

the

Volunteer

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CHARLIE MOIR ESM
PRESIDENT NSW SES
VOLUNTEERS ASSOCIATION

And just like that, half the year has been and gone! And it's not just the seasons that are changing!

We are seeing big changes in our Service and it is time to embrace them and get onto a steady track.

For a number of years now, we have been in a state of limbo. We have had five Commissioners, talk of region restructures, changes in staff and

volunteers- but we have made it through all of that, and to some degree we are stronger for it.

With Commissioner Smethurst now at the helm, he has big ideas and even bigger strategies to get us there. This will be a time of transformation for our Service, and it couldn't come too soon.

I have had numerous meetings with our Commissioner now, and I am walking away from them feeling energised, and confident that he is putting us on the path to success. It probably won't be easy, and there will be moments when we know what we want the future to look like but we

aren't always going to be sure how to get there. But we will be working together, growing the volunteer culture even stronger and getting the communities we help as much support as we can.

In the Volunteers Association, we also will be looking at transforming the way we do things – we have started small with changes to the way we process and allocate our funding schemes (you can find more information on this further in the magazine), and will be continuing to shake things up as we need to make this the best Association it can be.

----- “
We will be working together, growing the volunteer culture even stronger.
” -----

FROM THE **MINISTER**



TROY GRANT MP
MINISTER FOR
EMERGENCY SERVICES

The past few months have been incredibly busy – quite a start as the new Emergency Services Minister! First and foremost, I would like to put it on the record that I am immensely proud of the commitment

and dedication of our emergency services volunteers and personnel. SES volunteers have made huge contributions protecting people across the state as severe storms battered NSW. The North Coast was hardest hit by severe weather as Cyclone Debbie made its way down the Eastern Sea Board. North Coast residents are facing enormous challenges in the wake of these floods, and the NSW Government will be with them every step of the way on their path to recovery.

I've visited Lismore and the Tweed twice since the devastating floods. On the ground I was impressed by the contribution of the SES, and ultimately, their courage and professionalism in the face of great adversity. The recovery efforts continue, and I thank all SES members involved for their outstanding efforts.

Since becoming the Minister I've thoroughly enjoyed meeting many of

the troops in Lismore, Banora Point, Griffith, Sutherland, Bankstown, Penrith, Bourke and Cobar. I have also visited the SES HQ, presented the awards for the SES Young volunteers and enjoyed watching the State Rescue Challenge at Alliance Stadium. Most recently, I was thrilled to announce the 24 finalists for the 2017 Rotary NSW Emergency Services Community Awards. Congratulations to the four SES nominees.

So often our emergency services volunteers are the quiet achievers who work tirelessly to ensure the safety of others in times of disaster and devastation. Over the past few months SES volunteers have been flat out. You are our local heroes, and we owe you an enormous debt of gratitude for the crucial work you do. I look forward to continuing to meet volunteers and personnel in local units across the State during my travels.

Dear Members. In my first 3 months with the Service, I have achieved one of my initial priorities, which was to visit all of our Regions. During these visits I also endeavoured to get out to as many Units and activities as I could and meet with you. For those of you that I haven't managed to meet as yet, my intent is to conduct as many Unit visits as possible and I will continue to get out regularly and specifically attend your major events and activities.

As you know, we are well into implementing our Strategic Plan 2016 – 2021, which is the blueprint for the delivery of our business as an emergency service. To further target our work and clarify our objectives we have now focused specifically on the next two years of work and produced an Action Plan 2017-2019. It has been a collaborative effort to develop the Action Plan involving members from across the Service, including Volunteers, Regional Controllers, Managers, the Strategic Leadership Team and the NSW SES Volunteers Association, to ensure its clarity and intent. This plan has a range of key goals for the Service and I see that this will greatly enhance the volunteer experience and build our operational capability.

So how will the NSW SES look as we move forward?

Primarily, we need to increase both our capacity and capability. Over the past 12 months, the pressure on the Service and its people to respond to protracted events has become evident. We have seen this both in the field and in operations centres. With

the predicted increasing intensity and frequency of severe weather events, we need to address this situation immediately.

Supporting this, are some interesting facts and figures on our recruitment and retention from the 2014 NSW Auditor General's Report. The report states that we have around 1700 people join the Service annually, however, we are seeing around 26% of our people leave every year. This is a 6% higher than average loss for a volunteer organisation. We also know that approximately half the people that join the NSW SES annually, leave within their first year.

Clearly this information is telling us we need to improve the way we do things to retain our volunteer members. After all, we invest heavily in conducting training, providing PPE and making available professional development opportunities. Every Unit's long term viability to deliver to its community is dependent upon having a reliable, trained and equipped volunteers.

So we need to reflect on our approach to volunteering, and think a bit more laterally about how we can bring people into the Service and keep them. It's about being more flexible about what we expect from our members and how they can contribute to the work of the Service. In essence it's Volunteering Reimagined, and that is what our new strategy is called. This strategy is now available to all members to view and provide feedback on. I encourage your thoughts, ideas and concerns on this important piece of work.



MARK SMETHURST DSC, AM
COMMISSIONER

Of course there will be a lot of supporting work to assist us with the Volunteering Reimagined strategy, and this is where many of the key actions of the Action Plan 2017 -2019 will come in to improve efficiencies and enhance processes. Work is already underway on improving the way we undertake and deliver training, and the NSW SES Training and Development Review Model project is another critical piece of work that will feed into the broader recruitment and retention agenda.

I appreciate that there is a lot of change happening and this can be very challenging, as well as liberating. None of the work ahead of us is insurmountable, and all of it is beneficial and necessary to get us where we need to go. By 2019 we will have a truly superior Service, one that is better embedded within communities, with a strong base of well trained, diverse, capable and reliable people.

We will be closer to our goal of being the best volunteer emergency service in Australia.

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From the Editor

PAT JOHNSON ESM
EDITOR

Another magazine rolls around once more it seems like only yesterday that I put the April one to bed. Again thank you all for your contribution it is only with your input that we can make it a great magazine.

Please don't forget that the September one will be "Pink" supporting breast cancer. I have so far two lovely ladies that have given me some input but need much more in the way of support with articles and ideas to help make it a great issue.

As I always say, enjoy your magazine.



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.

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 or call on **1300 073 782**.



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their wonderful and tireless
support and acknowledge their
significant contributions.

**Mayor of Camden,
Councillor Lara Symkowiak**

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The NSW SES and NSWRFs Young People in Emergency Services Awards

This year during National Youth Week the NSW SES Volunteer Association proudly supported the NSW SES and NSWRFs Young People in Emergency Services Awards that were held at NSW Parliament House on Wednesday 5 April, 2017.

The Hon. Troy Grant MP, Minister for Police and Minister for Emergency Services and NSW SES Commissioner Mark Smethurst DSC, AM presented NSW SES Cadet, Sasha Cox from Broken Hill High School with the NSW SES Cadet of the Year Award and Yvette Amos from the Snowy River Unit with the NSW SES Young Volunteer Award.

Year 11 student, Sasha Cox was chosen to receive the Cadet of the Year Award because of the leadership, maturity and passion for helping her peers that she demonstrated during a Secondary School Cadet program in Broken at Broken Hill High School in 2016. Deputy Region Controller, Marc Coulter nominated Sasha for the award and spoke in glowing terms about Sasha's commitment to serving her local community as well as her passion to continually promote the benefits of engagement with the NSW SES to her



peers. Marc went on to say that many young people had been inspired to join the Broken Hill SES Unit over the past 5 due to the influence of the Secondary Schools Cadet Program.

Yvette Amos was presented with the NSW SES Young Volunteer of the Year Award by the Minister in recognition of her commitment to learning and support of volunteers in the Snowy River Unit where she

has served as the Unit and Local Controller. NSW SES Commissioner, Mark Smethurst congratulated Yvette and acknowledged that she became one of the youngest volunteers ever to hold the position of Unit Controller in the NSW SES when she was appointed to the role in 2012 at the age of 21.

By Todd Burns
Coordinator Youth Engagement

Umbrellas Coming this July

Coming in early July, pre-order your SES Umbrella now. This new look golf sized Umbrella has branding on the inside and outside large white panels. This item is a must in preparing for those cold winter rainy days or when you have to do interviews on TV! This is a limited run item and will be on sale at \$29.95 until sold out. Pre-orders are being taken at <https://www.nswsesva.org.au/shop/> remember to login to purchase this item.



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Large Animal Rescue Master Class

General Land Rescue units in NSW are often called to undertake large animal rescue operations. Under the State Rescue Policy 'Rescue' means the safe removal of persons or 'animals' from actual or threatened danger of physical harm' (NSW State Rescue Policy — 3rd Edition Version 3.5 December 2014). SES, as the combat agency for floods, may also be tasked to relocate large animals isolated by flood water or stranded in flood water.

The rescue of large animals poses a number of unique risks to our rescuers, associated with handling animals and basic animal behaviour (the survival instinct of fight or flight). There is a very real risk of injury to an untrained rescuer and the risk of injury or death to the animal through

poor animal handling and poor rescue techniques.

NSW SES Operational Capability hosted a multi-agency Large Animal Rescue Operations (LARO) master class at the Australian Racing and Equine Academy on the Richmond TAFE College (Western Sydney Institute). TAFE also provided an opportunity for our members to obtain a statement of attainment for 'Rescue animals and apply basic first aid'.

NSW SES members with LARO experience from around the State joined members from the Volunteer Rescue Association (VRA), Police Rescue Squad, South Australia SES, RSPCA and the NZ SPCA in two days large animal rescue operations facilitated by Anton Phillips, a large animal rescue specialist from

Hampshire Fire & Rescue Service (UK) supported by David King (Hawkesbury Unit), Anthony Hatch (Griffith Unit) and Grant McClory (Operational Capability).

The workshop covered a wide range of common situations large animals get themselves into with participants taking home some very important lessons:

BEWARE THE 'CALM' TRAPPED HORSE

When working around trapped animals it is easy to be lulled into a false sense of security if they do not appear to be struggling. Horses, for instance, will give up easily, rest for a while and then explode momentarily before calming again. This unpredictable behavioural process will continue if not controlled. The horse can literally 'self destruct'.



Animals may also struggle if stimulated by the rescue operation (noise — movement — vibrations), rescuers (loud and excited) or an emotional owner (crying or screaming).

PROVIDE RESTRAINT

Always place a head restraint (commercial halter or improvised halter) onto the horse prior to undertaking any form of rescue or relocation.

A RELEASED ANIMAL MAY TAKE FLIGHT

Once sensing freedom herd animals may attempt to return to the herd with no regard for those around the scene of operations. This is also an important reason to provide some form of 'quick release' on a vertical lifting system.

REQUEST A LARGE ANIMAL VETERINARIAN ASAP

Working in close proximity to any entrapped horse can impose a major risk to rescue operators. As soon as possible, a vet should be requested to attend the incident. Get the owner to request their vet. Sedation of the horse should ensure it will not react quickly or unexpectedly to stimuli - but can still walk/move to assist the rescue.

HOWEVER, a sedated horse can still react to stimuli and give you a kick.

If required, the vet can also anaesthetise the horse for a short period.

DETERMINE WHAT TO DO WITH THE ANIMAL ONCE IT HAS BEEN RESCUED

Take your time to arrange how and where the animal is going once rescued

or relocated. Can you access a nearby paddock or is it being transported to the veterinary practice?

IT DOESN'T TAKE A LOT OF WATER TO DROWN A HORSE

Horses can quickly succumb to pneumonia if they inhale a small amount of water. Always keep the horse's head out of water.

All participants could have easily spent another two days listening to Anton's stories as he shared his wealth of large animal rescue experiences.

By David King Deputy Controller
Hawkesbury SES Unit



Vertical Rescue Training Wingecarribee Unit

With the increase of rescues around the Wingecarribee Shire, the SES, is constantly training new members.

The whole of the Wingecarribee Shire is surrounded by escarpments, and although there are walking tracks and signage throughout the area, the public disregard the warning signs along the escarpments and descend into the valleys.

The public are not only putting their own lives on the line, but also those of the SES and helicopter crews who have to risk their lives to retrieve them.

Too often SES is called out to find lost bush walkers and often have to carry injured walkers out, with others having to be rescued by helicopter.

Wingecarribee SES has the most unusual cliff training area at Hill Top. Training takes place at what is believed to be the deepest railway cutting in New South Wales. It is part of the first railway system into the Southern Highlands in the 1800s.





Salvation Army Red Shield Appeal 2017 Kokoda Trek

I TREK TO GIVE HOPE

Courage, Endurance, Mateship and Sacrifice

We started the Kokoda trek from South to North. The PNG locals said that the Salvation Army direction from Owers Corner is the hardest trail that anyone could possibly take, especially during the wet season in April. The trek is normally walked in the opposite direction.

Since the beginning of our trek, we were advised that the challenge was to climb over ten difficult peaks, the last peak being the hardest one, a 2,190 metres high climb. After we had reached the highest peak then we needed to descend a steep trek to Kokoda. The whole journey took nine days to complete; the terrain conditions were wet, muddy, slippery and humid which made our journey extremely hard and challenging.

Before our arrival at PNG, our first drama started at Brisbane airport on Wednesday, when we tried to check in and found out that our group (30 of us) were not on the passengers list. However, after few enquiries made by the organisers; at least 11 of our members were able to go on the first flight. The rest of us were scheduled for the second flight leaving at midday, but that was cancelled due to some technical issues. We flew the next day arriving on Thursday afternoon, so we lost a day of our scheduled trip in PNG. On the day we arrived, we needed to be in our camping site before nightfall. We boarded a bus that drove us to the hotel. At the hotel, we had one hour to unpack our gear and repacked it into our porter's backpacks (weighing approximately 20 kg) and the rest of our gear was packed into our day backpack (which needed to be less than 6kg). An hour later, we proceeded boarding the bus again that drove us to our destination, the ride took several hours to reach our destination, Owers Corner.



After we arrived at Owers Corner, we immediately proceeded to descend. It was a path no wider than two feet and the terrain was slippery and muddy. As we kept walking, the night caught up with us without any warning before we reached the campsite. While I got my torch and headlamp out I realised that I forgotten to load any batteries before starting the trek. We needed to change our boots to thongs, as we needed to cross a river, which rose to our knees with fast currents. It was so nerve-racking but challenging to adapt to this situation while in pitch darkness.

Every day was a challenging endurance; the ability to continue our journey needed resilience, strength and energy. Fatigue and muscular pain tested our ability to push on regardless. The mission was to arrive at Brigade Hill on 24th April, so we could be there and commemorate the dawn service of the 75th Anniversary of Kokoda on Anzac Day. It took us a few days to reach to Brigade Hill, we had to climb two major hills, first hill was 1,350 metres high and the second was 1,415 metres. The terrain was rugged and physically challenging. On the fourth



day, we finally arrived at Brigade Hill. We were mentally and physically exhausted but with a great sense of accomplishment; we were happy and relieved that we did it. During this trek, we supported and motivated each other. On a personal reflection, I felt so proud to be Australian and be at Brigade Hill for my very first Anzac Day dawn service outside of Australia. I was standing where our diggers attempted to halt the strong Japanese advance force. Our diggers sacrificed so much for what we all take for granted today; our "freedom". This was an emotional moment for me to be here. While I was self-reflecting, the Last Post was played followed by a minute of silence and the only noise I could hear was the "Aussie" flag flapping by the light wind. There was no way of comprehending what our diggers had gone through and the sacrifices they made during their battle for survival in Kokoda. It was a very emotional time as there were a few members in our team who had close family connections with Kokoda.

After we left Brigade Hill and headed to our next destination, the Efogi Mountain. This mountain marked the halfway of our Salvation



Army Trekking. We knew that the trek wouldn't be an easy task. We had a few days of difficult climbs starting with 1,415 metres, followed by 2,025 metres and then a third one of 2,085 metres. Still, there was one more mountain to climb, the PNG porters called it "The Wall", and the mountain was located at Mt Bellamy (which was 2,190 metres high). We needed to climb this mountain almost vertically before we could start descending to Kokoda.

Kathy (Team Leader) made the decision for us to get up early because she didn't want us to get caught up in the rain again or trek at night, it was too dangerous to do so. Consequently, we had to get up at 4:30am every morning, packed our bags and have breakfast so we could start our journey by 6am. The trek was taking its toll; our bodies were not able to recover as fast as we wished.

We were all mentally and physically exhausted from trekking for nine hours every day. Trekking through muddy and wet pathways was not easy; every step in the mud and water made our feet feel two kilograms heavier. The ascending and descending climbs on the rugged paths was a daily challenge; slippery rocks, uneven surfaces, protruding roots and fallen logs from the trees made trekking almost an impossible task while we tried to keep our feet dry and free from blisters.

I would be lying to you if I didn't say that I was going to quit after two days of this challenging trek. However, my choices of getting out were limited. These were my options: two days walking back to Owers Corner or two days walking forward to a village where possibly a private helicopter could pick me up. The medical emergency helicopter service was totally out of

the question as it cost \$3,000, covered by insurance for medical emergency only. The only way out of this demanding journey was to "just do it", regardless. I needed to push through the pain, blisters, mental fatigue and exhaustion. Thankfully, through encouragement from the team and porters I made it to "The Wall". As I mentioned before, this climb was a near vertical slope, it was the longest day climbing. This climb took every bit of concentration, energy, strength and determination left in my body. There was no time for fear or "I cannot do this", there was no way around it. I was carefully paying attention and focusing on every single step "John" my porter was taking, I clearly remember what John's instruction was: "follow every step that I take, and when I reach for

» continued on page 16



» continued from page 15

your hand take it, I will pull you up and balance you”.

We had no sense of time or how long it took us to climb “The Wall” but as we reached to the top we turned around and looked down. We looked at each other, and there was a sign of relief in everyone’s faces, we just accomplished the most challenging climb of the whole trek. Everyone was going through so much mental and physical endurance, every muscle in our bodies being used, tested and stretched to an upmost breaking point, and we quickly learned that our feet were the most important part of our body for this trek. The sense of achievement that I felt for every step I took, it was indescribable feeling. Going up and down hills and valleys and yet I had accomplished this difficult climb. For sure, it totally took me out of my comfort zone; it was a fulfilling emotional challenge that I had never felt in my life.

There were three hours left of trekking before we could reach the next campsite. Reaching the campsite was a blessing, we could relax and

recover but still we had to unpack and take out what we needed for the night to sleep out, cleaned our boots, refilled water bottles, sterilised the water and cleaned ourselves. Not to mention, cleaning and managing the blisters. When we had an opportunity to clean ourselves, we used water from a river nearby or a village communal tap or rain water coming off the corrugated roof. These needed to be done before darkness sets in.

After we reached Kokoda, a few of the porters came up to me and said, “We were very concerned about you”, I asked why? The porters replied: “We thought you wouldn’t make it through the trek because you were struggling so much but you did it! Congratulations, you are a strong man”. I replied, “Thank you but I did it because of John, my porter and all the porters that helped all the way”. Also, what got me through Kokoda journey was my pride and the encouragement from my team leader Kathy, great mates in the group and my porter John who said to me on day two, “We will do this together! “A true Fuzzy Wuzzy.

I guess Kokoda brings out your true character and ability to adapt during

difficult mental and physical challenges that we face in life, and by taking small steps with determination; these are the true ways of getting out of any situation.

Apart from trekking ninety-six kilometres, approximately a total 6,000 metres of climbing and cutting across razor edged ridges over steep towering mountains. Kokoda wild landscape with its rugged paths through the rainforest jungle, spectacular scenery and towering trees entwined through mountain streams of vine and logs, the translucent water tumbles its way down into the steep valleys is remarkably beautiful.

Lest We Forget

I would like to pay my respects to our diggers, past, present and all our service men and women today that sacrifice their lives for our country. I would also like to say a big thank you to The NSW SES Volunteers Association for making this possible.

The total raised from the group was \$160,000, which was donated to the Salvation Army Red Shield Appeal.

By Joseph Bekhore

April 2017 Owers Corner to Kokoda

Exercise Tail Wind

The Aviation Operations Team (AOT), completed PD workshops and Exercise Tailwind this weekend at Albion Park Airport.

The workshop included sessions on the use of BEACON within Air Operations, presentations from the RFS State Air Desk (SAD), as well as Operational Capability overviews on current and future State Air Operations.

The AOT then moved into exercise Tailwind which required the teams to establish (3) independent Airbases in (3) Regions and prioritise tasking whilst working with air crew and maintaining Air communications with the Airframe.

Capability is currently reviewing the structure of the Air Operations Team (AOT), with the view of enhancing this Capability in support of future Operations.

By Robbie Landon



Updates from the Capability

Tsunami Operations

EXERCISES CONTINUE!

Following the successful Puysegur Surge Exercise last year at Manly, the Tsunami CDG (TOCDG) is conducting an evacuation exercise 'Bombora' at Ballina on June 24. This important work is being led by the RTR Ballina Unit, and is a deliverable of the TOCDG's Business Plan. Its outcomes will help inform the new Tsunami Awareness Package that is being developed for release later this year.

The TOCDG is made up of dedicated volunteers and supporting staff who represent each coastal region, as well as a representative for all Western Regions. Their charter is simple: as one of the three core combat roles of the NSW State Emergency Service, to build and further develop our tsunami awareness, preparedness and operational response capability.



HOW ARE THEY DOING THIS?

The TOCDG has a Business Plan that outlines its deliverables, namely awareness through the development of a Tsunami Awareness Package for all members, the refinement of evacuation products and local arrangement plan templates, and of course exercising those local arrangements.

Bombora is only the second tsunami exercise to be conducted by the TOCDG, and more are planned... two annually, one being recurrent on November 5 each year to mark World Tsunami Day.

How is your Unit placed to meet the threat of tsunami, or support those Units that have communities in the evacuation footprint?

WANT TO KNOW MORE?

For information, go to <http://www.tsunamisafe.com.au/> or contact the Chair or Co-ordinator of the TOCDG via email on Capability@ses.nsw.gov.au

By David Bowling

Development Group

Flood Operations

G'day from the newly reformed and renamed Flood - Operations and Rescue Capability Development Board or F-ORCDB for short! Over the years you may have seen some of the work that has come out of the previous FOCDB, such as the introduction of the Ark Angel rafts, Flood Rescue Helmets and PFD's, Bowloader Punts and much more.

At the start of May, the CDG met together for the first time over two days to for the creation of a 2 year Business Plan of deliverables that ensures the Board work towards the Commissioner's priorities of Operational Capability and Training, both of which support Recruitment and Retention. The Group is extremely excited to say that while some projects are just kicking off, we are already starting to pull together some key initiatives coming shortly such as:

- » Delivery of hundreds of yellow Swift Water helmets with NSW SES markings to be issued to vessels.
- » The construction and issue of inflatable hose kits
- » Roll out of Reach and Rescue poles to enhance L1 Flood Rescue Operations

- » NSW SES branded kit bags for L3 operators.
- » A Light Flood Rescue response vehicle for evaluation.
- » Continual expansion of the number of Ark Angel rafts
- » Developing a deployable Flood Rescue cache to be accessed as required across the state.
- » Headlamps for L3 operators (Headlamps for Yellow boat helmets to follow)

The group is also undertaking some more medium term projects including but not limited to;

- » A policy for conduct of Flood Rescue Operations at different levels
- » Updated Training and Education packages for new and existing operators
- » Exciting new training grounds across the state
- » A subcommittee review of requirements for new flood vessels
- » Intent to trial a high-clearance concept vehicle to examine applicability and suitability in NSW flood response operations.
- » Consideration and review of dry suits for cold weather environments.



- » A proposal to trial high clearance flood response vehicles.

In what will be a new season for the NSW SES in the Flood space, we remain committed to conducting flood operations and rescues as a professional and responsible agency, providing for our members the most appropriate equipment and training in accordance with our combat role.

If you have any feedback or questions please feel free to contact the F-OR CDG Chair or Co-ordinators on capability@ses.nsw.gov.au

By David Bowling

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PHD SCHOLARSHIP AVAILABLE AUGUST 2017

**ROTARY CLUBS OF NEW SOUTH WALES
PTSD PhD SCHOLARSHIP**
investigating
**POST-TRAUMATIC STRESS DISORDER RELATING TO THE
EMERGENCY SERVICES SECTOR IN NSW**

It is intended that Australian Rotary Health will provide stipend and incidental support for a postgraduate student who is undertaking full time research in Post Traumatic Stress Disorder relating to the Emergency Services sector in NSW.

Applicants must be an Australian citizen, Australian Permanent Resident, or New Zealand citizen, and not be under bond to any foreign government in order to be eligible. Evidence of citizenship (citizenship certificate, birth certificate, passport) or residential status must accompany this application. Applicants enrolled in a combined degree are not eligible to apply (e.g., PhD/ Masters).

The annual value of the "Australian Rotary Health/ Rotary Clubs of NSW PTSD Funding Partner Scholarship" is \$29,000.

APPLICATIONS OPEN 1st August, 2017

Enquiries email to: admin@arh.org.au

www.australianrotaryhealth.org.au



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NSW State Emergency Service Volunteers Compete in NSW Police Equestrian Games



Kaliya on Billy.



Ben on Chance.



Angela on Arrow.



Melanie on Twista.

The NSW Police Equestrian Games were held on 29th & 30th of April at Hawkesbury riding club grounds. The weather was perfect which was great as the event was postponed in March due to excessive rain. The event is open to members of police and emergency services in NSW and their families. I Kaliya Maxwell, my husband Ben from Hunter Region, Angela Chapman from Southern Highlands Region and her sister Melanie Antram represented NSW SES as a team. It was an amazing event, with 50 competitors from the RFS, Police, Fire and Rescue, Ambulance and the four of us from NSW SES. The event had a really friendly atmosphere and we met lots of great people who made you feel really comfortable, no matter what level you ride at.

We arrived on the Friday afternoon to help the organisers set up and set up our horse float as that was going to be our sleeping quarters for the next two nights (all good fun).

The events held on Saturday consisted of Showjumping, Dressage and Combined Training (both), with the show hack classes and sporting events on Sunday. For those who don't understand the events, Dressage is precise movements at marked spots in an arena. Showjumping is jumping over a number of coloured jumps and normally against the clock (timed). Sporting is riding as fast as you can whilst steering your horse around obstacles such as barrels or weaving around a row of vertical poles (bending). Show hack classes are judged on the rider's riding ability, posture and ability of the horse to move in a nice flowing level stride.

Our team competed in all the events and came away with a hoard of medals including three 4th places, four 5th places and four 6th places. Both Ben and Melanie got a bronze medal in their respective rider classes, Melanie and I received a silver medal in our respective rider classes and

Ben also got a silver in barrel racing. I came away with a Gold medal in the Combined Training, which came from winning a gold in both my Dressage and Showjumping class.

Now, many people think riding a horse is easy. However many people have never had to control a 600kg animal that has its own mind, with just your legs, seat and fingers. It's not an easy task and you have to be able to understand and work with the horse that needs to respond to your commands, so we need to give half the credit to our horses Billy (mine), Chance (Ben's), Twista (Melanie's) and Arrow (Angela's).

We would like to say a huge thank you to our NRMA who sponsored our team, we were looking very flash in our new saddle cloths and brow bands! We had a fantastic time and can't wait for the next one!

By Kaliya Maxwell



The Tail End of Debbie





Lismore Shopping Square.



Browns Street Carpark, Lismore.





Keen Street, Lismore.





2017 VOLUNTEERS ASSOCIATION GRANTS ARE OPENING SOON!

TIMES ARE A-CHANGING FOR THE FUNDING SCHEMES FOR THE VOLUNTEERS ASSOCIATION.

Previously, our funding schemes were only offered once a year, and feedback from members was that if they found out about potential development opportunities after the schemes had closed, then the member would miss out.

The new process means that ANY requests for funding assistance must come through our online form at www.nswsesva.org.au and then be processed through the Grants Committee whose members will meet four times a each year.

We will be launching the new Grants Schemes from July 1st, 2017 and will be publishing the dates for the committee meetings so you have plenty of time to get your applications in!

A full rundown of how the process will work will be available on our website shortly!

www.nswsesva.org.au



A Glimpse of the New SHQ Building Located in Burelli Street Wollongong

NSW SES Corner of Auburn and Burelli St.



Front Entrance Cnr Burelli and Atchison St.



SES — RFS Training in Helicopter Flood Operations

L2 and L3 flood rescue operators from around the State assisted NSW RFS Down the Wire (DTW) operators in three days of hoisting (winching) from the water at the Penrith Lakes (next to the Penrith Whitewater Centre).

Each day our L3s and DTWs were briefed on aircraft safety and winching operations. The DTWs then escorted the L3s onto and off the hovering helicopter (hover entry and exit techniques) before hitting the water

for a number of winching sequences.

On the first day of training, Minister for Emergency Service, Troy Grant, also joined our L3s in the water and was winched to safety by one of the RFS DTWs.

Each day our L2 flood rescue operators provided logistics support moving L3s into the water and providing a safety and rescue capability.

Each of the RFS DTWs lifted three SES L3s from the water before undertaking an emergency release

from the wire and entering the water. Very quickly an SES IRB was on the scene to rescue both the DTW and his victim; and returning them both to shore.

Further joint training sessions are being planned around the State in coming months.

By David King



Exercise Star

On Saturday 27th May volunteers from Sydney Southern, Sydney Northern and Illawarra South Coast regions participated in Exercise STAR (Search Training and Rescue). The aim of the exercise is to practice, evaluate and refine training and operational procedures for Land Search operations.

Exercise STAR 2017 was held in the National Parks and surrounding bushlands in the vicinity of the Sutherland Shire for SES to practice the emergency procedures that would be needed in the event of a search operation being conducted in that area.





The exercise started with an evidence search for a bank robbery. The teams were looking for toy guns, money and bullet shell casings, through thick bushland and needed to use different type of search techniques.

The second exercise held after lunch was for 6 missing persons' in separate locations. The teams conducted searches, were required to administer first aid and then stretcher the injured persons out.

All members involved enjoyed themselves and learnt from the experiences.

By Matthew Kirby



Saving Lives is in Our Blood

**THE EMERGENCY SERVICES BLOOD CHALLENGE IS ON AGAIN!
1 JUNE – 31 AUGUST**

NSW State Emergency Service (NSW SES) members are again competing against other emergency service organisations by state and by service to give the most blood donations during the Emergency Services Blood Challenge 2017 which was launched on 1st June.

NSW SES Commissioner, Mark Smethurst kicked off the challenge yesterday at the launch by joining representatives from other emergency services within NSW by donating his blood to help save lives!

Joining the Commissioners was a 44year-old father of two and a motor accident survivor Andy White ,who owes his life to emergency services and 12 generous blood donors after an accident in November 2014.

The Campaign is a three-month challenge that sees emergency services members compete to see who can secure the most blood supplies over winter.

Winter tends to be a difficult period for the Red Cross as blood donations

are at their lowest. This is due to regular donors having the cold or flu and therefore being unable to donate until they have recovered.

NSW SES members will join staff and volunteers from many emergency service organisations with the aim of collectively making 8,500 donations during the Challenge.

NSW SES volunteers are always ready to help - be it floods, storms, rescues, or searches for lost and missing people, so giving blood is just another way in which our members support the local community.

Follow NSW SES's progress throughout the Challenge on the Australian Red Cross Blood Service website:

<http://www.donateblood.com.au/nes>

Remember, you can donate at any time – to make an appointment to give blood at your nearest Australian Red Cross Blood Service donor centre, call 13 14 95 or book online or visit.

Photos by Victoria Platts





Andy with Paddy.



Sydney Western Rescue Competition



Team shot of Auburn.

On Saturday 27th May, 2017 over 150 members were incarcerated at Parramatta Gaol for the Sydney Western Region Rescue Competition. The scenario was simple, the Sydney Basin had been heavily affected by an earthquake at Lapstone in the Blue Mountains and 7 teams comprising Taskforce Zulu were responded to the Parramatta North Urban Transformation Precinct to deal with whatever they encountered.

The early morning start soon gave way to the competition proper which included teams representing Auburn, Blue Mountains/Penrith, Canada Bay/Burwood, Hawkesbury, Holroyd, Parramatta and Strathfield/Auburn. Several combined teams.

Teams faced a range of challenges testing their skills in heavy lift and stabilisation, search, USAR, casualty handling, first aid, crime scene preservation, rescue from heights, tool

handling, mass casualty, confined space and of course, leadership. Throughout the day almost every team held the #1 spot at some stage in what was an extremely close competition. At the end of the day, less than 6 points separated 1st and 2nd place, with 3rd less than 20 points from 1st. Teams exhibited fantastic team work, skill levels and spirit throughout the event, demonstrating without doubt the fantastic operational capability SWR Units have across a wide skill base.

A massive thank you goes out to all those involved in running the event, from the IMT to judges, to stand crews and casualties, to the amazing cassim team who prepped and maintained the 30-odd casualties. Our cast of walking dead included extensive burns, lacerations, abrasions, disembowelments, impalements, and other assorted gore, adding an unpleasantly real element to the stands.

Thanks also to Greg Newton and Mark Smethurst for their support on the day. To the judges and support personnel from Sydney Northern, Sydney Southern, Ambulance NSW, St John Ambulance and Fire & Rescue NSW, thank you very much for supporting the event. The day would not have been possible or the success it was without your support.

By the end of competition, the encouragement award went to Holroyd for their outstanding performance and enthusiasm, and the well-deserved winner's trophy to Auburn, closely followed by Canada Bay, and Parramatta.

A great day and we get to do it all again in two year's time.

By Brad Dousha
Photos by Damian Hofman



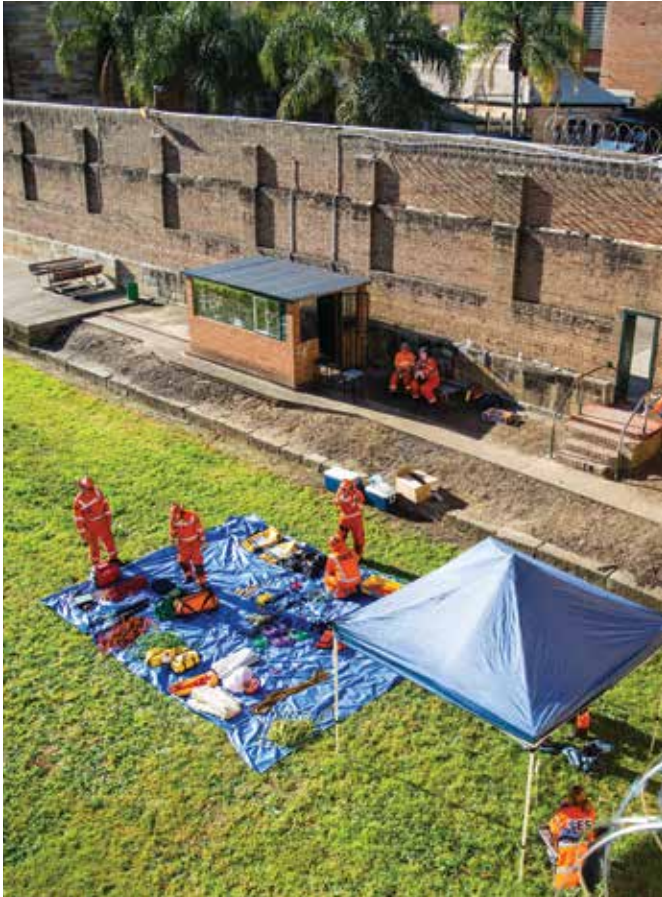
Group Shot.



Trophy presentation Auburn Team 1st place.



Rescuer tending to "burnt" casualties.



Gear dump and team briefing area inside the gaol recreation area.



Hawkesbury Team working to release a casualty in water tank.



Auburn / Strathfield combo team in the water tank stand.



Rescuer directing a walking wounded casualty to the triage area.

RescuExperience

NSW rescue agencies came together for two days to explore and share the latest road crash rescue techniques. Four members of SES GLR units and two of our new Operation Training Support Officers participated in a number of interactive events at the "RescuExperience" hosted by FRSA & Holmatro at the Fire and Rescue NSW Ingleburn facility.

The hands on sessions included cross ramming and incline cutting; advanced cutting techniques and vehicle relocation.

An interesting demonstration was provided of the "Norwegian Rapid Extrication Technique". Adjustable chains were strategically placed around the A and C pillars; with the A pillar chains connected to a winch and the C pillar chains connected to an immovable object, say a fire truck or other rescue truck.

The front chains then were tensioned using the vehicle mounted winch. The laminated glass was cut



along the top and the adjoining A-pillars cut. The gussets at the base of each A-pillars were then cut prior to slowly applying tension to the front chains.

The car slowly opened up providing quick and full access to the entrapped patients.

By David King



Northern Rivers Floods — An SES Community Liaison Officer's Perspective

When the call came out for SES CLO's for immediate deployment to the Northern Rivers Floods it was a no-brainer that I should go. Having been previously deployed as Media Officer to Richmond, Tweed for another flood event I thought this sounded like an interesting new challenge — and so quick-smart I was off to Ballina for a seven day deployment.

Arriving I was given a motel room for one night — and immediately pondered on whether my stay would be extended or was I bound for a camp bed and sleeping bag in the remarkably luxurious air-conditioned RFS Tent-City being constructed nearby in record time. Then with other CLO's I was whisked off to Regional HQ for a briefing.

"I hope you have all packed your Kevlar vests" we were told light-heartedly on arrival "Cos we are sending you CLO's into some hot spots where we have heard there have been rumblings of discontent — and you may be marked men and women with targets on your back. You will operate in teams and should have a buddy with you at all times". Knowing that we were to be targets I quickly assured our team leader that if the bullets started flying the whole of our team would be right behind her!

Then the exciting bit for our team of four (self-designated the "A-Team") "For your first task we are deploying your team by chopper to a hot spot in Murwillumbah".

Whoopee I thought — at the age of 68 this was to be my first ever



helicopter ride! Shortly afterwards that bubble burst "A slight change of plan — you are off to Lismore by minibus". And so it was that an hour later (you've guessed it) we were driving by minibus to Murwillumbah.

We visited the evacuation centre in the church hall — piles of clothes, tables of donated kitchen, bathroom and cosmetic stuff, mattresses lined up on the floor, a variety of food set out on the dining table, hot soup in an urn, and red cross volunteers working hard at reception and in the kitchen. I sat with a few of the evacuees and listened to their stories. One lady had finally settled down and bought a property just outside of Murwillumbah three months ago after sixteen years

as a grey nomad — another lady was so happy to have found her son a suit amongst the donated clothes that he could wear when appearing as a witness in an upcoming court matter, but then was not sure whether her copies of the Court documents had survived.

Then we drove over the bridge to the total devastation of South Murwillumbah — with the houses, roads and businesses just a sea of mud; and piles of debris mounting on the kerb sides. Our plan was to hand out information — but in reality it was too early for this community — they would be expecting us to help by providing manual labour cleaning-up, and anything less would be meaningless.



CLO's having dinner.



Jodie Ulin.

So instead we drove back over the bridge and ate lunch at Murwillumbah RSL adjacent to the river and its levee. The bistro had a restricted menu of roast beef with veggies, roast chicken with veggies, or a choice of four pizza toppings. The town was still under an evacuation order but there were quite a few locals eating — and I chatted to some who were curious about my “Canada Bay” name tag and pleasantly surprised when I told them we had travelled in from various parts of NSW and had even brought in a team of CLO's from South Australia to help.

Disasters by their very nature breed planning on the run — and if you get fixated on expecting things to go smoothly then it's best not to volunteer for disaster deployments. If you can go with the flow (pun intended) then you will be an asset to the cause. If not then you just become part of the problem.

Expect the unexpected — like leaving RHQ in a hire car being driven by a chaplain with a peer support person in the back seat. What could be safer I asked myself — even if it was raining lions and wolves — until a four-wheel drive rear ended us, having been itself rear ended at high speed by a small sedan that in turn was then clipped by a marked SES vehicle.

Two vehicles required the tow truck while the female driver of the small sedan required ambulance transportation. Our hire car was still drivable — only its' rear-end being completely cactus! The major problem for me — other than possible whiplash — was that while directing the traffic around the crash site in the pouring

rain my wallet got soaked — causing the ink to run on my taxi receipt! Claiming back the cash was going to be problematic I thought — but SWR BSO easily sorted that out.

Two days later and I'm again sharing a ride with a chaplain and other team members — and what idiot ever said that lightening never strikes the same place twice! Returning from Tumbulghum we come across a man lying bleeding on the left side of the road, and a two car pile — up on the right side of the road — complete with a head size hole in one windscreen. We were in a hired minibus with no first aid kit, but we did have two SES volunteers with nursing and paramedic experience. So out we pile, and start directing traffic and dealing with the patient.

Nothing straightforward about this case — the bleeding man had nothing to do with the car accident — he was on his way to a hospital appointment, stopped his car, got out and then tripped over some loose wire on the road cracking his head on the pavement. On the opposite side of the road the drivers of the two crashed cars appeared to have disappeared after the accident — one having been seen by locals to run to a van that stopped, jump in and then the van took off.

Anyway — back to why we were really there — CLO duties. Our role was to go into the flood affected areas; meet locals who were cleaning up, talk with them and provide each with a post-flood recovery information booklet. It was also requested that we gather Intel wherever possible: flood

heights, peculiarities about this flood event, timings of flood warnings and evacuation orders, and any suggestions as to how things could have been done differently. It was an opportunity for some to give constructive feedback, for others to simply thank us, and for a small minority to vent their anger and frustration — the “Kevlar vests” brigade.

We visited caravan park folk who had temporarily relocated from a caravan park to the undercover parking area beneath the Regional Art Gallery. Most had lost everything. We heard that one park resident had lost his life in the flood, and another had lost his false nose (constructed for him after cancer surgery). During this visit I also met my first ever “freak” — a caravan park resident whose career had included being the caged freak in a travelling road show! Like the others he just wanted to chat at some length about his life and flood experiences — he had a mattress, a sleeping bag, and the clothes that he stood up in — everything else was gone — but hey — there were others worse off than him — at least he was still alive and was getting fed — and a news crew in a chopper had even dropped off some grog to lift their spirits (pun intended).

What was most interesting for me was the challenge of responding to the very occasional criticism. One lady asked me why the SES did not work closely with Council to find an area of higher ground near the town where vehicles could be moved when

» continued on page 40



Michelle Conroy and Vikki Bertoli.



RFS base camp where the CLOs stayed.

» continued from page 39

an evacuation order came through. When I asked her if she had a particular high spot in mind she said there wasn't any high ground, which is why SES and Council needed to get together to sort the problem out.

Another man complained to me that the SES had refused to help to evacuate an old lady when the water rushed in and reached the top step of her two storey house saying it was too dangerous to get the flood-boat to her. At the same time his wife was telling another CLO that the woman's son had twice refused to evacuate himself and his mother when approached by the SES earlier after the evacuation order was issued — and waited until it was too late for it to be done safely before calling for evacuation.

The same man complained that he had lost property due to the mixed messages being broadcast. The SES had told him to evacuate — but the radio was predicting flood heights that he knew would not affect him — so he stayed at home. When the flood water arrived it was higher than predicted — and so it was the SES's fault that he had lost property by ignoring the evacuation order.

Lots of places were closed with evacuation orders still in place. Sewerage and electricity was cut off, and essential services were in short supply. As an example in Lismore the only fast food outlet open was KFC — and all the petrol stations were closed so no fuel in town. Streets were lined with piles of debris and the RFS and Fire and Rescue NSW were hosing out mud before it could dry and

set like concrete. Compounding the problem was the loss of Council trucks and heavy equipment in the flooded Lismore Council Depot — which was likely to lead to a delay in the clean-up response. And the nightly news reported traffic jams at local tips due to the sheer quantity of damaged goods being deposited.

Some "looting" was reported, not necessarily from houses but of salvageable goods put out to dry by residents and then being stolen by opportunistic thieves. There was also an influx of "disaster tourists" clogging up roads and hampering clean-up efforts. Tumbulgum actually closed the town to through traffic after the accident due to the numbers of passing "rubber-neckers".

Smaller towns were also affected — we visited Coraki which was still flood affected with roads closed, and were greeted by the most remarkable husband and wife SES leadership team — being the Local Controller and Deputy Controller respectively. They had been managing the local response with limited resources as their HQ had recently relocated with equipment still spread between both premises, and no printer or internet (the latter being a recurring problem in many locations).

Checking on local road closures around Coraki for Intel gathering purposes we came across many vehicles in ditches — each marked with police or SES tape as having been searched — and witnessed one four wheel drive owner driving through the floodwater heading into town.

That night I was chatting to a chopper pilot staying at my motel — and he told me that he had spotted a

car driving through floodwater until it eventually died. Landing nearby he had asked the vehicles occupants if they needed help. They told him that it was their Cinema night — and asked if he could give them a ride into town so that they could still catch the movie!

No less remarkable was our visit to the small hamlet of Crabbes Creek. On our arrival the RFS was hosing out the primary school, but the remainder of the town appeared virtually untouched. Other than a high water mark at least a meter up on the market garden shade cloth there was little visible evidence that a flood had impacted the town at all.

We talked to a man who was cleaning out his garage and he told us that the locals had just done it all themselves. About half a dozen houses were inundated — but within hours there were dozens of locals who just turned up at each house and got to work. All the damaged goods were lined up along the roadside and then a local resident with a bobcat and truck just removed the lot. The village hall had donated goods for collection and a public meeting had been called for the following Monday. The market gardener told us that within hours of the flash flood abating he had locals just turning up to help him put his stock back in order and re-pot plants.

Door-knocking further along Crabbe Creek's pretty country lane we came across a smashed up vehicle by the side of the road. It appears that while the owner was asleep at home, the flash flood had collected his vehicle and carried it one hundred meters down the road. Its windscreen and sun roof were smashed and it was full of



Shoshanna, Vicki, Dayna and Maddie assisting a local.

mud and debris — yet at a distance it looked like any other parked car.

En route to Tumbulgum we stopped off in the small backwater of Condong. Standing in the main street talking to the sugar cane factory workmen about the likely impact of the flood on local employment, we heard the sirens and saw a massive response of every available emergency service racing along the highway in the direction of Tumbulgum. An hour later on our arrival at Tumbulgum we saw local residents lining one side of the river and on the other side multiple emergency vehicles and an SES flood-boat on the river. They were searching for the occupants of a vehicle that had left the road. We learned later that a mother and her two children had perished.

Two days later we were back in Tumbulgum handing out our recovery information and prepared to listen to anyone who just needed to talk — when the chaplain and I met the local church minister who had appeared on local television the previous night talking about the tragedy and its impact on the town. By coincidence he and our chaplain were of the same denomination — and so we spent some time with him just talking about the meaning of life and death.

There was tragedy but there was also humour encountered during our liaison work. Like the artist whose studio shop had gone-under and his display stock decimated by mud and stuff. He was planning to wash them off, as they were mostly oils and acrylics, and then advertise them as water-colours!

Or the pet shop owner who had managed to save almost her entire

stock of animals by caging them and then hoisting the cages up by rope to a neighbour's raised warehouse. The only casualties were ironically some of her fish — but in an interesting aside she had found some of the fish from her upper level tanks had actually relocated to lower level tanks. She was happy, but mystified as to why they had not just made a break for freedom. I suggested they knew where their next meal was coming from — but she was not convinced.

One woman we talked with was madly cleaning out the underneath area of her house. There were two distinct piles of debris — one small and containing an antique looking dolls house, the other much larger and mainly blokey stuff. It was this pile that she was adding to with some urgency. She explained that the doll's house had been hers since she was a child and she was sad to see it go. The big pile was her husband's stuff — and she was anxious to add as much as possible to his pile before he got home from work — because she knew he would otherwise want to keep it and hose it down. The flood had given her the chance of a lifetime to get rid of his junk — and she was going to make the most of it!

Outside another house was a beautiful antique pinball machine — something I had always hankered after myself. Talking with the owner I commiserated — but was shocked when he said he had been carting the bloody thing from house to house every time he moved — unable to bring himself to sell it — and now finally he could rid himself of one millstone around his neck.

Lots of places were closed with evacuation orders still in place. Sewerage and electricity was cut off, and essential services were in short supply.

Another lady invited us to see how well she had cleaned out her garage — and as the chaplain and I entered she looked up to the rafters and said “Oh good — the python has finally gone”. She explained that during the flood she had seen red-bellied black snakes swimming in her garage, and after the flood receded had found the python high and dry inside. I just loved the matter-of-factness in her voice — yea — red bellied blacks and pythons inhabiting the garage — just another day at the office for country folk.

Talking of animal dangers one chaplain discovered the hazard of greeting a very large friendly dog by leaning over the front gate as it bounded forward. One leap and a wag of its tail and she had muddy paw marks all over the top of her two piece — and when I say “muddy” I leave this to your imagination.

Anyway that was my experience as an SES CLO in the Northern Rivers Flood Response — but it's a story that would never have been told but for an unexpected phone call ten days after my return. “It's Pat Johnson here — ringing on behalf of the SESVA. I heard that you had a car accident up north and sustained a whiplash injury — and just wanted to check on whether the SESVA can help in anyway”. I assured Pat I was fine — and thanked her sincerely for her welfare call.

“Oh and if you felt able to write something up for the next Volunteer magazine” she added as an afterthought... and the rest, as they say, is history.

By Bill Hoyles.

Deputy Local Controller Canada Bay SES.



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The Emerging Generation and the Impact on Volunteering

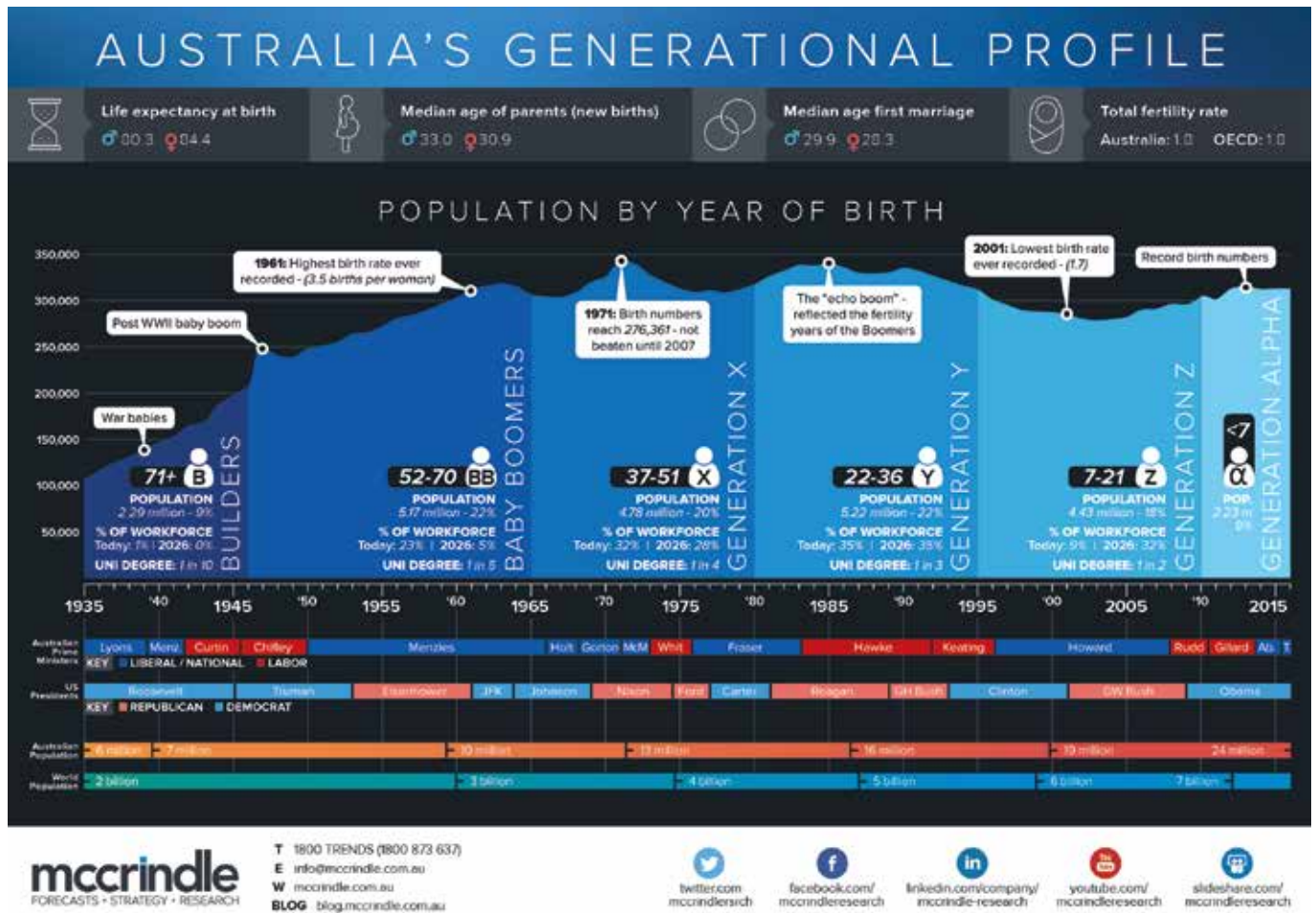
People often ask me what the next generation is called after Generation Z and during a recent seminar, demographer Mark McCrindle revealed generation 'Alpha' is the term now being used. What an amazing, fast paced world the Alphas will experience and influence. According to McCrindle this generation began in 2010, which was the same year the iPad was launched and thus enabling the emergence of the 'Screenager'

who lives in a world of multi-screens, multi-tasking and kinesthetic, visual, interactive, connective and portable formats.

Do you realise it was 20 years ago that the Google.com domain name was registered and only 10 years ago that the iPhone was released? With rapid technological advances, what will the next 10 years bring? There is no doubt that the digital age will influence the lives of more and

more people but there will also be some shifts in attitudes, mindsets and expectations that will occur as a natural consequence.

If current trends continue, the use of electronic media will increase and more uses for virtual reality technology will be found. Command and control models of leadership will be eventually replaced with collaboration and contribution models, trainers will be replaced by facilitators and manage



If current trends continue, the use of electronic media will increase and more uses for virtual reality technology will be found.

replaced by coordinators in an organic alignment to how the new generations expect to do life and business. Don't expect generation Alpha to stay in a job, a role or a geographic location for very long as Generation Z are already

becoming more mobile with 5 Careers, 15 homes and 17 jobs expected in a lifetime.

This increase in mobility will naturally affect the volunteer sector as well, so the expectation that young volunteers are going to stick around and contribute at the same Unit or with the same organisation for 10 years or even 5 years, is probably going to be unrealistic.

We can try and fit the emerging generations into the existing mould and lose them or expand and reshape our mould to suit how the new generation do life. For example this could mean accepting that a young person might only volunteer with the NSW SES for 2 years. The reality of this situation prompts me to consider how we provide opportunities for rapid development and system enablers to make sure the volunteer and the community get the best value from the relatively brief time available. Perhaps there would be more likelihood of

young people remaining engaged if volunteering was more flexible and if we came up with new ways of allowing them to contribute without having to attend a unit meeting.

The wave of change is building, it happens for every generation, but probably never as rapidly as it is this time. We have the opportunity to get ahead of the wave to catch it, or stay still and watch it roll over us. It will naturally be scary and threatening for some of us but hopefully some mutual understanding between the generations will help us open up to collaborate to find ways of keeping our great organisation viable for the future.

By Todd Burns
Coordinator Youth Engagement

The Fleet Project



In 2012 the NSW Government committed to additional funding of \$46 million over five years for procurement, maintenance and control of the NSW SES operational vehicle fleet. Of this amount, \$24.5 million was allocated to the purchase of new and existing vehicles along that period of five years from 2012 to 2017. This has been known as the Fleet Project, which is now coming to its conclusion on the 30th June.

Prior to the commencement of this project, the NSW SES fleet was predominantly owned by Councils. The Service has, in the past, relied on Councils to provide the operational vehicles necessary to undertake its statutory roles.

Along its life, the Fleet Project has achieved its objective of acquiring all vehicles previously owned by councils and has now generated a NSW SES fully-owned and controlled fleet. A total of 503 vehicles have been transitioned from councils, at a cost of \$3.8 million. Transitions have been by gifting, nominal value and market rate transfer and the total market

value of these vehicles is approximately \$8.3 million.

Another major objective of the project was to standardise the design of its operational vehicles to provide efficiencies in the operation and management of the fleet. This involved revising the vehicle classification to create standard vehicle categories, standardised vehicle specifications and consistent layout of equipment for each vehicle type.

181 new, standardised vehicles were built and delivered during the life of the project corresponding to a total value of \$20.6 million. These vehicles replaced aged, unsuitable vehicles that had been transitioned from councils.

Approximately one quarter of the NSW SES operational fleet is now composed of these new, standardised vehicles, contributing to a more professional brand for the organisation, as well as enhancing its operational capacity, and safety for the volunteers.

The following new vehicles were delivered by the project:

- » 73 Logistics vehicles
- » 10 Leased Buses

- » 1 K9 vehicle
- » 11 Community First Responder vehicles
- » 3 Heavy Rescue vehicles on 4x4 chassis
- » 2 Heavy Rescue vehicles on 4x2 chassis
- » 12 Medium Rescue vehicles
- » 18 Medium Storm vehicles
- » 42 Light Storm vehicles
- » 2 prototypes for CFR/Flood Rescue vehicles

With the conclusion of this project, the NSW SES has put forward a new request for funds to the NSW Treasury, with a view to continue the standardisation and replacement process, ensuring the Service's fleet is safe, well maintained and fit for purpose.

The State Government is committed to ensuring that the NSW State Emergency Service maintains its ability to service our communities with a reliable, prompt, safe and consistent response to emergencies.

News about this funding is expected during the NSW budget announcement in June.

By Clelio De Sousa
Fleet Project Manager

Growing Support



The New South Wales State Emergency Service volunteers have been running fundraising initiatives for many years — sausage sizzles, chook raffles, car parking at community events — that sort of thing.

In recent years the NSW SES Volunteers Association has run a successful formal raffle program which demonstrates the community's willingness to support SES volunteers. People value the work the volunteers do and are pleased to be given the opportunity to support that work. They're not doing it because there's a shortage of opportunities to have a flutter.

While a number of charities conduct them, raffles are not charity events. The cost of a raffle ticket is not a tax deductible donation. However, the NSW SES Volunteers Association is a registered charity and people seem to be participating in the raffles because of a philanthropic motivation.

So the Volunteers Association has taken things to the next level.

The Association has embarked on a fundraising journey with the objective of maximising its leverage as a bona fide charity. After all, it's been looking after the welfare of volunteers for many years.

With the help of professional fundraiser, Andy Markwell, the Association has recently launched a direct mail appeal for donations prior to tax time. A sample group of former and current raffle ticket buyers has been mailed a letter soliciting a gift with two promises attached – firstly, the donor won't win a prize and secondly, the donor will get a tax receipt for their investment.

The Association has embarked on a fundraising journey with the objective of maximising its leverage as a bona fide charity. After all, it's been looking after the welfare of volunteers for many years.

Early indications are that many of those mailed are taking the opportunity to express their appreciation for the work of SES volunteers by giving a small gift by either return mail, by phone or online. The Volunteers Association website now has an online donation facility where a gift can be made by credit card.

The fundraising strategy is to engage those existing supporters in a gift solicitation (an Ask). Of those that opt in with a donation, their addresses (not names) will be collated and profiled to establish where more of those people can be found. By progressively acquiring more supporters from successively broader communities a donor base will be built, generating an annual income stream to be used to support the welfare of SES volunteers.

Finally, experience shows that a small proportion of that donor base will leave a final gift to the charity in their will.

Andy is a career fundraiser, having spent 20 years in the Not For

Profit and Charity sectors working for organisations like St Vincent de Paul Society, Sydney University, Apex Australia, The Royal Australasian College of Physicians and the Australian National Maritime Museum. Andy has also been national President of Fundraising Institute Australia, of which he is also a Fellow and holds the CFRE fundraising accreditation (Certified Fund Raising Executive, Washington DC).

He believes fundraising is not about a one-off transaction, but more about engaging people in a relationship, establishing their interest in the mission, developing that interest and cultivating the relationship. The gift is the easy way for them to support that mission without having to give their time or get their hands dirty. Like the volunteers, the donors become part of the family.

Note: the raffles remain an important source of revenue for the Volunteers Association and will continue to run.

By Andy Markwell

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Created by Derek Archer

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G	S	O	G	R	A	C	N	Y	X	A	M	D	A	M	R
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I	R	S	K	D	I	R	T	Y	D	A	N	C	I	N	G
T	D	T	H	G	I	N	K	T	S	R	I	F	E	H	T

When you have found the movies, the left over letters spell out the missing movie which is in the list above.

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