

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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Views and opinions expressed in this journal are not necessarily those of the Queensland Auxiliary Firefighters Association Inc, the editor, the publisher or printer. It is not for Queensland Auxiliary Firefighters Association Inc or the publisher to ensure that advertisements published in the journal comply with all aspects of The Trade Practices Act 1974.

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North Coast Region:	Adrian Williams	0418 477 089
North Coast Region:	Jon Karas (Buderim Station)	0499 787 050



Retired Firefighters Association

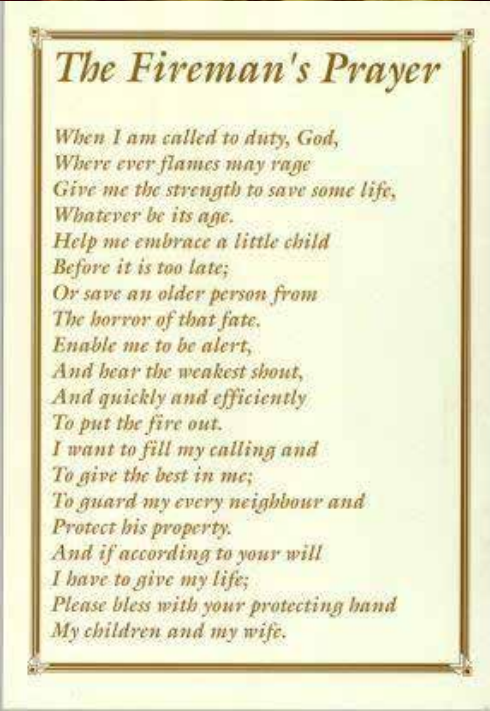
Please see the Retired Firefighters Association of Qld website at www.rffa.org.au.

The Retired Firefighters Association of Queensland (RFAQ) was formed early in 1999 as a non-profit organisation run by retired firefighters for retired firefighters.

Members of the RFAQ provide support and comradeship to each other, particularly in times of sickness or bereavement and the Association helps to ensure that retired firefighters do not lose contact with each other or with the QFES.

As many retired firefighters have built their life on service to the community, the RFAQ also gives them an opportunity to continue this community service by assisting the QFES to spread the word on fire safety.

Association members have assisted the QFES at numerous community events and were instrumental in the development of Seniors Fire Ed, a fire awareness and home safety program specifically for the over 50's age group.



Arson Watch:

We all need to stay alert this bushfire season and that includes reporting any suspicious activity. Bushfire arson is a crime and a major threat to all Queenslanders.

If you need to report a fire call Triple Zero (000). You can also provide confidential information to Crime Stoppers on 1800 333 000 (lines are open 24 hours a day, 7 days a week).



North Pine Country Park, Dayboro Road at Kurwongbah

**Help!
Its not about money!**

The museum operates with a small but dedicated band of volunteers that help do every thing from clean to maintain vehicles.

We seriously need help to maintain the vehicles and the premises, most of the time this does NOT happen on a Sunday , in fact the museum is very active during the weekdays also.

We current seek expressions of interest from people willing to come out on week days or Sundays to assist at the museum.

The benefits and rewards of volunteering include:

- Developing and acquiring skills
- Maintaining self-esteem and confidence
- Maintaining a sense of belonging to the community
 - Developing communication skills
 - Finding satisfaction in helping others
 - Meeting people and making friends
 - Being active
 - Learning about other cultures
- Giving something back to the community
 - Putting a hobby to use

ACTIVITIES THAT OUR VOLUNTEERS UNDERTAKE INCLUDE:

Public meet & great, Conduct small informal tours, Cleaning of the premises & displays including the vehicles, Mechanical work, Building Maintenance, Children's activities (blue card required), Ideally once a month is all we ask, of course the more the better.



More tips at ruok.org.au



Rodger Sambrooks - President and Life Member of QAFA

Rodger has a long and varied role in the Fire Service - first in Victoria and later in Queensland and as both a Volunteer and then as an Auxiliary. Now, after retirement from Urban, Rodger continues his passion as a Volunteer at Palmwoods Rural.

Fire Service

Country Fire Authority Victoria	
Joined Kerang Urban Brigade	6-1-1959
Apparatus Officer	1961 - 1963
Lieutenant	1963 - 1973
Captain	1973 - 1979
1st Lieutenant	1979 - 1981
Retired [when relocated to Queensland]	Nov 1981

Joined Kerang Rural Fire Brigade	4-4-1960
1st Lieutenant	1965 - 1969
Captain	1969 - 1979

Positions on various Fire Service Committees:

Member of State Training Committee for Fiskville Training Centre

Member of Regional Co-ordination Committee

Member Local Advisory Committee

Delegate for Region 20 Fire Prevention Committee

Deputy Group Officer for Rural Brigade

Fire Warden for Rural Fire Brigade

Participated in Victorian Country Fire Authorities State Competitions; actively completed for 22 years.

Trainer/Coach for 15 years

Competed in 22 State Demonstration/Competitions

Competed in 3 Western Australian Competitions

Competed in 4 Tasmanian Competitions

Competed in one New Zealand Competition

Member of Regional Committee for Competitions for 22 years

Initiated and trained a junior team for Competitions for 2 years

Member of Great Northern Demonstration Committee for 18 years

Competed in Mid-Murray Night Competition for 22 years

Competed in Region 20 Rural Firefighters Competitions for 6 years

Queensland Fire Service

Became a member of State Emergency Service until a position was available in Fire Service	1982
Joined Maroochydore Station as an auxiliary member	1982
Transferred to Buderim Fire Brigade	1985
Fire warden Buderim	1996
Captain at Buderim	1990-2000

Member of the following Queensland Committees:

- President Auxiliary Association - North Coast Region 1991 -
- Member State Committee Auxiliary Association 1993 -
- Management State Committee Auxiliary Association 1995
- Member of Committee for Investigation into Coroners Report for the Southport Fire
- State Committee for regional training officers workshop for ATEP Grades 1, 2 & 3 1994
- Regional Management Committee 1996 - 2008
- Participated in Staib Review Committee - Seminars
- Steering Committee responsible for implementation of Staib Report recommendations 2005 - 07
- Member Enterprise Agreement [Partnership] Committee for Auxiliaries
- President Queensland Auxiliary Fire Fighters 2002 -
- Member of Emergency Services Advisory Committee 2005 -
- Member Auxiliary Firefighter Consultation Sub-Group 2005 -
- Future Direction Forum 1999
- Emergency Services Advisory Committee 2007 - 2012

Compulsory Retirement April 2008, at age 65

Currently a member of the Palmwoods Rural Fire Brigade commencing 2008 -

Received

Queens Medal Victoria	1980
National Medal	2007
First clasp	2007
Emergency Service Flood Medal	2012
Pride of Australia Medal, Emergency Services Finalist	2009

Career Services [combined Vic and QLD services]	57 years
Rural Fire Brigade [combined Vic and QLD services]	37 years
SES Queensland	3 years

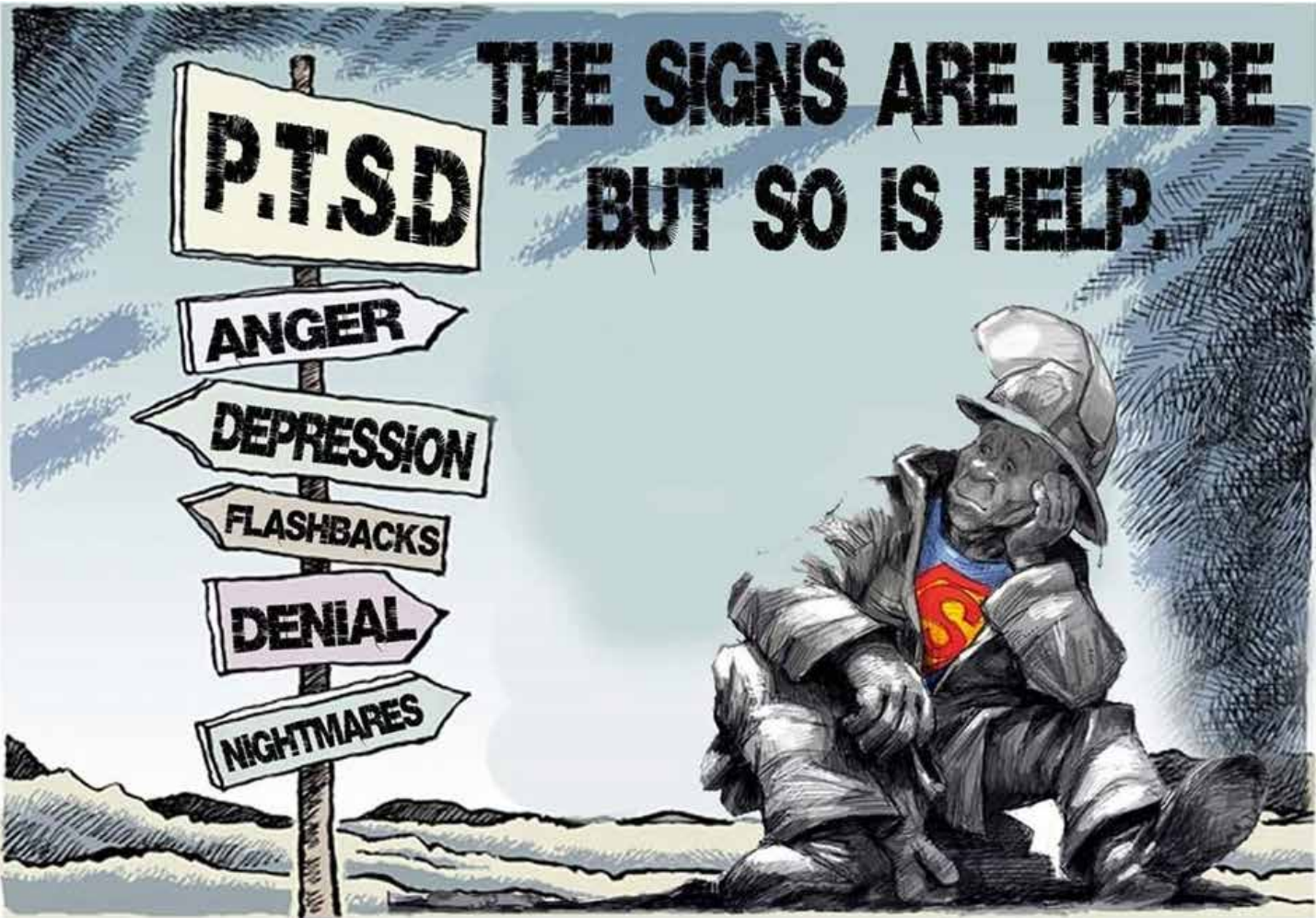
Total of State Competitions attended [Vic and QLD]	482
Training hours	5260
Fire Calls in excess of	2800
Training Courses	55

- President Queensland State Auxiliary Association 2002 -
- Auxiliary Firefighter - 1982 - 2008
- Life Membership Qld. Auxiliary Association

Represented Auxiliary Firefighters on the following Committees:

1. Auxiliary Policy, 2. ATEP 1,2,3, 3. Safe persons Concept, 4. Code of Practice, 5. Tactical Command, 6. Zone 1. Steering Committee, 7. Member of Emergency Services Adv. Committee, 8. Committee re transfer of ATEP to ARTEP, 9. Auxiliary Fighter Consultation Sub Group with Dep. Commissioner, 10. Core Skills Training Program, 11. B.A. Committee.

Have you got a long history with Fire Fighting as a part-time or volunteer? Send us your story



Are you an emergency service worker? Or have you ever worked as a first responder?

“The Relationship Between Self-Care Behaviours and Mental Health and Rates of PTSD due to Past or Present Trauma in Australian First Responders.”

Mental health issues such as stress and anxiety are an on-going concern felt by many Australians in their everyday lives. Emergency service workers and first responders deal with these daily life stressors as well as face confronting and possibly life-threatening incidents in their volunteer or employed work. This leads to a higher than average rate of probable post-traumatic stress disorder (PTSD) and psychological distress than the rest of the Australian population.

It is known that self-care behaviours are beneficial in increasing mental wellbeing and reducing stress however, this has not been explored in first responder workers.

Self-care behaviours have been consistently linked with many physical and mental health and wellbeing benefits. The practice of self-care is known as a basic first step in a more positive life and for preventing many kinds of health issues. There are studies investigating the effects of self-care on individuals suffering from trauma however this has not been explored in first responder

workers who are exposed to potentially traumatic incidents regularly. This study will investigate the relationships between use of self-care behaviours, mental health and possible PTSD symptoms in current and past first responders in Australia.

The outcomes of this study will show insight into the use of self-care in the emergency services and may be beneficial for creating prevention strategies for mental health issues and PTSD for these organisations.

If you would like to participate in this research, please go to the following link:

https://rmit.au1.qualtrics.com/jfe/form/SV_8kyTHMfCQdRsCm9

The online questionnaire will only take approximately 15 minutes to complete. Please share this link with other emergency workers that you feel would be interested in participating in this research.

If you would like further information regarding this research project, please contact the chief investigator, Dr. Mirella Di Benedetto (email: mirella.dibenedetto@rmit.edu.au, phone: 9925 3019).

Fire & Flood & Now – A Virus!

The long Fire Season has ended in Quensland with the coming of the rains followed by Covid-19 Virus.

Fire

Bushfires ravaged the state from September 2019 and during the end of last year, and now- at the end of January 2020, the rain arrived in the north and Queensland Fire and Emergency Services (QFES) has changed focus from a long and extreme bushfire season to focus on the wet season.

QFES Commissioner Greg Leach recently announced the end of the fire season.

“More than 35,000 QFES personnel worked tirelessly to defend life, property and land, which was the second consecutive year we had faced a significant bushfire season,” Commissioner Leach said.

“We saw the season really kick-off in September and within a matter of days three major blazes burnt throughout the state at Stanthorpe, Binna Burra and Peregian Springs.

“Heightened conditions continued until mid-December with little reprieve for firefighters and support personnel.”

Mr Leach said the bushfires scorched 6.6 million hectares of land, a total of 49 houses were destroyed as well as 68 sheds and five commercial buildings. “QFES used 72 aircraft from the start of the season until 31 December, which equated to more than 6557 hours flown, which doubled from last year,” Mr Leach said.



Floods

The wet season arrived mid January 2020 in the north and flooded parts of northern and western Queensland through January, February 2020, and into March 2020.

Cloncurry through to St George, which faced flooding from the Balonne River, with Swiftwater QFES and SES flood boat crews on standby as the water rose. Swiftwater crews were deployed and rescued the unwary. Western Queensland turned green as floodwaters made their welcome way south.

Cloncurry through to Dirrumbandi, Dalby St George all welcomed drought breaking rains. Very few complained as the long drought, in many areas, was broken.



Disease

The world is currently facing a huge threat from Corona Virus that has now reached Queensland.

Beginning in China and now worldwide and the situation develops and becomes more serious, all we can do is follow the medical advice and look after ourselves and each other.

Obviously, this has an impact on Auxiliary Firefighters and how you carry out your duties.

Apart from frequently washing hands properly, and practicing social distancing, please note the following:

Queensland Health have advised that the risk associated with COVID19 is continuing to rise and the World Health Organisation declared a Global Pandemic on 12 March 2020. Cases in Queensland, although largely associated with international travel, continue to rise and risk of local transmission is increasing. On 15 March 2020, The Australian National Cabinet has moved to targeted action in a pre-emptive response to slow transmission in Australia. As a result, the Commissioner has decided the **QFES Pandemic Preparedness Level is now being raised to level 3**, effective from 1800hrs 16 March 2020. This PPL is aimed to protect our people and maintain our critical services. In line with the QFES Pandemic Response Plan the specific actions to be taken by all regions are outlined below.

PPL 3 Initial Action Stage includes:

This stage will be scalable, based on Queensland Health or National Advice, and other actions may be added as the situation evolves;

• All community engagement activities to stop e.g. attending community events, charity or fundraising.

• All community education programs, unless related to COVID19, to stop – e.g. all education programs in schools.

• All QFES operational facilities to limit access to QFES staff and volunteers and auxiliaries. Where feasible only staff on shift and management teams to be on site at one time.

• All state and regional offices to limit access to QFES staff and volunteers only. If other visitors need to attend state and regional offices, where possible they should wash their hands and/or use alcohol-based hand rub before entering.

• Where feasible, meetings to be held by teleconference or videoconference to minimise senior management groups meeting face to face.
• When attending alarm calls at residential based facilities e.g. aged care, hospitals, prisons, detention centres - staff to be wearing P2 masks and gloves and to wash hands when leaving the facility, uniforms can be washed as per normal procedure.

• All international travel that is QFES sponsored or work related is suspended.

• All staff returning from overseas to self-isolate for 14 days – 13Health will provide advice and see attached guidance.

• In line with DFAT advice, all Australians are asked to reconsider the need for overseas travel at this time.

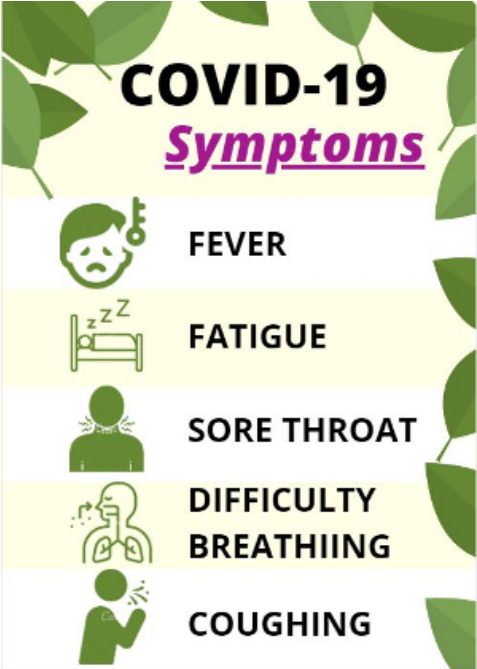
• All inter-state travel should be immediately reconsidered, with use of video conferencing facilities the preferred option, whenever possible.

• Inter-state travel which is business essential will require approval from your Deputy-Commissioner. Intra-state travel is a matter for regions to decide at this time based on operational needs.

• In line with Commonwealth Department of Health advice QFES staff, volunteers and auxiliaries to avoid all mass gatherings.

• Non – essential training to cease – further guidance to be provided. Note this does not include EMC DM training for local Government.

Stay Safe!



Queensland Fire and Emergency Services Strategic Plan 2019-2023

Our Purpose

To help the community to prevent, prepare for, respond to and recover from the impact of fire and emergency events.

Our Opportunities

Our people
If our paid and volunteer workforce continues to develop capability, adaptivity and interoperability due to enhanced skills, knowledge and information, the consequences could be more capable and connected communities in the face of emergencies and disasters.

Technological advances
If technological solutions to existing and new problems emerge due to technological advances, the consequences could be more effective and timely decision making and responsive service delivery.

Capable communities
If communities develop greater capability through preparation, participation and knowledge sharing, the consequences could reduce the impacts of emergency and disaster events.

Our Challenges

Climate change
Increases in the frequency, severity and location of weather events caused by climate change, may lead to an increased demand on QFES services and reduce our ability to service communities.

Service delivery
Failure to adapt the QFES' service delivery model caused by the increasing complexity and scope of the operating environment and changes in demographics and community needs, may result in a reduction in our ability to provide services to communities.

Digital and information systems
Damage or loss to QFES' digital and information systems, caused by unauthorised or inappropriate access, use or disclosure, may impact QFES' ability to respond to emergencies in a timely manner, putting the community at risk.

Our Commitment to Queenslanders

To achieve the Queensland Fire and Emergency Services (QFES) Strategy 2030 and our vision for a connected and capable Queensland, we commit to helping Queenslanders before, during and after a wide range of emergency and disaster events. We will connect people with the right knowledge, practical skills and resources to strengthen their community's capability and adaptive capacity.



Our Values

- Respect:** We appreciate and value each other and our differences.
- Integrity:** We are individually accountable for our performance and undertake our duties with diligence and transparency.
- Courage:** We are brave when facing adversity, value ethical behaviour and challenge wrongdoing.
- Loyalty:** We are committed to each other, have pride in our organisation and are dedicated to keeping Queensland communities safe.
- Trust:** We are open, honest and dependable.

QFES is equally committed to upholding the Queensland Public Sector Values:



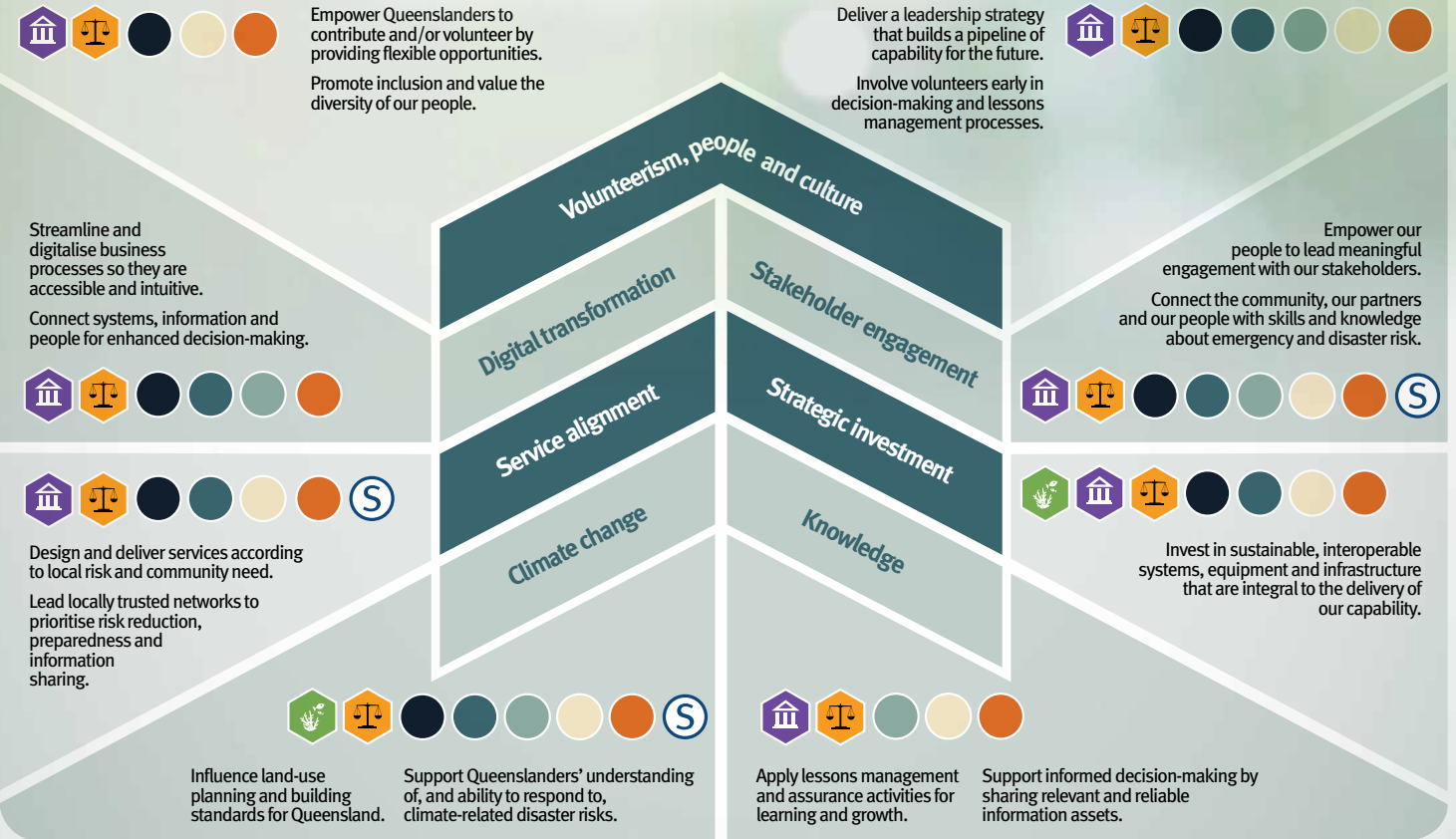
QFES' contribution to Advancing Queensland's Priorities is indicated by the legend overleaf.



QFES Strategy 2030 Guiding Principles

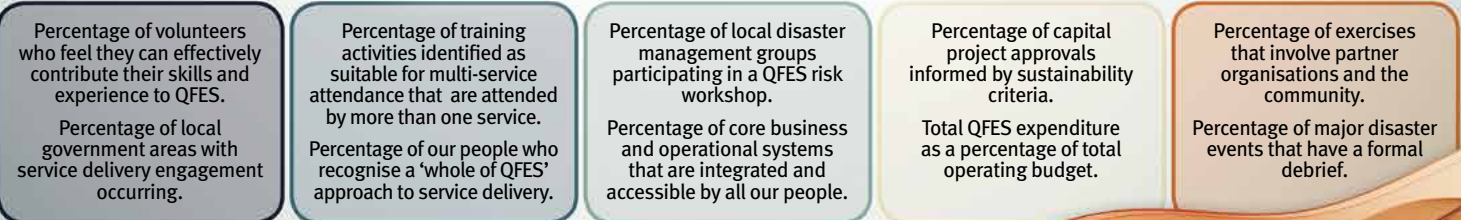


2019-2023 Key Initiatives



The icons above show alignment of initiatives with Guiding Principles, Advancing Queensland's Priorities and the Sendai Framework for Disaster Risk Reduction (S).

Measures of Success





Mossman State High School Seniors Class got to experience a road crash accident up close and personnel this morning in the school grounds.

The multi-agency event was organised by Lieutenant Andrew Petrack from Mossman Fire Station. The annual event showcased the response of Mossman and Port Douglas Firefighters, Ambulance, Police and Cairns based QGAir rescue 510 personnel to a two vehicle crash with entrapments. The scenario was built around a driver texting and crashing into another car that then hit a tree. The result was the death of a young person and multiple severe injuries to the remaining drivers and passengers.

The casualties were expertly played by local students from the class complete with makeup and fake injuries. The scene was confronting and displayed the great work emergency services personnel do as a team to help people in these situations. QGAir Rescue 510 complete with Doctor attended the scene and worked with our wonderful paramedics to stabilise the casualties while they were being freed by Fire and Rescue personnel. Also, in attendance were the local undertakers who briefed the students on their role at the scene before taking away the deceased person.

The Police spoke about the long-term damage these type of incidents do to those involved in the crash,

families, emergency services personnel and the local community.

Lt. Petracks final message to the students was this "We all have a responsibility to ourselves and each other to drive carefully. Stay alert, drive to the conditions and never drive or be a passenger in a vehicle operated by someone under the influence of drugs and alcohol. Remember most of all that every life is precious and we as an emergency service value your lives, so we want you to do the same". Think about your actions and the consequences that follow based on the decisions you make as a road user.



Continuous Improvement Directions Workshop

November 2018

COMMISSIONER’S INTENT

Queensland Fire and Emergency Service (QFES) continuously undergoes changes across all parts of the business to facilitate the department’s successful delivery of its vision of creating safe and resilient communities.

Since its inception, QFES has not undertaken a review to assess QFES capabilities and how they are performed. In order to meet our obligations under the Fire and Emergency Services Act 1990 and Disaster Management Act 2003, we are taking significant steps to ensure our three response services, the Fire and Rescue Services (FRS), Rural Fire Service (RFS), and State Emergency Service (SES) along with our Emergency Management (EM) capability, are meeting the needs and expectations of the Queensland community.

With the complexity of services QFES delivers and the fact every region differs, it is imperative that a place-based approach remains a priority in working with communities. It is critically important for our services to continue to have their own identity and cultures. FRS, SES and RFS are exceptionally unique and have strong individual histories that we will continue to embrace and celebrate. However, it can be said that our services tend to only merge together during disasters. Over time this has highlighted that a greater emphasis is required on how we seamlessly transition between day-to-day business and escalation to emergent operations.

I understand QFES has been through a lot of changes since its inception four years ago and ELT have recognised that throughout this time there have been many changes made with limited and sometimes no engagement with our own staff. QFES and the individual services need to become better at engaging and hearing first hand from our staff, volunteers, partners and stakeholders. We will do this by engaging early on key ideas and initiatives to ensure we incorporate feedback, concerns and ideas by our people, ultimately ensuring that all Services are better supported.

This will enable us to all work together more efficiently and effectively, consequently recognising each other’s capabilities

and areas of expertise. For QFES to remain effective and flexible enough to prepare for, respond to and assist recovery from any event, highly effective operations management is essential. Through 2018, we have initiated reviews to better understand how we need to improve. This has resulted in the Executive Leadership Team developing a number of Continuous Improvement Directions (CIDs).

These CIDs were further explored through the RISEs (Regional and State) and we brought approximately 140 of our leaders together, in addition to association and union representatives, to progress the CIDs at a workshop on 21 November 2018. Feedback and discussions undertaken will continue drive the CIDs and feed into the QFES strategic initiatives to ensure QFES meets the contemporary emergency response needs and expectations of the sector, government and most importantly the community.

It is now critical that we all take the opportunity to actively contribute ideas and priorities through the CIDs. I encourage us to be thinking more broadly about what information or transformation our teams (including frontline personnel), the community, our partner agencies, the Minister and the Premier may benefit from.

Katarina Carroll APM Commissioner Queensland Fire and Emergency Services



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.

Queensland Fire and Emergency Services

Guide to the Workplace Conduct Branch

Promoting high standards of professional conduct

 Introducing a new capability in QFES

I am pleased to introduce an important part of our Queensland Fire and Emergency Services (QFES) team – The Workplace Conduct Branch (WCB).

The WCB is dedicated to transforming the way we manage professional standards and performance requiring improvement within QFES. It will play a key role in shaping positive workplaces that represent contemporary workforce standards, ensuring QFES keeps pace with changing community expectations into the future.

Why do we need a WCB?

Several independent reviews of workforce management and conduct have been conducted in QFES highlighting areas where the department had not kept pace with change in the way we create a safe and respectful workplace.

Formation of the WCB brings QFES into alignment with other Queensland Government Agencies. It mirrors functions in similar government agencies such as Fire and Rescue New South Wales’ Workforce Standards Unit, which has had a significant impact on reducing instances of poor workplace conduct.

While reviews are important drivers, QFES is committed to the Workplace Conduct Branch and its role in our transformation because it is the right thing to do for our people and the communities we serve.

WCB’s role in our cultural transformation



Andrew Short AFSM
Assistant Commissioner of Human Capital

The WCB is a critical development in capability during the exciting period of transformation underway in QFES. The branch combines several new and existing functions to deliver an integrated and holistic approach to conduct and complaints management.

Resourcing has increased significantly to reflect the priority QFES places on the importance of appropriate conduct to our cultural transformation.

WCB will support cultural transformation in 4 key ways:

- **promoting awareness of behaviours** consistent with QFES values - Respect, Integrity, Courage, Loyalty and Trust
 - **proactive identification and advice to management** on situations that might impact on the wellbeing of the workforce
 - **efficient management of our complaint and discipline processes** through new and existing pathways
 - **continuous improvement** in the advice to management on workplace conduct to ensure we keep pace with government and community expectations
- These will be facilitated through:
- **dedicated regional resources** who are the day to day frontline of this transformational effort
 - **specialists** with a strong focus on creating new efficiencies and building leadership capability across the organisation
 - **new systems to support efficiencies** and provide access to data that helps regional monitoring and response

• **an integrated team approach** across regional and specialist resources to provide the highest level of intelligence and advice across QFES.

In its first twelve months, the WCB has completed the groundwork to define the core branch services and build the team. We are now in an exciting new phase with the launch of two important new services – the regional Workplace Conduct Consultants and the Complaints Management System module in Nexus. There are many more initiatives in the pipeline.

QFES commitment to success

The WCB is a high priority strategic function that has the full support of our Board of Management and Executive Leadership Team. Queensland Integrity Commissioner, Dr Nikola Stepanov, is also mentoring our leadership team and monitoring our progress.

As the WCB continues to develop partnerships through QFES, I am confident we will see positive results in the management of conduct related issues, and a significant positive increase in levels of satisfaction with QFES as a place to work or volunteer.

The positive influence of the WCB on our workplace is contingent on your engagement with the Branch team. I urge you to speak with the WCB team and see the value they can add to your team or individual efforts. The network of regional Workplace Conduct Consultants is an excellent resource and point of contact, and the specialists based at the Emergency Services Complex are also accessible and welcoming of your visit, call or email.



Workplace Conduct Branch overview

The WCB vision is a workplace where all QFES team members embody our shared values and demonstrate exemplary professional behaviour towards each other, the government and the community we serve.

Our work is directed to creating a QFES values based workplace:

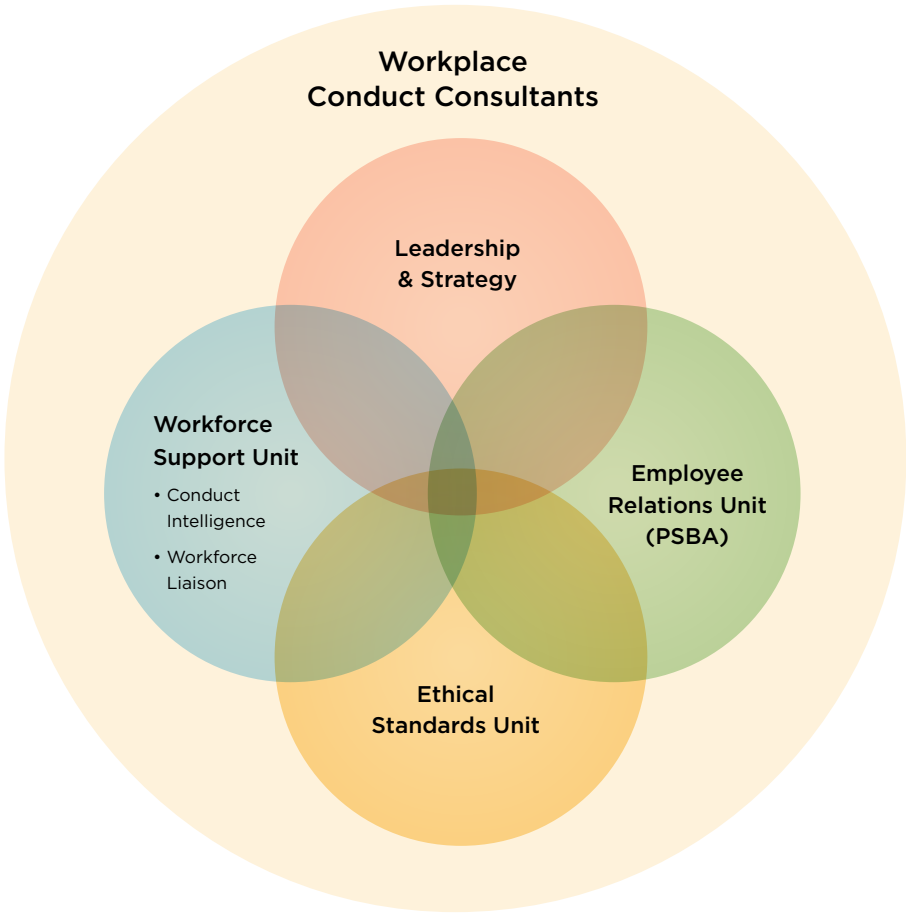
- where all employees and volunteers are valued, respected and supported
- where each person takes responsibility for their behaviour
- where unacceptable conduct is addressed at the appropriate level, in a timely manner
- where diversity is an asset and people feel included
- where everyone is encouraged to contribute to the best of their ability and skills to achieve our unified mission.

The structure and governance arrangements for WCB allow the team to work collegiately and seamlessly with all internal partners that contribute to our cultural transformation – including HR, Safety and Wellbeing, Injury Management, Talent Acquisition and Development and the Fire and Emergency Services Support Network (FESSN), as well as our PSBA HR, unions and volunteer association partners.

The WCB operates as an integrated branch across Queensland, with the following key operating principles:

- regional Workplace Conduct Consultants providing a day to day, operational interface and support

Workplace Conduct Branch structure



- specialist units based in Kedron, working closely with Workplace Conduct Consultants across all WCB services, and coordinating specialist training, advice and management of conduct related issues across the state as needed

- a close day to day working relationship with the PSBA Employee Relations Unit who provide industrial relations advice and services to support the QFES transformation and mission

WCB teams in detail
Leadership and strategy

The WCB is led by a Director (Chief Superintendent) who reports to the Assistant Commissioner Human Capital Management (HCM).

The Director provides strategic leadership to the WCB, in the development and implementation of policies, procedures and branch services, and provides strategic advice on high level conduct and performance improvement issues.

The Branch is supported by a Superintendent responsible for WCB strategic projects as well as a Business Support Officer providing high level financial and administrative assistance.

Workforce Support Unit (WSU)

The WSU brings together three functions – the Workforce Liaison Section (WLS), Conduct Intelligence Section (CIS) and the regional Workplace Conduct Consultants. These sections serve the vision of the >>

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new WCB through collaboration as an integrated team.

The Workforce Liaison Section provides high level liaison and correspondence on disciplinary matters and complex investigations. They work closely with the Employee Relations Unit and the decision maker to ensure a consistent and timely outcome. They are also responsible for the administration of the new Complaints Management System within Nexus.

The Conduct Intelligence Section (CIS) undertakes research and information gathering on conduct related issues so that early intervention strategies can be implemented. It draws on business intelligence systems and internal networks to capture and record useful information. This information will be used to better understand emerging issues and develop early intervention strategies.

Ethical Standards Unit (ESU)

The Ethical Standards Unit has oversight of public interest disclosures, matters referred to the Crime and Corruption Commission (CCC), and assists management and the Queensland Police Service with complex investigations.

Historically the ESU has acted as the central point of management for all conduct complaints, but this role is now a shared responsibility of all WCB managers. Complaints are reviewed according to the Management of Complaints about Employees, Volunteers and Contractors Policy, and a collegiate decision is reached on which part of the team will manage the complaint. This new process allows the ESU to focus on its core function of managing serious and complex matters. Lower level complaints and matters will be referred back to management to deal with,

supported by the Workforce Support Unit and Workplace Conduct Consultants.

PSBA Employee Relations Unit (ERU)

An HR Service Agreement for the Public Safety Business Agency's (PSBA) Employee Relations Unit (ERU) provides the WCB with expert advice and support on industrial relations and other matters of discipline is a key part of the transformation in the way QFES proactively manages workplace conduct and detailed employee relations issues.

Under this agreement, ERU team members work with the WCB team, providing advice on Awards, Certified Agreements etc. as well as business-as-usual industrial relations advice to decision makers through the complaint management process.



Workplace Conduct Branch team (July 2018)

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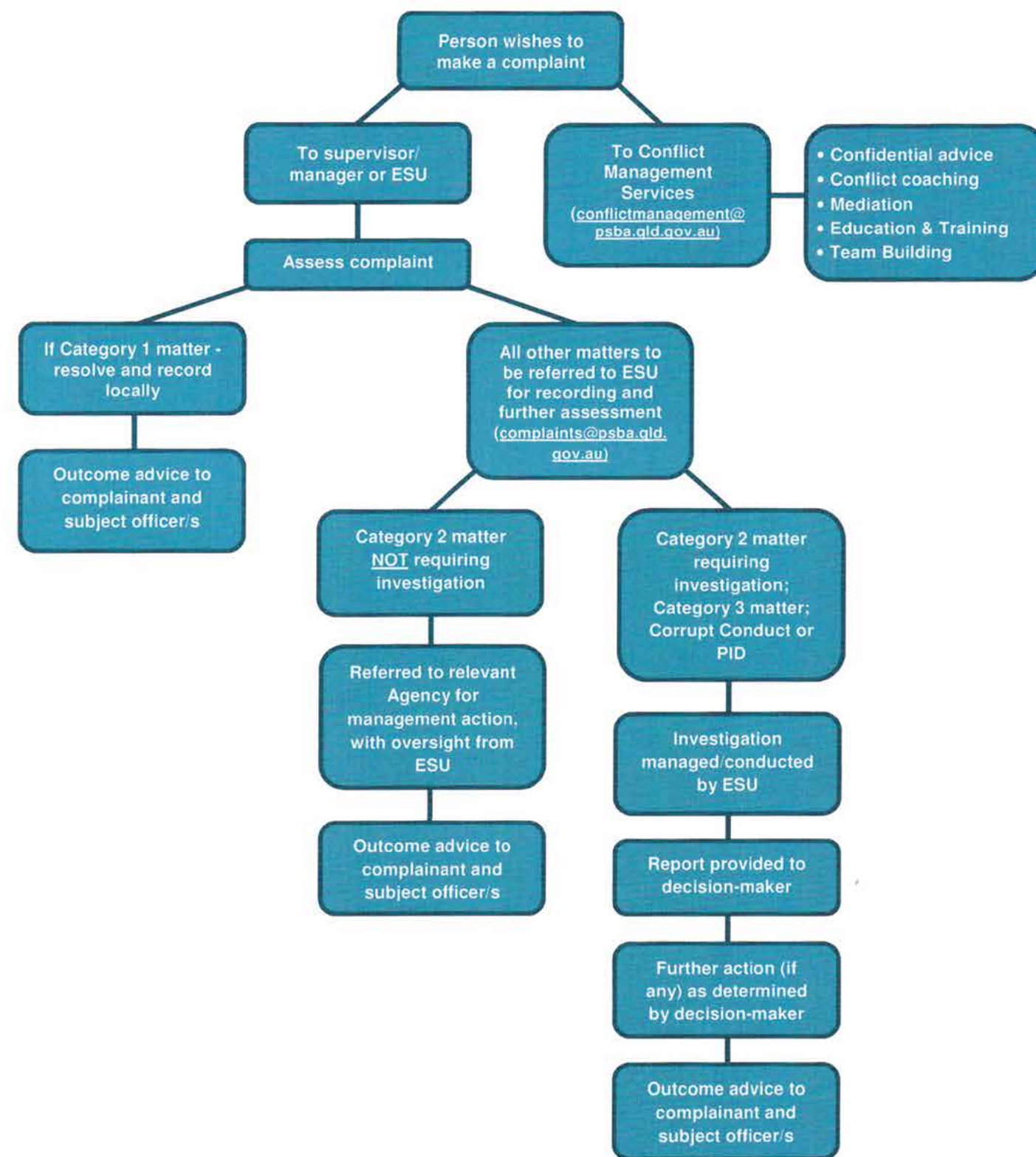


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Dealing with Complaints



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

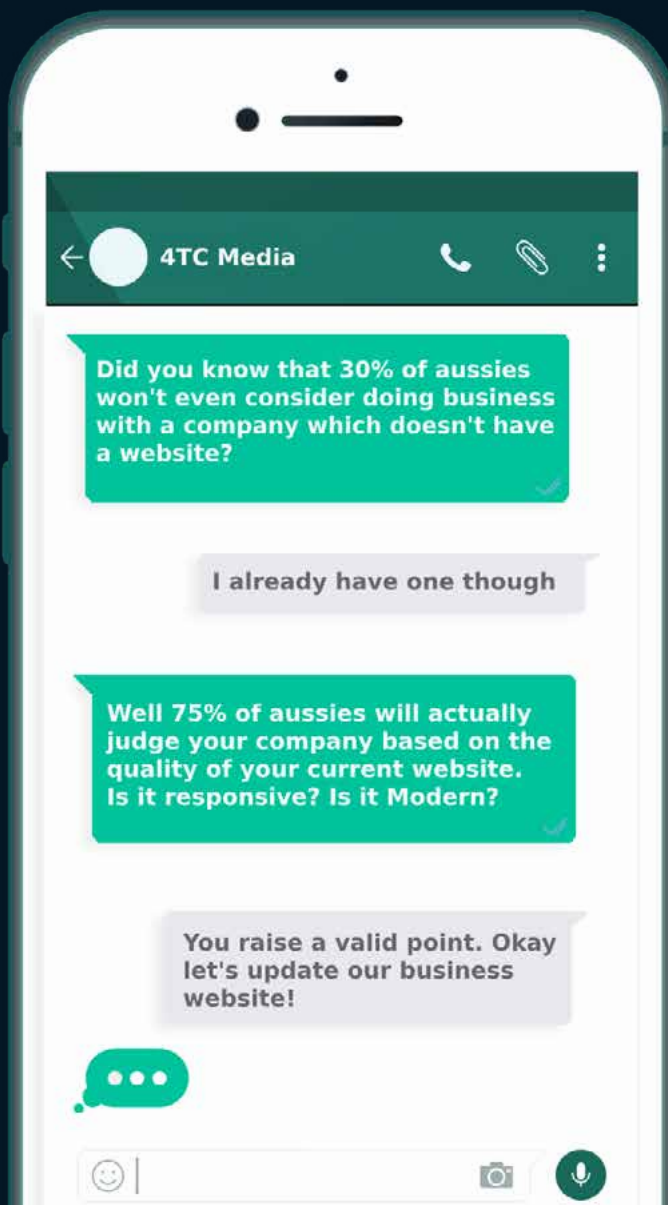


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