

the

# Volunteer

Issue 39 | April 2017

ISSN 1445-3886 | PP 100018972



REGULAR FEATURES ❖ From the Chairman ❖ From the Commissioner

# Feel future ready



Winner.  
Outstanding value  
Superannuation.

**first**  
state super

[firststatesuper.com.au/feelfutureready](http://firststatesuper.com.au/feelfutureready) | 1300 650 873

Winner of the Canstar award for the Personal Super product.  
Consider our product disclosure statement before making a decision about First State Super. Call us or visit our website for a copy.  
FSS Trustee Corporation ABN 11 118 202 672 ASFL 293340 is the trustee of the First State Superannuation Scheme ABN 53 226 460 365.

# the Volunteer

## NSW SES VOLUNTEERS ASSOCIATION BOARD OF DIRECTORS

### President of the Board of Directors

**Charlie Moir ESM** (Inverell)  
0428 401 443  
chairman@nswsesva.org.au

### Chief Executive Officer

**Andrew Edwards**  
andrew.edwards@nswsesva.org.au

### Director

**Kim Davis ESM** (Captains Flat)  
kim.davis@nswsesva.org.au

### Director

**Neville O'Malley** (Tabulam)  
neville.omalley@nswsesva.org.au

### Director

**Patricia Orchard** (Tamworth)  
patricia.orchard@nswsesva.org.au

### Director

**Kim Edwards** (Waverley/Woolhara)  
kim.edwards@nswsesva.org.au

### Director

**Vacant**

## NSW SES VOLUNTEERS ASSOCIATION AREA REPRESENTATIVES

### Sydney Northern Area

**Graham Kinder** (Manly)  
sydneynorthern@nswsesva.org.au

### Hunter Area

**Peta Luke** (Merriwa)  
hunter@nswsesva.org.au

### Clarence-Nambucca Area

**Mark Neal** (Nambucca)  
clarencenambucca@nswsesva.org.au

### North West/Namoi Area

**Dennis Buck** (Namoi Region HQ)  
namoi@nswsesva.org.au

### Mid North Coast Area

**Cheryl Goodchild** (Taree)  
midnorthcoast@nswsesva.org.au

### Richmond Tweed Area

**Kristine McDonald** (Tweed Heads)  
richmondtweed@nswsesva.org.au

### Namoi/North West Area

**Dennis Buck** (Namoi Region HQ)  
namoi@nswsesva.org.au

### Central West Area

**Rob Hines** (Orange)  
centralwest@nswsesva.org.au

### Macquarie Area

**Kurt Andrew** (Dubbo)  
macquarie@nswsesva.org.au

### Far West Area

**Paul Kaye** (Broken Hill)  
farwest@nswsesva.org.au

### Lachlan Area

**Vacant**  
lachlan@nswsesva.org.au

### Sydney Western Area

**Adam Rollinson** (Sydney Western HQ)  
sydneywestern@nswsesva.org.au

### Murray Area

**Susan Leckie** (Murray HQ)  
murray@nswsesva.org.au

### Sydney Southern Area

**Pat Johnson ESM** (Sydney Southern HQ)  
sydnaysouthern@nswsesva.org.au

### Southern Highlands Area

**Patricia Maxwell** (Queanbeyan)  
southernhighlands@nswsesva.org.au

### Murrumbidgee Area

**Madison Harvey** (Wagga Wagga)  
murrumbidgee@nswsesva.org.au

### Illawarra South Coast Area

**Lisa Williams** (Eden)  
illawarrasouthcoast@nswsesva.org.au

## CRITICAL INCIDENT SUPPORT PROGRAM 1800 626 800

## CONTRIBUTIONS



Volunteers Association

Please send all content to:

**The Volunteer Editor:**

Pat Johnson

Unit 1, 2-6 Lindsay Street, Rockdale NSW 2216

Phone: 1300 0 SES VA

Mobile: 0408 161 018

Email: editor@nswsesva.org.au

### Content for *The Volunteer*

Photography should only be supplied digitally, please avoid scanning of any type. Text can be supplied as a Microsoft Word document.

### Advertisers Alert

Countrywide Austral is appointed by the New South Wales State Emergency Service Volunteers Association as the authorised publisher of *The Volunteer*. For enquiries re advertising in this magazine, please contact the publishers:

**countrywideaustral**

### Countrywide Austral

Level 2, 310 King Street, Melbourne

Postal: GPO Box 2466,

Melbourne 3001

Ph: (03) 9937 0200 Fax: (03) 9937 0201

Email: admin@cwaustral.com.au

✘ **DISCLAIMER:** Countrywide Austral ("Publisher") advises that the contents of this publication are the sole discretion of the New South Wales State Emergency Service Volunteers Association and the publication is offered for information purposes only. The publication has been formulated in good faith and the Publisher believes its contents to be accurate, however, the contents do not amount to a recommendation (either expressly or by implication) and should not be relied upon in lieu of specific professional advice. The Publisher disclaims all responsibility for any loss or damage which may be incurred by any reader relying upon the information contained in the publication whether that loss or damage is caused by any fault or negligence on the part of the publisher, its directors and employees. ✘ **COPYRIGHT:** All advertisements appearing in this publication are subject to copyright and may not be reproduced except with the consent of the owner of the copyright. ✘ **ADVERTISING:** Advertisements in this journal are solicited from organisations and businesses on the understanding that no special considerations other than those normally accepted in respect of commercial dealings, will be given to any advertiser.



## When you front up, we've got your back.

Who has your back when you front up to a job few people could ever understand, let alone perform?

Emergency Services Health.  
A new health fund backed by Police Health.

For over 80 years Police Health has been run by police, for police. We know what it takes to support people across emergency services.

So it's not surprising that workers and volunteers in emergency services have asked us for the same straightforward and comprehensive cover that police and their families enjoy.

Emergency Services Health.  
A national, not-for-profit private health insurer that's now here for you and your family - when you need us most.

Who has your back? We do.

For more information visit [eshealth.com.au](http://eshealth.com.au),  
follow us on Facebook or call us on 1300 703 703.

Emergency Services Health Pty Ltd ABN 98 131 093 877



**EMERGENCY  
SERVICES  
HEALTH**

Backed by Police Health



# Contents

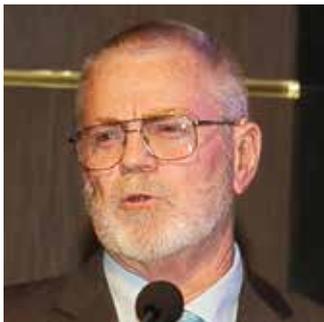
## REGULAR FEATURES

- 4 From the President
- 5 From the Minister
- 5 From the Commissioner
- 7 From the Editor
- 40 NSW SES Region Headquarters

## FEATURES

- 9 Vale Allan Littlejohn
- 10 Elvis Festival Parade
- 13 Operational Training Support Officers
- 13 Marrickville Unit
- 14 NSW SES marches in the Mardi Gras Parade
- 16 The 2017 Hills Hail Event
- 20 State Operations Centre
- 21 Senior Chaplain returns to SES
- 21 Emergency Services Medal Shannon Noel Crofton
- 22 SSR Rescue Challenge 2017
- 28 Agency Exercise VAS ONERO
- 30 Local Controller gets life
- 31 Incident Management Project Update
- 34 RYLA 17
- 36 Art Competition Winners Announced
- 37 Questions and Answers for Influenza immunisation
- 38 'C-Car' Licence Vehicles
- 39 Word Search





**CHARLIE MOIR ESM**  
**PRESIDENT NSW SES**  
**VOLUNTEERS ASSOCIATION**

**T**he body of Ryan Teasdale, the missing Unanderra boy, was found by a SES team after he disappeared whilst riding his body board in his neighbourhood park during the ISR flooding a few weeks ago.

So many hours are dedicated to training, learning, mentoring, engaging and then getting out in the community and 'doing' all of the roles we undertake. We know the risks, and

we know that those risks are not only very real, but unfortunately something that may effects us personally.

Please, continue to do what you do best with compassion, professionalism and dedication; but also take time to be with friends and family- whether they are your SES friends and family or not- and cherish the things most valuable.

Look out for and after each other and if you ever need help, please ask.

“  
**Look out for and after each other  
and if you ever need help,  
please ask.**  
”

## NSW SES Peer Support

The Peer Support team is available to all SES members and their families.

- » Peers are volunteers who are active within their own units and regions
- » Peers have been trained to be a listening ear when you or your family members need that ear
- » Peers have varying degrees of talents, skills and years of service within the NSW SES
- » Some of us are young; some of us are older and come from diverse backgrounds, race, cultures and experience

We are there to listen to whatever

it is that is bothering you: it can be service related, family related or work related. We are a listening ear; there to talk to you and where you can be assured it will remain confidential. Sometimes by just talking to someone you will be surprised at the clarity and sense of relief you will find.

Our Duty Officers in Peer Support are there to take calls from our members and their family. Like any other DO within the service – they are on call 24 hours a day 7 days a week – no time is a bad time to call them. They are there to take calls at

those times when you just need to talk to someone straight away.

We have peers, Chaplains and access to a psychologist depending on your needs.

Please ensure you have the **1800 626 800** number saved in your phones and in the phones of the ones you care about.

Watch this space over the next few publications on more of what we do and who we are. An EOI will be announced later for those of you who would be interested in training to become a Peer Supporter.

**CRITICAL INCIDENT SUPPORT PROGRAM**  
**1800 626 800**

I was truly honoured to be appointed as Minister for Emergency Services.

Throughout my twenty-two years as a policeman I worked closely with many different Emergency Services personnel, and I have always been enormously impressed with the dedication and commitment shown by Emergency Services volunteers and staff.

Since taking on the Emergency Services portfolio five weeks ago, I have met with Acting Commissioner Greg Newton (now Deputy Commissioner), Charlie Moir, and visited your new Wollongong headquarters to welcome the Commissioner Mark Smethurst. I look forward to developing a strong and

productive working relationship with the SES and SES Volunteers Association.

The new SES headquarters is coming along well, and represents this Government's commitment to supporting the SES. The new HQ will be an excellent facility, capable of adequately handling the surge requirements during significant emergency events. I am certain it will serve the SES well for many years to come.

In the next few months I look forward to hearing more from the SES volunteers and staff as I travel across the state visiting units and regional headquarters.



**TROY GRANT MP**  
MINISTER FOR  
EMERGENCY SERVICES

## FROM THE COMMISSIONER

Dear Members, I write this as my third week as NSW SES Commissioner comes to a close.

After 35 years in the Australian Army, the decision to join the NSW SES as your Commissioner was obviously a significant one for me. However, the values that held true for me in the Army are also what attracted me to the NSW SES. Being part of an organisation with a proud history of community involvement and service, borne from the need to protect and assist individuals and communities in times of emergency and natural disasters.

From my background research, and through talking with members, I can appreciate that the Service has previously been through some years of instability. I want all of you to understand that this legacy no longer applies to the NSW SES I see today. Greg Newton has done an outstanding job acting in the Commissioner's role over the past 13 months, aided by the Strategic Leadership Team in maintaining focus and steering the Service towards a bright future. Operationally, our response to the community has never skipped a beat as we responded to East Coast Low storm events and major Western Flooding—all in addition to our daily rescue and response activities.

I recently met with President, Charlie Moir ESM, where we reinforced our shared commitment to driving and

championing issues that matter most to our volunteers. I look forward to working with the NSW SES Volunteers Association in the spirit of openness and collaboration, with involvement by members in all facets of our organisation.

From the NSW Government's perspective we have the confidence and ongoing support of our new Emergency Services Minister, the Hon. Troy Grant MP. I have met with Minister Grant several times now and he assures me that he trusts us to continue doing the great work we do and will be a champion on our behalf in Government. This mutual trust is something you have all contributed to building and I thank you for it.

It goes without saying that people who join the NSW SES thrive on challenges. This is the energy that binds us as a team, drives us to respond, to take on large and complex projects, and to innovate. However, sometimes we need to simplify our efforts to ensure we maintain focus on core functions. As such I have highlighted the following as three main priority areas for our business:

- » Recruitment and Retention;
- » Training; and
- » Operational Capability.

This prioritisation will ensure that we can provide the right level of Service delivery to the communities that depend upon us. In the coming



**MARK SMETHURST DSC, AM**  
COMMISSIONER

months I will explore how these focus areas are being developed across the organisation and how we can better address some of our issues to enhance capability.

Recently I was asked what TARPS meant to me, my answer was simple – *live by your values and demonstrate them*. This responsibility belongs to every member of the Service and is what drives a culture of teamwork and trust. Of our core values, the one that influences our culture the most is respect. If we have mutual respect we are one organisation, and that is where our strength lies.

I look forward to meeting with you as I undertake visits to Regions and Units in the coming months, and to working productively with the NSW SES Volunteers Association, as we continue to grow our proud and respected emergency service.



# Perfect Setting. Great Company. Generous Savings.

Whether you're looking for a lazy breaky, a spot for a family lunch, or a place that is filled with burgers and banter, we've got you covered for all occasions.

As a NSW SES Volunteers Association Member you have access to up to 400 participating restaurants offering great discounts and savings.

For further details, contact NSW SES Volunteers Association Member Advantage: call 1300 853 352 or visit [www.memberadvantage.com.au/nswsesva](http://www.memberadvantage.com.au/nswsesva)

# From the Editor

**PAT JOHNSON ESM**  
EDITOR

**R**ain, Wind and Hail. When will it stop! What a busy couple of months, finishing off with the severe weather event last week in Sydney Western Region. Mt Druitt Unit was hardest hit with over 340 RFAs. Sydney Western Region required 128 teams over three days to complete 874 RFAs in the region.

Now we are receiving heavy rain from the tail end of Cyclone Debbie all along our eastern coast line.

Attached is a photo of our new Commissioner Mark Smethurst leading the way with our flu vaccination program.

We plan in the September edition to go pink for breast cancer, if you have any stories or suggestions can you give me a call on 0408 161 018 or email on [pat.johnson@nswsesva.org.au](mailto:pat.johnson@nswsesva.org.au)



## Volunteer's Members Update

The office has been working on updating the Member Data base to ensure that we have all the correct contact details for our Members. If you need to update your details please either email the office at [office@nswsesva.org.au](mailto:office@nswsesva.org.au) or call on **1300 073 782**.

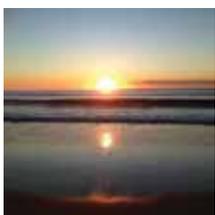
Open daily 6am - 3pm

### Terrigal

Located under the Terrigal Surf Lifesaving Club, right on the beach

**SURFCafe**

Proudly supporting the efforts of our SES Volunteers in serving the community



Ph: 02 4384 6283 | 1 Terrigal Esplanade Terrigal NSW 2260

**GIVE BLOOD.  
GET A  
BISCUIT.**



To donate, call **13 14 95**  
or visit [donateblood.com.au](http://donateblood.com.au)

**+** Australian Red Cross  
**BLOOD SERVICE**



**A revolutionary solution for large area illumination**

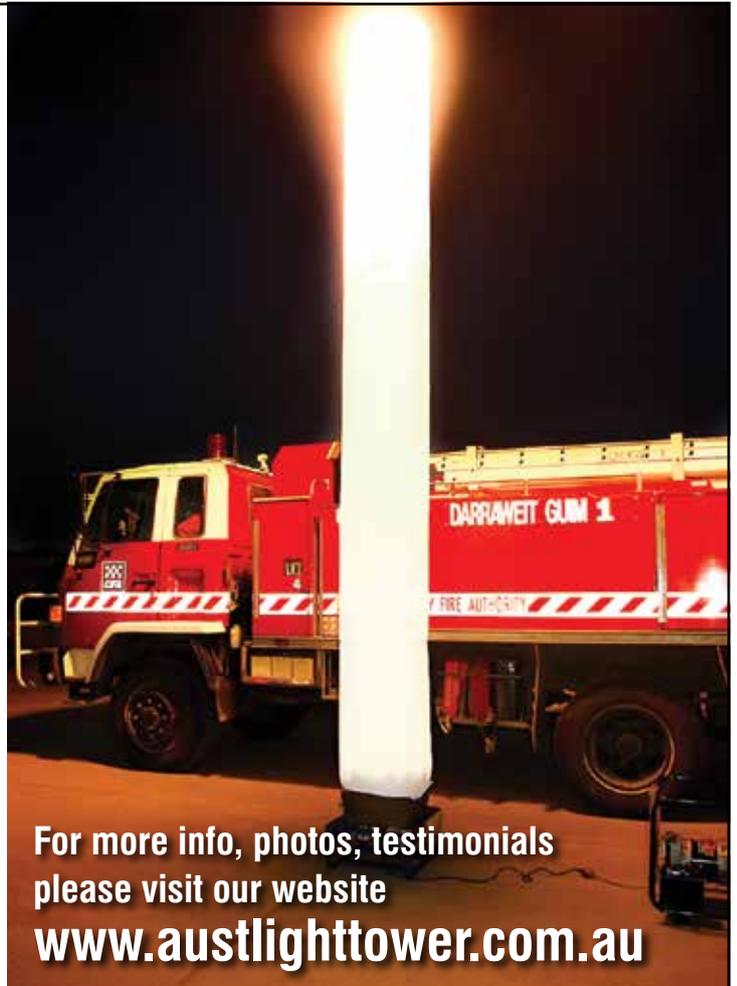
- Simple and rapid deployment by one person in under 1 minute
- Proven performer in the harshest conditions
- Able to operate independent of infrastructure
- Easily transported in the boot of a car
- Unprecedented lighting coverage of up to 10,000m<sup>2</sup>

**The Light Tower is currently in use with:**

- AFP Australian Federal Police
- Department of Defence (RAAF)
- Civil Airports
- Government Emergency Services
- Roads and Traffic Authority
- Law Enforcement
- Fire Services
- Local Councils
- Advertising and Promotional
- SES (State emergency Service NSW)
- RFS (Rural Fire Service)
- CFA (Country Fire Authority)
- ERGON energy (QLD)
- RoadTek (Department of Main Roads QLD)

Distributed By  
**AUSTREC INTERNATIONAL PTY. LTD.**  
 100 QUEEN STREET, BEACONSFIELD  
 NSW 2015 AUSTRALIA

Email: [info@austlighttower.com.au](mailto:info@austlighttower.com.au)  
 Ph: (02) 9698 0177  
 Gennady Lipkin: 0412 156 795



For more info, photos, testimonials  
 please visit our website  
**[www.austlighttower.com.au](http://www.austlighttower.com.au)**



**Oven baked cookies made fresh by hand and sent straight to your door.**



57 Oliver Street, Bexley North, NSW 2207

**Mob: 0468 352 856** [www.oven2u.com](http://www.oven2u.com)

Proudly supporting the SES Volunteers. [Find us on f](#)



**Specialists in Wireless Alarms For:**

- Driveways & Rural Properties • Commercial Premises
- Industrial & Factories • Residential

Easy Installation • No Electrician • No Trenching or Wiring



**STOP INTRUDERS  
 BEFORE**

**THEY ENTER**

M/L: 000 101 227

**[www.alarmaustralia.com.au](http://www.alarmaustralia.com.au) | 1300 766 805**

# Vale Allan Littlejohn

## 19/03/65 – 18/01/17



It is with great sadness that we advise of the passing of Allan Littlejohn.

Allan joined the NSW SES at Tibooburra on January 15, 1996. He was highly active in the Rescue Section and accredited as a General Land Rescue Operator in 2001.

On August 2, 2004, Allan was appointed as the Local Controller placing him in charge of the biggest single area in NSW and without a doubt, the most hostile. When Allan took over the Unit, the Headquarters could only be described as substandard, the membership was insufficient and there was no Local Government to provide resources or support. Under Allans' leadership, the Packsaddle Unit evolved – first as a point of presence and now as a remote Unit of great strength.

The Unit was able to obtain some support from the Tibooburra Village Committee and a small amount of support from the Western Lands Commission. With a great deal of support from the NSW SES and then Director General, Brigadier Philip McNamara, a fleet of 3 vehicles were obtained. The vehicles were second hand. One is still in service today.

He was a highly regarded Trainer and Assessor producing quality operators. His passion was always rescue resulting in him maintaining training and assessment qualifications in both General Rescue and Road Crash Rescue.

For his outstanding efforts, Allan was awarded the Director General's Commendation for Service in 2008.

Allan was a true champion of the NSW SES and influenced the way we manage remote operations today.

His determination extended to the biggest fight of his life. Having been diagnosed with a terminal illness nearly 7 years ago and being given 6 months to live, he fought hard until he had nothing left to give.

That is the same determination that he served our Agency and his Community with.

Allan is survived by his life partner and current Tibooburra Local Controller Jennifer.

The roads are long and remote but your journey is now pain free.

Rest in peace Allan.

## NSW SES Volunteers Association's Committee Members

### NOMINATIONS COMMITTEE

Charlie Moir  
Neville O'Malley  
Paul Kaye  
Kristine McDonald

### GRANTS COMMITTEE

Charlie Moir  
Greg Perry  
Glenn Wran  
Frank Wilson  
Andy Adams  
Teddy Haryjanto

### PRESIDENTS STRATEGIC COUNCIL

Charlie Moir  
Greg Perry  
Paul Maher  
David Lane  
Warwick Cary  
Ken Speer  
Daryl Marshall

### AWARDS COMMITTEE

Peter Lalor  
Warwick Cary  
Michelle Jenkins

### RISK AND COMPLIANCE COMMITTEE

Charlie Moir  
Andrew Edwards  
Alina Tuladhar  
Kim Edwards  
Colin Walker

### WELFARE COMMITTEE

Mark Darling  
Paul Maher  
Hori Howard  
Philip McNamara  
John Heath  
Jenny Slater  
Mark Morrow  
Warwick Cary  
David Lane



# Elvis Festival Parade

**E**ach January in Parkes NSW, some 15,000 Elvis fans line the streets of Parkes to witness the annual Elvis Festival Street Parade. The centrepiece of the Parkes Elvis Festival, the parade includes all manner of Elvis walking, riding, driving and dancing on a vast range of vehicles. It attracts regional, national and international media coverage.

In the early days, marshalling the parade fell to the Elvis Festival volunteers. In 1996, the Parkes Unit was asked to assist the Elvis Festival volunteers marshal the parade. We had 10 to 15 members to marshal the whole main street. With growing crowd attendance and participation in the parade, it quickly became apparent a more structured approach was required for the safety of Parade spectators and all others concerned.

In 2009, Parkes Shire Council established a parade planning group with the objective of improving the safety of the parade for participants and spectators alike. The parade planning group included local State Emergency Service personnel, key council staff and volunteers from the Elvis Festival committee, each with their own unique perspective on the parade.



SES members from across NSW assist Parkes Unit with marshaling at the Elvis Festival Parade.



The brief was to ensure safer roads, safer people, safer vehicles and safer speeds. It's fair to say in the past we did have our share of moments with people running out in front of floats, lollies being thrown from vehicles, people not sitting safely inside

the vehicle and so on. Things have improved since then. The planning group implemented barrier mesh along the parade corridor with the SES manning pedestrian crossing points that were closed during the parade. Parade participants were encouraged



to sit safely inside vehicles and on enclosed trucks and not throw lollies out to the visitors. Disembarkation was also looked at so that people who walked in the parade would be separated from vehicles as they were being parked.

The Parkes SES were approached again in 2010 and asked if we could consider getting more members to assist as tourist numbers were expected to increase significantly. We discussed the situation with our Region HQ and were granted

permission to invite other units across the state. The condition was that Parkes unit would ensure the welfare of all members who attended and members would pay their own costs.

» continued on page 12



### » continued from page 11

Considering they would be bunking on the floor of our shed and having to pay their own way, I was sceptical that anyone would come! Fortunately, we were able to get about 35 SES members to assist with the parade that year and the parade attendance was well over 10,000.

Between 2011 and 2016 the growth in the number of SES members coming to Parkes for the parade was steadily increasing, primarily by word of mouth. Members returning to their units and relaying their experience to fellow members and other members across the state. They also assured everyone they would enjoy the hospitality at Parkes and have a great time with minimal work.

The 2016 Elvis Festival saw visitor attendance at the parade exceed 18,000 visitors. The SES attendance grew to 55 members. In 2017 with Elvis Festival celebrated its 25<sup>th</sup> year. Attendance was estimated around 25,000 spectators from not just Australia but all over the world. We had 65 members on the ground to help with the smooth running of the parade.

The 2017 parade has been said to have been "the best ever" in the way that it ran. It was pleasing to see was that the members who came all the way to Parkes to help out had a really good time before, during and after the parade. A debrief was held after the parade followed by a sausage sandwich lunch. Most of the team then went off



to enjoy more Elvis Festival sights and concerts throughout the afternoon and into the evening.

It is important to recognise the support that has come from a number of areas. Parkes Shire Council, Lachlan Region headquarters, the SES Volunteers Association and of course the Regions and Units where the members came from. The SES Volunteers Association have come to the party again this year and provided hats and t-shirts for each participating member as a way for Parkes Unit and the SES Volunteers Association to say thank you to those who attended and put such a fantastic effort in some very warm weather.

The Parkes Unit would like to thank everyone who assisted us with

marshalling the parade this year. It is really great to see a bunch of people answering the call and coming from all over the state to participate in such a big event in regional NSW. For a town like Parkes with a population of around 12000, to get an influx of visitors around 25000, has a huge impact on the towns businesses and facilities.

We would like to encourage people to come along and enjoy our hospitality and take the opportunity to have a great time while only having to spend a few hours working. I can guarantee if you do come up to help with the parade, you will have a great time. Just ask anyone who has been here.

**By Phil Snow**  
Local Controller, Parkes

# Operational Training Support Officers

**N**SW Operational Training Support Officers (OTSO) completed their first phase of Induction, including Professional development with PT hydraulics last week. OTSO will be assisting with Region/Unit GLR Training & Assessment in the coming months, and supporting existing trainers and assessors in units, an exciting new initiative to continue to support our Regions & Units in building and sustaining Operational Capability.



## Marrickville Unit

**T**he Marrickville Unit has a new addition to its new facility at Sydenham Green. We now have an automated gate which was a grant from the NSWSES Volunteers Association.

The automatic gate motor has improved the safety and convenience of volunteering enormously at Marrickville SES. Before, we'd have to stop in a busy narrow lane and manually unlock/lock the gate as we'd arrive/leave, blocking the whole lane. It also stops us getting wet when it's raining, we all know how SES people hate the rain, lol.

We've had it set up with a keypad entry, a floor pad you drive over to exit, as well as keyed electrical lock to permanently opened it mounted on the inside of the gate (no remotes, although we could add them later).



Little additions like these make a massive difference to the volunteering experience and applying and receiving the grant with the Volunteers Association was made very easy, (the trades people were another story).

This new addition will save the members getting out of their

vehicles when it is pouring rain to unlock the gate it has only been in operation for a few weeks now and the main benefit have been increased the security to the members and their vehicles during operations.

Thanks SES Volunteers Association for supporting the Volunteers.



All photos by Samantha Cantwell.

# NSW SES marches in the Mardi Gras parade

A great time was had by NSW SES members who marched in the 2017 Mardi Gras parade on Saturday 4th March. This is the 9th year the Service has marched, and this year over 90 members, including staff and volunteers, participated from metro and regional areas across the state.

The members brought to the parade plenty of energy and colour with their vibrant rainbow flag t-shirt paired with their orange field pants, along with a brightly decorated NSW SES rescue truck prepared just for the parade.

NSW SES Diversity and Inclusion Officer Jennifer Finlay said this was an opportunity to celebrate the diversity of our country and within the NSW SES.

"The event provided an opportunity to NSW communities to recognise the efforts of all of our volunteers, and all of the emergency services in NSW, who



are ready to protect the community every day of the year", said Ms Finlay.

"The reception we received was enormously encouraging for our volunteers as the community is very grateful for the support we provide to those in need.

"The night also provided an opportunity for our volunteers to spread the word about flood and storm safety", she said.

Marching in the Mardi Gras parade is just one of the ways NSW SES encourages an inclusive culture across the Service. While each year there are limited places for members to march, NSW SES Pride Pins are available for all members to show their support for gender and sexuality diversity. To get a pin contact [diversityandinclusion@ses.nsw.gov.au](mailto:diversityandinclusion@ses.nsw.gov.au) or phone 02 4251 6595,

NSW SES MARCHES IN THE MARDI GRAS PARADE





# The 2017 Hills Hail Event

**S**hortly before 4:00pm on Friday, February 17, saw a storm cell develop in Sydney's North West the like of which, thankfully, has not been seen for sometime. The clouds opened up and delivered a dump of hail which proceeded to unleash a pounding, creating a trail of destruction that stretched from Rouse Hill through to the Northern Beaches as the cell marched in a north easterly direction.

Within minutes social media was abuzz with images that showed amazing scenes of enormous hail crashing down into yards and residents ducking for cover. Pictures of hail sitting in the palm of peoples hands beside cricket or tennis balls gave scale and perspective to the potential

damage that awaited the first SES crews that were tasked to the requests for assistance that almost immediately flooded the 132 500 call centre.

As field operators arrived in the area, the longer term members, were having flashbacks to 2007 and 1999. They knew straight away what they were in for. The scene was familiar, the streets had a covering of "green confetti" over everything. Millions of leaves, which had been shredded from trees and shrubs, were now littering the ground, as if an 'eco-friendly parade' had just passed through. The pungent aroma of eucalyptus was still quite strong in the air, another indicator. It was the sight, however, of car windows with holes you could put your fist through and roofs with jagged

tiles, distorted at weird angles that told the real story. This "parade" was far from friendly and the clean up was going to be prolonged and challenging.

Driving into Kellyville about one hour after the storm had hit it was hard to miss the sense and feeling of despair of residents as they stood looking at their damaged cars, shoulders slouched, and hands on heads as they turned to look at the damage to the rest of their property. While many residents were simply overwhelmed by the scale of destruction there were a handful already on roofs doing what they could to be resilient making small patches and replacing tiles where they could. There was however, a couple of that managed to find a lighter side to the devastation. One homeowner



with an immaculate lawn, now sporting many huge craters, was heard quipping that he was the proud owner of the “biggest 18 hole putting green in the Hills”, his only wish was that he “had enough flags to stick in the holes”!

After initial reports of wide scale destruction filtered back to Sydney Western Region a helicopter from the Rural Fire Service was organised to carry out a rapid impact assessment. The chopper carried Hills Local Controller Evelyn Lester and Sydney Western Region Controller Peter Cinque aloft the areas of Rouse Hill, Kellyville, Beaumont Hills, Castle Hill and Glenhaven. It was noted that damage was extensive but thankfully relatively contained to the first of these three suburbs inspected.

Unfortunately though the storm had also caused a trail of destruction through Sydney Northern Region as well as tracked toward the coast as they too experienced large hail and damaging winds.

In the first 24 hours after the storm The Hills Unit, other Sydney Western Region (SWR) Units, NSW RFS and FRNSW committed as many available resources they had available to start the clean up. Sadly though it became clear that the tasks were much larger than most storm operators had previously encountered. The jobs were

taking a long time to complete, teams were spending an average of 2 to 4 hours on tasks and only completing 2 or 3 jobs in a shift! In the first few days the pace of tasks coming in was significantly exceeding the completion rate and the ‘Lighthouse Scoreboard’ was not a pretty sight. Thankfully though the call for Out of Area crews went out and volunteers from as far a field as Broken Hill, Eden, Albury and Barraba arrived, with most regions represented in #hillshail event.

» continued on page 18



» continued from page 17

Some units even sent multiple teams over a couple of deployments!

Throughout the event one thing has been consistently raised from all field personnel is the complexities of the tasks. One SWR volunteer affectionately coined the term “Mc Mansions”, and it is a fair description. All the houses are massive, they have multiple levels, up to 3 stories, multiple pitches, huge aerials, solar panels, satellite dishes, whirly birds, stink pipes, and even the odd gargoyle! Each roof has had an average of between 50 to 200 broken tiles. Another curve ball has been lack of anchor points for height safety systems. Crews have had to improvise using constructed, roof structure and load sharing anchors to achieve a safe working at heights environment. FRNSW even used their platform buckets as anchors! When you combine these factors it is easy to see why

some jobs were taking up to 7 hours to complete. Incredibly the longest one was one of the last jobs, it took a crew of 20 volunteers from 8 different units nearly two full days to complete!

Mother nature has also been less than accommodating with rain falling over the area of operation most days, cruelly managing to keep the pace of completion at the same rate of new jobs coming in. Crews started off each day, especially in week 2, with a glance at the jobs remaining. Most days, the job outstanding count seemed to be hovering around the 90’s mark. So with that figure in mind and the knowledge that there were quite a few crews in the field they would head off expecting to see a significant drop in the tally when they clocked off. This was not the case however, because when they had a quick squiz at the board they would see a number that was only 1 or 2 jobs less! A demoralising realisation that they were swimming against the

current! However, no matter how disappointed they may have been at the unchanging tally, the crews were not disheartened and they continued to turn up day after day and get stuck in to the work at hand.

On Wednesday, March 1, there was some hope of clearing the board altogether and better still this was going to coincide with a visit from Dep. Commissioner Greg Newton who was coming up to have a visit and check on the troops. With a little exuberance from the expected “finish” and planned visit, some typical cheeky Hills banter quickly raised it head as “Mr Newton” was scrawled onto the teams white board! Greg was going to be Team Leader on Hills 36! His name sat on the board all day until he arrived late in the afternoon. However, his timing was perfect and his travel companion unexpected.

Greg arrived just as the last few remaining jobs were tasked, hence missing his chance to star on a team,



but the fact he has brought the new Commissioner Brigadier Mark Smethurst was a surprise that was relished by the Hills IMT and crews who were on some down time at base. On his third day into the job, Mark's visit to the Hills Unit was actually his first unit visit, the knowledge of this brought a smile to the boss's face, Evelyn, was justifiably chuffed. Mark was given a tour of the unit, a briefing of the situation, had a chat with the crews and even posed for a few pics, including some cheeky selfies!

The fist pumping at the "completion" of tasking was short lived unfortunately, because not 15 minutes after Greg and Mark had left the building, the dreaded sound of 'beep beep beep beep beep' could be heard across the ops centre. Three

new jobs drew a collective sigh, but the knowledge of a looming East Coast Low for the following weekend was more concerning. Everyone knew what was about to unfold, many senior Hills members have seen what happens before and the predictions were spot on. The next few days saw some significant dumps of rain and with that another 200, or so, new jobs resulting from residents that were unaware they had suffered roof damage from the initial storm. Another long weekend was the result.

Week 3 saw some light appearing at the end of tunnel. A final request for OAAA assistance brought some fresh crews eager to get stuck into the remaining tasks. The weather was kind and the jobs, for the time being, stopped coming in but not before

receiving over 1,350 requests for assistance over this period.

In a display of resilience, the Hills Unit are still manning crews daily, as they have done every day since the start of the event, to knock over the small trickle of jobs still coming in. With morale and enthusiasm continuing to remain high, local crews are hopeful the worst is over and look forward to business as usual and normality returning.

There are too many people involved to thank everyone individually but the unit members and residents of The Hills District are extremely grateful for the assistance they received during the past few weeks. Hence, to ALL those involved, from out of area volunteers, to region and state staff, to the members of NSW RFS and FRNSW, a collective shout out of "THANK YOU" for a job well done. Your help has been truly appreciated.

**By Damian Hofman**  
Hills Unit member

# An important announcement from your State Operations Centre

**T**he NSW SES State Operations Centre (SOC) and Operations Centre (OC) were recently combined into one entity, now known as the State Operations Centre (SOC). What does that mean to you as our members? The truth is from your perspective not much will change. We will continue to take 132 500 calls from the NSW Community, enter jobs onto Beacon and dispatch jobs to you across NSW. We will continue to monitor radio communications and rescue tasks. The Duty Operations Officer (DOO) will assess the strategic response required for flood, storm & tsunami's and together with the State Duty Operations Controller (SDOC) determine when we need to provide you with state based logistics, planning, public information, intelligence, operations & finance support.



The main change you will notice is that on 6 April 2017 our Beacon messages should start to change from Regards, "OC" to Regards, "SOC". On the 6 April 2017 we will also change our radio call sign from "OC" to "State Operations". Keep an eye out for some of our promotional work regarding our name change which will be distributed out to Regions and Units. There is a

SOC puppet video, which was created as a fun way for you to all remember our name change. A link to the SOC puppet video will be distributed in Member Connect on Monday 3 April 2017. If you have any questions, don't hesitate to get in touch, we are open 24 hours a day, 365 days a year and we pride ourselves on supporting our members and the Community of NSW.

## Help us show the great work you do with the community

**T**he Community Engagement team are looking for Units who would like to measure the impact of their next event or activity with a focus on measuring action, resilience and/or trust. Using our new measurement tool which is available as an email, online or iPad survey, we will provide information and support to help prove and improve the value and impact of your community engagement efforts. So when planning your next activity why not consider the benefits of using this tool. If you would like to measure your Community Engagement activity, contact Emma Davis on emma.davis@ses.nsw.gov.au or 4251 6688.

### THE WAY SOCIALSUITE WORKS

The new CE tool is the survey platform Socialsuite. You collect feedback from the community, SES members, community champions,

stakeholders etc. to measure the activity or program's impact This is done via an iPad survey with or without connectivity, email surveys (useful for feedback on training or follow up to an activity for the community or members involved in your activity) or online surveys. As a tool for community engagement it is best used where members were able to have the conversation with the community.

When building your survey the question bank is categorised into five outcomes (Awareness, Knowledge, Trust, Resilience & Action), which is being used to structure the data collection, analysis and reporting. There is the flexibility to add new questions under the existing outcomes, however at least 50% of the survey questions in your survey needs to come from the question bank. Community Engagement is looking at programs or activities to further pilot the tool



to ensure that we're happy with how it's working.

The benefit of using Socialsuite is that it shows the Unit Controllers, Region Controllers, Managers and the Senior Leadership Team what community engagement activities have been done at individual units and regions and their impact. It will also help to measure the effectiveness of engagement and preparedness strategies.

**Emma Davis**  
Community Engagement Officer

# Senior Chaplain returns to SES

**S**teve Hall, our senior Chaplain has returned to the NSW SES after his yearlong secondment to the Australian Institute of Police Management (AIPM). Steve's name was put forward to the Australasian Fire and Emergency Services Authorities Council (AFAC) in late 2015 and he was successful in winning the position from a number of other applicants to take up a role as a Visiting Fellow (VF) at AIPM for 2016. It had been a number of years since AFAC had a VF and the first time that the NSW SES had won a position at AIPM. AIPM deliver a range of leadership products to the police and emergency services community across Australia, New Zealand and the Pacific.

Over the course of the year, Steve worked very closely with Fire & Rescue NSW to develop and deliver a suite of

products for their retained captains, station officers and inspectors. He also worked with a number of agencies to deliver higher level academic programs and the strategic command program. And he represented AFAC in a number of different forums. Steve is seen here with Stuart Ellis from AFAC and a group of AFAC students completing the Graduate Certificate Program.

The intention of the Strategic Leadership Team (SLT) on Steve's return is to take advantage of the significant learnings from the



secondment to benefit the Service. Steve has been tasked to head up a project to develop a leadership framework for the entire service. This will require him to work closely with the leaders of other current projects, particularly the Incident Management and Controller Development projects, to get the best benefit for the members.

---

# Emergency Services Medal Shannon Noel Crofton

**M**r Crofton joined the New South Wales SES with the Sutherland Unit in 1989 later moving to the Sydney Southern Region Unit in 2009, where he is currently the Flood Rescue Officer. He is also a full-time firefighter with Fire and Rescue NSW.

His contributions to both agencies have seen him involved in a range of activities which have improved the services provided to communities of New South Wales during many natural disaster events. As an SES volunteer, his commitment to assist and collaborate with the volunteer population within the NSW SES has been instrumental in the Services' progress and provided benefit to volunteers in terms of peer support, guidance and personal development.

He has played an integral role in the development of Flood Rescue in the NSW SES over a number of years through his involvement in the NSW SES Flood Rescue Working Group. He developed and has continued to build the Flood Rescue capability in the Sydney Southern Region. His approach



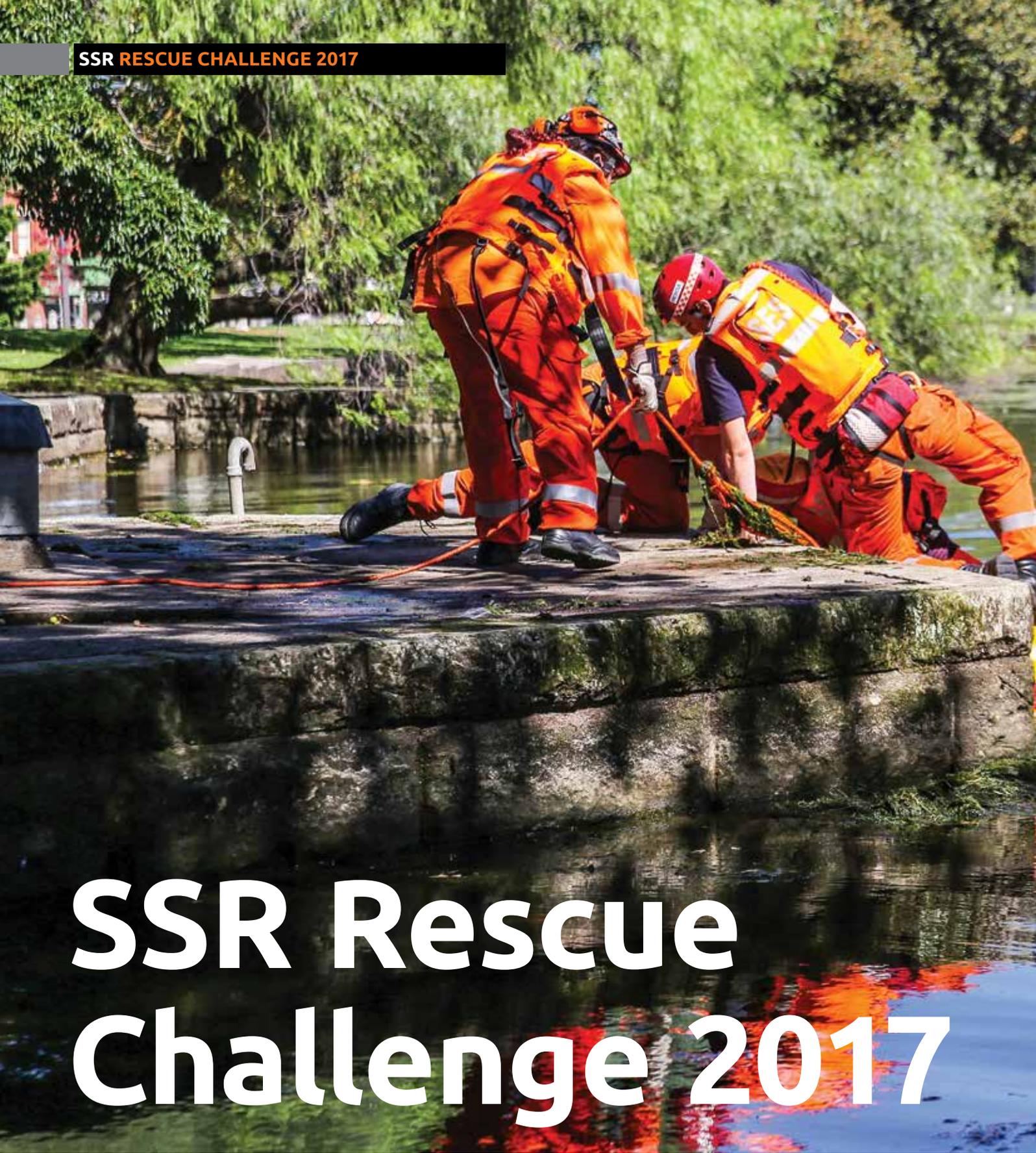
is holistic and inclusive and swift water technicians in the NSW SES have benefited from his experience and research as a result.

In 2011 he received a Churchill Fellowship and visited the USA and Canada to research current best practice in helicopter utilisation for flood rescues and he has presented at a number of International conferences. Following his return to Australia he shared his knowledge in a multi-agency workshop across a number of emergency service organisations. In 2012 he was awarded the Higgins and Langley Memorial Award

for Outstanding Achievement in Swiftwater Rescue - the first time this prestigious award has been presented to someone outside the United States.

In early 2014 he co-organised and facilitated the NSW SES Volunteers Association and NSW SES Roadshow. This was undoubtedly the biggest undertaking to gather member feedback and input in the 60 year history of the NSW SES. He took 3 months off work to attend every one of the 21 Roadshows at locations throughout NSW covering 14,000kms in the process. Following the Roadshows he produced a 325 page report which was presented to the NSW SES Commissioner and distributed to all NSW SES Units.

Additionally, Mr Crofton's passion for SES volunteers and the work they do saw him take on a part-time role as Advocacy Officer with the NSW SES Volunteers Association in 2014. In 2015, Mr Crofton was recognised by Rotary as the Emergency Services Officer of the year.



# SSR Rescue Challenge 2017

**O**n Sunday, March 12, Sydney Southern Region held their biannual rescue challenge at Allianz Stadium in order to select which unit would get to represent SSR at the 2017 State Disaster Rescue Challenge, planning for this event took 8 months as the region decided to hold a multi-agency briefing at the challenge to engage other agencies

while showcasing our capabilities at the same time.

The eight teams that were competing on the day had already gone through a qualification scenario as 13 of the SSR units had wanted to participate in the challenge but there was not enough hours in a day to accommodate this, in future we will be looking at holding a two day challenge.

The teams tackled eight scenarios including Flood Rescue, USAR, Mass Casualty, Rescue from Heights & Depths and Lifting and Stabilising to name a few. Teams did well across the board and should be proud of their efforts, this was a sentiment held by our judges which included representatives from NSW SES, ACTES, FRNSW, Police RBDU, ASNSW and Aviation Rescue Fire Fighting.



All photos by Damian Hofman.

We ended up with some high level involvement from other organisations at our briefing which included The Minister for Emergency Services, Deputy Commissioner NSW SES Greg Newton, City of Sydney Council Emergency Planning Officer, Westpac Life Saver CEO, and assistant commissioners or capability managers from Police, FRNSW and RFS. On top

of this the ADF sent a Major General to represent them.

The other agencies liked what they saw and SSR will be likely to hold specific training events with all of these organisations. A special thanks go to Westpac Life Saver as they provided the perfect ending to the challenge by delivering the rescue challenge trophies via

helicopter to the stadium for the presentation.

A special congratulations to Marrickville Unit who were victorious on the day. They received their silver trophy from NSW SES Commissioner Mark Smethurst.

**Paul McQueen**

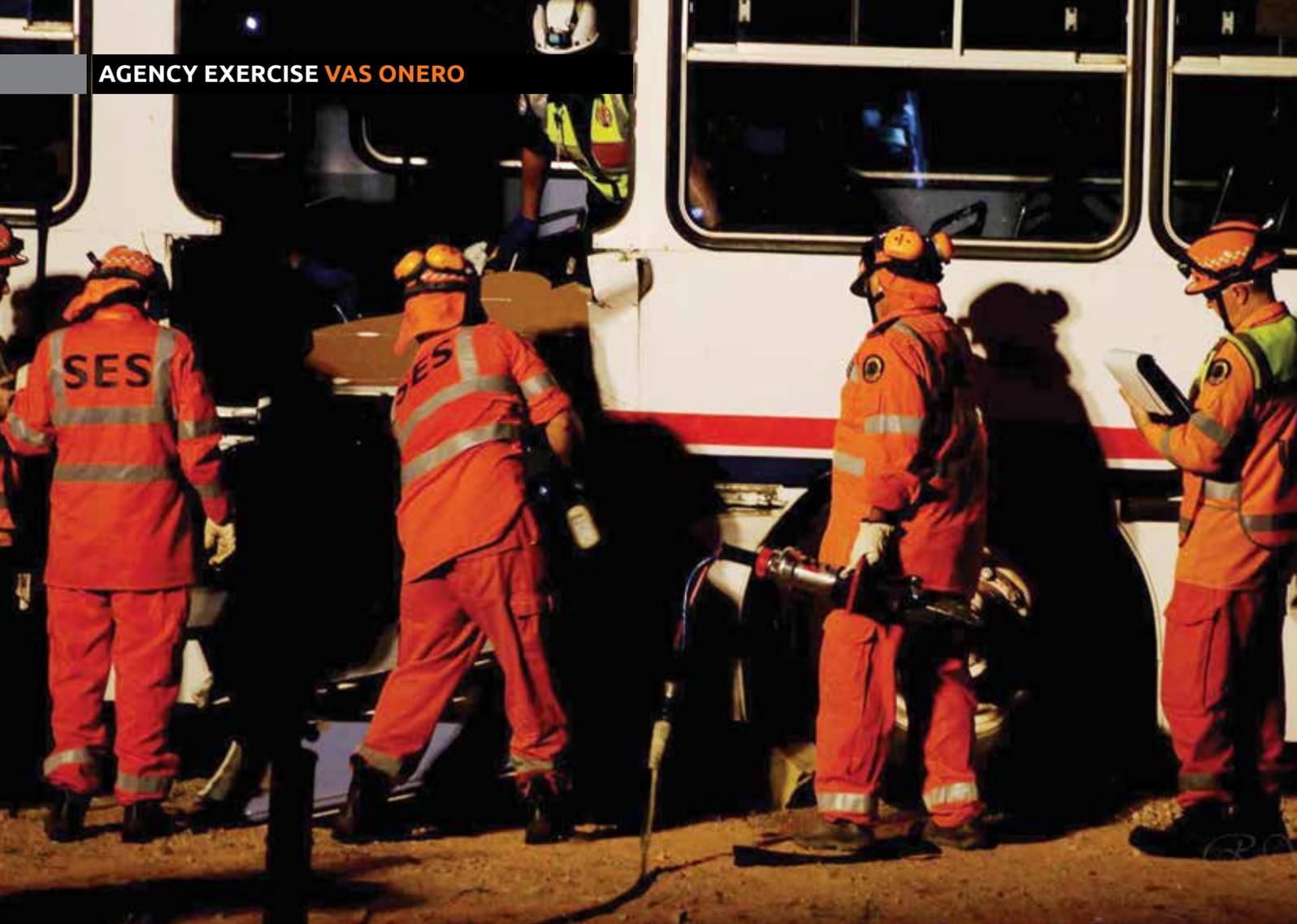
Region Learning & Development Officer











# Agency Exercise VAS ONERO

**N**SW SES members from Tibooburra, Packsaddle and Broken Hill units attended the multi-agency exercise overnight in Packsaddle, which incorporated a large scale remote incident some 250kms from Broken Hill. Multiple NSW Emergency Services including agencies such as Royal Flying Doctor, Defence, Health and animal management services, were also further injected into the scenarios which completed late last night, with service hot debriefs on site, and again this morning. With positive learning outcomes across all agencies evaluations will be completed across service in the coming weeks. Congratulations to the Far West team for coordination of planning and delivery through Marc Coulter and Rod Whalan and these Units who put a lot of time into setting these scenarios up. Well Done.



**By Robbie Landon**

Operational Capability Assurance Officer





# Local Controller gets life

**A**fter more than 47 years as a volunteer, Mount DrUITT Unit SES (State Emergency Service) Local Controller, Peter Lalor ESM, has been made an Honorary Life Member of the NSW SES.

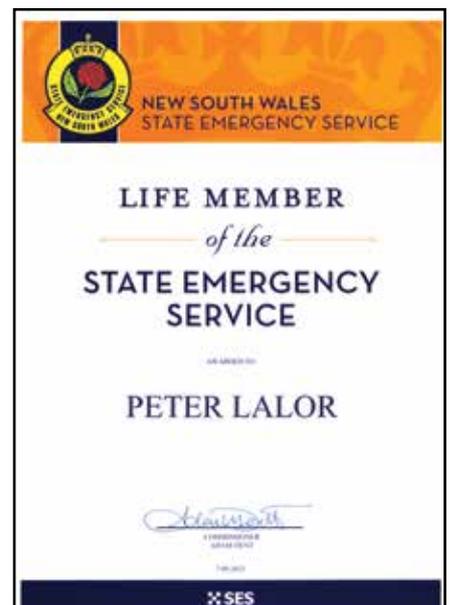
Honorary Life Membership of the SES is awarded to members who are deemed to have made an outstanding contribution to the Service. Peter's contributions include as a senior member at Burwood and Blacktown SES Units, a term as the Division Controller for Sydney Western Division, 20+ years at Mt DrUITT, operational control roles at Thredbo in response to the landslip, the Sydney Hailstorm, the Dubbo Hailstorm, the Mount DrUITT Hailstorm that coincided with the Blacktown Hailstorm as well as many non-operational roles in contributing to training and assessment used throughout NSW and the

development of uniform and protocol policies and manuals.

The certificate and insignia were presented on behalf of the Acting Commissioner by Assistant Commissioner Kaylene Jones, the Director for Regions East (i.e., all the NSW SES Regions East of the Great Dividing Range) at a function at the Toongabbie Sports and Recreation Club at a meeting of the Local Controllers of SES Units in Sydney Western Region, together with their Deputies and staff and volunteers from the Sydney Western Region Headquarters.

The photo was taken by David King, Deputy Controller Hawkesbury Unit, NSW SES.

In October 2016, Peter was also honoured by Edmond Atalla, MP, in the Legislative Council with a 'Community Recognition Statement'.



# Incident Management Project Update

**Introduction to AIIMS-4** is available! The Incident Management Project in conjunction with Training and Education are pleased to announce that Introduction to AIIMS-4 is now available.

The course, accessible through SAP, allows participants in their own time to learn about AIIMS and the role of an Incident Management Team.

Instruction on how to access Introduction to AIIMS-4 can be found on EOS in the Introduction to AIIMS-4 TRK.

USBs will be available soon for areas with limited internet access, more information on these will be distributed in future editions of Member Connect.

The Incident Management Project has been working on two AIIMS-4 Courses. The first to be released is Introduction to AIIMS-4, the second course will be AIIMS-4 Principle and Functions.

Members who have previously completed Introduction to AIIMS-3 and the SES AIIMS 4 Moodle will automatically be recognised as having completed Introduction to AIIMS-4, however if members have only completed one of the previous courses they will be required to complete the new Introduction to AIIMS-4 course.



**AIIMS-4 Principles and Functions** is a blended learning solution that includes online learning, multiple choice and written answer assessment as well as a single day scenario based assessment. This course includes all of the content in Introduction to AIIMS-4 and in addition details each of the AIIMS functional sections, their responsibilities and interactions. Successful completion will result in a statement of attainment in 22202VIC Course in The Australasian Inter-service Incident Management System.

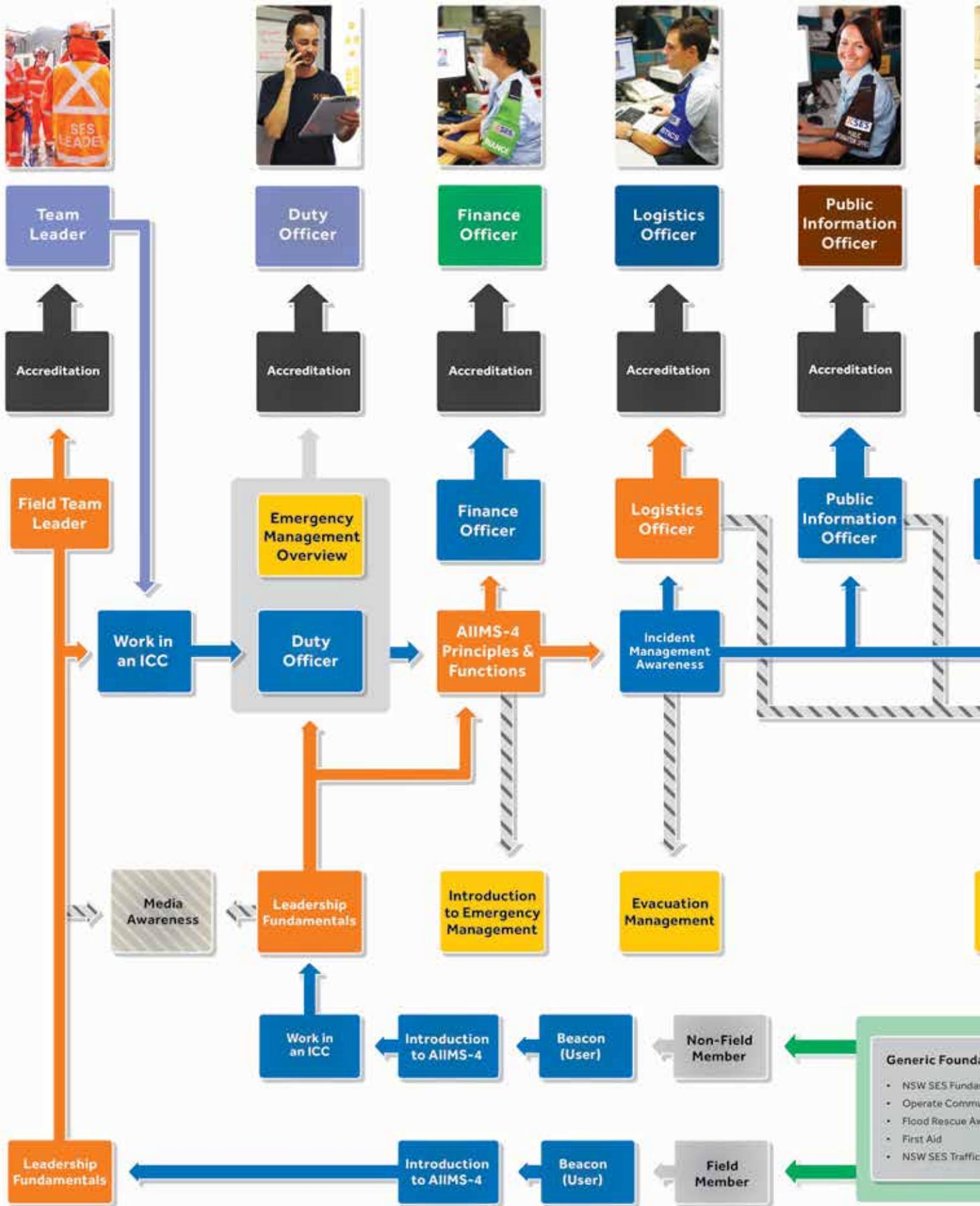
The Incident Management Project has also finalised the NSW SES Incident Management Career Pathways.

The pathway identifies existing courses and the requirement for accreditation as well as areas for future course development.

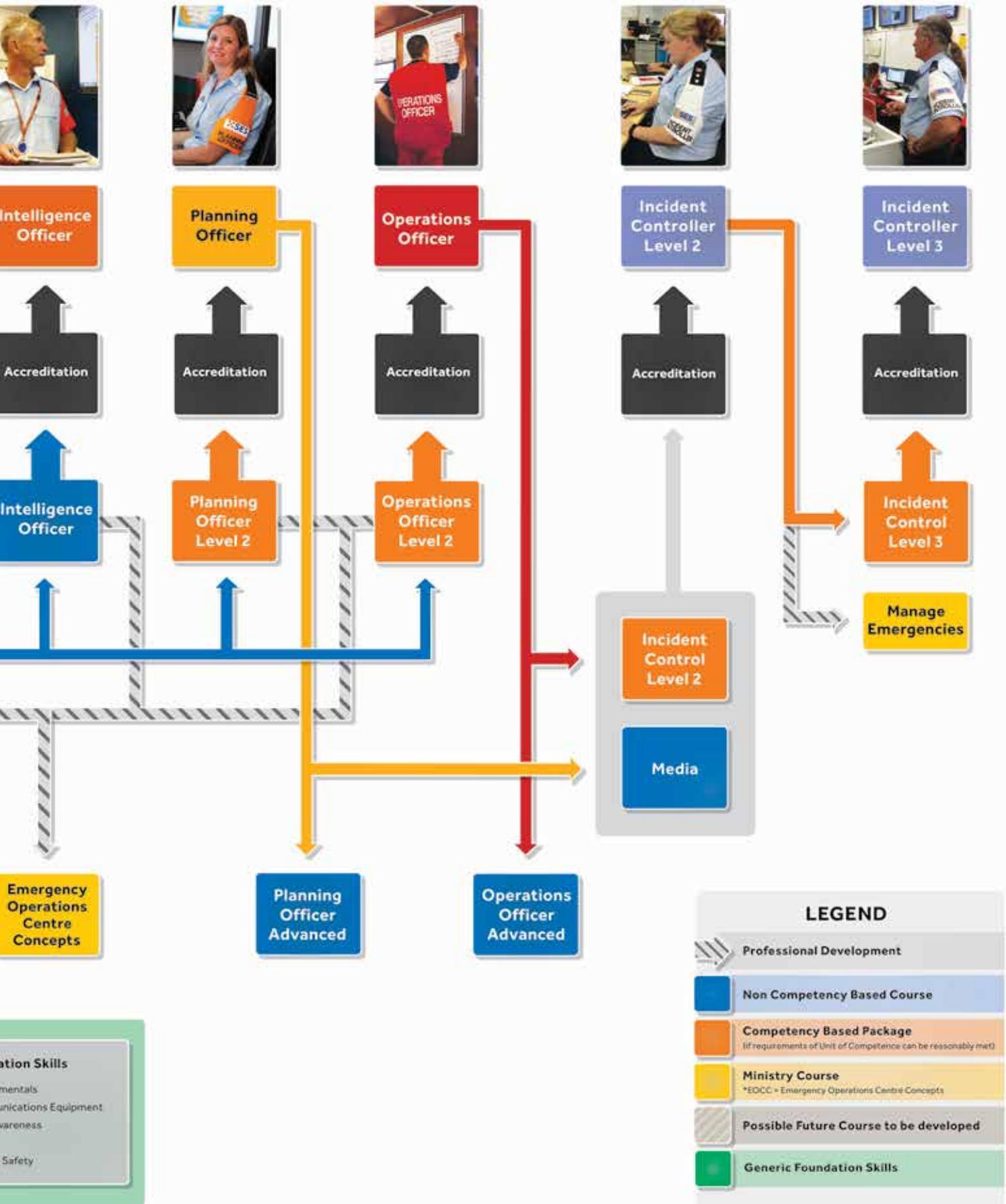
If you have any questions regarding this or related matters please email [improject@ses.nsw.gov.au](mailto:improject@ses.nsw.gov.au).



» See next page for NSW SES Career Pathways



# SES - INCIDENT MANAGEMENT



**Communication Skills**

- Personals
- Communications Equipment
- Awareness
- Safety



# RYLA 17

**O**n January 8, 2017, four young NSW SES volunteers and I departed the Illawarra South Region headquarters bound for RYLA hoping to gain different things, whether it was learning something completely different to what we were used to, finding out something that we never expected from ourselves or even just the allure of a challenge beckoning to push us outside of our comfort zones, we certainly found what we were looking for.

The Rotary Youth Leadership Award is an annual camp run by Rotary District 9675 and aims to challenge upcoming young leaders. This year myself (Tom Nicholls of NSW SES Shellharbour City Unit), Patrick Moore of NSW SES Waverley Woollahra Unit, Peter Lin of NSW SES Liverpool Unit, Madison Nemeč of NSW SES Mudgee Unit and Charlotte Morrison of NSW

SES Ballina Unit were fortunate enough to be sponsored by the NSW SES Volunteers Association in partnership with Origin Energy and Rotary Wollongong to attend RYLA.

RYLA for us was definitely an enlightening and energised event and one we won't forget any time soon.

The first 24 hours of RYLA was intense for our group to say the least. Those crucial first few hours opened us up to the idea that leadership is a diverse and varied concept and any one form or style of leadership should not be seen as more



important than any other. In fact, most styles of leadership within a team environment should strive to reach a common goal and this can be done by playing to each team member's

strengths. Most who attended RYLA unlocked some of these previously undiscovered strengths which enabled our teams to smash through many challenges we encountered in the week-long camp.

All of the teams participated in the same challenges offered throughout the week however the different people within the teams made each experience vastly unique from the last. From the high ropes course to some lighter team building exercises and even as far as going for a ride in a canoe to a fitness session in the blistering heat of Yarramundi YMCA, there were challenges at every corner and each team member always strived to support the others.

All of us had a crack at some impromptu public speaking after a lesson from Toast Masters, a well known public speaking skills development organisation. This was one of the first exercises where people truly started to come out of their shells and mix into teams seamlessly. Toast Masters pulling us out of our comfort zones definitely set the pace for the rest of RYLA. For me personally it did change me for the better in the sense that where I may have taken a back seat in group discussions previously, I now feel equipped to take charge more often and to also more openly collaborate and strive to empower others to reach a mutual goal.

We were very privileged to have met just over 60 unique individuals shaped by their own values, experiences and beliefs that week. The NSW SES 'Rylarians' for 2017 take immense pride in saying that we now have over 60 new friends that we can count on at any time to inspire us to get through tomorrow's challenges.

Almost certainly I can say that the friends that we made and the experiences we gained at RYLA are things that we still think about every day, even a month later. Our new friends taught us things about ourselves and they have only just started to give us a gentle push on what we hope will be a life journey of self-discovery. We can only hope that we have been able to do the same for them, even if it was only in our own small way.



On behalf of the NSW SES RYLA group for 2017, we would like to say a big thank you to our new RYLA friends, the Team Leaders, the speakers throughout the week and also the NSW SES Volunteers Association and Origin Energy for sponsoring our attendance. You have changed our lives for the better and we look forward to putting into practice what we have learned at RYLA into our respective NSW SES contexts.

To wrap up this report, I would like to close with a quote taken from the Rotary District 9675 website:

"Everyone's experience of RYLA is unique. What you can expect though, is to meet people from a wide range of backgrounds and experiences, and to hear from a series of speakers, all with different perspectives on leadership, personal development and community. Some speakers will challenge you and what you believe, but hopefully some will also connect with you, or inspire you. RYLA assumes that 'leadership' is a diverse and varied concept and any one form or style of leadership is not seen as more important than any other."

Truer words have never been spoken.

# NSW SES New State Headquarters Art Competition Winners Announced

The NSW SES New State Headquarters Project Team in conjunction with the NSW SES Volunteers Association, recently held an art competition across the NSW SES membership to design an artwork for the entrance floor outside the new SHQ building currently being refurbished in Burelli Street, Wollongong.

The challenging design brief was to depict 'NSW SES Past, Present and Future' into a circular design concept.

The project received 15 entries from across the Service, each of them translating the brief with creative ingenuity.

The judging panel, consisting of Acting Commissioner Greg Newton, Chief Finance Officer Julie Hately, NSW SES Volunteers Association representatives President Charlie Moir and Area Representative Pat Johnson, and NSW SES young volunteers Jesse Slade from City of Sydney Unit and Peter Lin from Liverpool Unit, were faced with a challenging final decision.

The winning entry was a beautiful and clever design by Roy Gilmore from Manly Unit, who captured the core roles of flood, storm and tsunami with a crystal ball enveloping the NSW SES roundel in a vibrant work.

Other outstanding entries were received from:

**2nd place** - Rosemary Walker from Queanbeyan Unit

**Equal 3rd place** - Charleston Cachuela from SHQ, Wollongong and Suzanne Woods from Kur-rin-gai Unit.

Congratulations Roy, and many thanks to all who dedicated their time and effort in producing quality artwork into their amazing designs.

**By Sue Pritchard**

Internal Communications Co-ordinator

## First Place

Roy Gilmore • Sydney Northern, Manly



## Second Place

Rosemary Walker • Southern Highlands, Queanbeyan



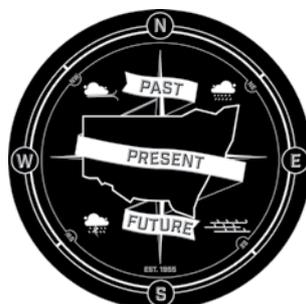
## Equal Third Place

Charleston Cachuela

Wollongong, State Headquarters

Suzanne Wood

Sydney Northern Region, Kur-rin-gai



# Questions and Answers for Influenza (flu) immunisation

## THREE THINGS YOU MIGHT NOT KNOW ABOUT THE FLU SHOT:

1. There is no live virus in the flu shot.
2. The composition of the vaccine changes every year
3. The flu shot is safe for pregnant women at all stages of their pregnancy.

## I RECEIVED A FLU SHOT LAST YEAR, DO I STILL NEED TO GET ONE THIS YEAR?

Yes. The strains of flu virus can change from year to year. The vaccine may also change to protect against the most recent flu virus strains. Even if the flu strains do not change, yearly vaccination is still recommended as immunity from flu vaccination is not long lasting.

Immunisation is recommended in early autumn to allow time for immunity to be strengthened before the flu season starts.

## IS IT SAFE FOR ME TO GET THE FLU SHOT IF I AM PREGNANT?

Yes. The flu vaccine can be safely given during any stage of pregnancy. Pregnant women are at the increased risk of severe disease or complications from the flu. Immunising against flu during pregnancy can not only protect women but provide ongoing protection to a newborn baby for the first six months after birth.

## IS IT SAFE FOR ME, AS AN ADULT TO GET THE FLU SHOT?

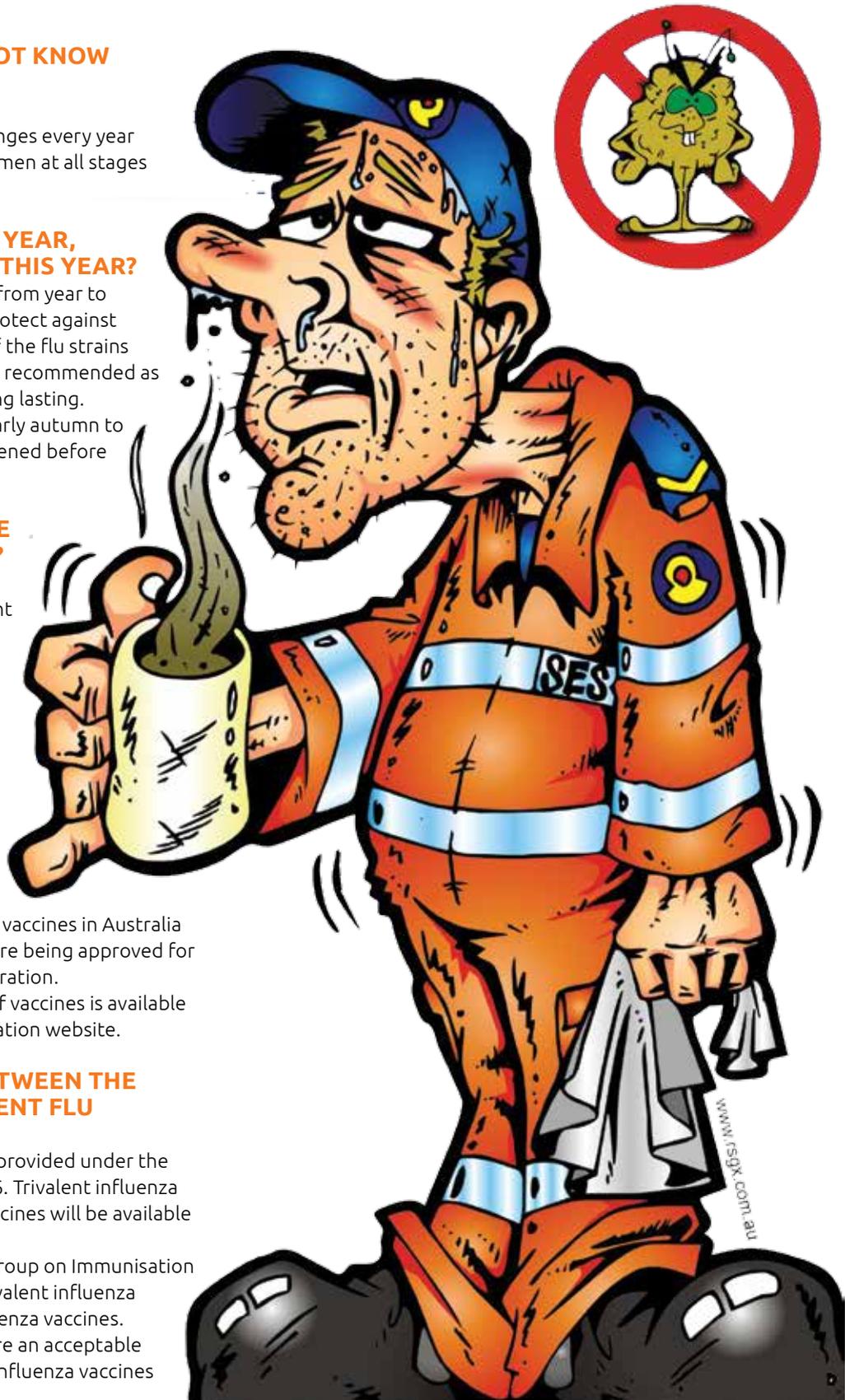
Yes. All flu vaccines currently available in Australia are safe to use in adults. All vaccines in Australia must pass stringent safety testing before being approved for use by the Therapeutic Goods Administration.

Further information on the safety of vaccines is available from the Therapeutic Goods Administration website.

## WHAT IS THE DIFFERENCE BETWEEN THE TRIVALENT AND QUADRIVALENT FLU VACCINES?

Trivalent influenza vaccines will not be provided under the National Immunisation Program in 2016. Trivalent influenza vaccines and quadrivalent influenza vaccines will be available to purchase on the private market.

The Australian Technical Advisory Group on Immunisation (ATAGI) recommends the use of quadrivalent influenza vaccines in preference to trivalent influenza vaccines. However, trivalent influenza vaccines are an acceptable alternative particularly if quadrivalent influenza vaccines are not available



# 'C-Car' Licence Vehicles

A very important aspect of the NSW SES operations is the use of 'C-Car' licence vehicles (up to 4.5 tonne Gross Vehicle Mass) to attend to emergencies related to moderate storm events. The use of 'C' class licence vehicles such as Toyota Hilux, Holden Colorado and Rodeo has previously allowed for greater availability of volunteer drivers, facilitating readiness of operation. However extensive research indicates that these light commercial vehicles are not ideal to provide the required equipment and passenger capacity.

NSW SES has developed a standardised Light Storm emergency vehicle and will be progressively replacing the current ones within this category in its fleet. The Mercedes-Benz Sprinter was identified as the most suitable chassis to accommodate the load requirements for light storm operations. In addition, they also offer off-road capability and superior safety technology including collision prevention, lane keeping and high-beam assistance.



The NSW SES Units that received and are now operating the Light Storm vehicle have provided very positive feedback. The provision to our 'C' class licence holders in the Service with a standardised, safe and sophisticated emergency vehicle further enhances NSW SES operational capability.

the vehicle has been incorporated into the design. This awning has numerous benefits including weather protection for volunteers, provides shelter for temporary command during land searches, prevents equipment on near-side getting wet and can be used during community events.



The new NSW SES Light Storm vehicle is fitted with a customised service body that can carry 420kg of equipment and is capable of transporting a 6-person crew. 19 first-Generation Light Storm Vehicles were delivered in 2016. Since this build, design amendments have been sought and a 2nd generation of this vehicle is currently in build with 23 new Light Storm vehicles to be delivered by the end of June 2017 (pictured). Generation 2 of the Light Storm vehicles has design improvements including a load ratio of 90% of the GVM, ability to carry 6 occupants, improved departure angle and additional LED lighting.



## AWNING INCORPORATED INTO DESIGN OF NEW MEDIUM STORM & RESCUE VEHICLES

The Fleet Project Team continues to succeed with the build and delivery of new Medium Storm and Rescue vehicles. As technology changes and feedback is sought from the operational use of new vehicles, design enhancements are incorporated into new builds.

Since the delivery of the first Medium Storm Vehicles in 2015, improvements in the vehicle body design have evolved. Most recently the inclusion of a 3.5 metre roll-out awning on the near side of



## VEHICLE STANDARDISATION

Vehicle standardisation is one of the fundamental aspects of the Fleet Project and one of the reasons NSW Treasury provided funds for the original Business Case. Standardisation leads to more efficient fleet management, flexible and rational allocation of resources, consistency of assets and interoperability across Regions.

In compliance with this rationale, all new vehicles being supplied are to be stowed according to the Standard Stowage plan provided by the Fleet Project Team. The Stowage Plans include the Vehicle Equipment List (VEL) developed by Ops Capability and the location equipment should be stowed.

# SEARCH & RESCUE

Created by Derek Archer

COMMUNITY  
PUMPS  
TRUCKS  
GENERATOR  
MEMBER  
MEETINGS  
HELP  
COURSES  
TREES  
TRAINING  
CYCLONE  
MANAGEMENT  
COMPUTERS  
UNIFORM  
TRAILERS  
ASSISTANCE  
BEACONS  
RAIN  
HAIL  
BUNTING  
OIL  
FIX

PENS  
AXE  
MAPS  
TILES  
URGENT  
COUNCIL  
CHALLENGES  
LIGHTING  
TEAMWORK  
CLIMB  
TORCH  
BARRICADES  
WORKSHOP  
MINISTER  
BOAT  
SEARCH  
DAMAGE  
FLOODING  
EVENTS  
COMMUNICATION  
WELFARE  
CONTRACTORS

S	E	D	A	C	I	R	R	A	B	S	N	E	P
E	X	A	G	E	N	E	R	A	T	O	R	T	Z
J	I	X	P	O	H	S	K	R	O	W	C	R	K
G	F	L	O	O	D	I	N	G	Q	T	L	E	S
N	K	G	N	I	T	N	U	B	X	N	I	E	E
I	H	C	R	O	T	R	L	I	O	E	M	S	G
N	U	S	G	N	I	T	E	E	M	G	B	G	N
I	C	O	U	R	S	E	S	B	J	R	T	N	E
A	Q	E	S	P	A	D	E	C	M	U	N	I	L
R	S	V	R	E	T	A	V	O	A	E	E	T	L
T	R	E	E	R	R	M	S	M	P	Z	M	H	A
U	O	N	T	A	A	A	N	M	S	E	E	G	H
Q	T	T	U	F	I	G	O	U	C	V	G	I	C
S	C	S	P	L	L	E	C	N	Y	M	A	L	K
K	A	H	M	E	E	X	A	I	C	R	N	S	K
C	R	E	O	W	R	T	E	C	L	O	A	P	R
U	T	L	C	Z	S	V	B	A	O	F	M	M	O
R	N	P	T	I	L	E	S	T	N	I	R	U	W
T	O	Q	S	T	A	O	B	I	E	N	A	P	M
V	C	S	E	A	R	C	H	O	C	U	I	J	A
K	A	V	R	E	T	S	I	N	I	M	N	X	E
L	I	A	H	Y	T	I	N	U	M	M	O	C	T

# NSW SES Region Headquarters

## CENTRAL WEST

79 Corporation Ave, Bathurst NSW 2795  
 Ph: 02 6334 8555 Ah: 02 6334 8555  
 Fax Op: 02 6334 8500 Fax Admin: 02 6334 8501  
 cwr.ops@one.ses.nsw.gov.au cwr.admin@one.ses.nsw.gov.au

## CLARENCE-NAMBUCCA

26 Induna St, South Grafton NSW 2460  
 Ph: 02 6641 6900 Ah: 02 6641 6900  
 Fax Op: 02 6641 6920 Fax Admin: 02 6641 6910  
 cnr.ops@one.ses.nsw.gov.au cnr.admin@one.ses.nsw.gov.au

## FAR WEST

5 Bradley St, Cobar NSW 2835  
 Ph: 02 6879 7100 Ah: 02 6879 7100  
 Fax Op: 02 6879 7110 Fax Admin: 02 6879 7110  
 fwr.ops@ses.nsw.gov.au fwr.admin@one.ses.nsw.gov.au

## HUNTER

72 Turton St, Metford NSW 2323  
 Ph: 02 4931 3222 Ah: 02 4931 3222  
 Fax Op: 02 4931 3200 Fax Admin: 02 4931 3200  
 hur.ops@ses.nsw.gov.au hur.admin@one.ses.nsw.gov.au

## ILLAWARRA SOUTH COAST

22-32 Masters Rd, Coniston NSW 2500  
 Ph: 02 4251 1200 Ah: 02 4251 1222  
 Fax Op: 02 4251 1201 Fax Admin: 02 4251 1202  
 isr.ops@ses.nsw.gov.au isr.admin@one.ses.nsw.gov.au

## LACHLAN

55 Matthews St, Parkes NSW 2870  
 Ph: 02 6863 8100 Ah: 02 6863 8100  
 Fax Op: 02 6863 8137 Fax Admin: 02 6863 8139  
 lar.ops@ses.nsw.gov.au lar.admin@one.ses.nsw.gov.au

## MACQUARIE

160 Bultje St, Dubbo NSW 2830  
 Ph: 02 6841 3160 Ah: 02 6841 3160  
 Fax Op: 02 6841 3188 Fax Admin: 02 6841 3170  
 mqr.admin@one.ses.nsw.gov.au

## MID NORTH COAST

14 Arkwright Crs, Taree NSW 2430  
 Ph: 02 6592 5800 Ah: 02 6592 5800  
 Fax Op: 02 6592 5809 Fax Admin: 02 6592 5808  
 mnr.ops@one.ses.nsw.gov.au mnr.admin@one.ses.nsw.gov.au

## MURRAY

25 Catherine Crs, Lavington NSW 2641  
 Ph: 02 6058 5300 Ah: 02 6058 5300  
 Fax Op: 02 6058 5330 Fax Admin: 02 6058 5320  
 myr.ops@one.ses.nsw.gov.au myr.admin@one.ses.nsw.gov.au

## MURRUMBIDGEE

206 Fernleigh Rd, Wagga Wagga, NSW 2650  
 Ph: 02 6932 9199 Ah: 02 6932 9199  
 Fax Op: 02 6932 9180 Fax Admin: 02 6932 9190  
 mer.ops@ses.nsw.gov.au mer.admin@one.ses.nsw.gov.au

## NAMOI

28 Borthistle Rd, Gunnedah NSW 2380  
 Ph: 02 6740 2300 Ah: 02 6740 2300  
 Fax Op: 02 6740 2330 Fax Admin: 02 6740 2333  
 nmr.ops@ses.nsw.gov.au nmr.admin@one.ses.nsw.gov.au

## NORTH WEST

418 Frome St, Moree NSW 2400  
 Ph: 02 6757 2950 Ah: 02 6757 2950  
 Fax Op: 02 6757 2980 Fax Admin: 02 6757 2970  
 nwr.ops@one.ses.nsw.gov.au nwr.admin@one.ses.nsw.gov.au

## RICHMOND/TWEED

7 Lancaster Drive, Goonellabah NSW 2480  
 Ph: 02 6625 7700 Ah: 02 6625 7700  
 Fax Op: 02 6625 7722 Fax Admin: 02 6625 7711  
 rtr.ops@one.ses.nsw.gov.au rtr.admin@one.ses.nsw.gov.au

## SOUTHERN HIGHLANDS

56-58 Knox St, Goulburn NSW 2580  
 Ph: 02 4828 5555 Ah: 02 4828 5555  
 Fax Op: 02 4828 5570 Fax Admin: 02 4828 5550  
 shr.ops@ses.nsw.gov.au shr.admin@one.ses.nsw.gov.au

## SYDNEY NORTHERN

Cnr Leonard and Hornsby Sts, Hornsby NSW 2077  
 Ph: 02 9987 3000 Ah: 02 9987 3000  
 Fax Op: 02 9987 3030  
 snr.ops@one.ses.nsw.gov.au snr.admin@one.ses.nsw.gov.au

## SYDNEY SOUTHERN

Unit 4, 150 Canterbury Rd, Bankstown NSW 2200  
 Ph: 02 9766 9000 Ah: 02 9766 9000  
 Fax Op: 02 9766 9070 Fax Admin: 02 9766 9060  
 sss.ops@ses.nsw.gov.au sss.admin@one.ses.nsw.gov.au

## SYDNEY WESTERN

Unit 3, 7 St. James Place, Seven Hills NSW 2147  
 Ph: 02 8811 7700 Ah: 02 8811 7700  
 Fax Op: 02 9674 7138 Fax Admin: 02 9674 7131  
 ops@swd.ses.nsw.gov.au admin@swd.ses.nsw.gov.au

# Great savings on a wide range of member benefits!

NSW SES Volunteers Association members enjoy exclusive savings on accommodation, airline lounge memberships, package tours, insurances and more.

These services are free to use at any time and can be accessed by phone or via the Member Advantage website. For further information, visit:

[www.memberadvantage.com.au/nswsesva](http://www.memberadvantage.com.au/nswsesva)

## VALUE ADDED BENEFITS

- Save on travel and accommodation
- Save on insurances and financial services
- Save on on shopping and electronics
- Save on attractions and gift experiences

## EXCLUSIVE: DIGITAL CARD

Access all your dining and entertainment benefits on the go with your personal digital card, direct on your mobile device.

Airline Lounge Memberships



Insurances



Package Tours



Accommodation



Car Rental



International Money Transfers



Movie Tickets



Lifestyle Experiences



Dining



Magazine Subscriptions



Credit Cards



Online Shopping



For further details, contact NSW SES Volunteers Association Member Advantage:  
Call 1300 853 352 or  
visit [www.memberadvantage.com.au/nswsesva](http://www.memberadvantage.com.au/nswsesva)



# ***REWARDING NSW SES MEMBERS WITH \$50 OFF.***

Take out or renew an NRMA Insurance policy, and as a NSW SES member you will save \$50 on your premium. Mention you are an SES Member to receive your exclusive discount. Multiple policies may earn you a further Loyalty Discount, so be sure to ask.

**TO FIND OUT HOW, CALL 132 132 OR VISIT YOUR LOCAL NRMA OFFICE.**



Principal Partner

