

THE QUEENSLAND AUXILIARY FIREFIGHTER

- ON CALL 24/7

www.qafa.asn.au

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



FIRE FIGHTER

**QUEENSLAND
ON CALL 24/7**



Auxiliary Firefighters and QAFA

Auxiliary Firefighters are paid part-time employees of Queensland Fire & Emergency Services who respond to emergency urban and rural incidents across Queensland. They undertake professional emergency response training and are required to meet turnout response times. They leave jobs, businesses and family to respond in minutes to threats in their local communities.

There are approximately the same numbers of Auxiliary Fighters as there are Permanent Firefighters. i.e. approximately 2000 Auxiliary Firefighters and approx 2200 permanent firefighters across the State. Auxiliaries operate out of 196 stations across Queensland

Queensland Auxiliary Firefighter Association Inc (QAFA) is an Incorporated Association managed by a committee of Auxiliary Firefighters.

QAFA was formed at the recommendation of the then newly created Qld Fire Service, who recognized the need, after the restructure of shire Boards into one service. in 1991, for to representation of the interests and welfare of Auxiliary Firefighters in the workplace across Queensland. QAFA is an employee association whose only aim is representing Auxiliary Firefighters and providing workplace and welfare support.

QAFA support 'Auxiliaries' as follows:

- Provide workplace advice and support across the workplace.
- Intervening in various conflict situations (including bullying, intimidation etc)
- Provide/arrange financial support to members during hardship (funerals, medical)
- Provide/arrange legal support where appropriate
- Provide News & Information by Newsletter, Website www.qafa.asn.au, Facebook, and Twitter.

QAFA was a participant and major stakeholder in the creation and implementation of the Auxiliary Employment Policy which is the foundation for current employment conditions standing order.

QAFA has worked through the Standing Order SO-Q-BM-3.7 Auxiliary Employment Conditions with QFES to achieve a reviewed outcome to which QAFA will continue to seek improvements.

QAFA has achieved a Charter document and Workplace Memorandum of Understanding by negotiation with Queensland Government, through the Minister of Police and Emergency Services, as well as the Queensland Fire and Emergency Services. These documents set out the basis of the relationship between QFES, Public Safety Business Agency (PSBA) and QAFA. QAFA meets regularly with QFES to discuss and resolve various issues including employment conditions.

QAFA relies on membership fees to fund the administrative function of the Association. Management is by a committee structure of regional (matching QFES regions) representatives with a President, Vice President, Secretary and Treasurer elected from the committee.

**QAFA IS AVAILABLE
TO SUPPORT MEMBERS 24/7.**



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STATE MANAGEMENT COMMITTEE

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State Treasurer & Asst State Secretary:	Adrian Williams	0418 477 089

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Presidents Foreword

From President Rodger Sambrooks

Welcome to the Autumn 2021 edition of our Auxiliary Firefighter magazine. This magazine is for all Auxiliary Firefighters and I encourage you to support future editions with stories and articles.

2020/21 has been a different year for QAFA. COVID 19 is still around and causing health and economic concerns and look forward with hope to the vaccination rollout making all of us safer.

A number of Auxiliaries are working on the front line to protect the health in their community, and we urge them to stay safe.

We continue the work we’ve always done – supporting Auxiliary Firefighters.

QFES has suspended meetings with QFES Kedron as a stakeholder re regular discussions about various Auxiliary related issues. We look forward to these meetings being reinstated as soon as possible. We also meet with various regional managers when necessary, to discuss regional issues. QAFA also meets up with stations/auxiliaries who are having problems, QFES ‘Workplace Conduct’ officers now provide local support as needed, including to Auxiliary Officers.

Changes are being implemented to recruit and retain Auxiliary Firefighters. Local recruitment is a major factor in recruitment and retention (the importance of maintaining quality). With management support, and ongoing consultation with stakeholders it becomes easier to find local and regional solutions. Various programs and marketing solutions can support the word-of-mouth strategy which is the best method to attract ‘team’ crew members.

As you are well aware, 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 QFES rural

volunteers, Auxiliary Firefighters have a strong commitment to community.

A number of Auxiliary stations have had permanent staff added to their numbers and we hope this practice is limited to a small number of locations and does not impact negatively. We have been advised our Charter and Memorandum of Understanding have been updated and remain current. Harassment and bullying issues have been reviewed and recommendations have been adopted by government. A QFES Bullying & Harassment complaint service has been upgraded to include an “outside” contact and assessment option. Check out QFES website. If you are having issues, follow complaints protocols and, if the issue is not satisfactorily resolved, contact QAFA.

Respect in the workplace is a high priority. See Commissioner Leach’s report in this issue. Very important topic.

The training courses shown on the Training Calendar are on hold until the new financial year. More next issue.

We have reviewed our banking and membership dues payment options to Direct Deposit into the Qld Police Credit Union (now QBANK) account for merchandise, individual membership and station group membership. Our website is currently working OK. In the meantime, send us an email to update your email address to better receive Newsletters and visit QAFA on Facebook.

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

Don’t forget, if you have a story about your job, your station or your mates, please consider sending it to us to share in our QAFA magazine. Need more stories and photos.

Last summer was a tough time for many, both with fires and floods. Add the impact of Covid to job losses and health concerns, stay safe and enjoy family time.



Rodger Sambrooks AFSM
President



Commissioner’s Foreword

From Commissioner Leach

WORKPLACE RELATIONS

As you will be aware, conduct in the workplace has become a much-discussed topic in the past weeks.

Here at Queensland Fire and Emergency Services (QFES) we work hard to create safe, inclusive and respectful workplaces. This is reflected in our values of respect, integrity, courage, loyalty and trust that inform our actions every day.

With recent disclosures of workplace sexual harassment across the nation, it brings into focus the important role that our values, along with workplace standards and procedures, play in setting workplace culture.

Disappointingly, there have been several concerning conduct incidents within QFES over recent weeks that have resulted in immediate suspensions and investigations. These instances, once reported, saw immediate action taken based on the allegations and investigations are continuing.

I want to be completely clear: there is zero tolerance for any behaviour of this kind within the department. Whether you are paid or volunteer personnel, irrespective of what role you play in our organisation, there is no place for inappropriate behaviour in QFES.

I can assure you that when such behaviour is reported, it will be investigated in a timely manner and for those found to have breached our Code of Conduct or behaved in a way that does not align with QFES values there will be consequences.

Your words and actions matter

Everyone plays a vital role in setting and upholding expectations about appropriate workplace conduct. Your words help provide others with the trust and support needed to report sexual harassment, bullying and discrimination. Taking action gives others the confidence that those engaging in inappropriate behaviour will be held accountable.

Those who do report these situations should be reassured that managers will handle such matters quickly, efficiently and sensitively, and that their reports will be actioned without delay.

Have the hard conversations

Addressing the problem requires both awareness and action. Everyone is expected to engage in conversations and training so they can:

- Understand what constitutes sexual harassment
- Ensure their own behaviour supports a safe and respectful workplace
- Challenge any inappropriate workplace behaviour witnessed
- Support employees who experience sexual harassment, bullying or discrimination, with information on support services and how to make a complaint.

The annual Working for Queensland survey will continue to collect data on the incidence of bullying and sexual harassment in QFES and the Queensland public sector. It is an important source of insight on the scope of this problem and the progress we make over time to address it.

Know how to report inappropriate behaviour

Everyone has the right to feel safe, secure and supported in the workplace.

To find out more about our conduct management process or how to report inappropriate conduct please visit the Gateway Page.

More information can also be found on the Queensland Government’s workplace conditions, health and safety page.

Remember, all QFES personnel can access confidential QFES counselling support through FESSN on 1800 805 980.

Thank you for taking this matter seriously and continuing to uphold the QFES values in your day-to-day work.

Regards,
Greg Leach



Mr Greg Leach
Commissioner
Queensland Fire and Emergency Services

Fraud and corruption control: QFES policy update

QFES has zero tolerance to fraud or corrupt conduct. This behaviour is illegal and erodes the community’s trust in our organisation.

Without that trust, our reputation is diminished and we cannot efficiently and safely deliver vital services to the public.

QFES has established a Fraud and Corruption working group to work with the Control Officer, Strategy Executive Director Troy Davies, to prevent, detect and respond to fraud and corruption.

The working group has reviewed the Fraud and Corruption Control Plan and A/Deputy Commissioner Adam Stevenson has now updated and approved QFES’ fraud and corruption policy. Both documents are now available on the Gateway.

I encourage you to read through the plan and the policy outline and familiarise yourself with:

What QFES is doing about prevention, detection and response
avenues available to raise concerns of possible fraud or corruption within QFES.
Remember, preventing, detecting and responding to fraud and corruption is everyone’s responsibility.

For more information, or if you have any questions, contact the Corporate Governance Unit at QFES.
corpgov@qfes.qld.gov.au.

COVID rolls on.....

Challenges have come from many fronts with COVID-19 testing us both operationally and personally, and severe weather incidents punctuating much of the year. Despite

this, you have shown incredible resilience and determination to continue delivering a world-class emergency service to Queensland communities. Thank you for your ongoing efforts. As you may be aware, COVID-19 vaccines are being rolled out across the country under the Australian Government's national rollout. Some of the first to receive the vaccine will be SES volunteers working in quarantine hotels. Visit the Queensland Health website for information on the vaccine rollout for Queensland.



Christchurch NZ – 10 years on...

I would also like to honour the QFES crews and Peer Support Officers who were involved in the Christchurch earthquake response, as we mark the 10-year anniversary. This was a highly challenging and difficult incident, and QFES learned a great deal about responding to such a complex disaster outside of Queensland. We also learned valuable lessons in terms of supporting our responders, both physically and emotionally, in challenging environments and situations. My thoughts are with you and our New Zealand neighbours this week.

PSBA Transition

The PSBA transition is continuing to progress and we have been welcoming PSBA members to the QFES fold throughout January and February 2021. If you see a new face in your area, I encourage you to welcome them and make them feel at home.

***QFES’ annual free flu vaccination
program is now open.***

Influenza (the ‘flu’) is a highly infectious viral illness that is much more serious than the common cold. Symptoms can be severe and last up to 10 days. For some people, the flu can cause serious complications requiring hospitalisation. However, most cases can be prevented by getting the flu vaccine.

Although the annual flu vaccine isn’t effective against COVID-19, the annual flu vaccination is highly recommended to protect your health. As with each flu vaccine season, and with COVID-safe precautions, strict hygiene controls will be in place.

Leaders, please ensure your staff, especially those who do not have regular access to the Gateway, know about the free flu program.

Who is eligible?

All QFES personnel are eligible for the free flu vaccine, whether you are career staff or a volunteer.

When can I get it?

The 2021 program and bookings open today, 1 April, and will stay open until to 30 June.

How do I get it?

- There are two ways for you to get your free flu vaccine:
1. Immunise Australia
 2. Pharmacy appointments through the Pharmacy Guild

What to bring

- Your Medicare card. You will need this when you book your appointment. You can check your Medicare card details on the MyGov website, on the Express Plus Medicare app on your phone or tablet, or by calling Medicare on 131 011.
- You will need to take your QFES identification with you to the appointment.

Important

- If you are unwell on the day of your appointment, you must reschedule.
 - The preferred minimum interval between your flu vaccine and a COVID-19 vaccine is 14 days.
- For more information, including frequently asked questions about the flu vaccination program or flu itself, is on the Gateway.

From Commissioner Leach

Workplace Relations

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Thank you for taking this matter seriously and continuing to uphold the QFES values in your day-to-day work.

Regards,
Greg Leach

The McGrath Foundation makes life that little bit easier for families experiencing breast cancer, by placing specialist McGrath Breast Care Nurses wherever they're needed in Australia.



Donate today at www.mcgrathfoundation.com.au

The 31 March 2021 deadline for the identified staff and volunteers who need to submit a blue card application has passed.

To date more than 86% of our teams have applied for their blue cards, including 20 000 volunteers who now hold blue cards. You can see the latest statistics in the table below. Thank you for this great effort and I encourage those who haven't applied yet to do so as soon as possible.

In mid-January, a reminder letter was posted to those yet to apply. This letter included a new application form, reply paid envelope, and a how to apply guide. In late-February a second reminder letter will be posted to those who haven't yet applied.

Blue card team gets project across the line

Well done to everyone who now has their blue card. QFES has achieved excellent overall compliance rates ahead of the 31 March deadline for the safety and wellbeing of our communities. Although this is a legislative obligation, it also shows we understand the need for the community to have full confidence in us.

Thank you to the QFES blue card team for their fantastic efforts in getting more than 90 per cent of our required QFES workforce signed up.

The team distributed information, answered questions and supported thousands of members through this process. You worked hard and encouraged our staff and volunteers to sign up for their blue cards, sometimes in difficult circumstances which required tenacity, patience and empathy. Your efforts are appreciated by me and, I'm confident, the community.

Those who have not yet applied will be contacted about the next steps in April.

Aux turnout mobile phones

As discussed with everyone some time ago, the Vodafone paging network is transitioned into retirement on 31 December 2020. The infrastructure currently being used by Vodafone is outdated technology and no longer supported.

In the short term the Fire & Rescue Service stream (Auxiliary Stations) are transitioning to web based SMS for response activations across the state. In a limited number of circumstances some Auxiliary firefighters are not permitted by their employer to carry a mobile phone during work hours, however, their employer are happy for them to carry a pager for the purpose of response notification.

Auxiliary Employee Support Letter - Guidance

The Employee Support Letter is for Auxiliary Firefighters transitioning to SMS and future mobile applications, to support their conversations with Employers for workplaces where it is not possible to carry a mobile phone.

Below are some responses that may help if an Auxiliary Firefighter or their Employer would like more information.

Why are we moving to SMS messaging?

The Vodafone Radio Pager network will no longer be available from 31 December 2020, however Vodafone SMS services will remain. This means that messages will no longer be able to be sent to physical radio paging devices on Vodafone's paging network.

What about other radio paging options?

Unfortunately, the commercial market has become untenable for paging service providers.

The use of technologies such as satellite paging is costly and not considered viable.

What is QFES doing to explore the use of pico-cells?

QFES is exploring how to continue with *limited* radio paging from the "pico-cells" already located at certain stations. To continue our radio paging transmissions, we rely on securing two key components:

- Radio communications licences granted by the Australian Communication's and Media Authority (ACMA); and
- Depending on your location, some stations are using a 3G connection for their pico-cell. 3G network availability provided by Telstra is scheduled for decommissioning by 2024 so some stations may need to change to a 4G connection.

Options are being sought around securing the required licences.

Further Questions

Should you (our regional contact) want to have further conversations regarding this change, please reach out to the FMES Project.

You can contact us by emailing FMESproject@qfes.qld.gov.au.

It's not possible to carry mobile devices in our workplace, how might members be contacted?

We ask that you work with us to explore possible avenues to assist in alerting our Auxiliary Firefighters.

This means exploring the ways Auxiliary Firefighters can remain contactable in the workplace, just as they may be contacted for a personal or family emergency.

We appreciate your guidance on how this can best be achieved in your workplace.



Keeping our community safe...

February 2021

Latest news on SMS transition:

The FMES Project continues to work with Regions supporting the transition of auxiliary stations, brigades and groups to SMS notifications for turnout and activation.

Region's planned for SMS transition (stage 2) include:

1. Far Northern Region
2. Northern Region
3. Central Region
4. North Coast Region*
5. South Eastern Region

*managed through RFS State

Those already using SMS can also benefit by transitioning to the QFES SMS Enterprise Plan.

Why continue the transition to SMS in 2021?

This is a one-off opportunity for Regions to access support from the FMES Project to transition from manual phone calls/paging to SMS notifications for turnout and activation.

- Other benefits include:
- updated technology, making it simple to alert firefighters of an incident at the same time
 - consistent method of contact and administration
 - reduce response time to incidents
 - updated contact details in readiness for the FMES Mobile App... Coming Soon!

FMES Mobile App:

Milestone achieved!

We are thrilled to announce QFES has acquired the mobile app base product to build our FMES solution over the coming months. We would like to thank Emergency Management Victoria for enabling us to leverage their design for our new mobile app.

Now we have the mobile app product:

- we have an important technical piece to make our FMES mobile app work.
- we can make a judgement call on the product quality... and we can tell you it's simple, intuitive and does the job!

What's next?

- The Project is working through changes needed so the mobile app fits into QFES technology.
- Communications with the FMES Working Group on what upcoming changes will look like.

Keep an eye out for more information! Mobile app rollout is planned for later in 2021.

Visit the [FMES Gateway Page](#) | Email us at FMESproject@qfes.qld.gov.au

North Coast Region

NCR ARTEP BA Training Feb 21 Caloundra



Far Northern Region - Training Cairns

HAZMAT Training Course held recently
‘Queensland, meet our newest auxiliary firefighters based in Far North Region!

The new graduates came to Cairns from Thursday Island, Port Douglas, Cooktown, Mareeba, Innisfail and Mission Beach taking part in the Auxiliary Recruit Training and Education Program (ARTEP). Throughout the two week program they learnt the ins and outs of firefighting - being put through the paces of extinguisher training, testing various equipment and operating breathing apparatus.

Our newest firefighters will increase the capability and capacity for various communities in the region and we are thrilled to welcome them on board!

Nebo

Road Crash Rescue training was recently held in Nebo for Rural Fire Service (RFS), State Emergency Service (SES) and Fire and Rescue Service (FRS) crews. As this is a remote area, all three services assist each other at various incidents and this training has increased the capability and capacity of the teams! Although we hope they don't need this specific skillset, it is reassuring to know they are always ready!

Central Regions

Recently, 10 of our newest auxiliary recruits in Central Region (from Biloela, Dysart, Moranbah, Moura, Airlie Beach, Emerald, Sarina, Longreach and Aramac) completed their Auxiliary Recruit Training and Education Program (ARTEP)! This program increases capacity and capability in the region and will allow these new firefighters to assist and respond to incidents and support their community.



A busy month of events, awards and operations

March 2021
Dear colleagues

March has been a busy month of events and operations, and now into another COVID-19 lockdown. Please refer to my email sent yesterday for information on how this impacts QFES.

QFES hosted a very successful Emergency Services International Women’s Day event on 8 March, with an online panel discussion watched live by more than 300 people. If you missed it on the day, I encourage you to watch the recording.

The day was celebrated across all regions, and I enjoyed seeing and hearing about these local events.

March was also a month of awards, with the QFES Women in Emergency Services Awards and the Commissioner’s Awards for Excellence. Congratulations also to Emergency Management Training Executive Manager Jane Zsombok for her recent award - Highly Commended in the Culture of Learning category at this year’s IGEM Awards.

Tomorrow, 31 March, marks the deadline for blue card applications and applications for the National Emergency Medal Bushfire Clasp. If they are applicable to you, make sure your applications are lodged in time.

The March edition of Volunteering Matters was sent out to all volunteers recently and was a great read of everything happening in this space, including the new integrated marine rescue service. You can find it on the Gateway under Recent News or as a PDF.

The recent heavy rain has kept SES, RFS and FRS crews busy over the past couple of weeks in a number of regions and across the border supporting our NSW colleagues. Thank you to everyone involved in rescues and keeping communities safe. Work safely and watch out for one another.

I am going on leave for three weeks in April and Deputy Commissioner Mike Wassing will be Acting Commissioner in my absence. If you’ve accumulated annual leave, I encourage you to book some time off as well. Taking holidays is not only good for our mental health, but is also necessary from a workplace health and safety perspective.

Until next edition, thank you and stay safe.

Greg Leach
Commissioner
Queensland Fire and Emergency Services

Fraud and corruption control: QFES policy update

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The working group has reviewed the Fraud and Corruption Control Plan and A/Deputy Commissioner Adam Stevenson has now updated and approved QFES’ fraud and corruption policy. Both documents are now available on the Gateway.

I encourage you to read through the plan and the policy outline and familiarise yourself with:

What QFES is doing about prevention, detection and response avenues available to raise concerns of possible fraud or corruption within QFES.

Remember, preventing, detecting and responding to fraud and corruption is everyone’s responsibility.

For more information, or if you have any questions, contact the Corporate Governance Unit at QFES. corpgov@qfes.qld.gov.au.



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

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.



Auxiliary Firefighter Charter



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.

Auxiliary Firefighter Development Unit - Training Calendar School of Fire and Emergency Services Training				
2019 / 2020 FINANCIAL YEAR				
Training Course	Supress Urban Fire Stage 2 Course (FFGC040/FUNIT137)	Drive Vehicles Under Operational Conditions (PUAVEH001B)	Auxiliary Recruit Instructor Course (TRNC007)	Operations Supervision (OPRC055)
Who Can Nominate	Aux FF Grade 2 & above (12 candidates)	Aux FF Grade 2 & above (15 candidates)	Aux FF Grade 2 & above (2 per region)	OTAF Candidates (8 candidates)
JUL				Roadshow 20 - 21 Jul
AUG	2 - 4 Aug	24 - 25 Aug		Course 19 - 30 Aug
SEPT	Auxiliary Firefighter Development Unit engagement with regions: - succession planning with MPDs - capability and capacity - regional processes - regional requirements			
OCT	Auxiliary Firefighter Development Unit, Training and delivery review: - qualifications - course material - delivery methods - state processes			
NOV				
DEC				
JAN				
FEB	7 - 9 Feb Suppress Urban Fire	22 - 23 Feb Drive Vehicles		
MAR			16 - 20 Mar Aux Recruit Inst	
APR				
MAY	15 - 17 May Suppress Urban Fire			
JUN		6 - 7 Jun Drive Vehicles		13 - 14 Jun Op Supervision R'show Course will be 17 - 28 Aug
Note - All Course nominations must be sent through your Area Commander to your Regional Manager of Professional Development (MPD). <u>On endorsement</u> , nominations will then be forwarded to the Auxiliary Firefighter Development Unit by your MPD.				

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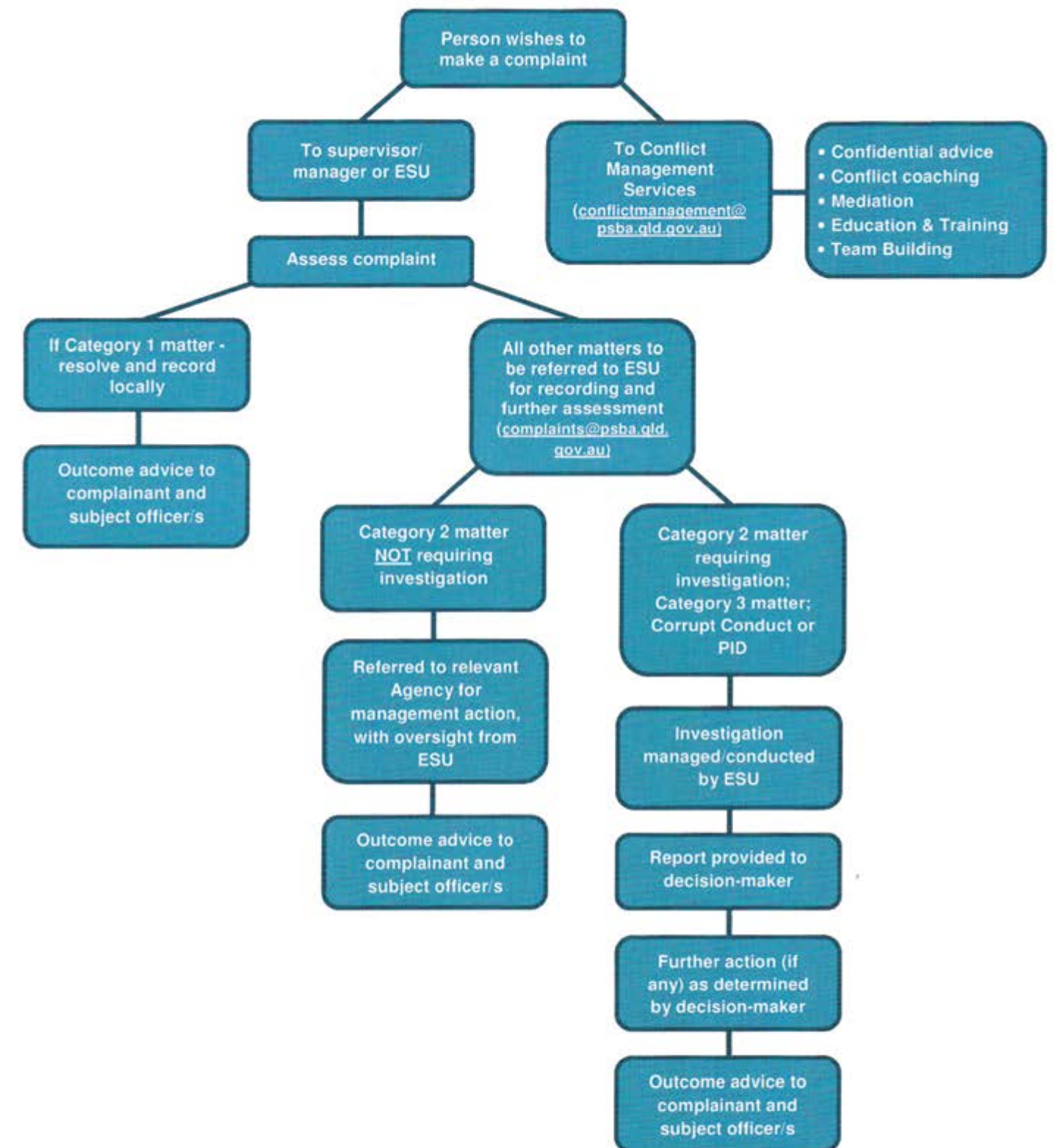


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Dealing with Complaints



If complainant dissatisfied with action taken



Male volunteers URGENTLY NEEDED to help kids living with cancer.



Boys living with cancer need male role models to help with their development and confidence at camps which involve everything from rolling in mud to laser tag.

"You'll change lives by making a kid living with cancer smile and laugh. You'll make life-long friends with other volunteers who are selfless, funny and inspiring."
a Camp Quality volunteer



CAN YOU HELP?
or know someone who can?
campquality.org.au/volunteer or 1300 662 267



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	☐ Individual	☐ Station Group Membership
Name in Full:	Shirt Size:	
Street Address:	Town:	Post code:
Email:	Phone:	
Station:	Position:	Employee No:
Crew Number (for Station membership): (For station group membership, a list of names, addresses, emails and payroll numbers of all crew are required)		

Date: / /

Membership Fees: Direct Bank Deposit - \$120 for 12 months membership.
Bank: QBank (formerly Qld Police Credit Union): Qld Auxiliary Firefighters Association
BSB: 704052 **Account Name:** 431485

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.

QAFA MEMBERSHIP – Membership of Queensland Auxiliary Firefighter Association Inc is available to Auxiliary Firefighters across Queensland. Sole method of payment is by Direct Deposit to QBank (formerly Qld Police Credit Union): Qld Auxiliary Firefighters Association. BSB: 704052 Account No.: 431485

Payment by credit card is being discontinued because of high costs of processing.

Station Group Membership:
Now available: a reduced rate for Station Group Membership. This is based on the premise that, if just over half the station crew (50% +1) agree and wish to become QAFA members, then Station Group Membership for that group is available at \$60 per year per relevant crew member (50%+1) and the rest of the station crew are deemed to be members also. Each and every member at the station will be supported. Send a list of names, address email & payroll no.

Here is a calculation guide.

Total Number at Station	Station Membership
8 or 9 crew	\$300 (50% + 1 = 5 crew ...x ½ rate \$60 = \$300)
10 or 11	\$360
12 or 13	\$420
14 or 15	\$480
15+	Ask us

You can still make automatic monthly deductions for individual membership via the website www.qafa.asn.au, using direct Debit or Credit Card. (Don't forget to complete the Direct Debit form if relevant).

Social Club
Does your Station have a Social Club? You can arrange to have deductions from Payroll paid to your social club and pay your QAFA Station Group Membership from there. QFES Form is included with latest Newsletter.
As an alternative, please complete the form, scan & email or mail to Secretary. After making payment, please email reference details to QAFA.

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

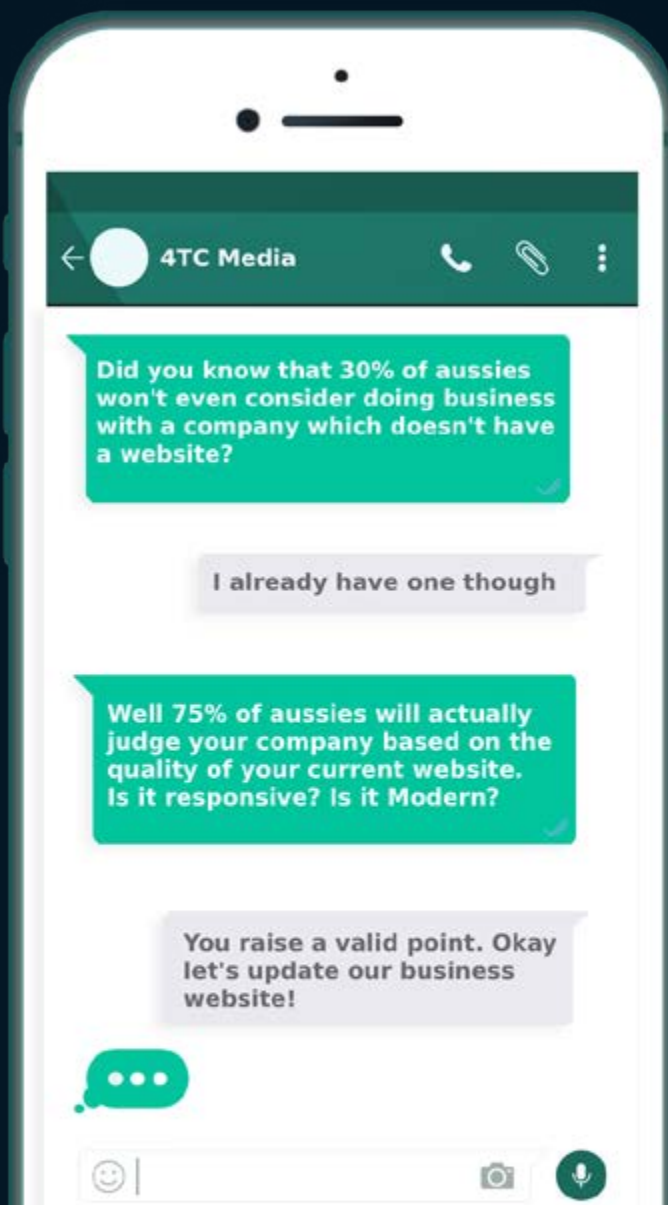


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