put on as a Rural Fire Support Officer to learn the skills to be able to teach volunteers. Starting off assisting with Firefighter Minimum Skills (FMS) delivery and then helping to train this year’s Certificate II program at Noosa SHS. Brittany has done so well that she is currently relieving at Caloundra Area office as an Acting Brigade Training and Support Officer. She is also the secretary at Black Mountain RFB and the Training Officer. All this and she has only recently turned nineteen.

This year’s crew also been successful with one of the students Nina Burkardt taking up the secretary role of Tinbeerwah RFB and Jess Sayers as the treasurer at Eumundi RFB.

The real value of this program is introducing young people to the fire service and giving them a taste of volunteering. Many will become solid members of brigades, others may drift away, however will have learnt invaluable skills as a result of participating in the program.

Nigel Terrell
Acting Brigade Training and Support Officer
Caloundra Area
Rural Fire Service
# Area Office Contacts

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<tr>
<td>Cairns Area Office</td>
<td>(07) 4232 5468</td>
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<td><a href="mailto:RFSQ.Cairns@qfes.qld.gov.au">RFSQ.Cairns@qfes.qld.gov.au</a></td>
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<td>Innisfail Area Office</td>
<td>(07) 4061 0650</td>
<td>(07) 4061 0651</td>
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<td>Charters Towers Area Office</td>
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<td>(07) 4787 4708</td>
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<td>Emerald Area Office</td>
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<td>Gladstone Area Office</td>
<td>(07) 4899 2200</td>
<td>(07) 4972 0704</td>
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<td>Mackay Area Office</td>
<td>(07) 4965 6641</td>
<td>(07) 4965 6640</td>
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<td>Rockhampton Area Office</td>
<td>(07) 4938 4736</td>
<td>(07) 4922 2768</td>
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<td><strong>North Coast Region</strong></td>
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<tr>
<td>Bundaberg Area Office</td>
<td>(07) 4153 3244</td>
<td>(07) 4151 2166</td>
<td><a href="mailto:RFSQ.Bundaberg@qfes.qld.gov.au">RFSQ.Bundaberg@qfes.qld.gov.au</a></td>
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<tr>
<td>Burnett Area Office</td>
<td>(07) 4172 8700</td>
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<td><a href="mailto:RFSQ.Burnett@qfes.qld.gov.au">RFSQ.Burnett@qfes.qld.gov.au</a></td>
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<tr>
<td>Caloundra Area Office</td>
<td>(07) 5420 7517</td>
<td>(07) 5420 7521</td>
<td><a href="mailto:RFSQ.Caloundra@qfes.qld.gov.au">RFSQ.Caloundra@qfes.qld.gov.au</a></td>
</tr>
<tr>
<td>Maryborough Area Office</td>
<td>(07) 4190 4839</td>
<td>(07) 4190 4853</td>
<td><a href="mailto:RFSQ.Maryborough@qfes.qld.gov.au">RFSQ.Maryborough@qfes.qld.gov.au</a></td>
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<td><strong>South West Region</strong></td>
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<tr>
<td>Roma Area Office</td>
<td>(07) 4622 2074</td>
<td>(07) 4622 1451</td>
<td><a href="mailto:RFSQ.Roma@qfes.qld.gov.au">RFSQ.Roma@qfes.qld.gov.au</a></td>
</tr>
<tr>
<td>Darling Downs Area Office</td>
<td>(07) 4616 1945</td>
<td>(07) 4616 1939</td>
<td><a href="mailto:RFSQ.DarlingDowns@qfes.qld.gov.au">RFSQ.DarlingDowns@qfes.qld.gov.au</a></td>
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<td><strong>South East Region</strong></td>
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<tr>
<td>South Coast Area Office</td>
<td>(07) 5587 4101</td>
<td>(07) 5559 0696</td>
<td><a href="mailto:RFSQ.SouthCoast@qfes.qld.gov.au">RFSQ.SouthCoast@qfes.qld.gov.au</a></td>
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<tr>
<td>West Moreton Area Office</td>
<td>(07) 3294 4944</td>
<td>(07) 3294 4933</td>
<td><a href="mailto:RFSQ.WestMoreton@qfes.qld.gov.au">RFSQ.WestMoreton@qfes.qld.gov.au</a></td>
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<tr>
<td><strong>Brisbane Region</strong></td>
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<tr>
<td>Caboolture Area Office</td>
<td>(07) 5420 3733</td>
<td>(07) 5432 3863</td>
<td><a href="mailto:RFSQ.Caboolture@qfes.qld.gov.au">RFSQ.Caboolture@qfes.qld.gov.au</a></td>
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