

THE QUEENSLAND AUXILIARY FIREFIGHTER

- ON CALL 24/7

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Official Journal of the Queensland Auxiliary Firefighters Association Inc (QAFA)



FIRE FIGHTER

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ON CALL 24/7

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6



15



18



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Front Cover

Top left: Imperial Hotel

Top right: The Tattersalls Club Hotel

Bottom left: Royal Hotel, Roma

Bottom right: Kandanga Hotel



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Published by **///emergencymedia**

1st Floor, 560 Lonsdale Street, Melbourne Vic 3000.

Direct all advertising enquiries to 1300 855 444.

Print Post approved: 352524/00308

President's Message

Rodger Sambrooks, President – Queensland Auxiliary Firefighter Association (QAFA)



Welcome to the third edition of our Auxiliary Firefighter magazine and our first edition for 2016. This magazine is for all Auxiliary Firefighters. I hope that you find it interesting and encourage you to support future editions with stories and articles.

Auxiliary Firefighters across Queensland provide a professional response to urban fire, rescue and emergency incidents as well as performing a wide range of other duties, on an 'as needed' basis by being on-call 24/7. Leaving family and work to respond to need in the community on very short notice requires a high level of commitment and dedication. Comprising approx 50% of the QFES urban workforce, together with full time personnel, and working extensively with QRFS rural volunteers, auxiliary firefighters have a strong commitment to community.

We are already well into 2016, and QFES has a new Award for Auxiliary Firefighters, the Review into PSBA has resulted in parts of PSBA going back under the control of QFES, and the QFES has a new Minister. We welcome Honourable Bill Byrne in his new role as the new Minister for Fire & Emergency Services.

This year, our Charter and Memorandum of Understanding is again being tested and issues such as impacts on work

practices brought on by implementation of the Award, bullying and harassment are still on the agenda. If you have any issues, of need support in this area, contact us. In an article under QAFA News, there is more information on workplace behaviour

In each edition we aim to keep you informed of the Associations happenings as well as including stories from brigades. I have listed some of the issues we deal with within this issue of the magazine. If you have something to share, news items, photos etc. please forward them to your local Association Representative or to the Association Secretary. Remember, your Association Area Representative is available to assist where possible.

QAFA remains ready and able to support our Auxiliary Firefighters members in many ways and continues to seek better outcomes across all areas of auxiliary firefighter employment.

I encourage all Auxiliary Firefighters to support your Association by becoming a member. Simply visit the website www.qafa.asn.au and follow the prompts to either renew your membership or to join.

Visit the website to access a range of documents, including Standing Order SO-Q-BM-3.7 Auxiliary Employment Conditions. These are regularly updated. QAFA has a range of merchandise also accessible on the website,

Stay Safe.

Minister's Foreword

The Hon. Bill Byrne MP

Minister for Police, Fire and Emergency Services and Minister for Corrective Services



As the Minister representing auxiliary firefighters, I wanted to take this opportunity to show my appreciation for the vital work you do in keeping Queenslanders safe from fire.

Across Queensland there are over 2,000 dedicated auxiliary firefighters on call 24 hours a day, 7 days a week. That is almost the same number as permanent firefighters in Queensland. That is an incredible figure.

Over the last few years we've had busy fire and storm seasons. I want to recognise the effort, dedication and sacrifice our auxiliary firefighters have shown, particularly when so many of you are already so busy with family and community commitments.

Your hard work does not go unnoticed. I want to say thank you from the bottom of my heart. The Palaszczuk Government is grateful for your dedication to the people of Queensland.

I look forward to meeting as many of you as I can in the coming months as I travel across Queensland.

Commissioner's Comment

Katarina Carroll APM, Commissioner – Queensland Fire and Emergency Services

This article is used with permission from QFES Commissioner Carroll



As part of our current review of the QFES structure, we will be looking at how we do business and provide support to our communities to become better prepared and more resilient. We need to develop and deliver a broader range of capabilities and learn to better engage with our communities.

Part of this process is the transition of functions from the PSBA back to QFES. You will start to see some clear outcomes of this very soon as the implementation team travel the state during April. It is my goal to have the units returning to QFES, in place by the end of June.

One of the pieces of work that is currently underway, as part of looking at how we respond to incidents, is the phasing out of Temporary Firefighters for QFES during the coming years.

While I acknowledge that challenges exist in regional Queensland and there is a reliance upon Temporary Firefighters, we will need to look more carefully at how we work in these locations to ensure our communities are better prepared as well as being properly and efficiently resourced to respond. I have asked for a recruiting process to be developed that will provide an opportunity for a targeted recruitment strategy - specifically geared towards Auxiliary Firefighters who want to become permanent firefighters. Once there is further information about this it will be provided.

While this will enable Auxiliary Firefighters to be part of a limited pool of applicants, the Basegrade Firefighter recruitment standards will not be compromised and any Auxiliary applicant will need to meet the requirements that are in place.

Recently, there has been a lot of discussion nationally about inclusion and diversity and how we, as emergency services, become more reflective of the communities we serve. How we address this as a department will be key to how we relate and engage with our community.

Nationally and from a State Government perspective inclusion and diversity is very much on the strategic agenda. As a progressive and modern organisation we also need to address diversity and inclusion – and diversity is much broader than gender. The Public Service Commission has set targets for an increase in the number of Indigenous employees across all Queensland government agencies. Some states, like New South Wales and Western Australia, do this well and New South Wales currently has around three per cent of their workforce who identify as being Indigenous. QFES has just above one per cent of our paid workforce who identify as being Indigenous.

We need to look at how we develop our cultural capability as a department. All of the research from around the world tells us that the more diverse an organisation is the more

productive, efficient and effective that agency is and the better they are at relating to their community – this is where we need to head.

Some have made claims and questioned whether the community's safety will be put at risk due to this approach to diversity. I think this is largely a smokescreen and for us to reach any targets, we will not compromise on standards.

Our colleagues in southern states have even taken the proactive approach of setting a goal of 50/50 male and female recruitment, as has the Queensland Police Service (QPS). While I don't expect that there will ever be 50/50 in our fire and rescue service, we do need to set realistic goals within the paid workforce and my current goal is to increase female firefighters to 10 per cent in the future years.

At the moment, around four per cent of QFES Fire and Rescue firefighters are women – this is unacceptable for any agency within the country and other organisations are addressing this issue as well.

Our volunteering ranks are more reflective of the communities we serve in terms of gender, culture and age. We know that between 25 and 35 per cent of our volunteer ranks are women and while this is a considerable achievement, there is always an opportunity to improve.

Australasian Fire and Emergency Service Authorities Council (AFAC) CEO Stuart Ellis released a strongly-worded opinion piece on this topic last week, proving that this is an incredibly important conversation not just for QFES, but for every emergency service nationally and internationally.

Having a diverse workforce brings different skills, abilities and approaches to the challenges we face. As a department we need to ensure that we are welcoming, supportive and inclusive to encourage a naturally diverse workforce that meets the standards expected by the government and also the community.

At the Public Safety Portfolio International Women's Day Luncheon, QFES for the first time joined our partner agencies in recognising the people, projects and practices that support women in the department through the Women in Fire and Emergency Services Awards.

It was my pleasure to present the awards to the inaugural winners at the portfolio International Women's Day luncheon:

Outstanding Female Leader (Operational Staff)

Jennifer Holmstrom – Captain, Wallangarra Fire Station, South West Region

Outstanding Female Leader (Volunteers)

Rhy Baker – Local Cadet Coordinator, Childers Emergency Service Cadets

Outstanding Female Leader (Support /Administration)

Evonne Harding – Manager, SES Logistics, Volunteer Support

Mentor of the Year

Neil Reid – Assistant Commissioner, South East Region

Champion of Change

Tia Rowley – Senior Field Operations Member, Holloways Beach SES

QFES, IGEM, PSBA and QPS personnel came together for the luncheon which had the theme of Moving Forward Together, representing the collaborative portfolio spirit and the goal of engaging all members — women and men — in promoting inclusion and gender equity.



Outstanding Female Leader (Support/Administration) award winner Evonne Harding.

Our people and the capabilities they deliver are what make this department great and during the recent Peer Support Week I had the privilege of presenting Peer Support Officer

of the Year awards to Michael Everingham (FireCare) and Suzanne Connors (SESCare).

In emergency services, we are regularly exposed to some horrific incidents and it's at times like these that FireCare and SESCare (formerly known as EmBrace) are so important.

Our Peer Support program was first established in 1992 and over the years has expanded and changed to meet the needs of our growing organisation and today, we have 110 FireCare Peer Support Officers and 58 SESCare Peer Support Officers across the State who volunteer to help their colleagues through work or personal difficulties.



Peer Support Officers celebrating during Peer Support Week.

Peer Support Week provided us with an opportunity to recognise the valuable service of Peer Support Officers and can I thank everyone involved in this program across the state for the valuable contribution you provide.

Thank you for your ongoing work in what has been a busy start to 2016.

News from QAFA

A.C. Ewan Cazer has taken over from A.C. Tom Dawson as Chair of QFES and QAFA Auxiliary Forum. On behalf of the Auxiliary Fire Fighters Association and Auxiliary Firefighters of Queensland, President Rodger and the Committee thank A.C. Tom Dawson for his support and input over the past five years.

QAFA/QFES recent Forum Meetings, discussions included:

- Slow processing of Criminal History Checks.
- GWN Radio Rollout.
- The PSBA Review.
- Swiftwater Allowance, which is not paid to all Auxiliary Firefighters.
- Payment of first hour of Auxiliary Turn-out at double time which remains an issue because of variations in application.
- The PSBA requested a copy of QAFA Constitution following a complaint by United Firefighters Union.
- A follow up request was made to meet with Commissioner, DC's and AC's to discuss future plans for the use and deployment of Auxiliaries.
- There are ongoing HR and bullying/harassment issues involving Auxiliaries at a number of Auxiliary stations where there appears to be a lack of management support.
- The use of personal video cameras; still awaiting answers.
- Response by QFES re Wellness has not provided a satisfactory answer as to why two Aux. FF have been stood down without plans and time lines for rehabilitation.
- Training issues; in several areas training records and lack of processing, is holding back Aux FF from progressing from Grade 1 to Grade 2. The process needs simplifying and Aux. Officers need training and support to implement.
- The QFES website, needs updating because most of the online Recruiting Material for Auxiliary Firefighters is out of date. Flyers, phone contacts etc.

PSBA Review – From Commissioner Katrina Carroll

Earlier this week I announced that a QFES Implementation Team was being established to work on the transition process of services back to QFES as recommended in the report on a review into the Public Safety Business Agency.

This team will work with internal and external stakeholders to ensure the proper planning of the changes occurs and that time is taken to consider all work areas and how the transition can be best managed.

The team will be working hard over coming months to have a new structure in place and ready to go from July 1.

As I indicated previously an email address has been established and if you have any questions relating to the implementation process please send them to the team at reviewpsba@qfes.qld.gov.au. They will answer any questions promptly.

The implementation of recommendations of the PSBA Review presents an opportunity to also have a look at the current structure of QFES and whether all functions sit in the right place to take the organisation forward.

I am currently reviewing the QFES structure to ensure we remain a modern, efficient and inclusive organisation. There will be significant internal and external consultation on any changes I may propose to the QFES structure and I hope to also finalise any changes before July 1.

Workplace Behaviours Standards

The new Workplace Behaviours Standard has been released and sets out QFES' commitment to providing a safe and healthy workplace, free from negative workplace behaviours including workplace bullying, sexual harassment and unlawful discrimination.

This Standard applies to all QFES employees, volunteers and contractors and may be accessed from the QFES Gateway [Conduct](#) page, the Volunteer Portal (RFSQ and SES home pages) or the [PSBA HR Policies](#) page. Associated QFES procedures are currently being reviewed and will be available in the near future.

If you are experiencing any negative workplace behaviour, contact:

- your Manager/Supervisor
- your HR representative
- the Harassment Information Line (07) 3635 3672 or email complaints@psba.qld.gov.au
- Conflict Management Services
- Employee Relations
- Ethical Standards Unit (complaints management and advice).

QFES has Workplace Behaviour Training programs in place for workers and managers to access if required.

For more information, contact the Capability and Performance Standards Branch via QFESKnowledge@qfes.qld.gov.au

Auxiliary Awards issues: Highlights and areas of concern.

- No extra funding will be provided by State Government, QFES is to fund Aux. Award from Fire levy.
- QAFA is concerned that Auxiliary Service will be removed from smaller areas. AC Roche advised no plans by QFES to close Aux, Stations.
- QAFA considers the award is constructed to eliminate Auxiliaries.
- Auxiliaries are classified as Casual Employment.
- The Standard Order for Aux. will be revised now following the final approval of the award.
- Allowances and Penalty rates will be phased in.
- On-call Allowances is to assure that an Officer is available. When called in regular rates apply in place of the on-call allowance.
- Auxiliaries now are paid overtime in excess of regular 38 hours in the week.
- Manual Time Sheets may be used in lieu if new Electronic Time Sheets being formulated for Aux.
- Travelling Allowance for Aux. Training etc.

To all the Auxiliary Officers recently retired, or about to retire, after many years serving their communities, We say **'Thank you for your service.'**

From Far Northern Region



Heavy Vehicle Rescue Training, Cairns

Far Northern auxiliaries were given the opportunity to be trained by members of the internationally competitive Cairns Road Crash Rescue Team on equipment and techniques used for heavy vehicles.

The training had a large practical component and was a great experience; previously we were only exposed to short familiarisation sessions. Now we feel much more ready to set up and use the specialist equipment, when our technical rescue vehicle arrives on scene.

BA Exercise in Historic Cooktown

Cooktown is a beautiful town on the banks of the Endeavour River, famous for Cook's landing to repair his vessel Endeavour.

Now a modern town with good road access to Cairns, it is still 300 kilometres, and four hours away by car. The auxiliary station has to be self-sufficient. The station has two rescue appliances, and a Yankee grass-fire unit.



Mossman Multi-Agency Exercise

The Mossman auxiliary crew organised a road crash scenario at the local high school with Port Douglas auxiliaries plus Queensland Ambulance Service, Rural Fire, State Emergency Service, Police and the Rescue Helicopter.

It was fun to work with fellow emergency services to give a timely warning to new young drivers. It was also a great chance to practice extrication techniques and first aid skills. Grade 11 drama students acted as casualties!

New Auxiliary Firefighters Award 2016

By Ewan Cayzer, Assistant Commissioner – QFES, Central Region

Queensland Fire and Emergency Services have transitioned the role of Auxiliary Firefighter liaison from Assistant Commissioner Tom Dawson to Assistant Commissioner Ewan Cayzer. Tom has recently transferred to the Assistant Commissioner Rural Fire Service Queensland position which triggered the change. Ewan is the Assistant Commissioner for Central Region, a region with a large contingent of Auxiliary Officers spread across 35 Fire and rescue Stations. In fact, around one quarter of the states Auxiliary Firefighters are in Central Region.

The change coincided with the bringing into effect of the new Auxiliary Firefighters Award 2016. This award replaces parts of the Standing Order which has set the employment conditions of all Auxiliary Firefighters for many years. Whilst the award has been prepared to replace some pay and conditions, it does not fully replace all QFES policy that guides Auxiliary Firefighters.

The Auxiliary Firefighters Award 2016 is a 'modern award', meaning it has been developed under the guidelines which govern the content of new awards. These guidelines set out what must be included, and what cannot be included, in an award. Many other policy matters are required to effectively manage a group of casual employees. These policy matters will continue to be written into standing orders or business rules, and be updated from time to time. The important point here is that where an inconsistency exists between policy and the award, the award provisions prevail.

Many Auxiliary Firefighters would have attended the QFES Award implementation forums, held across all regions during January. At these forums a presentation was made explaining many of the interpretations of the award provisions. These interpretations were as known at the time of the forum. During the process some interpretations were updated, largely due to the questions and points raised during forums, which required QFES and the union to reconvene and agree on an interpretation.

The input provided by all those who attended the forums is greatly appreciated as many uncertainties have been

clarified. However both QFES and the union are well aware that with the large number of scenarios that will play out in coming months and years, new questions will arise and new clarifications will be required. If you have questions regarding the application of award provisions, you are encouraged to contact your Area Commander in the first instance, who will escalate the matter if she/he cannot answer your question.

Newsletters have been sent to all Auxiliary Firefighters as we move through the implementation of the award. These newsletters need to be read together as in some cases the most recent newsletter will clarify or may even change the interpretation of a previous newsletter.

QFES understands that as we work through this process we will all make mistakes. The important thing is to acknowledge the mistakes and learn from them so as everyone will be better informed and less likely to repeat the mistakes. Once the new QFES portal is operating the newsletters, fact sheets and clarifications will be posted to the portal for your ongoing reference.

QFES are continuing to work with the Operations Management System (OMS) team, Data Command, Public Safety Business Agency and others to ensure that the policies and processes are put into place to maximise the benefits of the award. We are:

- Updating the human resource policies to guide the appointment of Auxiliary Community Safety Officers and Auxiliary Area Training Co-ordinators.
- Developing reference guides for inputting data into OMS for the retention allowances.
- Developing reports to draw information from OMS for payroll checking and retention allowance payment.
- Updating the employment conditions Standing Order.

As we continue the implementation of the award we will undoubtedly find more areas of policy to work on. We will endeavour to keep you fully informed through all available means, including this magazine.

Representing Rural Fire Brigades across Queensland

By Justin Choveaux, RFBAQ General Manager

The RFBAQ is fully self-funded with no brigade subscription and no Federal, State or Local Government money. Our income is generated by fundraising through our Contact Centre which sells Art Union tickets, takes tax deductible donations and brigade specific donations.

In Queensland it would be very hard to find another organisation that does not charge membership fees, subscription, dues or some other levy to fund its primary functions; which for us is lobbying on behalf all Rural Fire Brigades.

In addition to this, the RFBAQ provides grants to brigades and volunteers in need from the money that it raises.

Again, it would be very hard to find a representative organisation that gives so much back to its membership while only asking that members participate in the representative electoral process.

In the last financial year the RFBAQ has paid almost \$200,000 in grants to brigades with another \$57,000 of approved grants to brigades awaiting supplier invoicing. In addition to these grant payments is another \$18,000 of brigade specific donations

(where 100% of the donated money reaches the specified brigade). This is a record amount of funding from the Association to brigades.

The vast majority of our income is derived from people purchasing Art Union tickets in the 5 Art Unions that we run throughout the year. Less than 25% of all RFBAQ revenue is derived from donations.

With 80% of the state in drought and the significant downturn in the mining sector, the RFBAQ has along with many other charities and business seen a downturn in income. This is coupled with brigades increasing the number of grant applications to the RFBAQ as they are also facing the same fund raising challenges.

The RFBAQ communicates through mail outs, website and FireLine emails. I would encourage everyone who has an interest in Rural Fire to register to receive email updates through the **RFBAQ website subscription** or call Jessica in our office on 07 5480 5130.

QAFA Joins Influential Volunteer Survey

Queensland auxiliary firefighters are about to join in a nationwide survey of Emergency Management volunteers that takes volunteer opinions and advice direct to Government and Emergency Management sector decision makers.

The survey has been a success in Victoria since 2012 and is being rolled out by each State's representative associations as part of a move by the national body, the Council of Australian Volunteer Fire Associations (CAVFA) to take it to volunteers across the country.

Thousands of Victorian CFA volunteers take part in the survey every year; it asks 33 questions on issues that were chosen by volunteers as most important to them, and takes 10 to 15 minutes to complete online.

The survey was developed by Volunteer Fire Brigades Victoria (VFBV), the association representing Victoria's 60,000 CFA volunteers; it was designed to address a significant gap in the information available to the State's decision makers, and over the years has become an unmatched guide to trends in volunteer opinions.

The survey is designed to better understand the issues as volunteers see them, and is used by VFBV to bring the frontline volunteers' opinions and advice on matters affecting their welfare and efficiency directly to the State Government and senior decision makers in the Emergency Management sector.

The purpose of the VFBV Volunteer Welfare and Efficiency Survey is to ensure that volunteers' needs and expectations are sought, analysed and available to Government and the EM Sector so the very foundation of the volunteer-based emergency service continues to be recognised and supported to meet the future emergency services needs of the community.

The 33 survey questions are grouped into seven themes:

- Respect and professionalism
- My role as a volunteer
- Cooperation
- Support from CFA
- Training by CFA
- Recruitment and retention
- People management – my brigade

The survey is a cooperative process, allowing the Association to provide reliable facts and figures to support its representation of all volunteers. The results are studied by VFBV and the CFA Board, and Victoria's Emergency Management Commissioner has applauded it as an excellent tool for all who work to understand and support the needs of volunteers.

For an invitation to register for the survey, survey dates and more information, stay tuned to the Queensland Auxiliary Firefighters Association (QAFA) website and the coming editions of the Queensland Auxiliary Firefighter.

The final report from the 2014 edition of the annual survey at the web address below. The 2015 edition of the annual survey is due out soon.
<http://www.vfbv.com.au/index.php/component/k2/item/349-2014-vfbv-volunteer-welfare-and-efficiency-survey-report>

Require filler



Auxiliary Firefighter

The Auxiliary Firefighter Charter was established on 6th May 2014.

The President of the Queensland Auxiliary Firefighters Association (QAFA); Commissioner of the Queensland Fire and Emergency Services (QFES); and the Honourable Minister for Police and Fire and Emergency Services, all signed the Charter "Agreeing to commit themselves to use and to apply this Charter in a spirit of mutual respect and goodwill, and to work together in that spirit to resolve any disputes that may arise in accordance with those key principles set down herein."

The Charter, as signed on 6th May 2014, is reproduced below.

Preamble

Auxiliary Firefighters provide a professional response to fire and other emergencies. There are currently 188 Auxiliary Fire stations, protecting communities throughout Queensland, with over 2000 active Auxiliary Firefighters. Auxiliary Firefighters are dedicated men and women who are paid, part-time firefighters located in communities across Queensland. In partnership with the community and QFES, they work to create a safer Queensland by providing a world class, professional Fire and Emergency Service, that is efficient and effective, servicing Queensland communities in the preservation of life, property and the environment.

The Auxiliary Firefighters provide their time, skills and training to protect lives and properties. They also actively promote fire prevention strategies and provide fire management and emergency response.

Auxiliary Firefighters attend structural and environmental fires, road crashes, chemical spills, and many other rescue scenarios. They also conduct building compliance inspections and community education activities and are active in disaster planning and community resilience.

Auxiliary Firefighters are on-call 24 hours a day, 7 days a week. Many have jobs within the community such as farmers, trades people, teachers, stay-at-home parents, truck drivers, nurses and factory or office workers. Auxiliary Firefighters receive accredited training, and make a real and worthwhile contribution to their local community. They carry a pager and respond when needed.

Auxiliary Firefighters are supported by their families, their primary employers and the communities they serve. They are motivated to serve by the results of their contribution, personal achievements and development, and the camaraderie of service.

This Auxiliary Firefighter charter is to be read in conjunction with the *Fire and Rescue Service Act 1990*, related legislation, relevant QFES policies and procedures, and the Queensland Public Service Code of Conduct. It is an agreement between QFES and the Auxiliary Firefighters and their representatives. Auxiliaries are fundamental to effective fire management and emergency response in Queensland, providing crucial services in Regional and Urban areas. The safety of Auxiliary Firefighters is, and will always be, paramount to the QFES. Their contribution and value in this role is acknowledged.

Auxiliary Firefighters' commitment to the protection of the Queensland community remains an integral part of the Government's response to our communities safety needs. Meeting the individual and collective interests and needs of Auxiliary Firefighters supports the safe and effective delivery of their services to the Queensland community. Consultation and engagement with them on issues that affect them as Auxiliary Firefighters, is an integral element of the relationship between the QFES, and the Auxiliary Firefighters.

The QFES Auxiliary Firefighter Charter

The Charter provides the framework for the relationship between the parties.

The relationship is informed by the following principles:

- Decision making is to be in the best interest of the safety of Queensland communities;
- Procedures are to be both practical and sustainable with a focus on efficiency and outcomes for Queensland;
- Decision making is to be founded on a fair, just and reasonable process and will include consultation and engagement between QFES management, Auxiliary Firefighters and their representatives; and
- Decision making will not inappropriately discriminate against Auxiliary Firefighters.

This is an enduring agreement to which all parties are committed. The Charter shall be reviewed by agreement of the parties or at the end of three years from its date of commencement.

The Auxiliary Firefighter's Commitment to its Partners

Auxiliary Firefighters will provide their services while maintaining a respectful and active partnership with QFES staff, other Agencies and the community. They will operate safely and undertake QFES accredited training and planning to ensure their personal safety and enhance the delivery of services in creating a safer community.

They will exercise the powers vested in them by the *Fire and Rescue Service Act 1990* and associated regulations in the best interests of the community.

They will engage with QFES both individually and through their representatives from QAFA, as appropriate, and will support the consultative mechanisms as agreed between QAFA and QFES.

They are committed to working respectfully with their partners and will seek to resolve differences of opinion through internal departmental channels wherever reasonable and practicable to do so.

The QFES Commitment to its Auxiliary Firefighters

The QFES will recognise, respect, value, promote and affirm Auxiliary Firefighters as core partners in the delivery of effective fire management and emergency response to Queensland. The QFES will take into consideration in its processes the diverse people who comprise its Auxiliary Firefighters and the widely divergent characteristics, needs and communities from which they come.



The QFES acknowledges and affirms its:

- Commitment to provide administrative, operational and infrastructure support to enable Auxiliary Firefighters to perform their roles safely and effectively within available resources;
- QFES will provide ongoing opportunities for Auxiliaries to participate in and complete accredited QFES training, enabling Auxiliaries to continue to support fire and emergency services across Queensland;
- Commitment, in partnership with the community and with the Queensland Government, to provide the necessary resources to enable Auxiliary Firefighters to deliver agreed services;
- Commitment to securing optimal advantage from the valued time provided to the QFES by its Auxiliary Firefighters;
- Commitment to the development of policy and implementation of change that supports and facilitates the Auxiliary Firefighters contribution, within their communities;
- Commitment to work in a timely way and in a collaborative manner with QAFA on matters which affect Auxiliary Firefighters;
- Commitment to consider fairly the views of Auxiliary Firefighters before adopting any new or changed policies, procedures or approaches which adversely impact on its Auxiliary Firefighters;
- Commitment, in partnership with the community, to provide the resources necessary to enable new or changed policies, procedures or approaches which impact on Auxiliary Firefighters to be implemented efficiently and effectively; and
- Commitment to provide fair and appropriate compensation in recognition of the on-call and hazardous nature of the work undertaken by Auxiliary Firefighters.

Non Operational Support Services for Auxiliary Firefighters

QFES recognises and respects the needs of Auxiliary Firefighters which derive from their service. Support services include but are not limited to:

- Legal assistance including protection against the financial consequences of extended litigation and legal representation following the delivery of services in good faith on behalf of the department;
- Procedures to address issues of discrimination in a fair, just and timely manner;
- Counselling and welfare support;
- QFES Accredited Training;
- Support and assistance for Auxiliary Firefighters who wish to pursue employment as QFES fulltime employees;
- Compensation for accidents, injuries and losses; and
- Insurance coverage for damage or loss to private equipment used in registered response and recovery activities.

QFES Commitment to Auxiliary Firefighters

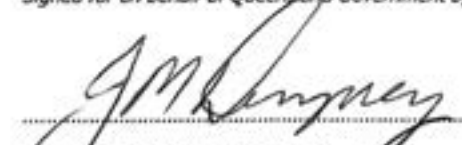
The Queensland Government through QFES will:

- Recognise, respect, value, promote and affirm Auxiliary Firefighters, their families and their primary employers as core partners in the delivery of effective fire and emergency services to Queensland;

- Ensure that QFES legislation recognises the needs and interests of Auxiliary Firefighters in the delivery of services and protects Auxiliary Firefighters, who provide their services in good faith, and their dependants from consequential financial losses and other liabilities;
- Consult with representatives of QAFA on matters that may impact upon Auxiliary Firefighters, including proposed legislation and the adequacy of resources and support, to enable Auxiliary Firefighters in QFES to deliver the agreed services;
- Reduce unnecessary administration where possible whilst maintaining legislative requirements and without diminishing the health, wellbeing and safety of Auxiliary Firefighters.

QFES and QAFA, on behalf of all Auxiliary Firefighters, will work collaboratively to give effect to the commitment to provide fair and appropriate compensation, training and support. This will include QFES and QAFA undertaking regular reviews of these conditions and ensuring that they are given the necessary legal status.

Signed for on behalf of Queensland Government by:


Honourable Jack Dempsey MP
Minister – Police, Fire & Emergency Services Date: 6/5/14

Signed for on behalf of Queensland Fire and Emergency Services by:


Commissioner Lee Johnson AFSM FIFireE Date: 6/5/14

Signed for on behalf of Queensland Auxiliary Firefighters Association by:


Mr Rodger Sambrooks – President QAFA Date: 6/5/14

Memorandum of Understanding

Queensland Fire and Emergency Services and Queensland Auxiliary Firefighters Association

1. Purpose
2. Background and Objectives
3. Wage Increases
4. All Other Employment Conditions
5. Status of the Agreement
6. Ongoing Negotiations
7. Signatories to Agreement

Purpose

The purpose of this Memorandum Of Understanding (MOU) is for Queensland Fire and Emergency Services (QFES) and Queensland Auxiliary Firefighter Association Inc (QAFA) to develop mutual understanding as described in the Auxiliary Charter Document, and to reflect agreement between QFES and QAFA on revised conditions of employment (Auxiliary Employment Conditions – Standing Order S)-Q-BM-3.7).

Background and Objectives

Since 1990, QAFA has had a relationship with QFES (and its predecessors) whereby QAFA has represented auxiliary firefighters' concerns in the workplace. QAFA was, in fact, formed by QFS in recognition of the need for such representation. In 2014, after long efforts to gain appropriate recognition, the Queensland Government, through Hon Jack Dempsey, Minister for Police and Emergency Services, and QFES Commissioner Lee Johnson, signed a historic Auxiliary Charter Agreement with QAFA.

QAFA's objective is for a signed understanding with QFES to result in improved working conditions for Auxiliary Firefighters and to be able to continue to engage with QFES on matters of importance to auxiliary firefighters within the scope of this understanding.

Wage Increases

The parties agree that wage increases for Auxiliary Firefighters will continue to be linked to headline percentage increases to base wages, granted to full time staff for the life of QFES Standing Order SO-Q-BM-3.7.

All other Employment Conditions

Any amendments to existing conditions of employment contained within Standing Order SO-Q-BM-3.7 which are agreed between

the parties as described in this memorandum of understanding, shall be incorporated into formal amendments to the Standing Order.

Status of the Agreement

Both parties agree that this MOU is not a substitute for any legislative or industrial instrument and does not purport to prevail over such instruments to the extent of any inconsistency.

This MOU is subject to the principles expressed within the Auxiliary Charter.

Ongoing Negotiations

Any conditions being negotiated, but not yet finally agreed between the parties at the time of signing, shall be the subject of ongoing discussions at regular scheduled meetings.

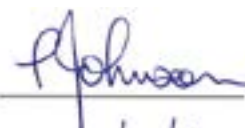
Once approved by the QFES Commissioner, Standing Order SO-Q-BM-3.7 will be amended to reflect the changes to any conditions.

When changes and amendments to SO-Q-BM-3.7 are proposed by QFES, QFES will consult with QAFA prior to the implementation of any changes.

Auxiliary Employment Conditions contained within SO-Q-BM-3.7 shall be reviewed on a regular basis, with the ideal review period not exceeding 3-year intervals.

• Signatories to Agreement

Lee A Johnson AFSM FIFreeE
Commissioner


Date: 11/8/2014

Queensland Fire and Emergency Services

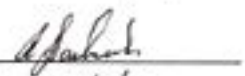
In the presence of:




Date: 11/8/2014

Signed for and on behalf of




Date: 15/8/2014

Queensland Auxiliary Firefighters Association

In the presence of:




Date: 15/8/2014

The Royal Hotel in Roma

3 September 2015

Firefighters had a narrow escape when a historic hotel at Roma in south-west Queensland engulfed in flames suddenly collapsed, a video taken by a witness shows.

The Royal Hotel Roma was gutted and adjoining businesses damaged by heat and smoke in the fire on Saturday night.

Authorities said early investigations indicated the fire may have started in the kitchen.

Firefighters said the hotel erupted into flames within minutes because of the alcohol stored on-site.

There was little fire crews could do to save the 99-year-old structure.

The hotel was one of Roma's oldest buildings and a major source of employment. The Royal Hotel was rebuilt after being destroyed by fire in 1915.

Assistant Fire Commissioner for the south-west region, Tom Dawson, said three fire trucks were at the scene and 11 firefighters fought the blaze.

Assistant Commissioner Dawson said fire instructors were in Roma for a recruits course at the local fire station, and were gathering for a meal at the hotel after the course before the fire started. They were able to get people out of the pub before the blaze took hold. Three firefighters received medical attention for heat stress and dehydration.

"They actually stopped the fire from spreading down that block."



Gatton's Imperial Hotel Destroyed by Inferno

5 November 2015

Gatton's historic Imperial hotel has been destroyed in an overnight inferno. The blaze took hold just before 1am Thursday and ripped through the Railway Street venue and spread to a neighbouring business.

Nobody was inside the pub and there were no reported injuries. The cause of the blaze is unknown and fire investigators will spend the day at the scene, located about 90 kilometres west of Brisbane in the Lockyer Valley.

The pub was built in the late 1800s and in 2013 the venue closed to transform the site into a backpackers lodge last year.

However in July, Queensland Fire and Emergency Services took out a court order against the owners to close the building because the fire risk was so serious. There were six people living at the former hotel when QFES took out the court order.

On Thursday morning, firefighter Mark Luther told Seven News that crews were focused on preventing the inferno from spreading to a nearby Super Cheap Auto store which housed flammable liquids.

"There probably will be some roof exposure damage but hopefully nothing internal done," he said.

A QFES spokeswoman said 10 crews were called to the blaze. The front of the building had collapsed by the time they arrived, she said.

It took crews about 75 minutes to bring the fire under control, and a further hour for it to be extinguished.



Before



After



Go to QFAA Facebook page
and 'like'
for updates and
latest news

Century-old Kandanga Hotel South of Gympie Destroyed by Early Morning Fire

14 December 2015

The owners of a 101-year-old country pub in south-east Queensland destroyed by fire early on Saturday morning are already planning to rebuild. Flames broke out in the kitchen of the Kandanga Hotel, south of Gympie, and spread to the rest of the building within 15 minutes.

Publicans Doug Greensill and his wife Carol, who have only owned the hotel for nine months, were asleep when he heard someone running through the building yelling "the pub's on fire".

The Greensills plan to rebuild the hotel. "We want to get the community back and the hotel back again," Imbil Fire Captain Mark Clyne said it was not known how the blaze started.

"Crews worked very well to contain it and to look after the surrounding buildings," he said.

"We had a cellar full of spirits which was something that we really didn't want to go up as well, so we managed to salvage that.

"It's a very old building ... so all timber frame, floors and roof structure and a corrugated iron roof which has all now collapsed."



Kandanga Hotel publicans Carol (left) with son John (centre) and husband Doug (right) after the hotel burned down. (Audience submitted: Julie Worth)



An early morning fire has destroyed the Kandanga Hotel. The Kandanga Hotel celebrated 101 years in 2015. (Photo: Kathryn O'Hanlon)



Firefighters managed to save the cellar of the Kandanga Hotel from being destroyed by fire. (Photo: Kathryn O'Hanlon)



The cause of the fire has yet to be determined. (Photo: Kathryn O'Hanlon)



Neighbours pulled the two occupants from the burning building, Julie Worth said. (Photo: Kathryn O'Hanlon)



The fire broke out just before 5:00am on Saturday. (Photo: Kathryn O'Hanlon)



It was believed the fire began in the kitchen. (Photo: Julie Hasthorpe)



Smoke from the hotel fire was visible from kilometres away. (Photo: Kathryn O'Hanlon)



Emergency services on the scene of the Kandanga Hotel fire. (Photo: Nieta Gray)

Fire rips through pub at Pittsworth on Queensland's Darling Downs

6 January 2016

A man has died in an early morning fire that ripped through a hotel at Pittsworth near Toowoomba on Queensland's Darling Downs. The Tattersalls Club Hotel, which was built about 1900, was engulfed by flames by the time fire crews arrived.

More than 25 firefighters were called to contain the blaze. There were 12 people in the hotel when it was engulfed in flames. Twelve people were inside the renovated, historic two-storey hotel when the blaze broke out about 2:30am and 11 were able to escape.

Emergency crews were initially unable to search for the missing person yet because of concerns over the safety of the structure.



Peter Angel Retires from Murgon Auxiliaries

1 March 2016

Captain Peter “Poppy” Angel is retiring after 45 years (and one month) at Murgon Fire Station... but he plans to keep on fighting fires.

Captain Angel is simply swapping his blue “auxiliary” uniform for the bright yellow rural brigade strip and will be turning out from now on with the Tablelands Rural Fire Brigade.

His colleagues and former colleagues organised a family fun day at Murgon Fire Station on Saturday to help celebrate his 45 years of service and to provide an opportunity for the community to say “thank you”.

There was live music, rides and jumping castles for the children and fire brigade displays.

“Jaws of life” equipment was used on a wrecked car, demonstrating the way firefighters work in closely with ambulance paramedics at a car crash.

And the always-popular kitchen fire display again demonstrated why water – even a tiny amount – should never be used to try to douse burning oil on the stove.

Captain Angel was just 19 when he started as an auxiliary firefighter at Murgon.

And he admits he doesn’t really want to leave ... but the rules say that when he turns 65 he must retire.

Over the years he rose through the ranks to Captain.

He has worked alongside many South Burnett firefighters, and has trained many conducting sessions from Monto through to Blackbutt.





40 Years of Fighting Fire

By Hannah Lawrence

Alister Lawrence is a Clermont local who has given more than his fair share back to his community. In October 2015, Alister celebrated 40 years of dedication and service with the Queensland Fire and Emergency Service (QFES). Though it hasn't always been known by this name, Alister has seen it change 5 times during the past 40 years of service.

Alister was needing a place to live and the Clermont Station had a room for rent at the rear of the complex. On the conditions that he kept the station neat and tidy. But it wasn't long before he was asked to partake in the Thursday night drills. Alister joined the Clermont Fire Brigade in October 1975.

During his time in the Emergency Services, Alister formed long lasting friendships with the many men and women he's had the pleasure of working alongside. He celebrated this incredible and somewhat rare occasion with his family, friends and many past and present fire-fighters at the Clermont Fire Station. Not long into the celebrations, the pagers where activated for a call out. A small structure fire, one of many that Alister has seen in his time. This was an ironic opportunity for everyone at the celebration to see how it all happens from activation of pagers to turnout. And after an hour both appliances returned to Station and celebrations could continue.

Not wanting to be the centre of attention, the ceremony was only small, much to Alister's liking. A catch up after was to follow and



all who attended congratulated Alister for his many years of hard work and dedication to the Fire Brigade of his small town.

All fire fighters, past and present, love working with Alister. Some considered it to be a honour, myself included as he's not only my dad and Captain but my inspiration and hero.

After contributing the longest service as captain in Clermont's history, Alister has chosen to stand down from this position and fill a Lieutenants position, allowing someone else to take on the role.

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www.qafa.asn.au

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Items and price list of products available online from the QAFA Shop at your website. All prices include postage and handling. Simply go to www.qafa.asn.au and click on red 'Online Shop' tab top of page and follow prompts. Any queries or problems, email to 'admin@qafa.asn.au'



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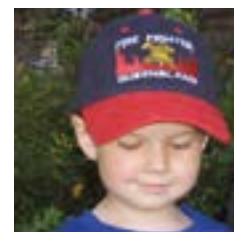
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Membership Application

By completing this application, I agree to abide by the rules of the Queensland Auxiliary Firefighters Association Inc., and remain a financial member of the Association by payment of the subscription as set by the Management Committee of the Association from time to time unless my written resignation is received by the Secretary of the said Association.

Your details		
Name in Full:	Shirt Size:	
Street Address:	Town:	Post code:
Email:	Phone:	
Station:	Position:	Employee No:
Membership:	☐ Direct Debit Bank Account – \$10 per month (page 40) ☐ Direct Debit Credit Card (see below)	
	☐ Direct Bank Transfer – \$120 for 12 months membership Date: / /	
Credit Card	Cardholder Name:	Card No.: _____
	Please debit my ☐ Visa ☐ Mastercard ☐ Monthly \$10 ☐ Quarterly \$30 ☐ Semi-Annually \$60 ☐ Annually \$120	
	Expiry Date: / 3 Digit CCV:	Signature:
Direct Bank Transfer	Bank: Bendigo Bank Name: Qld Auxiliary Firefighters Association BSB: 633-000 Account No.: 150285419 Direct Bank Transfer is only permitted for 12 Month Membership payments of \$120. Please use your Employee Number as the reference number.	

QAFA MEMBERSHIP – Membership of Queensland Auxiliary Firefighter Association Inc is available to Auxiliary Firefighters across Queensland. If yours is a new application, or if you are renewing your membership, our preferred process is via our website www.qafa.asn.au. Simply go to the website and click on the new member or renewing member tabs (yellow and green) at the top of the home page and follow the prompts. Payment can be made by secure credit card payment or by direct deposit into our bank account. Payment via direct deposit bank account and credit card will continue until you advise the State Secretary in writing that you are resigning your membership. As an alternative, please complete the form above and mail to Secretary. After making payment, please email reference details to QAFA. The Secretary, Queensland Auxiliary Firefighters Association Inc. – 28 Goodchap Street, Tewantin 4565. Fax: 07 5636 0945 Email: payments@qafa.asn.au

Membership applications can be completed online at www.qafa.asn.au

DIRECT DEBIT REQUEST

Instructions:

When this form has been completed, please send this form to;

- a) via email to, payments@qafa.asn.au
b) via fax to, 07 5636 0945

Customer Name:

D.O.B.:

Employee No #

Customer Address:

Email:

Phone:

* If debit exceeds \$1,000 per month the full name, DOB, address & phone MUST be supplied along with a copy of the customer's drivers licence or passport.

I/We request Pay Advantage* ABN 38 749 739 150, User Id 378093 to debit funds from the nominated account according to the below schedule.

Ongoing Start Date / / Ongoing Amount \$ 1 0 0 0 Frequency X Monthly

Stop Debiting X Recurring / Manually stopped (Debit will continue until manually stopped)

Account BSB Account Account Name

* If debiting from a joint bank account, both signatures are required.

Signature(s) Date Signature(s) Date

Direct Debit Terms & Conditions

Changes to the initial terms can be done so by contacting us on 1300 641 310 or alternatively you can write to us at GPO Box 3309, Brisbane Q 4001 or email info@payadvantage.com.au.

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) made between Pay Advantage*, our Client and You. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial terms of the arrangement

In terms of the Direct Debit Request made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount plus a debit fee in accordance with the term above.

Drawing arrangements

The first drawing under this Direct Debit arrangement will occur on the nominated date above. Any drawing due on a non-business day will be debited to your account on the next business day following the scheduled drawing date. We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will include the new amount, frequency, next drawing date and any other changes to the initial terms. The agreement shall continue as per the Term listed above. At the end of the term we may continue to debit the account on a debit by debit basis unless notified in writing that you do not wish for this to occur.

Your rights

Changes to the arrangement

If you want to make changes to the drawing arrangements, these must be clearly outlined in writing and sent promptly to our office. Changes may include deferring a drawing, altering the schedule, stopping an individual debit, suspending the DDR or cancelling the DDR completely.

Enquiries

You should direct all enquiries first to our client and then to us, rather than to your financial institution. These should be made at least 10 working days prior to the next scheduled drawing date. All communication should include your company name and/or full name, the BSB/Account number we are debiting and return contact details. All personal customer information held by us will be kept confidential except information provided to our financial institution to initiate the drawing to your nominated account.

Disputes

If you believe a drawing has been initiated incorrectly, we encourage you to take the matter up directly with our client or us by lodging your concern in writing direct to our office. You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Your commitment to us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will schedule your account to be re-drawn with the dishonoured amount on your next scheduled payment in addition to a dishonour fee as listed above which will be drawn together with any other due payments. Any transaction fees payable by us in respect of the above will be added to this debit. Should you cancel the Direct Debit Request (DDR), instruct your bank not to make payment or more than two (2) consecutive payments are dishonoured we may cancel this agreement and the remaining scheduled amount plus all penalty charges will be due and payable.

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Deutsche Messe

Medic Alert Foundation Launches 'Make Yourself Known' National Campaign

Australia Medic Alert Foundation has launched its **'Make Yourself Known'** education campaign as part of its efforts to encourage Australians who suffer from a range of potentially life-threatening medical conditions to be proactive and better protect themselves.

MedicAlert Foundation Chairperson, Ms Margaret Gehrig, said the education campaign is to be rolled out across the nation, and will draw on a mix of television advertising, online activity and use of social media to remind people of the life-saving membership benefits with the leading not-for-profit organisation.

"More than 160,000 people from across Australia have chosen to become a Medic Alert member as part of their own personal risk-management strategy, but it is estimated that as many as one in every three Australians have some type of medical condition or special needs where they could also benefit from being a member," Ms Gehrig said.

"We are regularly contacted by people who tell us that their Medic Alert membership helped them or a loved one when it was most needed, and other times it is someone with a serious medical issue that decides to join because a 'near-miss' has motivated them to better protect themselves," she said.

"There are varied reasons why someone chooses to become a Medic Alert member, such as having a heart condition, severe asthma, a

life-threatening allergy to a commonly used drug or food, a medical condition such as haemophilia or a loved one that suffers from memory loss or dementia."

"Emergency services around the world are trained to look on the wrist or neck for our internationally recognised symbol, with the emblem designed so it does not have to be removed in an emergency to read the life-saving information engraved on the back."

Ms Gehrig said that being a Medic Alert member offered peace of mind and provided people with the freedom to live their lives to the fullest, knowing their important medical information is readily available if they can't speak for themselves during an emergency.

About Medic Alert Foundation

For over 40 years, Australia Medic Alert Foundation has been the Nation's only not-for-profit organisation providing a 24/7 personal medical emergency information and identification service, with close to 300,000 members joining since 1971.

MedicAlert members wear a bracelet or necklace with a genuine MedicAlert emblem custom engraved with their vital medical information, membership number and hotline number.

The 24/7 hotline allows emergency service personnel and healthcare professionals to access important additional medical and other details quickly and efficiently in a time of need.



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