

The official journal of the NSW SES Volunteers Association

the

Volunteer

Issue 60 | June 2022

ISSN 1445-3886 | PP 100018972





Working with Spontaneous Volunteers



Multi-agency AIIMS



Exercise Management for Emergencies



Basic Wildfire Awareness

Excel in life threatening situations.

Study Emergency Operations.

At TAFE NSW our goal is to help change lives. Whether improving crisis or emergency management and leadership skills, bushfire awareness or multi-agency communication skills, the National Centre for Emergency Management Studies (NCEMS) has a course that can get you and your team emergency ready. NCEMS is a specialist department within TAFE NSW, committed to providing nationally recognised qualifications to help you better function in an emergency.

Ready to change lives? Enrol now for Semester 2 with TAFE NSW, a leading provider of lifelong learning.

tafensw.edu.au/emergency-management
1300 045 737



TAFENSW

the Volunteer

NSW SES VOLUNTEERS ASSOCIATION BOARD OF DIRECTORS

President of the Board of Directors

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

Vice President

Shannon Crofton ESM CF (Metro Zone)
shannon.crofton@nswsesva.org.au

Managing Director

Erin Pogmore (Metro Zone)
erin.pogmore@nswsesva.org.au

Director

Megan Hamblin (Wellington)
megan.hamblin@nswsesva.org.au

NSW SES VOLUNTEERS ASSOCIATION COORDINATORS

Patricia Johnson
Flower Coordinator

Adam Jones
Member Benefits Coordinator

Anthorr Nomchong
Member Recognition Coordinator
VA Rep NSW SES Awards Committee

Cheryl Goodchild
Membership Coordinator

Cory McMillan
Mental Health Coordinator

Teddy Haryjanto
Mental Health Coordinator

CRITICAL INCIDENT SUPPORT PROGRAM 1800 626 800

CONTRIBUTIONS



Please send all content to:

The Volunteer Editor:

Carlee Maccoll

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

Phone: 1300 0 SES VA

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: contact@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.

Living with PTSD? We Can Help



Moving Beyond Trauma is a residential program at the Quest for Life Centre in the Southern Highlands, NSW designed to assist people with PTSD reclaim their lives.

The program draws on an understanding of trauma, its effect on the brain and teaches practical skills and tools which bring relief to the troubled body, mind and spirit.

Based on the latest research on health, healing and neuroscience, our nationally acclaimed programs are delivered by a highly qualified professional team in a safe and confidential environment.

2022 Programs

4-8 July	8-12 August	5-9 September
10-14 October	7-11 November	5-9 December

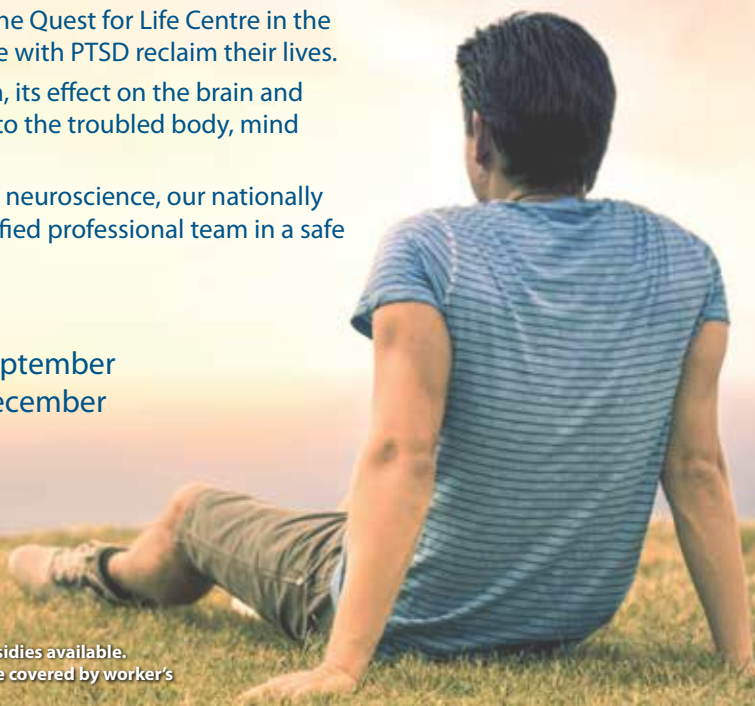
Call **1300 941 488**
or visit questforlife.org.au

Special Offer for *The Volunteer Magazine* readers

\$200 off

the program fee if you mention
'The Volunteer Magazine' when booking

NDIS Provider. Subsidies available.
Speak to us if you're covered by worker's
compensation.



70%

LESS CARBON!

ydrive.me | miket.app

CONTACT US



Contents

REGULAR FEATURES

- 4 From the President
- 5 From the Minister
- 7 From the Commissioner
- 9 From the Shadow Minister
- 10 From the Editor

FEATURES

- 13 Thank you
- 14 WOW Day 2022
- 16 2022 State Road Crash Rescue Challenge
- 19 Bankstown a Unit of many nations
- 21 Get ready Ulladulla
- 22 Warnervale Airshow
- 23 Stroud Unit
- 24 Shave for Cancer
- 26 Holroyd Unit
- 28 Essential Energy Flood Response 2022
- 30 Taking technology to communities in need
- 32 New technology enhances volunteer safety and situational awareness of assets
- 33 New Procurement Portal – launching in June
- 34 Men's Health Week
- 36 ASPIRE Leadership Program
- 37 Oscar's SES Report
- 37 2022 Community Art Trail
- 38 What rights do volunteers have?
- 40 Shout Out
- 41 Initial Health and Safety Representatives (HSR) meeting at NSW SES
- 41 Handy Tip
- 42 What's new in the NSW SES Wellbeing Program?
- 44 Vale Phil Mahoney





KIM DAVIS ESM
PRESIDENT NSW SES
VOLUNTEERS ASSOCIATION

Dare we say it, things appear to have settled down a tiny bit with the weather! Communities are starting to get some traction with recovery efforts, our affected members have reported back that they are starting to see some normalcy returning and operationally we are retuning to our bread-and-butter jobs and (fingers crossed) not campaign events.

We have now closed off the Flood Assistance package that was available during the floods, the normal Welfare process will be resumed from this point.

The Rescue Challenge was also held in Dubbo in late April, early May and from all accounts teams learned a lot from the development workshops, competed well and got a lot out of the event. Congratulations to all of the SES teams who were involved: Port Macquarie (blended team with ASNSW and VRA), Port Stephens, Batemans Bay and Hawkesbury and a special mention to the Port Macquarie team who took out second place.

A big thank you also to our members who attended, trained, judged and every other job in-between as part of their jobs with other emergency services. The shared knowledge and experience we get from each other can never be underestimated!

The Flood Inquiry deadline for submissions for the recent Flood Event had been extended until June, 2022. We would encourage every member to make a submission with your observations and experiences to continue to build and develop our Capability in flood rescue and response, but also in our overall ability to deliver services to communities in need. Remember- it's not just about the flood rescue role, it's about every aspect of delivering a service to the



community across every role like planning, logistics, incident management, media and community engagement as well as facilities and fleet.

The Association has been approached by a number of members for assistance with their submissions, and you are welcome to contact the office if you would also like help.

We will be continuing to meet with and represent the issues volunteers are facing with Members of Parliament as well as through the VJCC. Our focus will be on the renewing of the Charter with all parties and we also look forward to being active contributors the review into Probity and Professional Standards.

While we have had a few scattered days with a break in the weather, we have been taking advantage of the drier ground and getting stuck back into the VA property. Tractors have been busy slashing, fence lines are being cleared, concrete slabs have been poured and we have started to establish our emergency store. We're looking forward to working with the various local authorities around restoration of the natural and endemic



environment and we have had a number of very happy, but somewhat shy, locals dropping in to check out what's been going on – a favourite amongst the team is the echidna family.

As the weather gets cooler, we have a number of hazard reduction burns planned and if you don't mind a chilly morning we would encourage you to contact the office to check availability of sites for camping and we will also be running a number of working bee days that members are more than welcome to attend. These will be advertised on our Facebook page, and given the uncertainty with the weather, at times they may be advertised at short notice.

The Windellema area is stunning in the winter months, and after the hard work both operationally and with COVID over the last couple of years, there is nothing more rewarding than setting up a campsite, cooking over an open fire and relaxing with family and friends.

With winter fast approaching, stay safe and look out for each other and we hope to welcome you to the VA property over the coming months!

SES Units are the lifeblood of these communities and I have really enjoyed meeting members on my trips to Lismore, Ballina, Woodburn, Grafton and Wilberforce. I look forward to spending time with many more of you in the weeks and months ahead.



THE HON STEPH COOKE MP
MINISTER FOR EMERGENCY
SERVICES AND RESILIENCE

It's my pleasure to write to you again after an incredibly challenging first half of the year for all our emergency services, but particularly for the NSW SES. Early in the year we saw severe storms across the State. Then late February and into March we experienced flooding on a scale never seen before which devastated communities across the Northern Rivers region and the Hawkesbury-Nepean Valley.

Many of our SES members were among the tens of thousands of people personally impacted by this natural disaster. Their lives and livelihoods upended, not by one, but two record flood events. Another deluge hit in late March, causing the Wilsons River to again overtop the Lismore levee.

It's difficult to imagine the trauma being experienced by locals in Lismore and throughout the Northern Rivers region, dealing with constant rain and what seems like flood after flood. Through it all, SES members continue to lead the way with their skills, knowledge, dedication and courage.

Thank you for all you have done. You are an inspiration to flood-affected communities as well as residents right across our State.

Looking to the future, we await the findings of the independent Flood Inquiry being undertaken by Professor Mary O'Kane and Mr Michael Fuller, which will guide the NSW Government's long-term approach to natural disasters. And as your Minister, I am always striving to find ways to better support our emergency services volunteers and staff.

I travel regularly to the Northern Rivers region to oversee the flood recovery effort and make sure we are doing everything we can as a



Government to help communities get back on their feet as quickly as possible. The first of a dozen 'pod' villages is now operating at Wollongbar and I was very pleased to hear the first residents who moved in were overjoyed to have a secure base as they look towards rebuilding and deciding what comes next.

I know it won't happen overnight. But the spirit of communities, which I've had the privilege to experience firsthand, gives me strong belief that the Northern Rivers region will bounce back stronger.

SES Units are the lifeblood of these communities and I have really enjoyed meeting members on my trips to Lismore, Ballina, Woodburn, Grafton and Wilberforce. I look forward to spending time with many more of you in the weeks and months ahead.

After the hardship experienced in

recent times, it was wonderful to be able to show some gratitude to SES members during National Volunteer Week. A highlight was Wear Orange Wednesday, or WOW Day as it's affectionately known, and wow! What a day it was.

Hosting a WOW Day morning tea in Parliament House, I had the opportunity to give my personal thanks to volunteers from Sydney-based Units. We then capped off the day with the Sydney Opera House sails lighting up orange to celebrate your incredible efforts. It was a moment where we could recognise the contribution of SES volunteers on one of the world's most iconic landmarks.

I want to again take this opportunity to thank you for your dedication to your communities. You have done, and continue to do, myself and the people of this State very proud.



afac22
powered by **INTERSCHUTZ**

23-26 AUGUST 2022
ADELAIDE CONVENTION CENTRE

Connecting Communities. Creating Resilience.

AFAC22 – Australasia's Largest Emergency Management Conference and Exhibition

INCORPORATES: • **ADRC22** – Australasian Disaster Resilience Conference
• **IFE22** – Institute of Fire Engineers Australia National Conference.

3 collaborative events in one location, showcasing the latest products, solutions and services for the emergency management sector.

Showcasing Global brands – Vehicle Design and Technology, PPE, Tools, Safety Equipment and Training, Rescue Equipment plus much more!

AFAC22, ADRC22 & IFE22 deliver solutions to these industry sectors:



Fire



Emergency/Rescue



First Responders



Public Safety



Hazardous



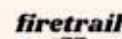
Mining



Fire Prevention



Sponsored by:



REGISTER NOW:

📍 afacconference.com.au

🐦 #AFAC22

📍 afacconference.com.au/IFE22

🐦 #IFE22

📍 AIDR.ORG.AU/ADRC

🐦 #ADRC22

ADVERTISEMENT

To our State's SES volunteers,
thank you for keeping NSW safe.

CHRIS MINNS
NSW LABOR LEADER
MEMBER FOR KOGARAH
P: 92302310 | E: LEADER.OPPOSITION@PARLIAMENT.NSW.GOV.AU

Authorised by Chris Minns MP. Funded using parliamentary entitlements.



CARLENE YORK APM
NSW SES COMMISSIONER

... the strongest kudos go to the members of NSW SES, for their dedication and outstanding commitment to the safety and wellbeing of the NSW community.

I'd like to start this foreword by saying how pleased I am to be back from sick leave. I'd like to thank you all for providing much-needed support to our communities, and to extend my gratitude to Deputy Commissioner Daniel Austin for stepping into the role during my absence.

What a remarkable few weeks it has been since then to see and speak with so many of you up at the Northern Rivers. My thanks to members who met with me – I appreciate taking the time to share your stories, which would not have been easy. It is important to acknowledge you have assisted well beyond the recorded RFA numbers and you continue to put in so many extra hours. We can't underestimate the weather's power to quickly bring back memories, and it is times like these that our members in community engagement, public information and peer support play a huge role in offering reassurance.

Over a year after event 144/2021, results of the inquiry into those floods have been released, and has resulted in 28 recommendations. Due to the magnitude of this event, we wanted to ensure we not only reviewed our response, but also how we could better support our communities in the future. We therefore chose to

layer an Independent Peer Review on top of our usual AAR process. Some of the recommendations we are already addressing within Building our Future: 2021-2024 (our strategic plan). Other recommendations require further work to identify what needs to be done or to develop business cases to seek further funding. This review highlighted the outstanding commitment of our members, stating "the strongest kudos go to the members of NSW SES, for their dedication and outstanding commitment to the safety and wellbeing of the NSW community". I invite you all to read the full report via mySES. I would like to also encourage you to continue participation in our own internal AARs.

In an acknowledgement of our Service's work in community flood preparedness, I proudly accepted a national Emergency Media and Public Affairs award for our Hawkesbury-Nepean Valley flood preparedness campaign, alongside Resilience NSW and Infrastructure NSW. It's great this work has been recognised publicly, and acknowledges the extensive community research that helps build long-term safer behaviours.

There are a few important events that have been happening this month. Importantly, we celebrated

Wear Orange Wednesday, where the Opera House was lit up orange and communities paid special tribute to all the incredible work you have done. On Anzac Day, we had members attend ceremonies across the state and in Canberra, I paid respect to members who have died in the line of duty at a moving AFAC National Memorial Service. On IDAHOBIT, we celebrated LGBTQIA+ people and raised awareness for the work still needed to combat discrimination. For this year's Reconciliation Week and Sorry Day, each unit will receive a useful booklet to help you deliver an Acknowledgement of Country and raise awareness about Aboriginal and Torres Strait Islander culture, history and connection to Country.

Now storm season is officially over and there are lessening COVID-19 restrictions, members will hopefully have more capacity to get back to regular training. As floods continue in our Western Zone, and members face the aftermath of losing homes and supporting communities, I would like to assure you that you're still front and centre of our thoughts and actions. I look forward to getting out and seeing as many of you as I can in the near future.

Stay safe.



Distributed By

AUSTREC INTERNATIONAL PTY. LTD.

100 QUEEN STREET, BEACONSFIELD
NSW 2015 AUSTRALIA

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 10,000m²

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)



Email: 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

“Thank you to all SES members and volunteers.

We are grateful for your constant support, care and willingness to support communities during these unprecedented times. I have had the opportunity to see firsthand the outstanding commitment and dedication by members and volunteers during the recent NSW floods and again, I offer my sincere appreciation for your tireless efforts. I commend you for your selfless contributions to our community, particularly in times of adversity.”

Jihad Dib MP

Member for Lakemba
Shadow Minister for Emergency Services
Shadow Minister for Energy and Climate Change

Shop 21 Broadway Plaza
Punchbowl NSW 2196

P: 9759 5000

E: lakemba@parliament.nsw.gov.au



Authorised by Jihad Dib MP.
Funded using
Parliamentary entitlements,
April 2022



SECURE MAX SECURITY
ELECTRONIC SECURITY SPECIALISTS

Secure Max Security has established a desirable reputation in providing high quality services. We are specialists in electronic security, providing professional solutions, quality products and fantastic workmanship. We are committed to client's needs. We provide innovative and cost-effective solutions. Our services are professional and highly efficient. We provide electronic security services to all Residential, Commercial and Strata properties.

Service | Maintenance | Installs

CCTV • Intercom • Access Control • Alarm Monitoring

CALL NOW FOR A FREE SITE ASSESSMENT

1300 030 130

info@securemaxsecurity.com.au | www.securemaxsecurity.com.au

Shop 2, 548-558 Canterbury Road, Campsie NSW 2194 M/L: 000 105 943 | Fully Accredited and Licensed

Proudly Supporting the SES Volunteers Association

The one thing that we can be certain of is that the SES emergency services are always on hand to support the community during these challenging times.



JIHAD DIB MP
SHADOW MINISTER FOR
EMERGENCY SERVICES

As I write this, I am preparing for Wear Orange Wednesday (WOW) Day. I have pulled out an orange tie that I will wear and have completed a Parliamentary speech I will deliver that are mere tokens of the appreciation and admiration I feel for SES volunteers. WOW Day is an important opportunity to acknowledge SES volunteers who generously give their time in support of communities.

WOW Day forms part of National Volunteer Week, the annual celebration, which acknowledges the generous contribution of our nation's volunteers. This year it carries particular poignancy because of the burden that the SES has been required to shoulder.

I reflect on a recent visit to the Northern Rivers, a region that has been devastated by floods, not once but twice in a matter of weeks. Lismore is one such example of a community hit hard. The essential services, electricity and clean water that we all take for granted, have ceased in parts of the town. Faced with these devastating scenes, I could only offer the support of my community and knew that they would rally around to support their fellow citizens as they have done many times before.

When I visited a café providing free meals to flood victims, the owner doubted me when I said that my

community could help. A few days later a truck headed their way with meat, 3000 precooked meals and other essential items thanks to the generosity of several organisations. This spirit of charity underpins the spirit of NSW and the SES.

The one thing that we can be certain of is that the SES emergency services are always on hand to support the community during these challenging times. The community of Lismore have been tested beyond comprehension and those of us living in unaffected areas can only send our support and encouragement.

It is with great pride that I commend emergency services workers who work tirelessly and go beyond the call of duty to rescue, relocate, and often provide a shoulder to lean on as residents watch their livelihood disappear under rising water. When residents are in despair, it is the emergency workers who are first on the scene to move them to higher ground, search properties including rescuing pets.

In my role as Shadow Minister for Emergency Services I have questioned the government's response and sought to play a key accountability role. In the recent Budget Estimates session, opposition representatives asked the government for details on timing,

funding, resourcing and coordination. This is not an opportunity for grandstanding or for scoring political points; it is about accountability and finding solutions to assist those left destitute through no fault of their own. My support and commitment to SES volunteers remains steadfast.

These natural disasters happen frequently and we must offer our emergency services personnel the resources to be on the ground to support our citizens. We all know that they are the first ones to put their hands up to face the challenges when the river break their banks.

We need more resources for our volunteer workers who risk their own lives and time away from their families to support those in need. These natural disasters are a part of our lives and we must be in a better position to provide rescue and relief. When evacuation orders are in place, as we have seen recently, it can affect a large region. To facilitate this, we need a whole of government and a well-supported emergency services response. It is evident, in these past couple of years, that without our volunteers committing themselves to the call out for emergency assistance, our citizens would be faced with immense difficulties. Once again I express my gratitude to you all.

FLOOD UPDATE

In the last edition of The Volunteer Magazine, we shared images and experiences from our members on the current flood crisis NSW was experiencing. As the water slowly receded and towns were able to commence clean up efforts, heavy rains once again returned to certain parts of NSW and QLD. Unfortunately for some communities that had already been severely impacted by the previous flooding, they were once again pummelled with rain and inundated with flood water.

Despite the devastation these towns have endured, we are humbled by their resilience, community spirit and their ability to get back up and keep moving forward. We have had members lose everything they own but still put the welfare of others first and continued to be operational during the crisis despite what they were facing themselves. This is what I call a true hero.

The Volunteers Association has assisted numerous volunteers who were flood affected through our flood support program and our welfare fund. Thanks to the generosity of a number of businesses and individuals, we have also been able to distribute more welfare packs, clothing, PPE and cleaning supplies to affected units and individuals. All the assistance we provide to members is purely confidential, hence you won't see pictures or social media posts etc of the welfare support we provide. If you or someone you know is struggling financially or seeking mental health support, please contact the VA to discuss how we can help. Private and confidential care is arranged for members across the state to access health professionals when requested.



MERCHANDISE

Enjoy 10% off all our winter apparel and merchandise (including our large golf umbrellas) for the month of June PLUS receive a Free ESR Cotton face mask with every order! Use code WINTER22 at checkout.

www.nswsesva.org.au/shop



VOLUNTEER WEEK AND WOW DAY

National Volunteer Week (16th - 22nd May 2022) is Australia's annual celebration to acknowledge the phenomenal contribution of volunteers and volunteering. This year's theme was Better Together. Together, through volunteering, we are changing communities for the better. We are, Better Together.

We would like to say a big thank you to all the amazing, selfless individuals that volunteer and acknowledge the fantastic work you all do for our community!

Wow day also coincided with National volunteer week, and it was a great opportunity to highlight and celebrate all our SES Volunteers for their outstanding and invaluable contribution to the community each and every day - saving lives and protecting communities no matter what the event or crisis. Your dedication, community spirit and hard work is greatly appreciated and this was shown through the support and acknowledgement from the community who gave thanks and wore orange attire as a show of support on Wednesday, 18th May 2022.

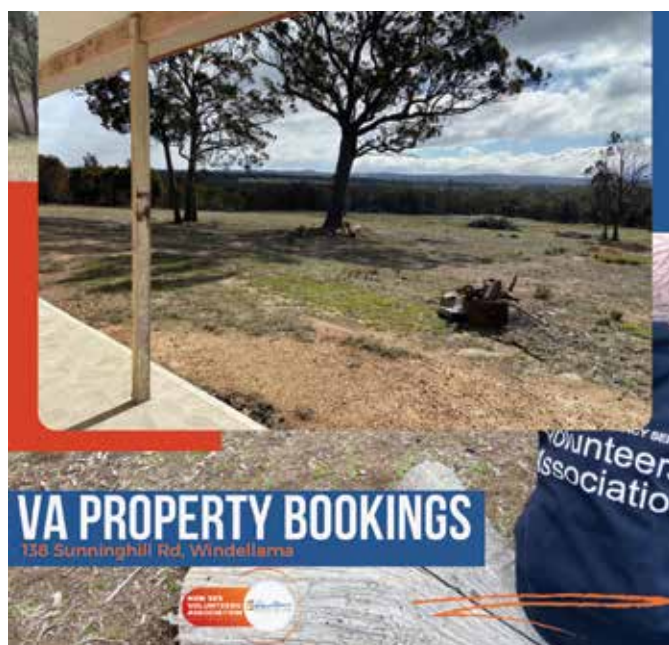


MEMBER BENEFITS

A big Thank you to De'Longhi Australia & New Zealand and NRL for providing generous member benefits to NSW SESVA Members during the month of May.

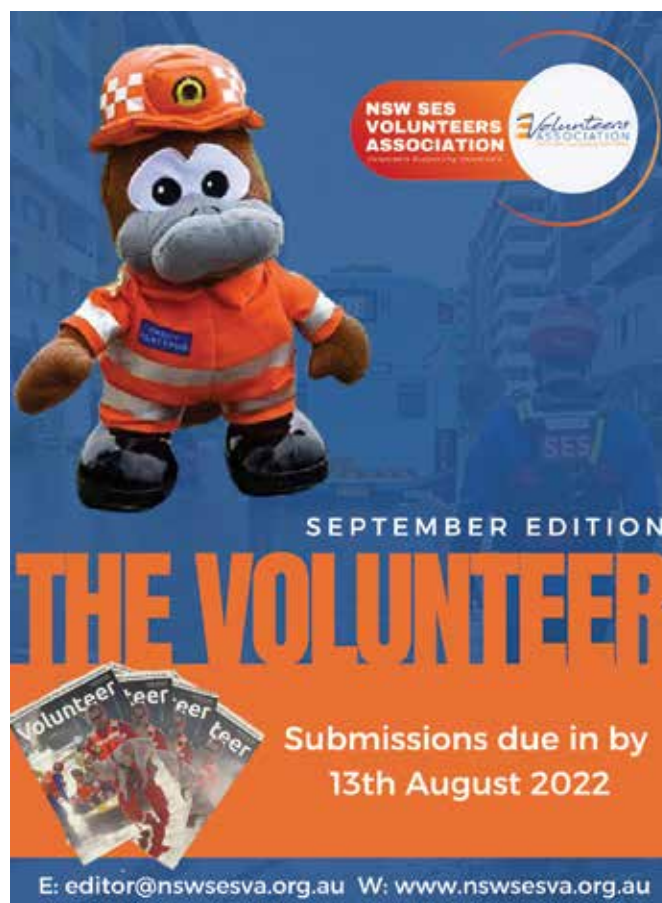
Member benefits are advertised on our closed Facebook Members page NSW SES Volunteers Association Member Benefits

Please note, when joining the page you need to complete all fields and agree to the terms and conditions or the membership will not be approved.



VA RURAL PROPERTY

Due to the unpredictable weather so far this year, work down at our rural property in Windellama has been delayed and taking longer than expected. We are excited about the new facilities that will be available for our members and will update you as this occurs. If you would like to book to visit the property, please email the office for available dates.



UNIT AMBASSADORS

We are still looking to fill the role of unit ambassador for a number of NSW SES units.

Do you enjoy building relationships and communicating with others? We are seeking members to engage, listen, communicate and share information about the Association and how it can help members. You will also be able to provide the Association with current and emerging information on volunteer's concerns and opportunities for support. This is an exciting opportunity to be a part of a group of enthusiastic members working with the Board of Directors and for fellow volunteers.

If you are interested in this opportunity, please check out the position description located on our website and email the office with your application.

SPONSORSHIPS

The Volunteers Association is proud to have sponsored a number of unit events since our last edition of The Volunteer Magazine – such as providing Eat Sleep Respond Apparel for the *Shave for Cancer* event (featured in this magazine). If you have an upcoming event or special occasion, please contact the VA to discuss sponsorship opportunities.

FEEDBACK

We are always looking at ways to grow and improve our service to our members and would love to hear any ideas you may have for the Association. Whether it be for the magazine, our member benefits program, merchandise etc we would love to hear from you. Feedback gives us an excellent foundation for understanding and meeting the needs of our members. Please email feedback to office@nswsesva.org.au

NEXT EDITION

The closing date for submissions in the September edition of The Volunteer Magazine is 13th August 2022).

We have seen big things happening throughout the state and this is an opportunity to showcase the great work your unit has been up to and share your experience and expertise with other volunteers and the community. Content can be sent to editor@nswsesva.org.au

Stay safe in your volunteering!

Carlee Maccoll
Editor

"I thank all SES volunteers who freely give away their time to help the community during fire, flood and storm emergencies.

Your work all year around does not go unnoticed, including road crash rescues, bush search and rescues, supporting other communities and providing life-saving first aid.

Especially in difficult times, I thank you for saving lives and protecting communities."



Nathaniel **SMITH MP**

Member for **Wollondilly**

Shop 1, 117 Remembrance Drive, Tahmoor

wollondilly@parliament.nsw.gov.au

02 4683 2622 [NathanielSmithMP](https://www.facebook.com/NathanielSmithMP)

Authorised by Nathaniel Smith MP, 1/117 Remembrance Drive, Tahmoor NSW 2573. Funded using Parliamentary entitlements.



My name is Nichole Overall and I'm the newly elected NSW Member for Monaro.

I've lived and worked in regional NSW all my life.

I'd like to thank all NSW SES Volunteers for everything you do for the community - particularly in the face of disastrous floods and fires.

As the Member for Monaro, if there is anything you'd like to raise with me, or if there's something I can help you with, please don't hesitate to get in contact.

Kind regards
Nichole Overall



Nichole Overall MP
MEMBER FOR MONARO

monaro@parliament.nsw.gov.au

02 6299 4899

213 Crawford Street
Queanbeyan NSW 2620



Authorised by Nichole Overall, Member for Monaro. Funded using parliamentary entitlements.

"My heartfelt thanks to our local SES volunteers who, along with community members, performed heroic rescues during the record flood which devastated Lismore and other Northern Rivers communities in February."



Janelle Saffin MP
MEMBER FOR LISMORE

55 Carrington Street (PO BOX 52), Lismore NSW 2480

02 6621 3624 - lismore@parliament.nsw.gov.au

www.janellesaffin.com.au

[janelle.saffin](https://www.facebook.com/janelle.saffin) [janelle.saffin](https://www.instagram.com/janelle.saffin)



Authorised by Janelle Saffin MP. Funded using Parliamentary entitlements.

Thank you

Thank you for all your support during the flood disaster and also throughout the recovery period.

Thank you to 6HEAD & Seagrass Boutique Hospitality Group who generously donated funds to the NSW SESVA which will be used to continue helping flood affected volunteers.

BLIA Kogarah Scout Group held a fundraiser on Sunday, 20th March 2022 at Strathfield. All proceeds raised were donated to the NSW SESVA to also help flood affected volunteers.

6 HEAD
1788



Supporters of the NSW SES Volunteers and the Volunteers Association



Chemisell Pty Ltd



6 HEAD
1788

Wow Day 2022







2022 State Road Crash Rescue Challenge

At the end of April, members from Port Stephens competed in the 2022 State Road Crash Rescue Challenge as part of a multi-agency team.

The only team of its kind, members from NSW SES (Port Stephens Unit), NSW Ambulance (Singleton Station) and VRA Rescue NSW (Central Coast Squad), came together to form the "Hunter Valley Rescue Team".

Last night, the winners of this event were announced, and our team was awarded overall 2nd place (1st place NSW team).

For those not familiar with the event, the NSW Road Crash Rescue Challenge is an annual event which consists of multiple challenges to test members skills in team work, leadership, technical skills and casualty care.

The event was a fantastic opportunity to build and develop critical rescue and advanced medical skills alongside partner emergency service agencies.

Teams competed in the following challenges:



"The State Rescue Challenge was a great opportunity for over 250 rescue professionals to come together, share learnings, develop skills and participate in a friendly competition with each other."

– David Douglas, Team Leader

ROAD CRASH RESCUE ENTRAPMENT CHALLENGE

Aim: To demonstrate primary hydraulic rescue tool use for access, release, and removal of a physically trapped casualty.

Scenario: A mannequin (simulated live) was entrapped by vehicle/prop and/or injury.

Time to complete: 30 minutes.

ROAD CRASH RESCUE TIME CRITICAL/CONTROLLED CHALLENGE

Aim: To demonstrate the access, release and removal of a casualty/s trapped by injury entrapment and / or limb entrapment.

Scenario: Two casualties, either mannequin and / or live, both treated

"It is absolutely amazing what our Hunter Valley Rescue team has achieved for the second year running. We can now set our sites for the Australasian competition held in Tamworth during July and if all goes well, we will then be onto the World competition held in Luxembourg during September."

– David Douglas, Team Leader



as conscious and confined to vehicle or immediate impact area. Some injuries treatable at scene. Single or multiple vehicles plus props.

Time to complete: 30 minutes.

INDUSTRIAL DOMESTIC RESCUE CHALLENGE

Aim: To demonstrate response and management of a casualty/s involved in an industrial or domestic incident.

Scenario: Casualty/s (live) will be simulated to have been involved in an industrial or domestic incident. Teams must respond to the incident and assist the casualty. Some injuries may be treatable at scene.

Time to complete: 15 minutes.

TRAUMA CHALLENGE

Aim: To demonstrate response and management of a casualty/s involved in a trauma incident.

Scenario: Casualty/s (live) will be simulated to have been involved in a trauma incident. Teams must respond to the incident and assist the casualty. Some injuries may be treatable at scene.

Time to complete: 30 minutes.

CPR CHALLENGE

Aim: Teams will be judged on how well they administer CPR to a mannequin. Scoring will be through an electronic device attached to the mannequin, which measures multiple key factors for successful CPR, such as pace, depth, hand placement, ventilation and chest recoil.

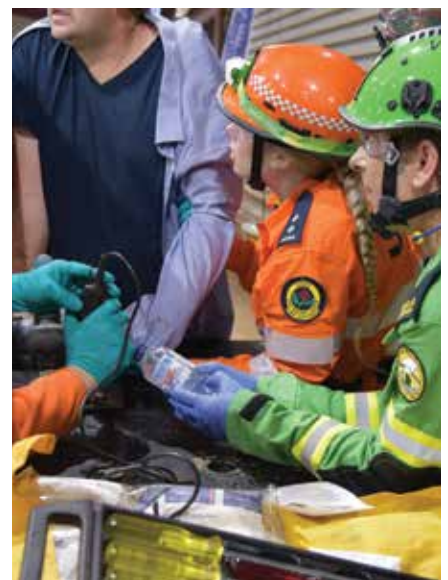
Scenario: A mannequin is placed on the ground, and all members of the team must successfully demonstrate CPR, whilst following the DRSABCD framework.

Time to complete: 15 minutes.

A massive well done to all teams involved in this amazing event.

Alysha Springett

Deputy Unit Commander & Training Coordinator, Port Stephens



"It was a fantastic event, full of camaraderie, team work, technical skills and ensuing the best outcome is achieve for the patient/s."

– Alysha Springett, Team Member

2022 STATE ROAD CRASH RESCUE CHALLENGE



"The real winners from this challenge are the communities we protect, with the improved inter-agency cooperation and ability that each member brings to a rescue scene."

– David Douglas, Team Leader



"Our multi-agency team truly reflects what we do on a real job - members from different emergency services all work together to support the patient/s."

– Alysha Springett, Team Member

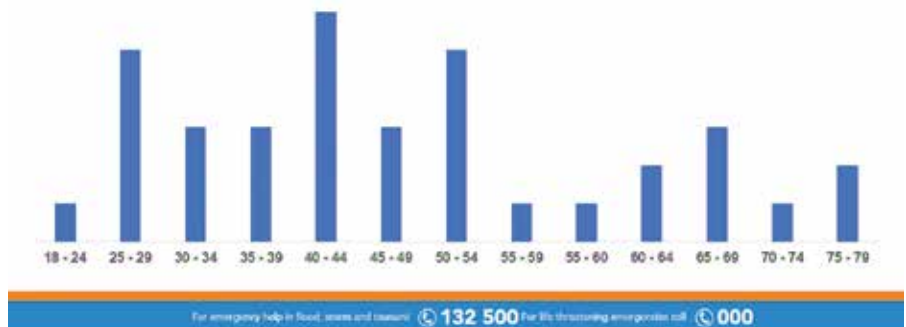


Bankstown a Unit of many nations

When I joined the NSW SES at our Bankstown Unit 45 years ago, the membership was predominantly Anglo-Saxon males, with a few females who were mostly from the Welfare section.

We are an inclusive organisation and over the years our membership has grown and diversified. As you can see from the charts, we are from many nationalities and our females members now play many different roles within the unit such as, water flood rescue technicians, flood boat operators, storm and water damage responders, IMT personnel and leading senior operators in many roles such as myself.

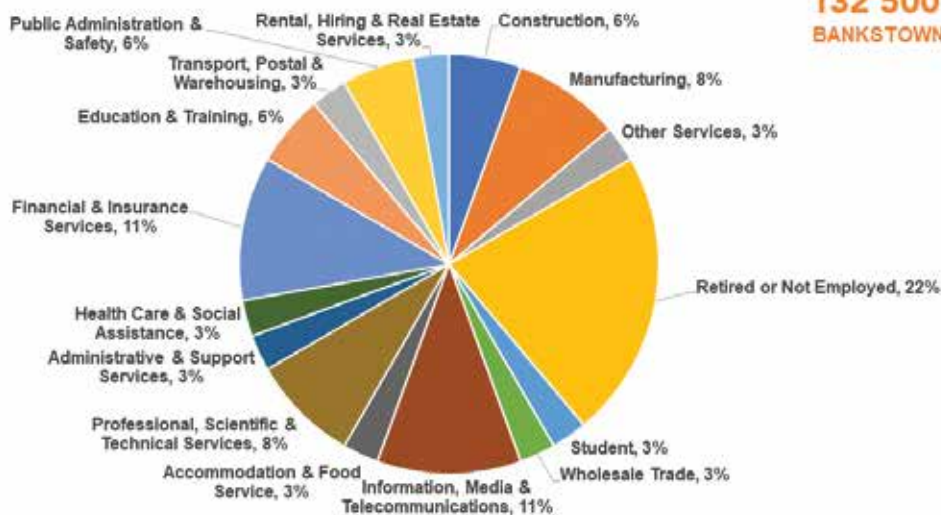
AGE GROUPS



Pat Johnson ESM



EMPLOYMENT BY INDUSTRY SECTOR



For emergency help in flood, storm and tsunami ☎ 132 500 For life threatening emergencies call ☎ 000



Mob: 0458 888 741

Email: boomsuphire@gmail.com

LIFT. DIG. MOVE

Are you looking for a professional, reliable company to hire an excavator from? Booms Up Plant Hire is the leading provider of the latest model plant and machinery for hire on the Central Coast.

View our full list of services online
www.boomsupplanthire.com.au

Also
Find us on Facebook & Instagram

PROUDLY SUPPORTING OUR LOCAL SES

COMING SOON!



Your Convenience is our priority!

Servicing Tyres Batteries Mechanical

CALL NOW!

JAX Salamander Bay
1 George Road
02 4919 3057

Search | JAX

JAX
TYRES
& AUTO
"Peace of Mind Driving"



**ROBYN
PRESTON MP**
Member for HAWKESBURY

THANK YOU SES VOLUNTEERS!

You have been there for us through floods and fire. Hawkesbury says 'Thank You' for your commitment, bravery and perseverance.

At a time when there seemed no way out, you were there like a beacon of hope, guiding us to safety.



Phone: 02 4578 0300 Email: hawkesbury@parliament.nsw.gov.au

Honouring the men and women of the SES who put their lives on the line to help others in emergency need.



RAY WILLIAMS MP
MEMBER FOR CASTLE HILL

Suite 202, 10-14 Market Lane,
Rouse Hill NSW 2155
 02 8882-9555 Fax: 02 8882-9411
 castlehill@parliament.nsw.gov.au
 www.raywilliamsmp.com.au
 facebook.com/RayWilliamsMP

Authorised by Ray Williams MP Suite 202, 10-14 Market Lane, Rouse Hill NSW 2155. Funded using Parliamentary entitlements

Get Ready Ulladulla

Ulladulla SES Unit recently held two successful Get Ready programs for the local community.

Our first event held in March saw 21 community members attend, including members of the Local Men's Shed and family members of our volunteers.

Our SES volunteers established 7 Get Ready stations

- » Ladder Safety – raising, lowering & importance of 3 points of contact when gutter cleaning
- » First Aid – how to use an AED alongside CPR
- » Emergency Kits – what three things? Are you ready?
- » Water Diversion & Sand Bagging – self help for flooding
- » Land Based Flood Rescue – using throw bags and other floating items to assist
- » Lashings & Tiedowns – 3 picket lashings – to tie down trampolines, verandahs and protect against high winds
- » Damaged Window Repair – using corflute, plastic covered cardboard to make temporary repairs, timber and tape

These were organised around headquarters where groups attended 4 individual stations to get a hands on experience. Some of the skills gained could be used to help themselves or to prepare prior to an emergency. Other activities gave participants time to consider what was important to them in the case of evacuation.

Feedback from the night included:
***"It was a good program, showing lots of simple things you can do at home to help yourself. I'd recommend for everyone, including women. Lots they can do too."** – Peter*

***"It was an enjoyable evening, while learning skills for myself if also showed the competence in the skills of the SES volunteers"** – Nick*

Our second event had a couple of false starts with storm events taking precedent. We finally got it underway in May with community members,



members from Ulladulla Bushwalkers who at times have been called on as spontaneous volunteers, staff from Mullala Nursery and NRMA. The same stations were used with each group rotating around to allow them to attend 4 individual stations.

Yousif gave feedback "I thought it was really informative and applicable/ relevant to me. It gave me skills that I can use in emergencies, allowed me to think about things I hadn't considered before and gave me an idea as to the services SES provide (like sand bag filling stations). I also loved the community atmosphere and the

effort volunteers went to, to set that atmosphere."

Each evening concluded with a meal shared with SES volunteers and community members. With the community members going home with goodies they could use to help prepare their homes or in an emergency including Gardening Gloves, Rain poncho, Waterproof bag, Flat Water bottle and what to pack in an emergency list, provide through the NRMA sponsorship of Get Ready.

Joanne King

Public Information Officer
Ulladulla Unit



Warnervale Airshow

Wyong Unit

The return of the Central Coast Airshow was an even bigger, louder and more thrilling day of aviation entertainment than last year. It featured historical warbirds, full throttle aerobatics, drift racing and some crazy stunts.

It was hosted at the Warnervale Airport and Presented by the Paul Bennet Airshows it was a great family day out.

Wyong and Gosford Units were lucky enough to be invited to include a display along with other Emergency

Services and Australian Defence Forces. Paddy even managed to be invited and thankfully was able to attend which was also a great attraction.

As much as this was loud, fun, exciting and eventful. The two units were able to enjoy the opportunity to engage with our local communities along with educate them on our service and what we do.

The amount of locals along with their interest in wanting to learn more about what we do as a service and how to better prepare themselves

during extreme weather events and better prepare their property's was overwhelming. We believe that many of the visitors will now go home and be better prepared and storm safe.

We encourage as many units around NSW to get out there and connect utilising events like this to engage and educate their communities as this may one day make a difference and save a life.

James Flanagan

Community Engagement Officer
Wyong SES Unit

Stroud Unit

Members of Stroud SES assisted with getting Bride Alex, Groom Sam and Wedding Party across a flooded causeway in Bulahdelah to their Wedding at 0730 on 4th March. Considering all the devastation during the month, we thought, as we were not active apart from intel collection, we were only too happy to assist. We hope Alex and Sam have a wonderful life together.

Stroud members recently attended the Stroud Show on April 23rd and whilst parents were checking out our Road Crash Rescue E-Tools, the kids had a ball in our children's SES Flood Boat.





Shave for Cancer

Everyone in Northern Zone, particularly those in the Northern Rivers Command recall the 2 major flood events earlier in the year. The first peaked around the 28th February / 1st March, and the second nearly exactly a month later on the 30th March.

Whilst all SES Units in the area were kept busy for weeks on end during this time, the Unit Commanders at Casino Unit took a couple of hours on the morning of Saturday 19th March to participate in another selfless act of kindness and support.

Casino's dynamic duo Unit Commander Karen Rea and Deputy Unit Commander Donna Lamont participated in Shave for a Cure. Karens mother Julie was diagnosed with breast cancer late last year and both ladies felt they wanted to do something extra special to support Julie and those battling this disease. The online donations combined with cash donations made on the

day totalled over \$4000 which was donated to the National Breast Cancer Foundation and to the Casino Breast Cancer Support Group.

The ladies friends and family also helped on the day by baking cupcakes to sell and organising a raffle. Karens' sister Janine also joined them by getting her hair dyed a bright pink and purple colour.

Many members of the Casino Unit also attended to show their orange support for the cause, and they all enjoyed the chance to take to their commanders heads with the clippers.

The NSW SES Volunteers Association were also happy to support the ladies and donated a number of 'Eat Sleep Respond' shirts and bandannas.

Julie has now nearly completed her treatment and is doing well. She will continue to be monitored and under the care of her Doctors.

Senior Group Officer Donna Lamont
Deputy Unit Commander | Casino







Holroyd Unit

On the afternoon of Wednesday 6th April, Holroyd SES unit received notification of a large tree that had fallen down onto the roof of a 3 storey unit block, with one unit being severely damaged. Within a short time multiple agencies were on scene including NSW Police, NSW Ambulance, Fire & Rescue NSW and of course NSW SES. Fortunately Fire & Rescue NSW had their 45m Bronto truck on route, so once this ladder platform arrived on site, an assessment of the situation could be achieved from the air.

It soon became apparent that due to the size of the tree and it's location, several other services and contractors were needed in order to complete this job. The local arborist company was consulted and it was decided that a large crane was required and that the road would need to

be closed for the duration of the removal of the tree. Arrangements were then made to get a suitable crane on site and have the four lanes of the nearby road closed from 9:30am the following morning. Holroyd's unit commander, David Freakley, notified the local council and the traffic management centre about the need to close the road.

That night, being a unit training night, the members of the Holroyd Unit further prepared for the removal of the tree as well as the predicted rain. A team went back to the property and achieved an impressive internal tarping task to protect the contents of the apartment. They used plastic and tarpaulins to cover the unit's furniture as well as positioning the plastic to divert the rain outside to the unit's balcony. Meanwhile the rest of the unit

obtained the largest tarpaulin they could get and proceeded to tie rope to the tarpaulin before folding it via one big group effort.

The following morning, the plans of the day before started to come to life and soon traffic controllers had the road closed and a 250 tonne crane was in position ready to lift the tree off the unit. David said it was "one of the largest cranes we've had to organise to complete a job".

With the tree off the roof and removed by the arborist contractor, the job was still not quite complete. That night another team from Holroyd SES attended the site and with the assistance again from Fire & Rescue NSW, the large tarpaulin prepared the night before was able to be positioned over the roof damage caused by the tree that once was.





Essential Energy Flood Response 2022

“Safety learnings from the North Coast floods”

Just like the SES, Essential Energy crews are no strangers to being on the frontline during natural disasters and when our communities need us most.

The recent flood events across the North Coast of NSW presented both expected, and some unexpected safety learnings for our crews.

Labelled a ‘one-in-1000-year’ event, unprecedented amounts of rain caused major flooding and widespread devastation, leading to much of northern NSW and southern QLD being declared a Natural Disaster Zone.

Essential Energy’s Lismore and Murwillumbah depots were flooded, with the Lismore depot completely submerged. Electrical infrastructure

across many towns in the Northern Rivers were submerged, including the Lismore South Zone Substation & Lismore CBD.

A number of Essential Energy’s local employees lost homes or experienced significant damage to theirs or loved one’s property, and as the business supported these people, their eagerness to assist with our response was testament to the strong and resilient community across the area.

The flooding impacted customers from Tweed Heads in the north through to Coffs Harbour in the south. Essential Energy enacted its emergency response plan and prepared for a safe, steady and sustainable response.

Essential Energy Head of Operations, Brendon Neyland said, our immediate focus was on making the network safe, assessing damage, mobilising team members and making repairs to electrical infrastructure where it was safe to do so.

“The safety of our teams and customers was our priority. This included de-energising the network as water levels increased, while warning customers to remain vigilant when boating in flood waters, and not enter properties that had been affected by flood waters without knowing the power was disconnected. Daily ‘Tool Box Talks’ ensured we could remind all responding crews of safety risks, which changed over time as the floodwaters



receded and new issues arose, including a risk of mosquito-borne diseases such as Japanese Encephalitis.

Early communications also focussed on solar panel safety and the need to take additional care due to systems being able to generate an electrical current regardless of whether the power is on or not.

Safety information was made available on essentialenergy.com.au/floods

Essential Energy developed a social-media campaign and printed hard copy fact sheets and hand-distributed throughout the flood recovery area – to evacuation centres, and recovery hubs.

The fact sheets covered a range of information and were designed to support both first responders and the local community. Topics included:

- » safe generator use
- » cleaning up with excavators and bobcats,
- » promoting the Look Up and Live app for both overhead and underground powerlines
- » staying away from fallen powerlines.

Safety was key and as part of our response, we disconnected 7,000 water inundated properties from the network.

“When a property is inundated by water it needs to be checked for safety by an electrician before it can be reconnected. Our team developed a simple three-step process to assist customers with getting their power back on. As of last month, over 4,600

properties had completed the check and been reconnected,” said Brendon.

Teams from across the state mobilised to start clearing significant debris, trees, and even in one case, a washing machine, from our electricity assets.

Our whole of business response included 210 local employees and 215 travelling crew from 30 locations across NSW.

2,215 HIRACS* were completed during the response and teams were supported on the ground by our safety business partners who also played a key role with ensuring the community were kept well-informed of risks,” said Brendon.

“We knew that we needed to support our people with their mental health, so set up our Employee Assistance Program partners to visit on site and help people with tools for emotional resilience,” said Brendon.

Safe access remained a key risk throughout the response, with landslips, boggy ground, roads and bridges washed away. Our crews used drones, helicopters and specialised fleet equipment to access parts of the network. Helicopters and excavators were also used to restring powerlines and were instrumental in getting the power restored for many of our rural customers.

Despite the devastation, and heartache for many, community and local volunteer organisations like the SES were instrumental in their support to us, including depot clean-

ups, storing electrical equipment for repairs and accommodation and food provisions for our teams on the ground.

As our teams made repairs and power was slowly being restored across impacted areas, the community was flooded for a second time. This flood, although not as high as the initial flood, still broke previous records and again devastated the area, with clean up and repairs needing to start over for many. Many people lost power once again, even in areas where there was no flooding as the network further along was impacted by floodwaters.

“Despite this set back our work continued, and we maintained great momentum with our power restoration, and we worked through the challenges while keeping our communities and teams safe,” said Brendon.

In total, 69,603 individual customers were affected by a power outage during the two events.

With over seven weeks of a safe, steady, and sustainable response, our electricity network was fully available for customers to reconnect just before the Easter weekend.

“I want to personally thank our customers and especially organisations like the SES across the flood impacted areas of northern NSW for their ongoing patience, support and invaluable assistance on the ground,” said Brendon

***HIRAC - Hazard Identification Risk Assessment Control). A digital HIRAC is completed prior to starting any operational work.**



Taking technology to communities in need

New assets face the ultimate test.

During major operations volunteers and Incident Management Teams need quick access to information and seamless communications 24/7. As a result, the technology supporting emergency management needs to be robust, always on, and close at hand. These goals are sometimes difficult to achieve, especially in remote areas or when existing networks are out of service.

The Stay Safe Keep Operational (SSKO) Program developed the new Mobile Incident Command Centre (MICC) and Cell on Wheels Generation 2 (CoW) to address these challenges and to ensure the safety of our volunteers, our emergency service partners and the communities we serve.

These innovative mobile assets deliver technology to where it is needed, anywhere in the State, ensuring continuity in radio communications on the Public Safety Network (also known as the Government Radio Network) and a connected workspace for Incident Management Teams.



OSU and SSKO working together to set up the MICC in Goonellabah.

The Stay Safe Keep Operational (SSKO) Program and Operational Support Unit deployed the MICC and CoW during the recent severe weather events (261 and 345) to help volunteers and emergency services partners support communities devastated by record-breaking floods.

Project work on the MICC and CoW was put on hold to make them available for operations. Working alongside the OSU Commander, Simon Gethin, OSU members were selected to support the deployments to build their skills and knowledge. These teams worked together with the Communications Planner (ICT) in the State Command Centre during the events to ensure the seamless



Our emergency service partners and defence personnel in the MICC in Goonellabah.

delivery of these new assets across the State as needed.

The MICC provided a secure and connected working space for additional personnel supporting Incident Management Teams in Lismore, Grafton and Metford, including emergency services Liaison Officers and Flood Rescue cells.

Two Generation 2 Cell on Wheels (CoW) were driven to various locations, including Tweed Heads, Grafton, Coffs Harbour, Metford and Batemans Bay. The CoWs were pre-positioned to replace, expand or deliver Government Radio Network (GRN) / Public Safety Network (PSN) coverage if needed.

Thanks to the dedication of SSKO staff and the OSU, the new assets

performed well in the challenging conditions. The team were able to quickly implement other solutions for areas without communications, such as setting up portable satellites to restore the Internet at SES Units. The OSU also deployed their existing assets, including the SES 27 command bus, SES 500 sat trailer and generator trailer. Much has been learned from these events, which will be incorporated into processes and training.

Another solution developed by SSKO played a vital role in insisting IMTs. New location tracking technology activated in February 2022 enabled SES vehicle locations to be displayed in the situational awareness screen of beacon. This helped with team-tracking, planning for arrival and job allocation of nearby assets. Using the additional location intelligence of radio channels, out-of-area teams could be contacted via a message relayed through the State Operations Centre.

For more information, please email the SSKO team at opscomstrategy@ses.nsw.gov.au



Arriving in Goonellabah.



Portable satellite at Coraki.



Step inside the MICC.



The MICC set up in Grafton.



The MICC in Metford was used as a Flood Cell.



A CoW Generation 2 heading up the coast.



Mob: 0415 598 285

Email: superiorworx1@gmail.com

Specialising in

Pool Excavations

Detailed Excavations

Mini Excavations

Demolition

Dirt Removal

Landscaping and much more!

**Servicing Sydney and surrounds,
contact us today to discuss a free quote!**

Find us on Facebook & Instagram

PROUDLY SUPPORTING OUR LOCAL SES

The Hon. Adam Marshall MP
MEMBER FOR NORTHERN TABLELANDS

'Proud to support the NSW SES'

Armidale office: Suite 1, 175 Rusden Street, Armidale NSW 2350
Moree office: Suites 2-6, 161 Ballo Street, Moree NSW 2400
Mail: PO Box 77, Armidale NSW 2350
Email: northerntablelands@parliament.nsw.gov.au
Web: www.adammarshall.com.au

Phone: 02 6772 5552
Phone: 02 6752 5002

Facebook: [adammarshallmp](https://www.facebook.com/adammarshallmp)
Instagram: [adammarshallmp](https://www.instagram.com/adammarshallmp)

Authorised by Adam Marshall MP, Member for Northern Tablelands. Funded using parliamentary entitlements. June 2022.



www.beyondblue.org.au
1300 22 4636

New technology enhances volunteer safety and situational awareness of assets

Volunteer safety is one of the strategic goals of the SES Stay Safe Keep Operational (SSKO) Program, which has been funded by NSW Treasury to deliver innovative technologies to improve operational communications.

One of the ways the SSKO Program has achieved this goal is by implementing a real-time visibility tool called location services.

This type of technology has been used for several years within emergency services. For example, Advanced Mobile Location technology allows emergency services nationwide to know the exact location of Triple 0 callers on mobile phones. Instead of using mobile phones, the SES approach is to use our existing Motorola radios.

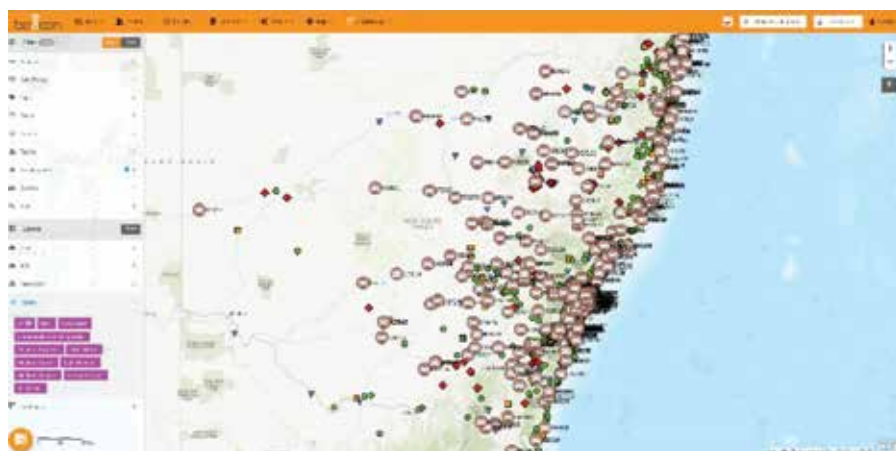
At SES, this technology has enhanced the duress function on all radios. When a member within Public Safety Network (PSN) coverage (or in vehicles fitted with Vehicle as a Node) activates the duress, the State Operations Centre will be able to pinpoint their exact GPS coordinates, which could make a huge difference in response times.

In addition to improved safety, location services will also improve the situational awareness of assets, operational decision making, and the efficient allocation of resources for flood rescue jobs.

TRACKING VEHICLE RADIOS AT SES

The NSW Telco Authority recently completed technical upgrades to the PSN, that enable us to receive the location information of all portable, fixed and mobile radios when powered on and within PSN coverage across NSW. The PSN was formerly called the Government Radio Network.

Since February 2022, SES has tracked the location of vehicle radios within PSN coverage or fitted with Vehicle as a Node.



A screen shot of the Radio layer in the situational awareness screen in beacon.



Alan Wing in the Northern Zone Flood Cell during recent operations (Event 345/2122) in March, with the Radio layer in beacon on screen (top left).

This location data is then displayed in the Radio layer in the Situational Awareness screen in Beacon. The following information is visible to assist with operational decision making:

- » Capabilities of the asset
- » Unit HQ for the asset
- » Type of asset
- » Callsign
- » GRN ID
- » Radio Talkgroup
- » Radio status
- » Location with latitude and longitude
- » Direction of travel

LOCATION SERVICES IN ACTION

Quick access to this information greatly assisted Alan Wing, Member and On Water Flood Rescue Operator from the Sutherland Unit, during an extremely busy night shift in the Northern Zone Flood Cell in the Mobile Incident Command Centre.

"On 26 March we had non-stop flood rescues from 7pm to 9am," recalls Alan. "Everyone involved in this multi-agency response did a fantastic job in difficult circumstances."

"Location services is a great asset for any operation," he adds. "It provided everything I needed to know about SES vehicles out in the field, at my fingertips," he states.

The next phase in the location services project will be to make portable radios visible in the Situational Awareness screen in Beacon. Work is currently underway to review and update our policies and procedures to enable this new functionality.

For more information, email the SSKO Program at opscomstrategy@ses.nsw.gov.au

FABS

New Procurement Portal – launching in June!

Our New Procurement Portal has been designed to deliver a range of benefits to our members, incorporating feedback gathered via extensive consultation with our members. This includes members from large and small units from all zones, and all business units across NSW SES. We also have volunteer members as an integral part of our project team, ensuring the volunteer perspective is front and centre in everything we do.

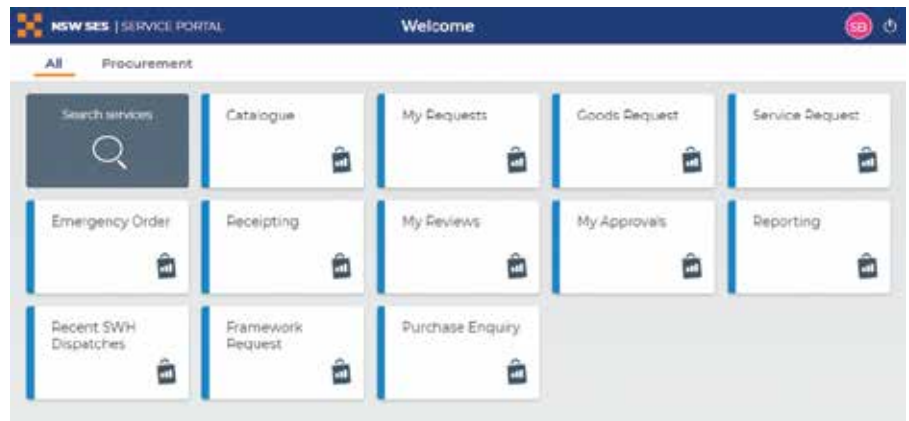
WHAT IS THE PROCUREMENT PORTAL?

A strategic initiative within Our Capability, the Procurement Portal will vastly improve the member experience when ordering supplies, goods and services. The portal provides:

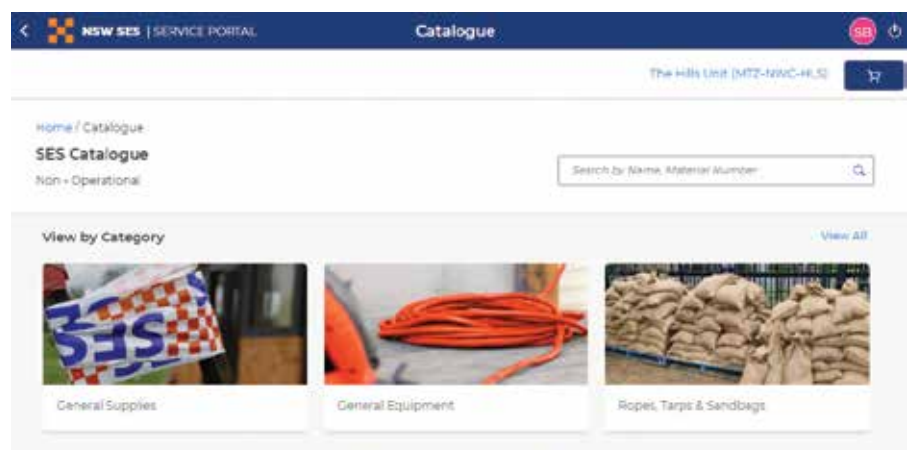
- » Images and detailed descriptions of items to be supplied by State Warehouse – browse the Catalogue to identify what you need and place an order.
- » The ability to create a Goods or Service Requisition as well as Emergency Orders. You don't need to have SAP access or to be a procurement expert to submit requests.
- » Visibility of the status of your order. You can view a limited history of your requests and track recent dispatches to your unit from the State Warehouse.

TESTING THE PORTAL

We have embarked on a rigorous program of User Acceptance Testing (UAT) over the past few months, involving members – both volunteers and staff - from across NSW SES. The input from these members has made a valuable contribution to the finished product, adding the final touches before being launched to all. Those that have taken this opportunity to be involved in previewing the portal have provided positive feedback regarding the ease of the user experience:



The Landing Page.



The Catalogue.

- » ***'Simple. Really good.'***
- » ***'I loved it. I have been looking forward to this for a long time'***
- » ***'The process was simple and quick. A great improvement to the current process'***

GO-LIVE SUPPORT

As well as scheduled Go-Live support sessions, a range of training and reference material will be available on mySES after the launch, including instructional videos, process documents and Frequently Asked Questions. You can find a link to the Procurement Optimisation Project mySES page via the Procurement Team page and the Logistics Team page where you will find information that will assist you while you familiarise yourself with the system.

We'd like to take this opportunity to thank you all for your support of this project, whether it be through being part of the consultation process, participating in User Acceptance Testing, or your attendance and feedback at our presentations. We are excited to be bringing this much anticipated solution to you in June and hope you enjoy using our new Procurement Portal.

We encourage you to contact the FABS Process Improvement Team at fabsprocessimprovement@ses.nsw.gov.au. We are always happy to discuss the programs and answer your questions.

Men's Health Week

June 13-19

Men's Health Week focuses on the wellbeing of men's mental, emotional, and physical health. This year, Men's Health Week we are zooming in on heart disease.

90% OF AUSTRALIANS HAVE AT LEAST ONE RISK FACTOR FOR HEART DISEASE

"Why is it we religiously get our cars serviced yet don't take the time to get ourselves checked up?" These are the wise words of a Heart Research Australia ambassador who lost her husband to heart disease. Heart health is something all men AND women need to be aware of. With heart disease being Australia's single leading cause of death, it is important for ALL Australians to be aware of their risk factors and share their family history with their GP.

Your first step should be booking in for a heart health check with your local GP. The cost of this is now covered by Medicare so is free for all Australians. The GP will check your blood pressure, blood sugar levels and cholesterol and discuss your lifestyle and family history to assess your risk of having a heart attack. It's important to note this isn't something that just needs to be done once as these risk factors can change over time so should be done yearly or on a regular basis suggested by your GP.

Every man and woman should have annual heart health checks from the age of 45 or 30 for Aboriginal and Torres Strait Islander Peoples. However, if you have any concerns or family history it is important to address these with your GP at any age as heart disease can still affect younger people.

WHAT FACTORS CAN CONTRIBUTE TO HEART DISEASE?

The good news is that for most risk factors, you can do something about them.

Risks you can control:

- » Smoking
- » Cholesterol
- » High blood pressure
- » Being inactive
- » Diabetes
- » Being Overweight

SMOKING

Smokers are almost twice as likely to have a heart attack compared with people who never smoked. Smoking damages the lining of your arteries, leading to a build-up of fatty material (atheroma) which narrows the artery. This can cause angina, a heart attack, or a stroke. Stopping smoking is one of the best ways to prevent heart disease and it's never too late to give up.

HIGH BLOOD PRESSURE

High blood pressure is often termed the "silent killer" as it usually doesn't present any symptoms. Blood pressure is the pressure of the blood in the arteries. This pressure enables the heart to pump blood around the body.

The only way to know whether you have high blood pressure is to have it measured regularly. Blood pressure is recorded as two numbers, e.g., 120/70 (120 over 70).

Systolic pressure is the higher number and is the pressure in the

arteries as the heart squeezes blood out during a contraction. **Diastolic pressure** is the lower number and is the pressure in the arteries as the heart relaxed before the next beat. The normal blood pressure limits are 100/60 and 130/80. High blood pressure, or hypertension, means that blood pressure is consistently higher than the recommended level. High blood pressure increases your chances of having a heart attack or a stroke. If you are diagnosed with high blood pressure, your doctor is likely to encourage you to make some lifestyle changes such as increasing your physical activity, losing weight, reducing the salt in your diet, cutting down on alcohol, eating a balanced, healthy diet. If these changes do not reduce your blood pressure, you may be prescribed medication to control it.

HIGH CHOLESTEROL

Cholesterol is a fatty substance found in your blood that comes from two sources: your body and food. Excess cholesterol can form plaque between layers of artery walls, making it harder for your heart to circulate blood, increasing your risk of heart disease and other cardiovascular diseases. You may not feel any signs of having high cholesterol, it is therefore important to have it checked regularly.

There are several types of cholesterol. **High density lipoprotein (HDL)** is often called "good" cholesterol. It helps carry cholesterol away from arteries and back to the



liver, where it is processed. **Low density lipoprotein (LDL)** is known as “bad cholesterol”. Too much may leave fatty deposits (plaque) on the lining of arteries, causing blockages and leading to cardiovascular disease.

Many factors can contribute to high cholesterol:

- » Diet high in saturated fats
- » Smoking
- » Lack of physical activity
- » High alcohol intake
- » Kidney or liver disease
- » Having an inherited condition

Making healthier eating choices and increasing exercise is the first step to improving your cholesterol. For some people, cholesterol-lowering medication may also be needed to reduce the risk for heart attack.

DIABETES

Diabetes is Australia's fastest growing disease with 280 Australians developing the disease every day. It is a disease marked by high levels of sugar (glucose) in the blood. There is no cure, but symptoms can be controlled. If you have diabetes, you are more likely to develop coronary heart disease than someone without diabetes.

Type one diabetes happens when your body cannot make insulin. This type usually affects children and young adults. **Type two diabetes** occurs when your body can't produce enough insulin, or the insulin doesn't work properly. This type is more common and tends to develop gradually as people get older – usually after the age of 40.

You can reduce your risk of developing type two diabetes by controlling your weight and doing regular physical activity. Doing these

will also make you less likely to develop other cardiovascular diseases such as coronary heart disease and stroke and is great for general mental and physical wellbeing.

If you have diabetes, it's very important to make sure you control your blood sugar, blood pressure and cholesterol levels. To do this you can do more physical activity, eat a healthy, balanced diet, control your weight, and give up smoking. You may also need to take cholesterol lowering medicine such as statins to help protect your heart.

PHYSICAL INACTIVITY

Two in every three adult Australians aged 18 and over are either sedentary or have low levels of exercise. Being inactive increases your chance of heart disease. **How much activity to aim for?** The recommended physical activity guidelines for adults are:

- » Any physical activity is better than none. It's fine to start with a little and build up
- » Be active on most, preferably all days of the week
- » Aim to accumulate 2.5 to 5 hours of moderate intensity physical activity or 1.25 to 2.5 hours of vigorous intensity activity each week
- » Do muscle strengthening activities on at least 2 days each week

You can achieve this by doing 30-45 minutes of brisk walking most days of the week and so muscle toning activities twice a week e.g., Push ups, squats, or lunges but also any tasks involving lifting, carrying, or digging like gardening or carrying shopping.

BEING OVERWEIGHT

Carry excess body fat can have serious impact on your health. It's a risk factor

for heart disease and it can also increase your risk of chronic diseases like diabetes, arthritis, and certain types of cancer. **What is a healthy weight?** Everyone is different and therefore one person's healthy weight may not be healthy for another. The best way to find out if your weight is a health risk is to check with your doctor. These tools from The Heart Foundation Australia can also serve as guide:

- » Body mass index
- » Waist measurement

To maintain a healthy weight, it's important to eat well and exercise regularly.

NSW SES Wellbeing Services & Support team is currently exploring how we can support all Members wellbeing, including physical, psychological, financial, social, and cultural.

If you require support, help is available for all Members via:

Peer Support Officers & Chaplains support line - 1800 626 800 (our team is available 24/7 and this service is free and confidential)

EAP Counselling via Converge International – 1300 687 327 (EAP is available 24/7 and this service is free and confidential to all volunteer members)

Lifeline – 13 11 14

Beyond Blue - 1300 224 636

<https://www.heartfoundation.org.au/>

**Article Source: Converge International. This article was first published by NSW SES EAP provider via their Flourish Health and Wellbeing magazine and is reprinted with permission.*

ASPIRE

Leadership Program

Did you know the NSW SES ASPIRE Leadership Program was awarded the Australian HR Institute Rob Goffee Leadership Development Award in 2021?

This national award recognises outstanding leadership development initiatives that have been implemented by an organisation to develop its current and future leaders and to effectively equip them to achieve the organisation's strategic objectives.

NSW SES, in conjunction with Learning Ventures, launched the ASPIRE Leadership Program in 2020 and we are pleased to be continuing the program in 2022 with a program for thirty volunteer leaders from various Metro Zone Units throughout May and June. ASPIRE programs for employee cohorts will also commence in June with a program specifically designed for those who lead by influence, and a program for those who have commenced in people leadership roles since the original programs ran in 2020. Both ASPIRE programs will be delivered for the first time by a small team of NSW SES employees who have been accredited to facilitate these programs.

Any feedback and/or comments regarding the ASPIRE Leadership Program please contact myPerformance@ses.nsw.gov.au

DIVERSITY AND INCLUSION STEERING COMMITTEE UPDATE

As noted in the April edition, the Diversity & Inclusion (D&I) Steering Committee ('DISC') is up and running, with its second quarterly meeting held on 29 March 2022.

Matters that were discussed included:

- » the development and roll-out of workshops for all members regarding sexual harassment
- » increasing member update via promotion of the SBS Online Core Inclusion Module
- » general discussion regarding the current diversity profile of NSW SES
- » Diversity and Inclusion at a Unit level (including specific discussion regarding incidences of racial discrimination in unit leadership positions)

One of the key outcomes of this meeting was to establish sub-committees that align with our existing D&I networks. These networks are:

- » Aboriginal and/or Torres Strait Islander Network
- » Disability and Carers Network
- » Women's Gender Equality Network

Re-establishing these networks will help to ensure that the NSW SES continues to build an inclusive service, where everyone can feel safe whilst being at work.

The DISC endorsed the establishment of one further Sub-Committee for Youth – to focus on another of the key areas of Diversity for the Agency.

Expressions of Interest will be sought shortly from all NSW SES members to participate and contribute to these sub-committees. Selected members will ideally bring diversity and inclusion skills, knowledge and lived experiences across those areas of diversity – however a genuine interest and passion will suffice!

The next DISC meeting is scheduled for June 2022.

A reminder that copies of minutes are available on mySES via the Diversity and Inclusion page for all members to follow the progress of the Committee.

We welcome any feedback and/or comments via diversityandinclusion@ses.nsw.gov.au

Oscar's SES Report

9 year old Oscar recently visited the Ku-ring-gai SES Unit and wrote in to share his experience.

Going to the SES for a Scout excursion was a fun experience. I learned, tinkered, and explored. And I'd like to share it with you! Me and my friend had lots and lots of fun, learning about hand tools is a brilliant place to start, so that's what I'll start with! From things that hold wood in place, to things that take wood apart, there are lots of hand tools. I really liked learning about the saws, especially why chainsaws aren't as good as real saws. Real saws are lighter and quieter so much better than chainsaws. In fact, the SES only uses chainsaws on thick branches fuelled by petrol in the day, and electricity at night to keep the noise down. Next we filled sandbags. I learnt that the best way to fill them is with the bottom of a cone, to use as a funnel. Sandbags are especially good for keeping water out of your house (they soak up the moisture). After that we used ropes to move water with a pulley system, to tie knots and even to lift up our leader! It was great fun. To finish, we sat in a boat and learnt some facts about it. We also got given SES tape to take home! I really enjoyed my trip. I thank the SES volunteers for all they do to help in floods, storms and tsunamis and I especially thank the ones who gave me the fantastic tour.



2022 Community Art Trail

The VA was invited to participate in the Eggsville Community Art Trail for 2022 & create an art piece (that represented the Association and our members) which was then painted on to a large egg shape and displayed throughout Hurstville CBD and Westfield Hurstville from 14 April – 1 May 2022. There were 11 other egg designs displayed from various community groups throughout and we were pleased to see all the families & individuals come down to participate and show their support.

A special thanks to young Mila who visited our SES VA egg and voted.



What rights do volunteers have when procedural fairness is not followed by the NSW SES, and the Service breaches its own policies?

The unfortunate answer to that question is 'not many' as I'll explore. There are of course many procedures and policies any of which may lead to unfairness if they are not followed. However, to keep the conversation manageable the discussion here will be limited to disciplinary and grievance measures.

Complaints about a member's conduct may come from an external source (eg a householder may complain about the conduct of an SES member at their home when that member is responding to a request for assistance) or from an internal source (eg where there is a dispute between members). Either way members would rightly expect that the complaint would be fairly investigated. There are two key components in that statement:

First the matter must be investigated. Even if the member thinks the complaint is trivial, vexatious, malicious or pure fiction, the person who receives it must investigate.

"Just because you're paranoid does not mean they are not out to get you".

Even if there are long standing grievances, or the person making the complaint has a history of being vexatious or malicious, it does not mean that there is no substance to their concern this time. The person responsible for investigating the complaint has to look into it, not matter how painful or seemingly pointless that is to others.

Second the investigation has to be fair. In simple terms that means there has to be 'procedural fairness'. The NSW SES *Internal Grievances Procedures* says that procedural fairness:

Involves decision makers informing members of the case against them or their interests, giving them a right to respond, not having a personal interest in the outcome and acting on the basis of logically probative evidence.

In *Kioa v West* Justice Mason, sitting in the High Court of Australia said:

Law has now developed to a point where it may be accepted that

there is a common law duty to act fairly, in the sense of according procedural fairness, in the making of administrative decisions which affect rights, interests and legitimate expectations, subject only to the clear manifestation of contrary statutory intention ... but the duty does not attach to every decision of an administrative character. Many such decisions do not affect the rights, interests and expectations of the individual citizen in a direct and immediate way.

What is 'fair' depends on all the circumstances including the seriousness of the allegations and the implications. A criminal court will set the highest standard of procedural fairness. A tribunal or a decision maker deciding a relatively minor complaint does not have to spend as much time or allow the person the subject of the complaint to take every procedural step before reaching a conclusion.

The fairness of the procedure depends on the nature of the matters in issue, and what would be a reasonable opportunity for parties to present their cases in the relevant circumstances ... 'the expression "procedural fairness" ... conveys the notion of a flexible obligation to adopt fair procedures which are appropriate and adapted to the circumstances of the particular case'.

The process of procedural fairness does not require that the outcome is judged fair – on that, minds will differ. A person who is subject to a disciplinary hearing may think that the decision maker made a mistake or came to an unreasonable conclusion but that does not mean there was a denial of procedural fairness. In any review of that decision (discussed in more detail below) the review panel will usually not ask 'was it a fair outcome?' but 'was there a fair process?'.

THE NSW SES

If we start with the *State Emergency Service Act 1989* (NSW) it gives very wide powers to the Commissioner. "The Commissioner is responsible for

managing and controlling the activities of the State Emergency Service".

Further "The Commissioner is required to undertake such planning and make such preparations as the Commissioner thinks fit for the purpose of enabling the Commissioner's functions under this Act to be exercised in the most effective manner". Those two sections leave it up to the Commissioner to determine issues of policy and structure the service in the way the Commissioner sees fit.

INTERNAL REVIEW

As for membership of the SES "Membership of an SES unit may be withdrawn at any time and for any reason". Such a broad clause would make it very hard to argue against any determination given that 'any' reason is sufficient. If a person's membership is withdrawn there is the right to appeal to the Commissioner, even if it was the Commissioner who decided to withdraw their membership. The Act does not limit or define the grounds of appeal. A member who has been dismissed could ask the Commissioner to reverse the decision on the basis that it was wrong, it was harsh, unfair, unreasonable, or just because the member really wants to stay in the SES.

If the Commissioner refused to set aside a decision a member may be able to seek review of the decision outside the SES, but such a review would be limited to questions of procedure – that is a denial of procedural fairness. No tribunal would sit to simply make their own judgement on whether the member should or should not have been dismissed. That decision is, ultimately for the Commissioner so a review will be limited to whether the Commissioner or other relevant decision maker applied the correct process.

NO REVIEW BY THE NSW CIVIL AND ADMINISTRATIVE TRIBUNAL

A decision is reviewable if the enabling legislation says it is. That is not as circular as it may seem; in short what it means (in context) is that if a member

wanted to go to the NSW Civil and Administrative Tribunal (NCAT) to ask for a review of the decision to terminate their membership, the SES Act (the act that enables the legislation) would have to say that the decision is 'reviewable'.

The SES Act does not provide that any decisions are reviewable that is no decision under the Act can be reviewed by NCAT.

NO REMEDY FOR UNFAIR DISMISSAL

A volunteer is not an employee so would have no remedy under unfair dismissal laws.

THE OMBUDSMAN

The Ombudsman can receive complaints about a public authority which would include the SES and the Commissioner of the SES. A member who thinks there has been 'systemic (structural or procedural) deficiencies in public administration' a 'serious abuse of powers' or a 'failure to properly deal with complaints' could take the matter up with the Ombudsman. Remedies from the Ombudsman are limited. They may:

- ... recommend that:
- » the agency should reconsider or change their action or decision
- » a law, rule or procedure should be changed
- » the agency should take appropriate action such as pay compensation for financial loss or, in serious cases, initiate criminal proceedings.

The Ombudsman 'cannot force an agency to comply with [their] recommendations'.

The Ombudsman would be most useful if there was a claim of systemic irregularity eg if it was alleged that within a zone or the SES generally the Service's own published procedures were not being followed and that complaints about that were being ignored or otherwise improperly dealt with. There the allegation would not be about a particular decision but about process and governance, matters of much greater interest to the Ombudsman.

REVIEW BY THE SUPREME COURT OF NSW

The Supreme Court has 'all jurisdiction which may be necessary for the administration of justice in New South Wales'.

In *Castle v Director General State Emergency Service* the Supreme Court had to consider whether the decisions to disband the Botany Bay SES unit and to remove Mr Castle as Local Controller had a sufficient and direct impact on his 'rights, interests and legitimate expectations' to give the Court jurisdiction to review the decision. At first instance Justice Hoeben held that they were two decisions. The decision to disband the unit was not a reviewable decision because that was not a decision 'about' Mr Castle. It affected him as a member but only as a part of the class of all members. Once the decision was made to disband the unit, there was no longer any unit that he could 'control' so the decision to cancel his appointment as Local Controller was also not open to review.

On appeal the Court of Appeal disagreed. Justices Basten, Handley and Sackville held that Director-General should have given Mr Castle the opportunity to make submissions on why the unit should not be disbanded and what he would do to try to re-establish the unit. The question was 'what rights or interests did the decision affect?' Mr Castle was a councillor with the local council and had been appointed to the Local Controller position on the Council's recommendation. Justice Handley said it was the 'damage to the claimant's reputation as a result of the Director-General's decisions' that 'gave him standing to challenge those decisions'. Justice Sackville said:

Although the applicant in this case was unpaid, he was appointed for a fixed term pursuant to statute and discharged important responsibilities in his capacity as the Local Controller for the Botany Bay area. His removal from the position he occupied entailed a loss of responsibilities and of status. ... it is a fair inference that it also involved a loss of reputation. ... the power to revoke the appointment of a local controller necessarily involves the power to destroy or prejudice the local controller's rights, interests or legitimate expectations.

Although Mr Castle won a declaration that he had been denied procedural fairness that did not alter the outcome. By the time the court came to decide the matter the two years for which he

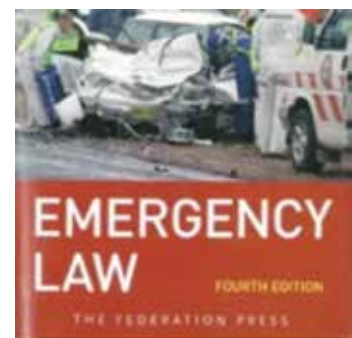
had been appointed had passed. That is a very expensive and time-consuming process for a very limited result.

A decision to terminate a person's membership of the SES would also involve a loss of reputation and a loss of benefits that come with membership – a role in the community, a sense of value etc. Justice Hoeben said that a decision to terminate a person's membership under s 18AA, being a decision directed to an individual (unlike a decision to close a whole unit) would be a decision 'that attracts the principles of procedural fairness'.

So a member who is dismissed and who claims there has been a denial of procedural fairness would have a right to seek a review of that decision in the Supreme Court but that can be a very expensive and ultimately futile process.

CONCLUSION

A member who is subject to disciplinary action and who feels they have been denied procedural fairness has limited recourse. He or she may ask the Commissioner to review any decision (SES Act s 18AA). He or she may take the matter up with the Ombudsman and this is likely to be the best course of action if there is a claim that the SES is failing to comply, on a regular basis or in a systemic way, with its own policies and procedures. He or she may seek a review by the Supreme Court but this is likely to be beyond the resources or patience of any member.



www.australianemergencylaw.com

Michael Eburn, PhD, Australian Lawyer

Australian Emergency Law – Discussion on the law that applies to or affects Australia's emergency services and emergency management, by Michael Eburn, PhD, Australian Lawyer.
meburn@australianemergencylaw.com

Life member awarded to William (Bill) Webster ESM

William (bill) joined the NSW SES Hills Unit in October 1972. He was a valuable member of the Unit till 2001 and was operator in several field disciplines. Bill then joined HQ till 2009 where he worked on improving training by writing many of the original training manuals with the NSW SES and many other jobs. He then joined The Blue Mountains Unit in 2009 till 2019 where he transferred to Braidwood unit.

Bill is a recipient of NSW SES 5, 10, 15, 20, 25,30, 35, 40, and 45 Year Long Service Awards and the State Medal for the Hunter/Sydney Northern Storms. National Medal with 3 clasps, Bill was honoured with the Emergency Services Medal in 2008. Bill also has a unit citation and bush fire citation and Cyclone Yasi citation.

Bill will be moving to Mudgee where he will continue his long and distinguished service within the SES.



Ballina Members

Lauren Johnson 21 years old

At 15 years old Lauren completed the Yetties program through Ballina SES after learning of the opportunity through the Careers Advisor at her High school. Since completing the Yetties program and becoming an SES Volunteer, Lauren has been involved in a number of activities such as volunteering during the local fires, assisting Lismore during the flash flooding and helping out during searches for missing persons.

Lauren has received way more out of joining the SES than what she ever thought she would achieve. During the time she has been a member of the Ballina unit, Lauren has also completed

a Bachelor of Para Medicine through the Australian Catholic University. She has recently obtained an administrative position with NSW Ambulance as a clinical support assistant while awaiting a graduate paramedic position within a state service.

Lauren is planning on remaining an SES Volunteer and will be joining a local unit wherever she is posted. Lauren would hugely recommend to youth members to join the NSW SES – it is a rewarding experience and a great opportunity to learn and develop new skills that you would not normally learn and help your community when in need. It is an exiting opportunity to



work with people from all ages and backgrounds.

Ballina Unit wishes Lauren all the very best in her new career move!

Kyle Milnes 20 years old

At 15 years of age, Kyle learned of the opportunity to join the Yetties Program through his career advisor at school. Kyle enrolled and completed the program through the NSW SES Ballina unit joined the unit the programs completion. Kyle has been involved in a number of operational activities and was deployed during the Black Summer Bushfires, Coffs Harbour hailstorms, Kempsey Flooding, Parkes/Forbes Flooding as well as local flooding events.

Kyle is a Flood boat operator, communications officer, social media

officer and has assisted in running inductions and field beacon training. Through joining the SES, Kyle has gained new friends and has a lot more confidence and has gained new skills and abilities that will help him in his chosen career. Kyle is moving to Goulburn this month to complete Police training and will commence work with the NSW Police force on completion. Kyle will be joining the local SES unit upon his new posting.

Ballina Unit also wishes Kyle all the very best in his new career move!



Initial Health and Safety Representatives (HSR) meeting at NSW SES

Following consultation with volunteer members and Safework NSW, a workgroup for the purposes of WHS consultation was defined at the Unit level. WHS completed the process of calling for nominations and elections for Health and Safety Representatives for each workgroup in December 2021.

The first inaugural meeting with the WHS Team and HSR's was held on 16th March 2022, via MS Teams.

Some of the topics that were covered were:

- » Incident Trends and how we report to HSR's and Units, this information should be shared by your HSR with your Unit to assist with safety improvements, training, and awareness to improve your knowledge to ensure the

safety of members when on activities through your Take 5 risk assessment

- » How to navigate and find WHS resources on MySES
- » Promotion of how we manage hazardous substances, and the tools SES provides to manage this efficiently
- » Resolving safety issues and the escalation process
- » Timing of ongoing HSR meetings and future enhancement of how consultation can occur across the service

HSR's have the choice to undertake formal training through an accredited provider. A selection of HSR's have taken up this offering to date and we encourage all HSR's to consider this training.

Your ongoing reporting of hazards, near misses and incidents is a vital part in continuous improvement for NSW SES as this assists us with trends, identifying root causes, areas of improvement through the implementation of the hierarchy of control.

If you would like to discuss any WHS matters or you have an issue, please refer to your local HSR Representative, this list can be found on MySES/Safety Health & Wellbeing/Health & Safety Representatives page OR look for your poster in your unit. The next meeting will be held in June 2022.

Not all Units have a representative currently, if your workgroup would like to have a Representative, please contact WHS Team at whs@ses.nsw.gov.au for the process to be facilitated.

Handy Tip

Every one has a freezer in the home and from time to time we can be away from the home for a couple of days, a week or even longer. While you are away your house might have lost its power but you don't know how long it had been off for. On the other hand it could have been a storm that has disrupted the power to your home and you are wondering if the food in the freezer is still able to be used.

You come home and the clock on the microwave oven is flashing, your bed side radio is winking at you and you know that there was a black out while you were away. Was it for a short time before the power was restored or an extended period. You check the freezer and every thing is frozen. The big question is – did the food in the freezer defrost or stay frozen?

Here is a way to be able to tell if the freezer food had remained frozen or not.

Take a cup or glass and fill with water and place in the freezer. When the water is frozen place a coin on the frozen water in the glass.

When you return from being away check the glass.

If the coin is on the bottom of the glass it means the freezer has defrosted and refrozen and the food could be tainted.

If the coin is still on the top of the ice, it means the freezer did not defrost.

This is a easy way to tell if the frozen food has been kept frozen or has to be discarded.

Harry Cramer
Tweed Heads Unit



What's new in the NSW SES Wellbeing Program?

The NSW SES continues to be actively engaged in supporting the design and implementation of the new **Wellbeing Program** – a strategic initiative supporting Our People and Building our Future: 2021-2024. Since our last update in the April edition of the magazine, the program achieved a couple of significant milestones highlight by a completion of our discovery and consultation phase with our Members around the design and scope of the program.

In summary, the consultation involved a series of workshops with our staff and volunteer Members with objectives of:

- » Briefing on the purpose, value, and importance of the Wellbeing Program
- » Allowing opportunity to engage and contribute to the design of the Wellbeing Program
- » Discuss program priorities and implementation
- » Gather feedback on the proposed program messaging

The feedback we received tells us that our Members are looking for:

- » Member informed and led mental health and wellbeing strategy
- » Everyone playing a role in wellbeing
- » Meaningful wellbeing initiatives which do not appear tokenistic
- » Health and wellbeing education tailored to our diverse membership
- » Normalisation of wellbeing conversations
- » Clarity around EAP, Peers Support and Chaplaincy services
- » Clear and simple communications, mindful of too much noise from the business
- » Access to other wellbeing services like fitness, nutrition, financial, learning and development
- » Strong systems and processes to support our mental health and wellbeing services

The opportunity to support the roll out of the program continues and we are most excited to see as many of our Members from a variety of areas and roles, joining our planned Wellbeing Network.

WHAT IS A WELLBEING NETWORK?

We are currently recruiting a Wellbeing Coordinator who will lead this initiative. The role is responsible for partnering with the business and collaborating with stakeholders to deliver a range of wellbeing projects, services and initiatives. These will enable our NSW SES staff and volunteers to thrive in a supportive, high performance culture focused on primary prevention, education, reducing stigma and early intervention.

The main role of Wellbeing Network will be:

- » Delivering key messages and communications about the Wellbeing Program and future initiatives
- » Motivating, inspiring and coaching Members of their teams
- » Obtaining feedback from their peers and team members about the Wellbeing Program
- » Sharing success stories

If you are interested in joining the network, please contact the Wellbeing Team on wellbeingandsupport@ses.nsw.gov.au

PEER SUPPORT AND CHAPLAINCY

A few highlights of what our Peer Support and Chaplaincy teams have been up to in the past couple of months are:

- » The Peer Support and Chaplaincy team have carried out an active role in deployment for the latest Event 261. Support was provided full time across rolling

deployments throughout all of March and until 5th April with Peer Support Officers, Chaplains and Psychologists deployed into the Northern Rivers region.

- » Additional focus has been on Recovery and the transition back to the units to provide engagement and wellbeing education sessions such as the My5 training – stay tuned for dates in your area.
- » The Peer Support and Chaplaincy team are also available to attend After Action Reviews (AARs).
- » There is a continued focus on training and development of our Wellbeing Team with the second phase of the Psychological First Aid (PFA) on-line training courses rolled out to the Peer Support Officer and Chaplains. Most recently some of the team completed the ASIST Suicide prevention training.
- » The first Peer Duty Officer meeting took place on the weekend of the 13 to 15th of May 2022. The session gave our Duty Officers a chance to meet, share ideas, experiences and plan for the year ahead.

We have a wonderfully dedicated team of Peer Support Officers and Chaplains – but we would love to have more! We are currently seeking expressions of interest for new Peer Support Officers across NSW. If you are interested, please email us at peer.support@ses.nsw.gov.au

MENTAL HEALTH SERVICES

In our April update, we communicated that Sharon Craig joined the NSW SES as our new Manager, Mental Health Services. Since then, Sharon's team gained a new Senior Psychologist, Kellie Meek and Jane Whittingham.

Kellie started her first week with a deployment to the Northern Rivers where she supported Members through recent flooding. Coming



MHW team on the ground at the Kyogle unit in the northern zone.

from a background of volunteering at Warringah-Pittwater SES unit for over a decade, Kellie's role provides clinical advice and psychological support for all NSW SES members and works closely with the Peer Support and Chaplaincy Program.

The Mental Health Services team have been busy working on an Event 261 Recovery Plan which began in May and will conclude to March 2023. The plan includes:

- » Scoping and identifying what support is required by connecting and engaging with Members
- » Regular deployment of Peer Support Officers, Chaplains, Psychologists
- » Mental Health Education and Awareness Seminars
- » Referral pathways to care for counselling and local support services
- » Partnering with other agencies on wellbeing activities
- » Planning for 22/23 season – Prevention and Preparation activities

Additionally, we began our engagement with an external provider to deliver our Mental Health and Wellbeing Strategy, as well Clinical Governance Framework. A number of our Members are involved in the consultation process which began in May. We will update you on the progress in the next issue.

And finally, the Mental Health

First Aid courses are back for 2022 and will recommence in both blended online and face to face opportunities throughout May and into July – for those of you who expressed interest, keep an eye out for the new dates.

As you can see, the activity continues in the wellbeing space. We know that the rest of the year will be extremely busy for our team, and we are excited at this opportunity to build on and strengthen the existing support mechanisms we currently have in place to look after our NSW SES Members. We look forward to continue working with many of our Members and encourage you to provide us with feedback on how we are progressing.

So, if you have any thoughts, questions suggestions please email wellbeingandsupport@ses.nsw.gov.au or call 02 4251 6669

If you require support, it is available for all Members via:

Peer Support Officers & Chaplains

- 1800 626 800 (our team is available 24/7 and this service is free and confidential)

EAP Counselling – 1300 687 327

(Volunteers can access 3x 60mins counselling sessions which are free and confidential)

Lifeline – 13 11 14

Beyond Blue - 1300 224 636

EAP Counselling – 1300 687 327



Helping Hands

By Saima Hussain

*With a caring heart
And a supportive nature
Giving up time and comfort
Leaving behind family and work
These are the helping hands
Doing what they can*

*Life is full of surprises
It is difficult to understand this
Uncertain times comes with
distraction*

*Left nothing but reflection
Supporting their communities
Rescuing those who are in need
These are the helping hands
Doing what they can*

*Some lost their loved ones
Others left their possessions
These are unknown heroes
Always there for you
These are the helping hands
Doing what they can*



VALE

Phil Mahoney

2/06/1937 - 4/4/2022

Phil joined the Bankstown State Emergency Service on the 15th July 1991. He had been an active member for almost 26 years.

He has completed in excess of 100 training courses covering both field and office-based roles.

Since the day I met Phil, learnt about his job as a Deputy Principal at Condell Park High School and after we conducted our interviews I knew Phil was a force to reckon with. After his initial training he became deeply involved in training within the unit particularly around flood boats and radio communications

Phil not only helped with training and maintenance of the boats but he was also heavily involved in the Hawkesbury Canoe Classic and the Bridge to Bridge racing events.

Phil was instrumental in assisting me, as a young rescue officer to establish training calendars, team rosters, member timekeeping and eventually the concept of week and weekend duty officers

We could not go any further without discussing the forward



command and the 4wd storm vehicle that he kept at his house in Padstow for so many years. Being a typical school teacher he had everything organised in those trucks with every tub labelled and then positioned in order of most often to least used and then there were the gadgets that he made for securing items or making the "gardening service" more efficient and effective.

Phil was so passionate and involved that in 2007 he won the unit Volunteer of the Year Award. He also received his 5, 10, 15, 20 and 25 year service awards as well as a NSW SES Commissioners Certificate

of Appreciation for Service and a State Award for his involvement in the Newcastle Hunter Storms in 2007.

Phil has been involved in multiple operations during his service from the Thredbo Landslide to Cyclone Yasi and many other flood and storm events not only around Bankstown but also the state and nationally. There was a time when the SES was extensively used for Aerial Searches and often my call to Phil and Coralie would start with "is your passport current" as they often ended up in Fiji or New Zealand.

Phil was always known to have a good story to tell and always showed interest in the other members and their wellbeing, he cared for them and they cared and respected him.

For all of us lucky to have known you, you will be greatly missed as a member, a gentleman and a friend.

To quote Eleanor Roosevelt
 "Many people will walk in and out of your life, but only true friends will leave footprints on your heart."

David Niven

Unit Commander Bankstown



Australian Red Cross
Lifeblood



Give life. Give blood.

Book your donation today



ARE THEY TRIPLE OK?



We're always there to help.

Let's make sure we help each other and ask R U OK?

ruok.org.au/triple-ok

RUOK?[™]

A conversation could change a life.