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Volunteer

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FROM THE PRESIDENT



CHARLIE MOIR ESM PRESIDENT NSW SES VOLUNTEERS ASSOCIATION

The time is here, this is my final contribution to the Volunteer as the President of the NSW Volunteers Association.

For as long as I can remember, I have had a very active role in both the NSW SES or the Volunteers Association but the time has come to hang up my boots and overalls for the last time and pass the baton on.

Over the years, I have seen a huge amount of change- some good and some bad. But the constant has always been the contribution of volunteers in their community.

As an Association we have provided scholarships, grants and volunteer sponsorships; hosted conferences aimed at developing our members; provided sponsorship for State Disaster Rescue Challenges, Cadet of the Year and the Cadet Program as well as run competitions in collaboration with the NSW SES for community engagement projects and the new State Headquarters.

We have fought for the fair treatment of volunteers; state-wide, and developed relationships with the Commissioners of the NSW SES and the various Ministers as well as other key community stakeholders.

There have been committee meetings, working groups, the Joint Volunteer Consultative Committee, workshops, AGMs, training days and meetings that have all meant that I have slept in hotel beds almost as much, if not more, than my own in the last six years.

Then there was the Roadshow. A project that stills remains as the single largest project ever undertaken by the Volunteers Association.

And through all of this I have had a ball. It hasn't always been easy, but it has always been for the right reasons.

When I hand over the reigns in November, I do so with the expectation that Volunteers will continue to have their rights and voices promoted, that relationships with the NSW SES will continue to grow and that the values of our organisation will be at the forefront of the decision making process.

On a personal note, being the President of the Volunteers Association has allowed me to meet volunteers from around the state and our wonderful country- sometimes in times of their adversity, or their community's time of need. This is where I got to see strong people, people that made me proud to volunteer the time I had. Many of these people are now friends rather than workmates or associates. It has been an honour to be the President of the Association, and to have memories of people and places I will not forget. Thank you for giving me these memories, allowing me into your life and thank you all for your support over the years, in the various ways it has been provided.

Continue to look after each other, I will certainly continue to watch the SES and the Association.

FROM THE MINISTER



TROY GRANT MP MINISTER FOR EMERGENCY SERVICES

As we enter last quarter of 2017, I would like to take this opportunity to thank SES volunteers far and wide for their incredible service over what has been a very trying few months.

The recovery efforts continue in Lismore and I want to put on record my appreciation of the outstanding and tireless work undertaken by SES members in communities like Lismore, which have taken a battering from Mother Nature.

I've had the privilege of visiting Units, presenting medals and handing over new vehicles in Leeton, Temora, Orange, Mullumbimby, Murwillumbah, Fairfield, Penrith,

Ballina, Wilcannia, Bourke, Dubbo, Banora Point and Lismore in recent months. At each Unit I visit I'm continually impressed by the calibre of volunteers the SES is fortunate enough to have. The sense of civic duty is alive and well in NSW.

In August, I presented the 2017 Rotary Emergency Services Community Awards Rotary Awards. I had the pleasure of meeting many outstanding emergency service's personnel and the 24 finalists from each agency. My congratulations go to SES member Graham Kinder from Windellama who was awarded the SES Officer of the Year.

As many volunteers are aware, the NSW Government's five year \$46 million program to refresh and centrally manage the NSW SES's operational vehicle fleet recently finished. The Program delivered 181 new vehicles and transitioned hundreds from local council to the SES.

The Liberals & Nationals Government has a proud record of investing in our volunteer units to ensure they can provide a reliable, prompt, safe and consistent service to their local communities in times of floods, storms and other emergencies.

We are actively working with the SES and the relevant Government agencies to develop the next stage of the NSW SES operational fleet strategy. The NSW Government will continue to support our NSW SES volunteers throughout this process. I look forward to the next stage of the NSW SES fleet replacement strategy continuing.

The new SES Headquarters will officially open on September 22, which is an enormous milestone for the entire organisation. I have visited the new \$13 million facility twice and was thoroughly impressed with the layout and state-of-the-art technological facilities. I am sure it will provide immense support to Units across the state in times of emergency.



Dear Team, I have now completed my first 6 months with the Service and it has been enlightening, challenging and inspiring. The goal of being the best volunteer emergency service in the country is firmly in our sights, and with it, a significant amount of activity across the Service has been undertaken and still needs to be undertaken.

The Training Model Review is now complete and provides direction on how training across the Service will be rolled out into the future. In particular, it will assist in understanding how we will accommodate the growth in volunteer membership over the next 2 years. The team of Colin Malone and Jen Gehrig have appreciated the input received from across the Service, particularly from the volunteer membership.

The Organisational Transformation process has been moving forward with the 14 work streams now completed. The work streams have been a forum for staff and volunteer members across the Service to learn and contribute about what the future state NSW SES may look like. Additional volunteer forums are being arranged to permit further volunteer input into this critically important work. Organisational Transformation Director Mark Morrow, has committed to having an organisational blueprint to me by early December, which will provide clarity and organisational stability.

Our Volunteering Reimagined Strategy (VRS) will be announced publicly on the 22nd September

coinciding with the official opening of the new state headquarters building. This strategy will more effectively tap into existing forms of volunteering such as spontaneous volunteers, formalising corporate volunteering partnerships and developing community action teams. This way we can have a source of trained volunteers working with us readily as surge capacity during major events, or embedded within communities as champions of resilience. In my travels, this has been received very well and there is a sense of excitement in the opportunities that this will provide, but I would ask you all to explore how we can increase community involvement and ownership in what we do.

The state headquarters team have moved into our renovated building in Wollongong that is customised for emergency response. In addition to the improved operation centre facilities, there are training and conferencing facilities which will be available to all the membership to utilise. The building has its own café next to the NSW SES Visitor Experience, which proudly captures the spirit of the Service with hands on displays and technology for children through to adults. Sincere thanks to Lynda Wake and Pat Johnson who have worked so hard on making the Visitor Experience a truly great community engagement asset.

An independent report, commissioned by the NSW SES and undertaken by former Deputy Commissioner Police Dave Owens,



MARK SMETHURST DSC, AM
COMMISSIONER

has now been released into the Lismore flood event in March, with our formal response. The report has provided us with numerous recommendations to be addressed by the Service as a priority and these have been incorporated into our work plan for the next 18 months.

As we move closer to storm season, we should be ensuring that our planning and preparation is in place. The weather is getting fiercer and more unpredictable, and this needs to be factored into our approach to community engagement, pre-planning and proactive resourcing.

Finally, I am looking forward to attending my first State Disaster Rescue Competition in Bathurst across the weekend of 14-15 October. This will give me and others a great opportunity to connect and I look forward to meeting more of you there and as I travel around the state in the coming months.

Keep up the great work and commitment.

Volunteer's Members Update

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

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From the Editor

PAT JOHNSON ESM
EDITOR

I hope you all enjoy our Pink issue of *The Volunteer* as a lot of work has gone into the articles, especially those who shared their personal stories.

On this page, two of our members have given a small insight into Breast Screening. Thank you Marion and Sharon.

I would encourage you all to hold your own event. (See the poster below.)

As I write this, one of our long time members has just been diagnosed with breast cancer and will have radical surgery and chemotherapy. She will be visited by a Breast Nurse funded from the McGrath Foundation. So please give to the Pink Ribbon Appeal in October.

Pat

PS. I am looking for good, high resolution, landscape photos for the 2018 calendar.



**Paddy invites you to have your own
Big Morning Tea to help raise funds for
Breast Cancer research**

For further information go to:

**[http://nbcf.gofundraise.com.au/cms/
holdyourownevent](http://nbcf.gofundraise.com.au/cms/holdyourownevent)**

I have had my Screen for this year but here's some background on why I go every two years, without fail!

I have just had my 60th birthday. I have been having regular mammograms and pap smears now for years. Obviously, pap smears came first but ever since my 50th birthday I have taken on the Free Breast Screening at my local in Croydon and I time it for every two years on my even year birth dates. I sincerely believe we need to do these. Every two years at the very least and obviously sooner if there is any type of history in the family. Personally waiting until 50 can be a bit late, as has been proven time and time again, but at least it's there and available.

This has always been important to me. Not because of a loss of a female figure to Cancer especially, but losses of female figures very early in my life and I wouldn't wish that on anyone.

It's such a simple process and the ladies, especially at the Centres are so very very good at what they do and how they do it. It's over and done before you know it. It's private and non invasive and it doesn't matter if you have big boobies or little boobies, somehow they manage.

Spread the word - far and wide. Get more women to take up the offer and investigate any anomalies early, for the sake of women, past, present and future.

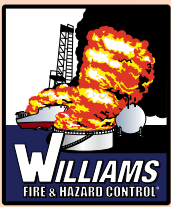
Marion Baird

Local Controller
Burwood Unit

I'm a member with Penrith. The email asked for ladies over 50 with a story but I'm not over 50 but would like to share if that's ok.

I was 45 and felt a small marble type lump in my left breast so of course went straight to my local GP, he felt lump and said most probably a cyst but we'll send for mammogram anyway, couldn't have mammo for a couple days and continually played with this lump needless to say yes it was making me concerned, I went for mammo and the lady technician said same thing that it felt like a cyst also, I had mammo done and report was that yes it was a cyst no problem but I was recommended for a needle biopsy on my right breast for a cluster, now I'd never heard of a cluster before and looking at the image it was a tiny gathering of sand like particles clumped into a small circle, I went for a stereotactic biopsy and had a marker inserted for future reference, good news biopsy came back benign but my story is saying that you cannot always feel things lumps/bumps and thickening some things only a mammogram can pick up especially early.

Sharon Fleming



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Chauncey Naylor

Director, Training & Emergency Response Operations, Williams Fire & Hazard Control



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Valued Community Organisation Recognises SES Volunteers

During the Severe Storm Event of the weekend 4 & 5 June 2016, Picton endured a higher than 1% flood, which inundated the entire business sector of the small country town. Some of the impacted businesses are still closed to this day – 14 months after the event.

The NSW SES Wollondilly Unit received in excess of 220 RFA's in a 48 hour period, of which 17 were Flood Rescue RFA's on the evening of the 5th. For a Unit that receives around 150 RFA's per year and is small in number, this was a huge challenge. One the unit could not have conquered without the assistance of OAAA units, the RFS & NSWFR. The local unit members acknowledges and thanks these teams.

Following the event, the Rotary Club of Picton approached NSW SES Wollondilly Unit with an offer to supplement the unit's equipment levels to afford greater local response to such events. The unit was asked to create a "wish list" of items with the instruction "not to hold back" and ask for items



The Rotary Club of Picton Donates \$15,000 worth of Equipment to Wollondilly SES. Image courtesy of the Wollondilly Advertiser.

regardless of cost. Fifteen thousand dollars (\$15,000) was raised from activities within the local community which was used to purchase chainsaws, pumps & tools. These were presented to the unit at a handover presentation and Bar-B-Que at the Unit Head Quarters.

The members of the Wollondilly Unit thank the local Rotarians for their efforts and support, and the citizens of Wollondilly for their generosity.

Roderick Wonson
Wollondilly

75 Years ago a Japanese submarine shelled the eastern suburbs

The National Emergency Services (N.E.S.) was established as a civil defence organisation in 1939 and provided air raid precautions (A.R.P.) up and down the east coast. Like all volunteer based organisations, the members trained, drilled and exercised 'just in case' war came to NSW. At the end of May Japanese midget submarines had entered the harbour; then in the early hours of 8th June came the realisation that all the NES training may actually be needed.

The eastern suburbs of Sydney and Newcastle were shelled from the sea (from a Japanese submarine) early on the 8th June 1942. In Sydney the bombardment began just after midnight with at least nine shells falling in Sydney suburbs and others believed to have fallen in the harbour near Rose Bay. Reports suggest only one shell exploded near Rose Bay. One "dud" shell tore through a block of flats in Manion Avenue, Woollahra, injuring one man.

N.E.S. staff in the eastern suburbs ran to their posts immediately they heard the shells.

Wardens' posts all over the city and suburbs were manned within a few minutes of the alarm being sounded.

N.E.S. Heavy rescue and demolition units were dispatched.

This was timely warning for the N.E.S. organisation, which had grown to over 100,000 members by mid 1942, that war could come to NSW.

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Chemistry and dyes, essential to achieving certain performance requirements and corporate identity, are supported locally by Huntsman and DyeStar. All textiles used for protective clothing involve some kind of chemical processing, be it the finish that imparts chemical run-off performance or anti-microbial properties that keeps stationwear fresh for longer. For Bruck, this also requires that the chemistry used is approved by OEKO-TEX® and poses no harm to human health in the finished article.

Bruck is invested in commercial research and development and has strong links with Australia's leading institutions involved in researching innovative new solutions for manufacturing, textile design and protection. CSIRO has extensive expertise in chemical and fibre research and is supporting the long term competitiveness of Australia's cotton, carbon fibre and chemical industries. RMIT School of

Fashion and Textiles and the Centre for Advanced Materials and Performance Textiles (CAMPT) work on projects that have direct and indirect benefits to the industry. Key amongst these is ensuring the succession of the domestic capability and knowhow for the future benefit of manufacturing and users of personal protective clothing. RMIT's capabilities also extend to the measurement of ergonomic factors in garments. Internationally, both organisations have exposure through published research and, along with the commercial industry, representatives from both RMIT and CSIRO gain insights into emerging trends and new research that may shape the way materials and assemblies are produced in the future.

Textile testing is critical for protective clothing and certified garment manufacture. The local industry relies on NATA accredited laboratories providing public testing to all or part of the Australia/New Zealand Standards for wildland and structural firefighting PPE. This capability is met by AWTA, RMIT Textile Testing, VICLAB and Bruck's own ISO 15025 accredited laboratory. Within the Bruck laboratory NATA scope of accreditation, we cannot provide a complete suite of testing according to the methods listed in AS/NZS 4824 and AS/NZS 4967. As accredited testing represents a significant contribution to product quality assurance, Bruck utilises independent third party testing providers that are trusted and provide timely, reliable and consistent results. In some cases the frequency requires in-house laboratory, for example materials for wildland and structural firefighting require flammability testing per batch (up to 5,000m) – as of August 2016 there were three test houses in Australia accredited by NATA to issue ISO 15025 test reports and one of those NATA laboratories is located at Bruck's Wangaratta Mill.

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Lake Macquarie student wins Andy Roberts Memorial Award

In a ceremony recently held at Lake Macquarie High School, 16 year old student Michael Sweetman was presented with the NSW SES Andy Roberts Memorial Award for Outstanding Achievement. The prestigious award, sponsored by the NSW SES Volunteer Association, is presented in honour of the late Andy Roberts, who was a NSW SES State Learning and Development Officer and advocate for young people.

The annual award recognises a NSW SES cadet who has demonstrated a high level of personal growth, team work and ability to lead in challenging situations.

Michael improved his communication skills, confidence and leadership immensely during the cadet program conducted



Coordinator Youth Engagement, Todd Burns, Michael Sweetman, Michael's Grandparents Elaine and Norm, Sister Shauna, HUR Learning and Development Officer, Bruce Gendre.

by NSW SES volunteers at Lake Macquarie High School last year and has recently applied to join the Lake Macquarie SES Unit.

Michael was nominated by NSW SES Region Cadet Coordinator Jim

McArthur and was chosen to receive the award out of 600 cadets who participated in NSW SES Secondary School Cadet program in 2016.

Todd Burns

NOT A STATISTIC! Youth Driver Education Program

NSW SES Parkes and Peak Hill Units participated in the 'NOT A STATISTIC! Youth Driver Education Program's' 2017 mock crash demonstration at the Parkes PCYC on Thursday 24 August 2017. This demonstration is run over two, one hour sessions at 09.30 and again at 12.30.

The mock crash demonstration is the major strategy of the NOT A STATISTIC! Youth Driver Education Program, developed in response to crash data that shows young drivers are over-represented in road crashes across the state. This program is coordinated by the Parkes, Forbes and Lachlan Shire Councils' Road Safety and Injury Prevention Officer, Melanie Sutor.

The purpose of this program is to improve the attitudes and behaviours of young drivers and passengers as locally young drivers are involved in 25 per cent of crashes on roads within the Parkes, Forbes and Lachlan Shire Council areas. NSW driver's under the age of 25 hold 16 per cent of licenses but are involved in 32 per cent of crashes.



The mock crash demonstration begins with a short film that sets the scene prior to the crash occurring with local youth actors play the roles of the crash victims, then follows with a full emergency response involving NSW Police, NSW Ambulance and NSW SES, then concluding with victim impact statements recorded by the crash victims and their families six months on from the crash.

The purpose of the program is to improve the attitudes and behaviors

of young drivers and passengers and is aimed at Year 10 students from across the region with more than 500 students from nine high schools across the three council areas attending the mock crash demonstration during two sessions.

Trish Malone

A/Deputy Region Controller
NSW State Emergency Service
Lachlan Region



On July 22, 2017, members of the MDT Unit participated in the 34th Annual Doonside Festival.

This was the 34th time the Unit had been involved.

Team Leader Leanne Stanley was the 'power behind the throne' setting up the IAP based on input from Local Controller Peter Lalor ESM who worked closely with the Festival Organising Committee.

On the day, 25 of the Unit's volunteers braved the cold and dark

of Saturday morning (only minus 2°C) at 0600hrs to staff the barricades put in position by Blacktown Council's outdoor staff and traffic controllers and manage the ingress of the 100+ stall holders who attended.

Apart from Paddy Platypus who managed to get himself photographed in all sorts of places as he interacted with a diverse range of attendees, other notable attendees included St John Ambulance and RFS members as well as the Arnott's 'Tidy Teddies Factory Truck'.

In the morning, SES members led stall holders safely to their locations through the increasing complexity of the closed-off streets.

Between then and 'bump out time' the closure points were staffed by some SES members under the watchful eyes of Council's Traffic Control Officer while other members, and Paddy, of course, engaged with members of the community.

As 1500hrs and Festival closure time approached, SES members safely and efficiently funnelled stall holders



back out of the festival precinct to effect an on time reopening of the closed roads.

The day provided an excellent opportunity for members to practice radio communications albeit on simplex, community engagement and public assistance.

Operations staff also practiced their coordination and problem-solving skills.

This year's Festival Team is already working on ways to make our 35th attendance even better.





Volunteers Memorial Service

Sunday, October 8, 2017

NB: For those wishing to attend (and all are invited) more information, including uniform requirements and transport options will be made available through Member Connect closer to the date.



At 11:00hrs on the second Sunday of October each year, representatives of the Rural Fire Service, the State Emergency Service, the Volunteer Rescue Association and Marine Rescue gather at Mrs Macquarie's Road in the Domain, Sydney, near Mrs Macquarie's Chair, to honour emergency service volunteers who have died while on duty.

Sadly, it is not often that a year goes by without another name being added to the scuntion (a massive, single 60 tonne piece of stone) that bears the badges of the Services and the names of those who lost their lives while serving the community.

All emergency service volunteers and their families are welcome to attend the service.

ABOUT THE MEMORIAL

On January 1, 1999, the Premier of New South Wales, the Honourable Bob Carr MP, announced that a memorial would be established to honour the emergency service volunteers of New South Wales, particularly those who have lost their lives as a result of their service.

The scuntion, that single massive piece of stone, eloquently represents the strength and durability of the volunteers.

The inscriptions in the stone are the work of a team of letter cutters led by Gordon Brown, who was also a volunteer firefighter. The words include Judith Wright's poem "Landscapes".

The Memorial was dedicated by at that time, Her Excellency Professor

Marie Bashir AC, Governor of New South Wales, at a service hosted by the Honourable Bob Debus MP, Minister for Emergency Services, on June 3, 2001.

Though the role of lead service is rotated annually through the various organisations, it is the Minister for Emergency Services who hosts the function and members of all organisations are involved in the ceremonial duties of the day. The NSW State Emergency Service Band has had the honour of providing the musical component on a number of occasions.

Peter Lalor ESM

Deputy State Protocol Officer



Loss & Grief Uncovered

What it meant to lose my hair after chemotherapy

By Doris Zagdanski

I couldn't think of what to do so I sent this text to my family: *'My hair has started to fall out. I'm at work in a meeting, so I can't even cry.'*

In November 2012, I was diagnosed with breast cancer. Two weeks later, I'd had a lumpectomy which removed two tumours, dozens of pathology tests and a recommendation by my surgeon that I would need radiation therapy to target any stray cancer cells. I thanked my lucky stars that I'd gotten off so lightly.

But at my post operative check up, the diagnosis had changed. The tumours were much larger than anticipated. I needed to begin a treatment of chemotherapy and radiation.

I was shocked with this news. How could this be happening to me? I'm so fit and well and look a picture of good health – on the outside.

Next I was off to the oncologist – he would be my chemotherapy doctor. 18 weeks of chemotherapy, a short rest, then 6 weeks of radiation followed by 5 years of hormone therapy. One by one he explained the side effects – tiredness, nausea, vomiting, skin changes, risk of infection, constipation and hair loss. I'd already read up on chemotherapy and radiation and everything I read said the good news is that hair loss was only a possible side effect and didn't necessarily happen to all chemo patients.

So when it came to question time the first question I asked was, 'what percentage of patients actually lose their hair?' Gently, but very assertively, the oncologist explained that there were many things he could not guarantee about my health but he knew one thing for sure – all patients

The grief that results from loss is real, painful and legitimate. Shock, despair, anger, frustration, fear, guilt, loneliness, sadness, resentment, preoccupied thoughts, issues with sleeping, eating and general wellness ... again the list is endless.

taking this particular type of chemo will lose their hair – I would lose not just the hair on my head but eyebrows, eyelashes, all body hair.

I know I left his office in shock, too shocked to even cry. And so began one of the biggest challenges for me in having cancer – I think I was okay about the cancer but I know I wasn't okay about losing my hair.

So what did hair loss mean to me?

- » **Loss of my identity** – I am a professional career woman, not a bald cancer patient
- » **Loss of my appearance** – I have always been fastidious about my grooming.
- » **Loss of my familiar face** – no eyebrows and eyelashes meant no 'face' – I would look blank.
- » **Loss of privacy** – once you go out with a turban on your head it screams 'I've got cancer, I've got no hair'.
- » **Loss of control** – there was nothing I could do about this.

Once the treatment started there were new losses because of what chemo was now doing to my body and my lifestyle:

- » Loss of energy
- » Loss of job role – I've had to modify my work schedule
- » Loss of taste and appetite
- » Loss of daily routine – working, morning walks, housework all needed to change
- » Loss of memory – nicknamed 'chemo brain'
- » Loss of simple pleasures – my morning skinny flat white coffee, my after work glass of wine
- » Loss of surety and security

There is a principle about loss – *losses rarely exist alone* and we need to understand that the principle loss in our lives usually triggers many more associated losses.

So why tell this story? It's a story of loss and grief. But in our society, we often reserve the word 'grief' for people coping with the death of a loved one. In reality though, if we

**No hair.****During chemotherapy.****Back to normal.**

look around us, people every day, everywhere, are coping with grief – grief over the loss of someone or something significant in their lives that has been taken from them.

The grief that results from loss is real, painful and legitimate. Shock, despair, anger, frustration, fear, guilt, loneliness, sadness, resentment, preoccupied thoughts, issues with sleeping, eating and general wellness ... again the list is endless.

Another loss that many people experience is their disappointment or dismay at what friends say to them. They'll find that some people don't know what to say, so stay away. Others think they have to say something cheery to brighten you up. Others don't know how to mention what's happened and talk about everything else except the issue at hand. And then there are those who want to say something philosophical to help you look on the bright side.

Here are some of my hair loss no-no's that I've had to hear:

- » "When your hair grows back it'll be much thicker than before."
- » "It'll probably come back all curly."
- » "It could have been worse; you could have lost your breast."
- » "Think of all the money you'll save on shampoo and the hairdresser."
- » "You can get fabulous wigs these days."
- » "You've got a great head for baldness."

None of these comments made me feel better. Whilst I understand the motivation behind them, you can't

whitewash someone's grief with a snappy answer. I know my hair will grow back. I know I'm fortunate not to have had a mastectomy. I know I won't have the expense of regular visits to the hairdresser. But the reality is, I'd give anything not to have been put in this position in the first place. I don't want curly hair. I don't want a nice wig. I just want my old hair and my old life back. That's the honest truth.

What I would have preferred to hear was something like this:

- » "Gosh, it's going to be really hard to get used to having no hair."
- » "I can see you're upset at the thought of losing your hair."
- » "It looks like you've got a big challenge ahead of you."
- » "No hair, what a bummer!"

However, having said all of this, all is not lost according to my view of the world. And this is the secret of coping with your cancer – you can't be forced to take on the view of well-wishers, you need to make decisions yourself as to what attitude you will take, how you will deal with the challenges, how you will think all this through.

Here are 3 significant decisions I made.

- » Headwear – I decided on turbans to cover my head rather than a wig. I have a collection of colours and styles to match every outfit in my wardrobe. I decided that if I have to wear something on my head it would be as stylish as possible. I call it doing 'chemo chic.'

- » Therapy – when you're grieving you get no prizes for toughing it out on your own. I sought the help of a specialist therapist attached to the clinic where I have my treatment. I needed someone outside of my family, friends and colleagues to talk to. I have learnt the art of relaxation and meditation as an important new way of behaving and learning to 'be still' with my situation.
- » New mantras - I knew my thoughts could either assist me or debilitate me. So I created new words that would guide my thinking when things were getting tough – *Calm and Gracious. Open and Appreciative.* Every day I remind myself that negativity and anger will not help to repair my body and that I need to be open to new ideas and new people who can help me. Every day I look for something or someone to appreciate – I smile more at strangers, I talk to dog walkers, I thank the council workers who are up at dawn to clean the beach where I walk.

Doris Zagdanski is an author, educator and public speaker on all things 'loss and grief' and well known for her grief education and training programs.

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One person making a difference

– fundraising for breast cancer

By Kay Sidman



In 2000, at age 50, Jan was diagnosed with breast cancer. This is an account of what her sister, Kay Sidman did over the following years.

Kay and husband Daryl have two children and four grandchildren.

Kay runs a small business from home and in 2001, after Jan's diagnosis, Kay started raising money for breast cancer research.

The first expedition into fundraising started in May 2001 with a Big Morning Tea. With only a few weeks lead-time notices went into the local papers, a letterbox drop was made, and the word was passed around. Some local shop keepers and neighbours donated goodies for a raffle.

Kay still remembers that day, standing in the kitchen with a friend, whose husband had cancer, and starting to cry. 105 people turned up on that day and they raised \$1597.

Kay's 2002 and 2003 morning teas raised \$2983 and \$7393.

In 2004 a lovely lady named Loma from the Cancer Council rang to see if Kay was going to do the Morning Tea again. Kay's response was "Yes, of course and it will be bigger and better..." Kay's sister Jan had just passed away that morning. That year Kay raised \$11,344.

In 2010 the Channel 7 Sunrise Show crew arrived at 4 am for the interview and to do a cross with James Tobin the weather man - of course it rained!

Despite the rain, 310 people attended raising \$31,900.

In May 2013 Channel 7 again turned up for the morning tea with Jim Wilson Chanel 7 Sports, such a nice person. He and wife Chris Bath gave Kay a personal donation. On that day Kay was also interviewed by the ABC Radio over the phone. The BMT was also videoed by the Cancer Council for You Tube.

That year raised \$22,260.

In May 2015 Kay held her 15th and LAST BMT at home. Jim Wilson came again, the weather was beautiful and

around 480 people in Kay's back yard helped raise \$28,770. In 2015 Kay was the 4th highest individual host fundraiser in N.S.W.

A few days earlier Kay, along with Mark Ferguson from Channel 7 News, was invited to Camden High School. The school had held a raffle and presented a \$1000 cheque from the proceeds.

Though 2015 was the last BMT at her home Kay did a small one in 2016 with 120 people at Upstairs at Fred's in Camden raising \$8150.

In May 2017 Kay did decide this was her LAST and it was held at the same place as in 2016. 95 people including her husband Daryl and her brother Geoff attended and Kay and her team raised another \$7160.

From 2001 to 2017 Kay banked for the Cancer Council \$307,707.00.

In Kay's own words, "The money didn't come from one day alone... throughout the year I made jams and preserves to sell at outlets in Camden



plus our home, I organised dinner events at different restaurants in Camden plus the Civic Centre for a few years. We also organized garage sales.

In January each year I try to get the major prizes in the raffle. I start handing out Raffle books to friends whom will offer to sell for me. Around February I contact the local papers and local radio 91.3 who turn up on day. We have raffles, silent auctions, Chocolate Wheel, guessing competitions, bric-a-brac, books, & lots of stalls, plenty to spend your money on even a mobile coffee van. As lots say it is like a big school fete."

For about seven years now a fashion parade has been held.

Some lovely ladies and even a man do beautiful knitting & crocheting, that sells well, along with a lot of potted plants.

In the early years, steak and sausages were cooked by SES. When the rules changed, in the last few years Camden Lions donated the meat and also cooked.

SES still came and helped with the tea, coffee & cold drinks. Kay's many friends and family help her. Husband Daryl provided loads of support over the years by buying marquees, shades, lots of chairs etc.

Lovely ladies dressed in pink from the Camden Survivors of Breast Cancer staffed the entrances, registered attendees, collected donation and issued receipts.

Over the past few years, Kay has been nominated for various awards & recognitions:

- » 2004 –She was nominated for an Order of Macarthur by Hon. Pat Farmer & Governor General Michael Jeffrey.
- » 2006 - Olympian Shane Gould presented a certificate and had photo taken with T.V. presenter Melissa Doyle.
- » 2007 - received a plaque from Morris Iemma, NSW Premier for Community Service
- » 2009 - Dr. Andrew Penman Cancer Council CEO came as a guest speaker and spent time speaking with everyone. Andrew retired 2012 and Kay was invited to his retirement evening.
- » 2012 - National Volunteer Award for Innovation.
- » 2014 - January Cancer Council went to Kay's home to take photos for promotion material for the Big Morning Tea.
- » 2014 – June Camden Rotary presented Kay with "Paul Harris Fellow" recognition award. (Paul Harris founded Rotary in 1905 and in 1957 the Rotary Foundation launched the award for "Service above Self").
- » 2015 International Women's Day in February - interviewed on 91.3 Radio.
- » As Kay says, the money she raised won't help her sister but will help lots of other people. If her sister Jan had not been diagnosed with cancer in 2000 Kay wonders what she would have been doing.
- » Kay also appreciates all the people from the Cancer Council for a job well done. She says they helped her a lot in her efforts for the Biggest Morning Tea.
- » Besides the Biggest Morning Tea, in- 2007 Kay formed a Relay Team - "Jan's Wonderful Walkers" - for the Cancer Council Relay for Life at Camden Showground. Over the years the team raised \$45,464.00.
- » Some of the other things Kay has managed to fit into her life are:
- » 18 years membership of Macarthur Evening View Club.
- » 43 years a member of Ladies Evening Fellowship, Camden Uniting Church where she is Treasurer.
- » 19 years with Meals on Wheels.
- » Camden Show Needlework Section Steward (In 2015, at the Camden Show, Kay met the Governor General & his wife and was photographed with NSW Premier Mike Baird & Mrs Baird.)
- » Feeling a bit bored in June 2017, Kay joined Sunrise Rotary as they are very supportive of the BMT.
- » Working in her vegetable garden - a lot of what Kay grows goes into her preserves.
- » Excise classes twice a week,
- » Social life with my friends & family including grandchildren, also enjoying a caravan at Culburra.
- » When people ask what retirement is like Kay replies "What are you talking about ... retirement ??" Well done, Kay Sidman!



AUSSIERS URGED TO SUPPORT BREAST CANCER RESEARCH IN OCTOBER BY HOSTING A PINK RIBBON BREAKFAST

It's Simple. It's Social. It Saves Lives

THE NATIONAL BREAST CANCER FOUNDATION (NBCF) IS ENCOURAGING AUSTRALIANS TO GET TOGETHER WITH FRIENDS, FAMILY AND WORK COLLEAGUES TO SUPPORT LIFE-CHANGING BREAST CANCER RESEARCH THROUGH ITS PINK RIBBON BREAKFAST CAMPAIGN THIS OCTOBER DURING BREAST CANCER AWARENESS MONTH.



“By hosting a Pink Ribbon Breakfast for the National Breast Cancer Foundation, you are ensuring that we can continue to fund the very best cancer research in Australia.”

This year's Pink Ribbon Breakfast marks the 14th year of NBCF's most iconic campaign. Whilst inspiring Australians to host a fun event and enjoy time with friends, family and colleagues – Pink Ribbon Breakfast also has a serious call to action: to raise much-needed funds for research to help stop deaths from breast cancer.

The 2017 campaign focuses the lens on metastatic breast cancer, or breast cancer which has spread beyond the breast. The main cause of death from breast cancer, a third of women with breast cancer will develop metastatic breast cancer later in life. Whilst the five year survival rate for breast cancer is currently at 90 per cent, the five year survival rate for women that have metastatic breast cancer is alarmingly low at 40 per cent¹. The lack of effective and targeted treatments for this stage of breast cancer highlights the crucial need for targeted and robust research.

“Metastatic breast cancer is the biggest killer for patients with this condition and is a major area of focus for the National Breast Cancer Foundation,” said Dr Alessandra Muntoni, Director of Research Investment at NBCF.

“Right now, researchers are tackling metastatic breast cancer from many angles and each has the potential to make a life-changing difference for women in Australia and across the globe. We are doing our part, with 50 per cent of the projects funded by NBCF in 2017 focusing on metastatic breast cancer,” continued Dr Muntoni.

By hosting a Pink Ribbon Breakfast this October, Australians will help NBCF fund research like Dr Kylie Wagstaff's from Monash University in Victoria, whose work has the potential to develop new and more effective treatments for metastatic breast cancer.

Right now, the standard treatments currently available for women with

metastatic breast cancer can prolong life, but ultimately do not prevent death. These treatments include toxic chemotherapy which, although initially effective at killing cancer cells, simultaneously attacks some healthy cells and causes unpleasant side effects.

Dr Wagstaff's work is focused on finding a specific biomarker that differentiates healthy cells from cancer cells. This discovery could firstly lead to easier and more accurate detection of metastatic breast cancer and, secondly, aid the development of drugs that recognise and target only cancer cells.

“Research is the key to everything. Better diagnosis, better treatment and better outcomes. Without understanding of the core workings of the disease we can't progress towards better treatment,” added Dr Wagstaff.

Each Pink Ribbon Breakfast event will contribute to NBCF's collective goal of \$2 million for the campaign. This could help NBCF invest in research for far



more effective treatments, such as immunotherapy, for metastatic breast cancer. With up to a third of women and men diagnosed with breast cancer likely to experience a relapse later in life this has the potential to save thousands of lives.

There are many ways that Australians can host a Pink Ribbon Breakfast event: a morning tea with friend's workmates at the office, a Pink Ribbon trivia night, dinner party or even a sports event. The only limit is imagination!

"By hosting a Pink Ribbon Breakfast for the National Breast Cancer Foundation, you are ensuring that we can continue to fund the very best cancer research in Australia," said Professor Sarah Hosking, CEO of NBCF.

"On behalf of everyone at NBCF and all the women and men affected by breast cancer, thank you so much for your support. Your commitment makes a huge difference," she continued.

NBCF is the only national body that funds life-changing breast cancer research with money raised entirely by



the Australian public. Through its 2017 Pink Ribbon Breakfast campaign, NBCF hopes to raise more than \$2 million through community and corporate support, to fund breast cancer research.

Register now to host a Pink Ribbon Breakfast this October for NBCF:

pinkribbonbreakfast.org.au

'Global Status of Advanced / Metastatic Breast Cancer, 2005-2015 Decade Report, March 2016.

"Cancer Australia. Report to the nation - breast cancer 2012, Cancer Australia, Surry Hills, NSW, 2012.



This October, Pink Up to help families experiencing breast cancer.

The McGrath Foundation makes life that little bit easier for families experiencing breast cancer, by placing specialist McGrath Breast Care Nurses in communities across Australia.

We believe that women and men diagnosed with breast cancer, and their families, need consistent, compassionate and expert support throughout their experience – wherever they live, **for free.**

*June 2017

Learn how you can support at www.mcgrathfoundation.com.au



The boatmen were the heroes of the 1867 flood

As a flood boat operator, I'm in awe of the heroic actions of the boatmen during this great flood. Boatmen going to the aid of their community in times of trouble is the genetics from which our current State Emergency Service was born and has grown today.

Our early settlers were farming the fertile flood plains – the 'bottoms' along the Hawkesbury River. *Agnes Banks, Richmond Lowland, Cornwallis, Freeman's Reach, Pitt Town Bottoms, and South Creek.*

There were no telephones ... no TV to get the news and the weather ... no text messaging warning of an impending flood ... no Facebook or Twitter. The first these farmers would know of a flood was water creeping across their land and into their house. Families would climb up onto furniture or up into or on to the roof.

They couldn't make a 000 call; instead firing a musket into the air or waving white linen flags ... or coo-eeing to attract attention.

The local boats, owned by the farmers and members of the community or operated by Police and Customs, were small boats used to move up and down the Hawkesbury river – typically with two men on the sweeps (oars) and a coxswain or helmsman fighting against the power of the river.

So much was being done by these small boats in the first days of the 1867 flood.

Four Government boats arrived from Sydney Friday afternoon piloted by several leading townsmen Mr R. Dick, Mr J. Johnson, Mr. R Ridge, Mr. G. Cunningham and Captain Edgerton.

These bigger government boats had four or six men on the sweeps (oars) and a coxswain or helmsman working the tiller ropes.

All of the brave boat crews (small and large) would head out in the dark with just an oil lamp to provide *some* vision.

IT IS BLOWING FEARFUL GALE

Fast flowing flood waters, running overland and cutting corners on the river bends, whirlpools forming wherever the current changed direction... wind driven waves rolling across this enormous inland sea... crashing against the boats struggling to make way through these conditions.

Flotsam and jetsam ... flood debris of all types floating down the river... animals dead and alive...

uprooted trees... houses ripped from their foundations...all floating down the river.

Submerged objects everywhere ... buildings, fences, trees ... ready to splinter the timber hull.

These men went out time and time again; rowing towards faint glimmers of light or in the direction from where the last gunshot was heard.

Struggling with people; numb from disbelief – numb from the conditions they had just endured – numb from the losses they had just witnessed.

Take a moment to reflect on those poor souls sitting on their roofs waiting for salvation. It was the middle of June; families only dressed in linen; soaked to the bone from constant and heavy rain; and that





family was swept off the roof and into the flood water.

The two brothers and one boy were carried toward nearby trees and were able to grab hold of branches to keep themselves from being washed away.

At around 2am (just an hour after the family was washed into the water) the boat battled through the elements and arrived at Cornwallis taking the two brothers and the boy out of the trees and back to Clarendon.

In December 1867 James Ross was presented a medal by Mr George Bowman and Mr George Pitt Esquire *"in admiration of his noble conduct in taking a boat, at great personal risk, to rescue the Eather Family at 2 o'clock in the morning of the 22nd June."*

Just two years later (May 1869) alarming telegrams were again received in Sydney describing a flood of similar proportions to that of 1867. The Government quickly dispatched six boats with crews out to the Hawkesbury-Nepean districts.

It was then suggested by Hon. William Walker MLA to the Colonial Secretary that an organised body *could* be formed locally for the purpose of taking the management and working of public boats in times of flood in the district of Windsor.

A well attended meeting in May 1869 saw the formation of the Windsor Volunteer Water Brigade. This is the very first volunteer water brigade formed in the country.

The Government then provided four boats to the newly formed water brigade in 1870 for 'saving life and property in times of floods'.

Soon other volunteer water brigades were forming up and down the east coast. More water brigades were being formed in the Hawkesbury at Wilberforce, Freemans Reach and Pitt Town.

Our SES boat men and woman today have some big shoes to fill. We have been passed the batten of responsibility for our communities during floods; and I'd like to think we have also inherited some of the genetics from these great boatmen – the heroes of the 1867 flood.

David King

Deputy Controller
NSW SES Hawkesbury Unit

These men went out time and time again; rowing towards faint glimmers of light or in the direction from where the last gunshot was heard.

ever present fearful, blustering, cold gale ... and the night time plummeting temperatures.

The people saved by the boat crews were mostly taken from upper windows of their houses, some were taken off ridge poles and some were dragged out through holes cut in the roof.

One boat crew even rescued an 18 stone woman from out of an upper story window in Macquarie Street, Windsor - down into their boat.

There were so many reports of overloaded boats carrying their living cargo back to the security of land through the flood.

TRAGICALLY TWO FAMILIES FARMING ON CORNWALLIS LOST THEIR LIVES IN THE EARLY HOURS OF JUNE 22

Brothers, Thomas and William Eather, and their respective wives and children, sought refuge at their other brother George's house at Cornwallis (on the fertile lowlands below Windsor near

the banks of the Hawkesbury River) on the night of the 20st June 1867.

It was blowing a fearful gale and raining heavily all the next day with the family forced to take refuge on the ridge of the house. The flood waters continued to rise all day and night.

In the late afternoon, the Eather families could be seen on the roof of the house from both Freemans Reach and from Clarendon. Desperate attempts were being made to contact a boat crew to go to their aid. Late that night three locals were persuaded by Arthur Dight, at Clarendon, to undertake the rescue from his house across to Cornwallis.

James S Ross was on the helm steering the small boat through the water; with John Jarvis and David Frit working the oars.

Oil lamps were lit at Clarendon to help guide the boat back to safety.

Unfortunately, with such a cold gale blowing and wind driven waves crashing against the house, the building eventually gave way and the



The Great Hawkesbury Flood Turns 150

The 23rd June, 2017 saw a significant but little-heralded anniversary in New South Wales: 150 years ago, a devastating flood peaked at Windsor on the Hawkesbury River. For height reached and area inundated, that event has not been matched on the river since. Indeed no other flood since European settlement has come within 4 metres of that one at the Windsor gauge. The 1867 flood reached 19.7 metres; by comparison, the 1961 flood (the highest in living memory today) peaked at only 15.1 metres. The approximate extent of the 1867 flood is shown in Figure 1.

For context, the river in non-flood times reaches only about 1 metre at the gauge. So the 1867 flood peaked more than 18 metres above low-flow level.

Windsor became two small islands. Had the flood risen a further 3 metres, the town would have been completely inundated and many people would have been swept away.

Along the river, much of Windsor and Richmond and substantial tracts of farmland were flooded. Twelve people died, many dwellings were destroyed and hundreds of settlers were made destitute.

Decades before, Governor Lachlan Macquarie had implored people to make their homes not on the river flats but on the high ground of the five 'Macquarie towns' he designated nearby. His advice was little heeded over following decades: people did not want to commute to their plots or have difficulty protecting their crops and livestock.

Unbeknown to Macquarie, the town sites he had selected were within the reach of genuinely big floods. The 1867 flood proved as much.

Flooding not only affected the Hawkesbury-Nepean catchment, but was spread across NSW to other areas such as Parramatta, Liverpool, Bankstown, Wollongong, Nowra, Moruya, Tamworth, Bathurst, Mudgee, Dubbo, Forbes and Wagga Wagga. Such spread and intensity of impacts would no doubt stretch today's emergency services (Yeo et al, 2017).

Over the following decades, population growth continued along the Hawkesbury, the area eventually becoming part of Sydney's sprawl. Many houses were built within reach of floods of substantially lesser scales than the 1867 event: the suburb of McGraths Hill is a case in point. Even more dwellings were not far above the 'shoreline' of that event.

Here it must be appreciated that the highest flood possible at Windsor is estimated likely to reach to about 26 metres on the local gauge. All of Windsor would be inundated well before this level was reached. The islands of 1867 would disappear.

Such a big flood would occur only very rarely, but something like 1867 or higher must be expected at some stage. Adding height to Warragamba Dam as is proposed will not eliminate this potential, though it will lower the frequency with which it is realised.

By the late 1990s it was clear that the roads over which people could evacuate would be cut by floodwaters well before a genuinely big flood reached its peak. All means of escape by road would be lost in





a flood reaching a gauge height of only 14 metres at Windsor, and many thousands of residents would be cut off and at great peril should the event develop to mega flood proportions as in 1867.

Clearly, a disaster of colossal proportions was possible if a large-scale evacuation operation was not successfully undertaken. The road network was not fit for the task, and it would be utterly impossible to rescue all the trapped people by floodboat or helicopter. The death toll in a really big flood could have been huge.

The state government's strategy to avoid such an outcome was to build a high bridge between Windsor and Mulgrave. That structure was completed in 2007 at a cost of \$120 million, its deck at a level equivalent to 17 metres at the Windsor gauge.

The bridge was intended to make it possible to get the potentially trapped people of Windsor and surrounding areas – 90,000 of them today – to safety in the face of severe flooding. It cannot fully 'solve' the problem, though: inevitably, some people will not accept the recommendation to evacuate.

This happens in every serious flood. Lismore, in late March, was just the latest proof of this worrying normality about flood responses in Australia. Scores of people ignored the warnings, failed to evacuate and had to be rescued. Routinely, people react poorly to flood danger and put their safety at risk. Sometimes, deaths result.

This is today's equivalent of the early settlers' refusal to move their homes off the lower floodplain of the Hawkesbury.

The Windsor-Mulgrave Bridge represents a belatedly learned lesson of the 1867 flood. The necessity for it grew from decades of residential development that ignored the problems that big floods would produce. The other lesson, still not well learnt despite the many big floods of our history, is that people should not risk being in the path of a severe flood. They need to understand, on the infrequent occasions when one of those is developing, that they should evacuate.

The NSW Government has recently completed a review of Hawkesbury-

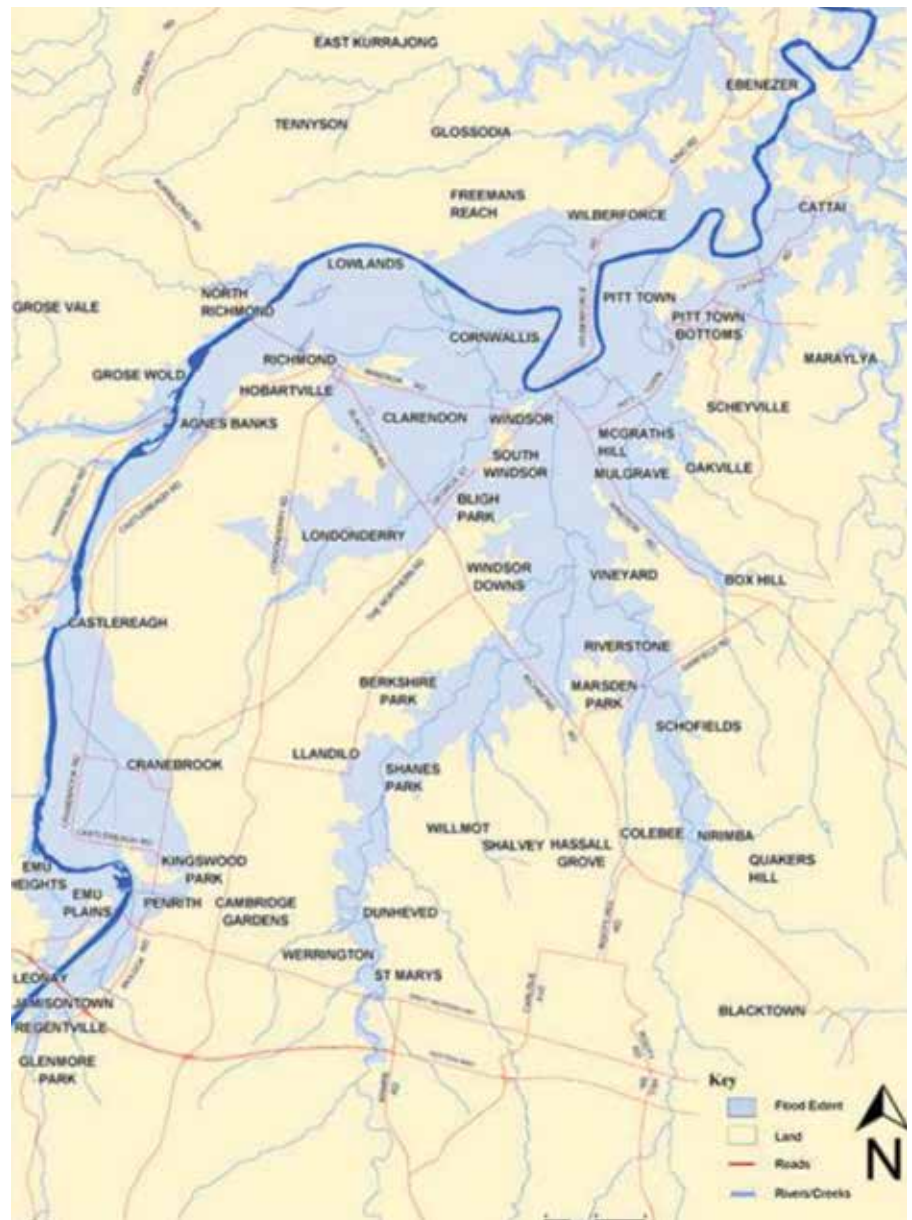


Figure 1 – Approximate extent of the 1867 flood. Source NSW State Emergency Service.

Nepean flood management and has released a new Hawkesbury-Nepean Flood Risk Management Strategy entitled "*Resilient Valley, Resilient Communities*". The strategy outlines key outcomes including raising the Warragamba Dam wall, preparation of a Regional Evacuation Road Master Plan and a Regional Land Use Planning Framework, raising community flood awareness, improving flood predictions, upgrading local evacuation routes and maintaining emergency plans. Continued Government support to ensure prudent management of current and future flood risk throughout the catchment as outlined in the strategy is of the utmost importance. The strategy can be

downloaded at www.infrastructure.nsw.gov.au/expert-advice/hawkesbury-nepean-flood-risk-management-strategy.aspx.

Chas Keys is a former Deputy Director General of the NSW State Emergency Service and an Honorary Associate of Risk Frontiers at Macquarie University.

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YEO, S., BEWSHER, D., ROBINSON, J. & CINQUE, P. 2017. The June 1867 Floods in NSW: causes, characteristics, impacts and lessons. *Floodplain Management Australia National Conference*. Newcastle, NSW.



Organisational Transformation

It's a pleasure to write to our volunteers this month to bring you up to speed with progress around two very important pieces of work in our agency. In May this year I took up the temporary role of Director Organisational Transformation. Many of you would know that we have had a number of false starts around the restructure of our business in recent years, accompanied by leadership instability and the odd external review/inquiry! With the appointment of Mark Smethurst early this year, Government removed the shackles of our past and authorised Mark to move forward and reinvigorate the NSW SES.

It is time to review that model and make sure we provide a volunteering experience which maximises the good will and discretionary effort people are prepared to give us through volunteering.

Volunteering reimagined is a key piece of transformation. The strategy recognises that the nature of volunteering in Australia is constantly changing and evolving. We have lost many members over recent years because our policies or cultures were not flexible enough to allow them to stay. If we are fortunate enough to have people identify **US** as the agency they want to volunteer with then we

other understand what that looks like and how we're going to collectively manage it.

Other progress in recent weeks has seen the completion of 14 purpose designed workshops to cover all of the work streams within the business. These workshops consisted of volunteers, Directors, Managers, staff working in different parts of the business including Region based personnel. These workshops were very helpful in working through Ways of Working, Structural effectiveness and undertaking a SWOT (strengths/weaknesses/opportunities/threats) based on the streams of work. This information assists in building a picture of our system and process effectiveness. Two volunteer only workshops were conducted in September:

- » Sunday, September 10, 2017, at Penrith Panthers in Western Sydney – volunteers from Hunter, Sydney Northern, Sydney Western, Sydney Southern, Illawarra South Coast and Southern Highlands Regions were advised of the nomination process via their Region HQ's
- » Saturday, September 23, 2017, at the Ambassador Motel in Orange – volunteers from Richmond Tweed, Clarence Nambucca, Mid North Coast, Murray, Murrumbidgee, Macquarie, Lachlan, Far West, Central West, North West and Namoi Regions were also been advised of the nomination process for this workshop via their respective Regions

These workshops examined similar themes as the 14 already conducted including the importance of a Mission Statement in focussing our business, SWOT, ways of working, structural effectiveness, leadership and culture all from the perspective of volunteers across NSW.

As we move toward December, we will be using all of this information

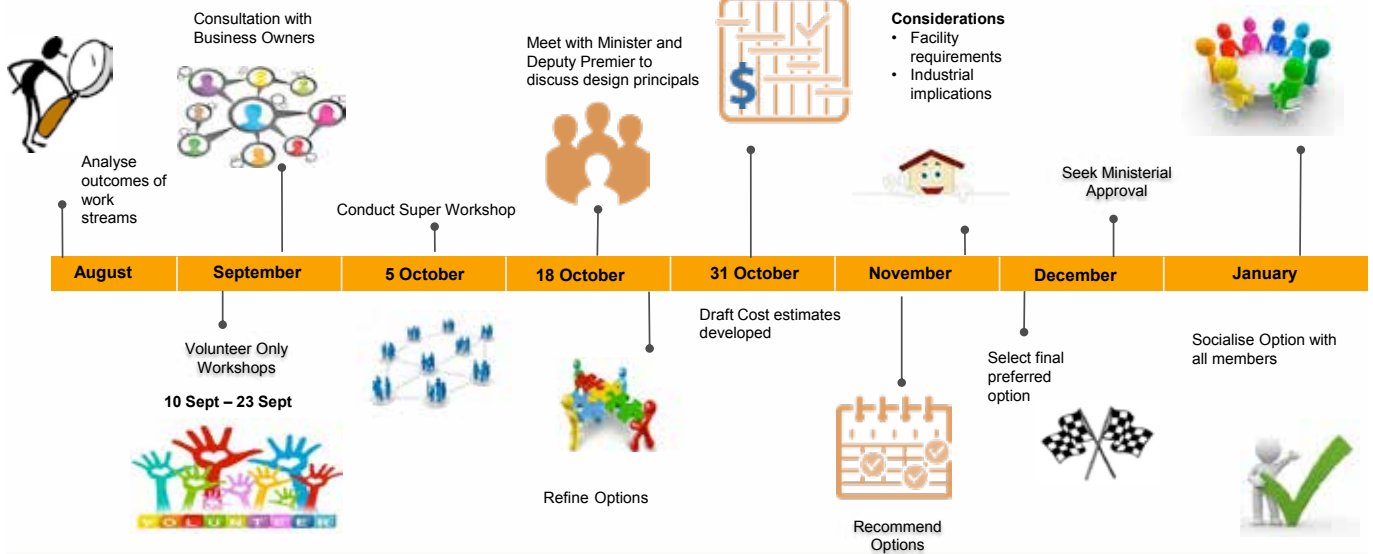
Volunteering reimagined is a key piece of transformation. The strategy recognises that the nature of volunteering in Australia is constantly changing and evolving.

When I referred to the 'restructuring' of our business above, I was not talking about a staffing restructure. Transformation by its very nature involves reshaping and changing our business to remain contemporary, ensure we remain relevant to our communities and provide the best possible public value we can for government. Therefore transformation consists of multiple 'pieces' – transformational pieces, across all elements of our business. Given we have not markedly changed our operating model for a long long time,

have to find every conceivable way possible to allow them to do that, rather than turn them away. There are many roles for our community members to take up to assist during floods and storms. Many of those relate to corporate functions (think social media, financial management and ICT through to non-skilled tasks) or spontaneous volunteering where communities just want to help in a coordinated way during their own crises events. We have a huge opportunity with flexible volunteering, we just need to make sure we help each



Organisational Transformation Action Plan Timeline August 2017 – January 2018



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to inform how we can redesign the workforce in the organisation to provide the best possible level of support to volunteers across the State. This will mean change in staffing positions and responsibilities, accountabilities and structure. It is equally important that in re-defining our operating model we think about the shape, size and responsibilities of our volunteer Units.

The high level timeline of the Organisational Transformation work below gives some idea of the work happening between now and the end of the year. I look forward to keeping you all up to date as we travel around over the next few months and of course, I will continue to provide written updates such as this through our EOS site, via emails, through

Facebook and via other written means such as Member Connect and this magazine.

Exciting times ahead indeed!

Mark Morrow

Assistant Commissioner
Director Organisational Transformation

RDJ

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NSW SES VA Scholarship

I was fortunate to receive a NSW SES Volunteers Association sponsorship to attend a Social Venture Program leadership course run by Hands Across the Water in Thailand. This was a leadership program learning by experiencing different things, going out of our comfort zone, meeting inspirational people while doing some humanitarian work.

Our team of 15 started our work in the Klong Toey slums in Bangkok where some of the poorest people live. The family of seven that we helped live on the side of a busy road in a dwelling (I can't even call it a shack!) about half the size of the lounge room in my apartment. The roof leaked and they had to huddle together when it rained to keep dry. Our job was to demolish this and prepare it for the local builders to rebuild a solid house.

Our fundraising paid for the materials and tradies, as well as for new mattress and bedding and cooker. (If my *dogs* had slept on the old mattress I would have been mortified!). We met some of the slum families who Hands had helped previously and it was fabulous to see the improvement in their living conditions and feel their warmth and gratitude. We also tested our teamwork by putting together a couple of flat pack cupboards with Thai instructions.

The following day we set off for the Home Hug Orphanage in Surin. This orphanage houses a number of the kids from Home Hug orphanage in Yasothon during the week days so that they can attend schools in the area. Sadly, these kids face discrimination and intolerance because they were born HIV positive. Here we completed

their new laundry facility, putting up the roof and painting the building in Hand's trade mark bright green. The funds we raised paid for the laundry as well as a new washing machine and drying racks.

The following day we drove the hour and a half to Yasothon where we were greeted by lots of smiling faces really keen to meet their new "playmates", show us around, teach us tie dye and knock us over by their dance routines. To begin to pay back their hospitality, a team of us cooked and served spaghetti bolognese and salad one night while the rest of the group either organised some new group activities for the children or learnt from the children how to tie dye some creative new designs.

The resilience, love and happiness of the children is evidence of the love



Khru Prateep and Peter Baines and the home we demolished.





Mae Tiew and some of our activities in the Orphanages.

In the Slums we were privileged to meet Khru Prateep, the angel of the slums, former senator and founder of the Duang Prateep Foundation.

and leadership shown by the most inspirational woman I think I have met – Mae Tiew, a Buddhist Monk, who has devoted her life to homeless children and started Home Hug 30 or so years ago to give HIV children and orphans a loving home. Her passion and vision has not wavered, despite her diagnosis of stomach cancer 15 years ago and the prognosis of 6 months to live. She could not leave the children while receiving treatment so relied on her Buddhist training to see her through.

Mae Tiew was the second inspirational leader we met and talked with on our journey. In the Slums we were privileged to meet Khru Prateep, the angel of the slums, former senator and founder of the Duang Prateep

Foundation. Khru Prateep grew up as a mixed race child in the slums so did not qualify for free schooling. She put herself through school at night after working in the port during the day scraping rust of the ships. Once qualified she started one school after another for the slum children, with the government closing each down before she reopened it. Khru Prateep and her foundation identify the poorest, most at risk families for Hands Across the Water to help with the rebuilding or other projects.

The work on the projects and engagement with the orphans was interspersed with leadership workshops run by Peter Baines including discussions with Khru

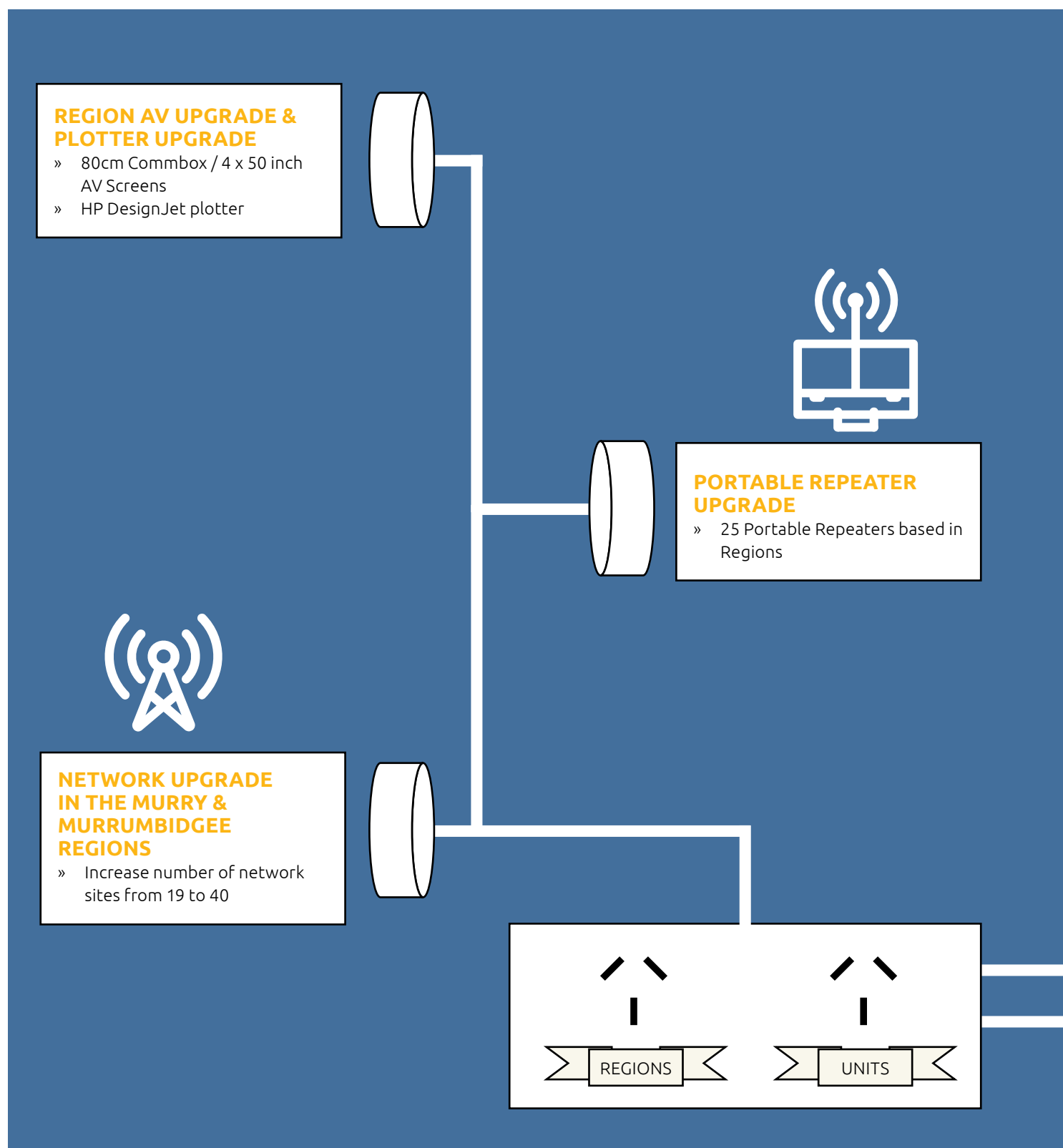
Prateep and Mae Tiew. All three demonstrated that a good leader does not have to be overbearing or bossy, but being present and having a clear vision is more important. Khru Prateep, showed what it is to lead with dignity and determination, Mae Tiew, with strength, resilience and compassion.

Peter shared his experiences, many of which were challenging, of working in crisis management and disaster victim identification under extraordinarily difficult conditions. We saw first-hand how his learnings and teachings played out by working in the slums, in the orphanages and watching and hearing from our new mentors.

Peter's key points are that great leaders are resilient- physically, mentally and spiritually. They have a clear purpose which is refined by taking action. Making decisions and taking action, even if wrong, is better than doing nothing. Leaders need to be physically and mentally present. Khru Prateep and Mae Tiew took no time to get stuck into the dirty work of the projects with us. Peter also described how leaders need to lead with sensitivity, have the courage to make decisions and act, be flexible and move quickly. All these traits apply whether in business, humanitarian work or in family situations.

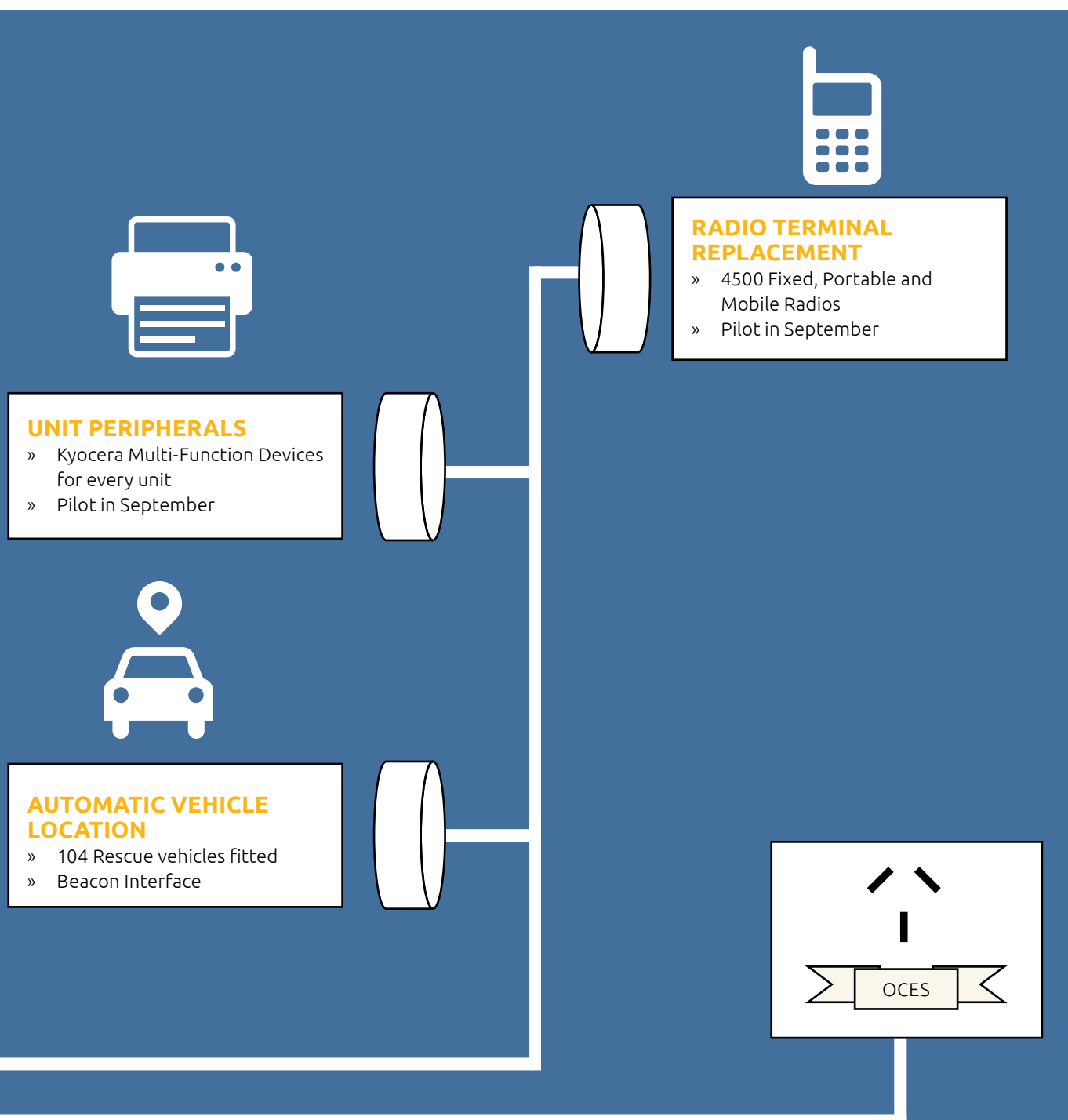


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DUBBO



36 5 4
WAGGA WAGGA



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L to R Peter Hession, Steven Wood, Matt Thornton, Patrick Gennari, Ryan Jones, Michael Broome.

Australasian Rescue Championship



One of the many learning stands that we attended throughout the competition.



On the 19th July Hawkesbury Unit volunteers flew to New Zealand to compete in the Australasian Rescue Championships hosted by the United Fire Brigade Association of New Zealand and Australasian Road Rescue Organisation at Hamilton two hours south of Auckland. NSW SES sends a sponsored team to the event each year with teams competing in the championship for two years then passing it on to a new unit to attend this was Hawkesbury Unit's last year.

The event sees rescue units from across Australia, New Zealand and Hong Kong complete three separate road rescue scenarios and two medical events with scenarios coming from real life accidents that responders have attended with very realistic injuries and entrapments that would be hard to simulate in regular training activities. There is also an excellent training symposium which covered improvements in the rescue and medical worlds and used to showcase new equipment from providers.

The first day included the opening ceremony and learning symposium with the main topic being presented by Dr Tony Smith from St John Ambulance Service of New Zealand and covered four contentious issues around medical care at an incident. Here is a short run down of his talk, please look at the ARRO website for the full video of the presentation.

THE GOLDEN HOUR

Over the years first responders have been taught that a casualty needs to be at a hospital within an hour but this was based on limited research and it is more important that the casualty received high level care at the scene and transported to the best hospital to care for the injuries.

HARD COLLAR USE

Hard collar use is starting decline as research has shown that they can cause more harm than good and good casualty handling techniques are a much better for the patient in the long term. The use of spine boards is also being looked into around the world as only a tool for extrication not as a stretcher that the patient remains on for long periods.



Learning how the cardio vascular system works by dissection.

If a casualty goes into cardiac arrest after a traumatic event there is a high possibility that CPR will not help the patient.

CARDIAC ARREST POST TRAUMA

If a casualty goes into cardiac arrest after a traumatic event there is a high possibility that CPR will not help the patient and any traumatic injury must be treated first before commencing CPR. Members that have completed the CareFlight Medisim Workshop will be familiar with this idea.

TOURNIQUET USE

The use of tourniquets has long been debated for use with a patient suffering crush syndrome before removing the crushing force. Tony talked about drugs that paramedics can give to aid in the removal of a casualty with crush syndrome and the need to have a tourniquet in place before extricating the patient.

The teams then moved to practical stands where we were shown a variety of new equipment and techniques by various tool manufacturers. This included high pressure airbags, battery operated hydraulic tools and stabilisation struts. A big focus at

these events over the last few years has been the controlled winching of a car away from an object to help access the entrapment and reduce the time needed to extricate a victim.

To finish off the first day the hosts from UFBA organised a tour of Hobbiton the iconic town from The Lord of The Rings movie and a welcome dinner at The Green Dragon. This was an absolutely beautiful place to visit and if you're ever in the area it is a must see destination.

COMPETITION DAYS

Our first stand was the entrapment stand which had us work on an overturned sedan that had collided with a light pole and concrete barrier. The team quickly got to work confirming the power was isolated and gaining access for the medic to start treatment. The tool operators then relocated the sedan with a tirfor winch so that we could access the entrapment side of the vehicle. A whole side removal was undertaken but time ran out before we could remove the patient.



The team removing casualty from rear seat of car.



Cutting away the roof of the car.



Removing the second casualty (driver) from our last stand.

We then moved on to the 'Time Critical' stand with one casualty trapped in the rear of a sedan that had been side impacted by a second car and pushed into a concrete barrier. The crew quickly checked for danger and had the medic in to the casualty within one minute. We then winched the second car away from the scene and got to work removing the roof and cross ramming to release the casualties foot from between the front seat and door. The team did a great job and we finished the stand with a few minutes to spare

The last rotation was on the 'Controlled' stand with the team responding to a car on its side into a tree. Access was made two casualties found one with minor injuries in the rear seat and the driver trapped by his hand between the dash and 'A' pillar. The tool operators quickly provided initial stabilisation before winching the car away from the tree giving us enough room to cross ram the A pillar to remove the drivers trapped arm and

perform a roof flap. We removed the rear casualty but needed thirty seconds more to extricate the driver.

Two members of the team also competed in two separate trauma challenge scenarios with the first stand being a person with a head and spinal injury that had fallen off a bike and the second being a person that had been shot with an arrow in the abdomen by their partner at a camp ground. Both stands were back to back, walking from one straight into the other.

Videos of the stands can be found on the members communication group Facebook page and head over to the ARRO Facebook page or website for information on the event and any updates on new techniques that services are using.

Hawkesbury Unit will be holding a Lessons Learnt Professional Development Workshop on Saturday 7th October at Hawkesbury LHQ in Wilberforce. The day will cover, vehicle relocation, use of the new E Hydraulics, tool techniques, cross

ramming a vehicle back into shape to aid extrication and new car technology. A run down of the ARC events will also be given to let Units know what a great learning experience this is and that they should nominate for next years event. We will try to live stream some of the day to the members communication group. Talk to your UTC to participate.

Last of all Hawkesbury Unit would like to thank our sponsor NRMA and Operational Capability for providing funding and a steady stream of cars while training for the events. A big thank you to Toyota for providing cars and technical assistance at their test facility in Maroubra. The event was a great learning experience for all involved and we highly recommend any rescue unit apply for next years challenge as your team will learn so much from the event.

Matt Thornton
Unit Training Coordinator
Hawkesbury Unit



2017/18 Get Ready Region Roadshow Update

Thank you to the Regions and Units who hosted the State Community Engagement team for the Get Ready Roadshow visits over the past six weeks. The learnings and feedback made the visits a very valuable experience. We are working through your feedback and will provide this over the coming weeks.

As storm season is fast approaching and the Get Ready campaign is due to be officially launched on the 8 October 2017 at the multi-agency training day in the Royal National Park, please make sure your local community engagement events and activities are entered in to the Community Engagement calendar.

Remember Get Ready is about the need for community preparedness for all hazards throughout the campaign year rather than focus on one specific campaign during a specific timeframe

So even though the 2017/18 Get Ready Campaign message has a focus on floods with the theme of "If it's flooded, forget it" you can still tailor your messaging such as "Know your risk" and community engagement activities and events based on your local risk and who in the community is at risk.

A range of material such as posters and Facebook tiles is available on Brand Online to support your community engagement events or enter SES Brand Online in to the search engine. To use the real stories of people making decisions about entering floodwater go here: social media campaign stories or visit the Community Engagement EOS Page.

Why not consider using the survey and reporting tool Socialsuite for your next community engagement event to measure and evaluate the value of your activity. Chat with the Community



Engagement team to find out how you can do this.

The Community Connect grants program available to inspire innovative community engagement events to support the Get Ready campaign will be launched in September. More details to follow shortly.

Want to know the top three community engagement activities that will be prioritised and supported this campaign year. For more information on the 2017/18 Get Ready campaign and Socialsuite please contact Emma Davis on 4251 6688 for more details.



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