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RFS Week - Celebrating 70 Years
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Remote Area Fire Fighting Program
Employer Support Products

Our employers play an essential role in supporting rural fire volunteers and brigades across the state and it is important that we recognise their valuable contribution. While we currently provide information to employers through the New Recruits booklet provided to new members, the Rural Fire Service (RFS) has now developed a range of new resources to recognise the important role of employers.

- Employer Support Sticker (150mm x 60mm)
- Employer Support Poster (available in A5 or A4 size)
- Employer Support web-banners (728x90 pixels or 300x250 pixels)

Stickers and posters are available in packs of 25 from the Queensland Fire and Emergency Services (QFES) print warehouse and can be ordered by contacting your local Area Office. Two web-banners are also available and can be downloaded from the QFES Gateway.

The intent of these products is to allow volunteers to provide them to their employer, as a form of recognition and thanks for the support provided.

These products are just one way we can recognise employers and all RFS volunteers and staff are encouraged to promote their use.
Assistant Commissioner’s Message

Continuous Improvement

As part of the department’s commitment to continuous improvement, Queensland Fire and Emergency Service (QFES) last year commissioned an independent review of its command, control, coordination, communications and intelligence (C4I) capability. That report, along with extensive consultation with QFES leaders, and learnings from previous major operations, identified opportunities for an improvement of QFES’ operational accountability model.

On 8 April 2019, QFES moved to a new reporting model to enhance operational capability, improve efficiency and provide more autonomy for regionally-based QFES personnel. The new model sees regional leaders from the Rural Fire Service (RFS), State Emergency Service (SES), Fire and Rescue Service (F&RS) and Business Operations report directly to a regional Assistant Commissioner.

I would like to assure you that this approach will not result in job losses or affect the roles and reporting lines for frontline staff and volunteers. This change is not a restructure to RFS management, rather an opportunity for each region to make place-based decisions on the services we provide to our communities. Regional service leaders continue to manage their people, operations and functions, such as budgets. State-based Assistant Commissioners and support staff for RFS, SES and F&RS continue to provide strategic oversight and guidance to ensure support and consistency across the state.

RFS brigades continue to report directly to their Regional Manager.

Further information regarding the new model and continuous improvement is available on the QFES Gateway. If you have any concerns or would like to discuss this model in more detail, I encourage you to contact your Area Office.

SOC and ROC

The discussions and reviews outlined above, also identified opportunities to clearly define the role of the State Operations Centre (SOC) and Regional Operations Centres (ROCs) as a core component of improving the department’s operational capability. It is expected by 1 June 2019, these centres will provide 24/7 capability to ensure a seamless escalation for any major incidents across the state. This new capacity will improve our operational consistency and response capability across the state.

Operation Cool Burn

On 1 April 2019, QFES began the 2019 Operation Cool Burn. Continuing until 31 August, Operation Cool Burn is an operational period with a focus on mitigating the risk of bushfire. The Office of Bushfire Mitigation has been working with brigades and Area Offices to facilitate this process and will continue to provide support and assistance throughout Operation Cool Burn.

I encourage RFS staff and volunteers to work towards engaging with local government, landowners, occupiers and local stakeholders to build awareness, manage fuel loads and prepare for the 2019 bushfire season.

For more information on Operational Cool Burn, Standing Order SO-Q-OM-3.14 is available on the QFES Gateway.

RFS Week – Celebrating 70 Years of the RFS

To help celebrate 70 years of the RFS and recognise the dedication and commitment of RFS volunteers, RFS Week 2019 will look back on the history of the Service and the events, milestones and people that have brought us to where we are now. In honour of this, I will be presenting seven RFS Regional Volunteer of the Year Awards and the Assistant Commissioner RFS State Volunteer of the Year Award at a special event to be held on Thursday 5 September at the Kedron Emergency Services Complex, Brisbane. Details on the awards and how to apply are included in this issue of the Bulletin and are available on the QFES Gateway.

I encourage you all to consider volunteers who might be worthy of being recognised through these awards and talk with your brigade First Officer and Secretary about nominations. It is a fantastic way to recognise significant contributions made by volunteers to brigades, QFES and the community.

RFS Week 2019 will run from Sunday 1 September to Saturday 7 September 2019.

Gary McCormack
Assistant Commissioner
Rural Fire Service
Remote Area Firefighting Teams (RAFTs) are widely used around the world for managing small bushfires in difficult to access terrain. When engaged promptly teams have in many cases had a positive effect on suppressing fires before they become large and require the sustained involvement of multiple resources. In other Australian states RAFTs have engaged in a combination of ‘wet’ or ‘dry’ firefighting techniques with great effect in many circumstances.

Recent deployments to Tasmania, Canada and United States has provided an opportunity to experience the effectiveness of fighting fires in remote locations with early rapid response and keeping fires relatively small.

The Rural Fire Service (RFS) in Queensland does not currently have this capability, so a small project team, led by Superintendent Wayne Waltisbuhl, has been established to assess how RFS can introduce this capability to our operations, as an extension of current operational practice.

The project objectives are:

- to develop a program to enhance initial attack capabilities in remote areas to minimise fire size and potential impact on life, property, the environment and communities.
- to identify a pool of suitable staff and volunteers to participate in the remote area firefighting program.
- to develop suitable resourcing in strategic locations to maximise response capabilities.
- to develop a sustainable training framework that supports remote area firefighting.
- to develop a risk-based assessment to determine the response matrix for the use of remote area firefighting.

A review and research of remote area firefighting programs currently used by other fire services in Australia identified that New South Wales (NSW) RFS has an excellent and well-established program.

The Queensland RFS RAFT project has adopted the NSW RFS ‘Remote Area Operations’ training package and has developed a partnership with them for the delivery and assessment of the program to volunteers.

Eight Queensland Fire and Emergency Services (QFES) staff have completed the instructors course and once the assessment process is completed, they will become instructors and assessors in the coming years.

In March 2018 the project commenced in Brisbane and South East Regions, looking at establishing three RAFTs located at Caboolture, Ormeau and West Moreton. Information sessions were provided to interested volunteers at these locations outlining expectations in relation fitness, medical and training commitments.

RFS volunteers were invited to submit their expression of interest to the program, with First Officer endorsement. Those selected will be required to go through an extensive medical assessment process prior to commencing the next stage of the process.
Candidates will then be required to undertake an eight-week fitness program to assist them with preparation for the Arduous Pack Hike Test. This involves completing a 4.8 kilometre walk in under 45 minutes, wearing a 20-kilogram weighted vest. This fitness test is recognised nationally and internationally as a base level of fitness for arduous firefighting.

The candidates who successfully pass this stage can then participate in the advanced first aid training, and navigation training before undertaking the Remote Area Operations two-day theoretical training.

The final assessment process is then carried out over two full weekends in the field, with participants assessed while undertaking scenarios that allow them to demonstrate their learnings and skills.

The use of aircraft is vital in the support, safety and transportation of equipment and personnel for remote area operations. Participants will also be trained in how to work safely around aircraft including hover entry/exit operations. The winching component of this program will be considered later once the program has been fully assessed.

Successful completion of this practical training and assessment will then see the participants become members of their Area RAFT and ready for operational deployment by 1 August this year.

A robust risk assessment has been developed to ensure RAFT deployment is effective and safe. A RAFT member will be assigned as a liaison officer to the Incident Management Team (IMT) when a unit is deployed to provide advice on capability, safety considerations and to monitor conditions.

The effectiveness of the project will be assessed in 12 months with the potential for expansion of this capability into other regions at the request of the Regional Manager.

Superintendent Wayne Waltisbuhl
Regional Manager Brisbane
Rural Fire Service

Candidates on the Advanced Navigation training day
With each edition of the Bulletin we provide you with a summary of changes made to the Rural Fire Brigade Manual (RFBM) and any new, updated or deleted Queensland Fire and Emergency Services (QFES) Policies and Procedures, State Standing Orders and Operations Doctrine.

An updated full version of the RFBM can be downloaded from the Gateway. We recommend 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 Gateway RFBM Updates page.

Major Changes:
- A3.9 – Deployments
- D5.2.1 – Volunteer Fleet Fuel and Maintenance
- D7.2 – The Gateway

Minor Changes:
- C5.1 – Code of Conduct
- D3.4 – Tax Deductible Donations
- D7.1 – Rural Fire Bulletin
- D8.1 – Rural Fire Brigades Association Queensland Inc.

Deleted:
- C5.2 – Equity and Harassment

Forms:
- CSO 068 – Community Education Orders
- OBM 086 – Queensland Volunteer Rural Fire Brigades Donations Fund Confirmation of Banking Details
- OBM 108 – Income and Expenditure Statement
- OBM 118 - Fleet Asset Warranty / Fault Report
- OBM 138 - Fleet Asset Modification Assessment
- OBM 146 – Rural Fire Service Transfer / Disposal (NEW)
- OM 193 – Returns or Exchanges (NEW)
- PD 072 – Volunteer Application Form

QFES Policy and Procedures:
- Policy 1.4 – Conflict of Interest
- Policy 3.24 – Safety and Wellbeing
- Policy 4.8 – Release of Information
- Policy 4.10 – Intellectual Property
- Procedure PR3080.1.0 – Bereavement Notification
- Procedure PR3082 – Trainer Workshops and Meetings (RTO)
- Procedure PR3083 – Trainer Supervision Arrangements (RTO)
- Procedure PR3084 – Trainer Authorisation and Induction (RTO)
- Procedure PR3085 – Trainer Evaluation (RTO)
- Procedure PR3086 – Revoking a Certification (RTO)
- Procedure PR6013 – Fees and Refunds (RTO)
- Air Operations Manual

Standing Orders:
- SO-Q-OM-3.74 Operation Cool Burn 2019 (NEW)
- SO-Q-PD-1.4 Provision of Helicopter Underwater Escape Training for Staff and Volunteers Undertaking Flight Over Water (NEW)

Doctrine:
- Communications Directive ComsD 04.09.00 – Fire Investigation Unit
- Tactical Directive TacD 02.03.00 – Aircraft Activation
- TacD 12.01.00 – Request for Qualified Fire Investigation Officer
From 15 to 17 March 2019, a Queensland (QLD) Strike Team attended the New South Wales (NSW) Rural Fire Service (RFS) North Region Exercise. The strike team, under the leadership of Stanthorpe Group Officer Peter Curr, consisted of a crew of five; four members from the Gladfield Maryvale Rural Fire Brigade (RFB) and one from the Wildash RFB. The exercise provided a fantastic opportunity for all involved to develop skills and build interstate connections. The Gladfield Maryvale team won an encouragement award for their performance at the event.

Hugh Strong
Third Officer
Gladfield Maryvale Rural Fire Brigade
Rural Fire Service Week 2019 – Celebrating 70 years

The Rural Fire Service (RFS) is celebrating its 70th Anniversary, with 2019 marking 70 years since the first Rural Fire Brigades were officially registered. To further promote this significant milestone, this year.

RFS Week will not only focus on thanking and recognising volunteers, but also provides an opportunity to look back over 70 years of history.

RFS Week will commence on Sunday 1 September and run through until Saturday 7 September 2019. RFS plans to hold a 70th Anniversary celebration at Kedron on Thursday 5 September 2019. The ceremony will provide an opportunity to recognise the six brigades that celebrate 70 years in 2019 and reflect on all brigades who have contributed to their communities since the inception of the RFS.

RFS is also pleased to advise, RFS Week 2019 will see the introduction of the RFS Regional Volunteer of the Year Awards and the Assistant Commissioner RFS Volunteer of the Year Award. These awards will recognise volunteers who have demonstrated a special contribution to the service and will be presented as part of the RFS Week 70th Anniversary celebration.

Nominations are to be submitted to your local Area Office by 30 June 2019.

For more information regarding the awards and to access the nomination form, visit the Queensland Fire and Emergency Services (QFES) Gateway or contact your local Area Office. We encourage you to promote these awards within your brigade. These awards are an excellent way to recognise and thank our volunteer workforce for the contribution they make to QFES and the Queensland community.
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**RURAL FIRE SERVICE**

**VOLUNTEER AWARD NOMINATION GUIDELINES**

**Rural Fire Service Regional Volunteer of the Year Award**

The RFS Regional Volunteer of the Year Award is for RFS volunteers who have demonstrated a special contribution to the service.

Examples of conduct which might be awarded include:

- completing a significant task for a RFS brigade or group to the benefit of other RFS members
- achieving special recognition for a RFS brigade or group
- demonstrating outstanding compassion, support, commitment, diligence or administration skills
- participating actively in community engagement
- demonstrated operational excellence.

RFS First Officers or Secretaries should nominate RFS members from their brigade or group to be recognised for their special contribution or achievement during their RFS career.

Nominations are to be processed by the Area Director and recommended to the Regional Manager.

Successful nominations are then determined by the RFS Awards Committee comprising of the Assistant Commissioner RFS State, RFS Director Operations and the Executive Manager, Volunteer and Frontline Support Services, RFS.

Winners of the RFS Regional Volunteer of the Year Award each receive a Regional Certificate during RFS Week and will be automatically nominated as finalists for the Assistant Commissioner RFS State Volunteer of the Year Award.

**Assistant Commissioner Rural Fire Service State Volunteer of the Year Award**

The Assistant Commissioner RFS State Volunteer of the Year Award is for overall distinguished levels of service by an individual to the RFS, including rescue or emergency and disaster response, community engagement or outstanding support to their brigade or community.

Examples of activities that might be awarded include:

- overall distinguished levels of service
- contribution of a RFS member to their RFS Brigade, Group, QFES and/or community
- outstanding initiatives by a RFS member to increase membership recruitment, membership retention, public awareness of the RFS, and/or brigade or group effectiveness.

Winners of the RFS Regional Volunteer of the Year Award are automatically nominated for the state level Assistant Commissioner RFS State Volunteer of the Year Award and a winner will be chosen from one of the seven RFS Regional Volunteer of the Year Award winners.
International Women’s Day celebrates the social, economic, cultural and political achievements of women from across the world. On Friday 8 March, Queensland Fire and Emergency Services (QFES) marked the day with nine awards acknowledging outstanding leadership to support, promote and improve the standing of women in the department.

Rural Fire Service volunteer Rebecca Powell, Third Officer of the Mudgeeraba Rural Fire Brigade (RFB) was awarded winner of the Outstanding Female Leader (Volunteer), and fellow volunteer Judith Ferrari, First Officer of the Wartburg RFB was a recipient of a Highly Commendable award in the same category.

Third Officer Rebecca Powell was the recipient of the Outstanding Female Leader (Volunteer) Award for consistently displaying exemplary leadership, encouragement and support to brigade members, and striving for equal opportunities within the RFS.

Rebecca’s leadership skills have seen her actively support, encourage and create a spirit of unity amongst all members within the Mudgeeraba brigade. She is well respected amongst her peers as a motivational leader, encouraging everyone to achieve their best. Rebecca is a strong advocate and role model for women volunteering in the RFS and encourages fellow women within the community to volunteer.

First Officer Judith Ferrari received the Highly Commendable Achievement Award for leadership during disaster events and working toward encouraging the development of women in the service.

Judith’s knowledge and leadership skills have transformed the Wartburg RFB in a positive manner, encouraging an increase in female volunteers. Her commitment to the development of women as highly skilled volunteers is a major benefit to QFES and the community. She is proactive, dynamic and dedicated to the success of both men and women in her brigade and community.
1981 saw the beginning of what was to be a long commitment to community service, when Gavin Fryar began his career as a volunteer with the Glastonbury Rural Fire Brigade.

Today we all know Gavin as the friendly, committed Area Director of the Rural Fire Service (RFS) Charters Towers Area Office. In the coming months, Gavin will retire, ending his long serving commitment to fire services across the country.

His career with fire services started in 1981 as a volunteer with the Glastonbury Rural Fire Brigade. Following this, his service continued with a stint at the Country Fire Authority (CFA) in Victoria before moving to Queensland to commence as an Area Training and Support Officer (ATSO) in the RFS Rockhampton Area Office.

I had the opportunity to meet Gavin as I commenced in the RFS Charters Towers Area office only a couple of months after his move there. I got to know Gavin extremely well, as we regularly travelled significant distances while undertaking our duties.

There have been some significant moments in Gavin’s career, and his contribution to QFES can be seen in many of the activities we undertake today. In 2010, I accompanied Gavin to the Gulf at Hells Gate for our first involvement in the Gulf Fire Project, in collaboration with the Carpentaria Land Council Aboriginal Corporation.

Today, we know this state-wide program as Jigija, which is proving to be a highly successful program, that has reduced the impact of Wildfire in the area.

In February 2017, under the Leadership of Gavin, the state-wide Department of Primary Industries (DPI) Workshop, (Pastures and Weed Management) was held in Charters Towers. This workshop was aimed at giving attendees an understanding of wildfire and its impact on the landscape relative to pastures and weed.

Gavin has always strived to support brigades within the Charters Towers Area ensuring the best possible service delivery for the community. Since Gavin commenced in Charters Towers, the area has expanded seeing an increase in appliance numbers, additional support units, new trailers and slip on units, as well as the construction of new stations and improvements to existing stations.

The Charters Towers area is vast, remote and quite challenging. The Area Office has operated successfully as a team under Gavin’s leadership and mentorship. We have also developed great relationships with key stakeholders as a result of this leadership, which has enhanced our ability to provide support to our brigades and volunteers.

It has been a fruitful nine years and I would like to congratulate Gavin on his retirement and thank him for his support and leadership throughout the years.

Rob Woodward
Brigade Training and Support Officer
Charters Towers Area, Rural Fire Service

Above left: Northern Regional staff presented Gavin with a plaque to honour his service.
Above right: Assistant Commissioner McCormack presents medals to Gavin.
Below: Gavin and the CLCAC
Over the next several years a number of Heavy Attack appliances are due to be retired from service. Historically these appliance builds were funded in part or whole by Rural Fire Brigades (RFBs). The appliances were designed and built by brigades resulting in differing configurations, many of which were Heavy Attack. With these appliances due for replacement, the Rural Fire Service (RFS) has taken its first steps to building a standard Heavy Attack funded by the appliance replacement program.

The January 2019 edition of the Bulletin featured the Wallumbilla 61 which was funded by the Fire and Rescue Service (FRS) to replace an aging type two pumper. Fitted with Road Crash Rescue (RCR) equipment and operated in partnership with the State Emergency Service (SES), this Heavy Attack appliance was designed to meet the requirements of brigades that have specialised rescue capabilities. A sister appliance funded from the appliance replacement program was built immediately after the Wallumbilla 61 and was configured to better suit rural brigades in that it carries a transfer pump but no rescue equipment. The first build, QR61, has a number of the same features as the Wallumbilla 61 such as Compressed Air Foam System (CAFS), a 3,000 litre water tank, awning, air and water side outlets and a pump capable of delivering 2,000 litres per minute at 700 kpa.

In late January 2019 a representative from each RFS region attended a full day training program on the new appliance, with the intent that these individuals would be the local content experts. Training was delivered by Isuzu with regards to the Isuzu FTS 139-240 4x4 Crew Cab Chassis and QuikCorp in relation to the body build. An induction video was filmed during the training and will be available to support the local experts. QuikCorp have also offered one off individual visits to each region to help reacquaint the local expert with the correct and most efficient use of the appliance.
At this stage the intent is to use the appliance design to undertake multiple roles, with equipment and fit out matched to the local community risk.

- Village fit out - for brigades that support a reasonable size community and that have no localised FRS support. These appliances would be fitted with the equipment to meet community risk and the capabilities of the brigade.
- Rural fit out – to support response to vegetation fires with enhanced capability in structural protection and strike team support such as tanker and command support.

Appliance QR61 commenced a state tour in April 2019. The appliance will be visiting all regions, allowing brigades and volunteers to see its capability first hand and allowing them to provide feedback for future development and enhancement. Keep an ear out for when it is coming to your region.

Mark Saunders
Manager Operational Development
Rural Fire Service
The Queensland Fire and Emergency Services (QFES) Far Northern Region 2019 Australia Day Achievement Awards Ceremony, sponsored by QSuper, was held on Wednesday 23 January 2019. Deputy Commissioner, Emergency Management, Volunteerism and Community Resilience Mike Wassing presented lapel pins and framed certificates to each of the award recipients. Other dignitaries present included Member for Leichhardt Warren Entsch MP and Member for Cairns Michael Healy MP.

Congratulations to the following award recipients:

- Station Officer Darryl Chaplain for outstanding delivery of financial business management to Far Northern Region.
- Business Development Officer Stephen Lewin for the establishment of the permanent weather station in Ravenshoe.
- Acting Brigade Training Support Officer and Speewah Rural Fire Brigade (RFB) member Stephan Powiesnik, for service, devotion and commitment to the students of the School Community Safety Program and volunteer training of Speewah RFB and Clohesy Rural Fire Group.
- Volunteer Community Educator Karon Purcell of the Tinaroo RFB for outstanding community engagement in educating communities with Prepare, Act Survive enhancing community resilience.
- Field Operations Member David Cook for outstanding support to QFES through peer support and chaplaincy services.
- Leading Field Operations Member Darryl Jones for continued support to the community and the ongoing support for Edmonton State Emergency Services (SES) Group.
- Field Operations Member Tracey Quinn for excellent support and encouragement of fellow members and ongoing commitment to community engagement.
- Indigenous Operational Capability Officer Arama Samuel for continued support to the emergency services volunteers through the provision of training within Far Northern Region.
- Indigenous Operational Capability Officer Mark Sarago for continued support to emergency service volunteers through the provision of training within Far Northern Region.

Yvonne Thomson
Speewah Rural Fire Brigade

Photos by Gypsy Images, background by Freepix.com
RACQ Roadside Assistance Fleet Care

Rural Fire Service (RFS) has 24 hour RACQ Roadside Assistance Fleet Care, for all brigade appliances excluding tankers, however the support available for medium and heavy appliances may differ due to size and weight requirements.

To access Roadside Assistance, simply contact RACQ on 1800 648 058. You will need to provide the following information:

- RF Number or call sign
- service number: 0249398589
- full name
- contact phone number
- make/model/colour/year of appliance
- your location details
- problem with the vehicle
- towing destination (if applicable)
- any other relevant information.

The RACQ consultant will finalise the call by confirming the above details and will provide you with the delay time for the service in the area.

RFS has given RACQ pre-approval to undertake a number of minor activities without approval, such as:

- replacing appliance battery
- changing tyres
- provision of fuel.

Note: For larger items including towing, RACQ will contact the relevant Regional Manager to seek approval prior to completing the work.

Should a breakdown occur, or urgent repairs be required outside of normal business hours, and RACQ are unable to provide assistance, the On-Call Rural Officer should be notified via FireCom for authorisation. The On-Call Rural Officer will assess the urgent repair. It is preferable if assistance can wait until business hours. If the urgent maintenance and/or vehicle recovery cannot wait until business hours, authorisation will be at the discretion of the On-Call Rural Officer in consultation with the brigade.

It should be noted that QFleet Emergency Response Vehicles (ERV) and Private Vehicles are not covered under the RACQ Roadside Assistance Fleet Care.

In the coming weeks, your brigade will receive further information regarding the RACQ Roadside Assistance Fleet Care Process, we encourage you to familiarise yourselves with this information and promote through your brigade. Further information can also be found on the QFES Gateway.
On 16 March 2019 the Rural Fire Service (RFS) Gladstone Area Office held the 2019 Gladstone Volunteer Convention. The theme for 2019 was ‘Moving Forward, By Looking Back’. After a very busy fire season, over 70 volunteers from Gladstone Area brigades attend a full day of networking. The convention provided a great opportunity for volunteers to come together and share information and experiences. It also provided an opportunity to pay tribute to the hard work of our volunteers. QFES Central Region Assistant Commissioner Steve Barber delivered a session on behalf of Deputy Commissioner Wassing and provided some extraordinary statistics on the fire season experienced across the state and in particular within Central Region.

Assistant Commissioner Barber also provided an opportunity for RFS members to ask any questions and receive organisational updates.

Four awards were presented to acknowledge the work of our volunteers:

- The Mount Maurice Rural Fire Brigade (RFB) received the Gladstone Brigade of the Year and Innovation award
- Errol Noye of the Turkey Beach RFB was the recipient of the Gladstone Volunteer of the Year award
- Timothy Foster of the Wartburg RFB received the Gladstone Young Volunteer of the Year award
- the Benaraby RFB received the Gladstone Cool Burn award.

The event played host to trade displays from QuikCorp, PacFire, Rural Fire Brigades Association Queensland (RFBAQ), Queensland Fire and Emergency Services (QFES) State Air Operations Unit, and a Volunteer Community Educator (VCE) display. These provided an opportunity for attendees to engage with both internal and external stakeholders and suppliers.

This 2019 convention was proudly supported by a number of local Gladstone companies, including: Queensland Gas Company (QGC), McCoskers, Toyota Bill Robertson, Nixon Communications,
Calliope and District Community Bank, Santos Gladstone Liquefied Natural Gas (GLNG) project, Oaks Hotel and Resorts Gladstone, Pirtek, Harbour City Harley-Davidson, Andersons Auto city, Dan Murphy’s, The Observer, Programmed, and Orica. The event concluded with a convention dinner for all attendees, which was a fantastic way to engage with and recognise so many who contribute to the Gladstone community.

The 2019 RFS Gladstone Area Volunteers Convention would not have been possible without the ‘Convention Organising Committee’. A massive thanks to Darren Oakey (Mount Maurice RFB), Pat Noye (Turkey Beach RFB), Sarah Jackson (Mount Maurice RFB), David Bahnisch (Westowe RFB) and all other staff and volunteers for their assistance.

Kim Polzin
Acting Brigade Training and Support Officer
Gladstone Area, Rural Fire Service
Each year during Volunteering Australia’s National Volunteer Week, we celebrate the commitment of volunteers in their efforts toward building stronger communities across the country. In 2019 National Volunteer Week will take place from Monday 20 May to Sunday 26 May. Resources and more information is available at www.volunteeringaustralia.org/get-involved/nvm/

In honour of National Volunteer week, the Rural Fire Service would like to thank our volunteers for the contribution and the incredible impact you make upon the communities of Queensland.

Thank you for Making a World of Difference!

Volunteering - Get the Facts:

- There are an estimated 1 billion volunteers worldwide.

- Volunteering Australia’s State of Volunteering in Australia report found that 93% of volunteers saw positive outcomes as a direct result of their voluntary participation.

- Volunteers are recognised as vital contributors towards the achievement of the 17 United Nations Sustainable Development Goals.

- Volunteering Australia defines volunteering as “time willingly given for the common good and without financial gain”.

- Volunteering Australia’s State of Volunteering in Australia report found that 93% of volunteers saw positive outcomes as a direct result of their voluntary participation.

- Volunteering plays a vital role in the development of social cohesion and social connection.

- Australian volunteers contribute an estimated $290 billion to the national economy annually, yielding a 450% return for every dollar invested.
Volunteer Data Verification

In late 2018, the Rural Fire Service (RFS) began a verification process to ensure the accuracy of volunteer details in the RFS database. The first phase of this process involved contacting all volunteers via email or post to confirm their details. In the first phase:

- 24,000 emails were sent
- 16,000 letters were sent to volunteers without an email contact
- 12,000 letters were sent to volunteers who had not responded to the email.

As a result, over 17,900 volunteer records have been updated in the RFS database.

The next phase of the process has begun by RFS State Office making contact with Brigade Management Committees to confirm the members of their brigades. This will enable us to ensure all current volunteers are recorded in the RFS database.

If you have not yet responded to the verification process, please make contact with your Brigade Management Committee.

Collecting our History

This year the Rural Fire Service is celebrating 70 years since the first Rural Fire Brigade was officially registered. As such, we will be promoting the service throughout the course of 2019 at a range of events and on a number of media platforms.

We are currently seeking any photos and stories (historic and new) that you are willing to share for our publications. Please ensure that you are the owner or can provide permission for us to use any content that you submit. Also note that photos where children's faces are visible cannot be used without parental permission.

Additionally, if you are willing to be interviewed for media publications on the history of Rural Fire Brigades please provide advice in your response. You may be contacted by the Queensland Fire and Emergency Services Media team to be interviewed.

Please send your submissions to RFS@qfes.qld.gov.au

Has your brigade attended a major incident recently? Has your brigade undertaken training? Have you held a station open day? Has your brigade provided a community education session? Do you have an interesting story?

All Rural Fire Service volunteers and staff are welcome to submit articles for consideration of publication in the Rural Fire Bulletin. Further details on the Bulletin submission process is available in Rural Fire Brigade Manual Procedure D7.1, available on the Gateway.

All articles and images can be submitted to your local Area Office or directly to the Editor via email to RFS@qfes.qld.gov.au.
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<td><a href="mailto:RFSQ.ChartersTowers@qfes.qld.gov.au">RFSQ.ChartersTowers@qfes.qld.gov.au</a></td>
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<tr>
<td>Townsville Area Office</td>
<td>(07) 4796 9082</td>
<td><a href="mailto:RFSQ.Townsville@qfes.qld.gov.au">RFSQ.Townsville@qfes.qld.gov.au</a></td>
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<tr>
<td><strong>Central Region</strong></td>
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<tr>
<td>Barcaldine Area Office</td>
<td>(07) 4651 1190</td>
<td><a href="mailto:RFSQ.Barcaldine@qfes.qld.gov.au">RFSQ.Barcaldine@qfes.qld.gov.au</a></td>
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<tr>
<td>Emerald Area Office</td>
<td>(07) 4983 7580</td>
<td><a href="mailto:RFSQ.Emerald@qfes.qld.gov.au">RFSQ.Emerald@qfes.qld.gov.au</a></td>
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<tr>
<td>Gladstone Area Office</td>
<td>(07) 4899 2200</td>
<td><a href="mailto:RFSQ.Gladstone@qfes.qld.gov.au">RFSQ.Gladstone@qfes.qld.gov.au</a></td>
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<tr>
<td>Mackay Area Office</td>
<td>(07) 4965 6641</td>
<td><a href="mailto:RFSQ.Mackay@qfes.qld.gov.au">RFSQ.Mackay@qfes.qld.gov.au</a></td>
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<tr>
<td>Rockhampton Area Office</td>
<td>(07) 4932 8129</td>
<td><a href="mailto:RFSQ.Rockhampton@qfes.qld.gov.au">RFSQ.Rockhampton@qfes.qld.gov.au</a></td>
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<tr>
<td><strong>North Coast Region</strong></td>
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<tr>
<td>Bundaberg Area Office</td>
<td>(07) 4154 6120</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>
<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><a href="mailto:RFSQ.Caloundra@qfes.qld.gov.au">RFSQ.Caloundra@qfes.qld.gov.au</a></td>
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<tr>
<td>Maryborough Area Office</td>
<td>(07) 4190 4839</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) 4578 0045</td>
<td><a href="mailto:RFSQ.Roma@qfes.qld.gov.au">RFSQ.Roma@qfes.qld.gov.au</a></td>
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<tr>
<td>Darling Downs Area Office</td>
<td>(07) 4698 5720</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><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><a href="mailto:RFSQ.WestMoreton@qfes.qld.gov.au">RFSQ.WestMoreton@qfes.qld.gov.au</a></td>
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<td><strong>Brisbane Region</strong></td>
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<td>Caboolture Area Office</td>
<td>(07) 5420 3733</td>
<td><a href="mailto:RFSQ.Caboolture@qfes.qld.gov.au">RFSQ.Caboolture@qfes.qld.gov.au</a></td>
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