

Fire & Rescue

March 2015

News

ANZAC Centenary

**NSW
Fire Brigades
on the
Front Line**



Fire &
Rescue NSW

The Minister writes



During 2014, the NSW Government continued to invest heavily in emergency services to ensure the people of NSW were comprehensively protected in the event of emergency incidents and natural disasters.

In January, I announced a multi-million dollar contract had been awarded to supply the next generation of FRNSW structural firefighting helmets. The helmets are the most advanced in Australia, and will enable our firefighters to operate with greater safety and effectiveness.

In recent months, the NSW Government has also invested heavily in capital projects for the emergency services sector. This has included \$11.5 million funding for new and renovated fire stations. Four new fire stations (Albion Park, Salamander Bay, Picton and Wallerawang) and two major renovations (Gordon and Cardiff) have been opened since November last year, and further capital projects are in the pipeline.

The NSW Government has reached agreement on a new Death and Disability Award for NSW firefighters. This is a great outcome and is a result of ongoing positive collaboration between the NSW Government, FRNSW and the FBEU to protect our firefighters

The siege last December at Martin Place, ably handled by the NSW Police Force backed up by FRNSW and other emergency services, demonstrated yet again the State's agencies are well prepared and ready to respond swiftly and effectively in times of danger or crisis. As Premier Mike Baird said at a thank you function for personnel from all agencies involved in managing this incident, what we saw in those events was a reminder of how lucky we are as a State to have people like you that come to our aid in our darkest hours.

I thank all FRNSW personnel for their dedication and efforts in dealing with a wide range of incidents and emergencies during last year, and I know you will continue serving with courage and professionalism throughout 2015.

The Hon Stuart Ayres MP
Minister for Police and Emergency Services

The Commissioner writes



The first issue each year provides an opportunity to reflect on what has been achieved and to look ahead to identify and prepare for emerging issues and future challenges. In line with this dual perspective, this issue has a recurring theme of both 'the old and the new'.

In the recent Fire & Rescue News readership survey, you told us that one of the things you most wanted to see in the magazine was information about what's new. So in this issue, we again tell you about the latest new things happening within FRNSW, whether it's the new state-of-the-art helmets to improve firefighter safety and protection; new or renovated fire stations in both metro and country locations; powerful new firefighting tools like compressed air foam; or new leading-edge technology like eAIRS to enable firefighters to do their job better.

Even on the prevention side, we are doing things in new ways. The home fire safety deployments accompanied by powerful risk profiling tools are enabling us to target at-risk communities and households with unprecedented precision and effectiveness.

At the same time, as a service we have a long and proud history, and strong values that have always characterised us. In this ANZAC centenary year, the values epitomised by the ANZAC spirit – courage, bravery, sacrifice, mateship, loyalty, selflessness and resilience – continue to drive and inspire us.

Nowhere is this 'old and new' theme better expressed than in the report on our last recruit graduation. It was pleasing to see the latest class of recruits successfully complete their training and begin their firefighting careers with enthusiasm and determination. However, that event was tinged with sadness as we said goodbye to our longest-serving permanent firefighter, Billy King AFSM, my former Station Officer and an outstanding role model for a whole generation of firefighters.

2015 will undoubtedly bring many challenges, but I know that everybody will continue to work with professionalism and dedication as together we serve and protect the people of NSW and the State's assets and environment from fires, emergencies and disasters.

Greg Mullins AFSM
Commissioner

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SEND IN YOUR STORIES AND PHOTOS

Fire & Rescue News is the internal news magazine of Fire & Rescue NSW (FRNSW). FRNSW Media & Communications Unit (MCU) wants to publicise the incidents your crew attended, and the achievements of your unit.

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'HEADS-UP' ON NEW STATE- OF-THE-ART FIREFIGHTING HELMETS



On 27 January the Minister for Police and Emergency Services Stuart Ayres announced that a contract has been awarded to MSA Australia to supply the next generation of FRNSW structural firefighting helmets.

A comprehensive process was undertaken to identify the best solution to improve operational capability, functionality and safety for firefighters. This included a series of scenario-based trials conducted by FRNSW's technical evaluation team and firefighters from No. 1 City of Sydney Fire Station. The tender process was overseen by the Department of Finance and Services, Logistics Support and Operational Capability.

The tender, one of the largest of its type in the world, includes provision of technical support, training and asset management.

The new helmets are the most advanced in Australia and a leap forward from the current style of helmet that was introduced back in 1993

Features of the new helmets include:

- 'jet style' design providing better side impact protection and lower centre of gravity making them more comfortable to wear
- integrated helmet-mounted speaker boom microphone and earpiece for easier communication on the incident ground
- adjustable eye and face protection
- inbuilt lighting
- ergonomic design for comfort in all conditions.

Commissioner Greg Mullins described the new helmets as the most advanced in Australia and a leap forward from the current style of helmet that was introduced back in 1993.

Rollout of the new helmets will commence in March, with delivery to most firefighters by the end of June. State-wide issue of all helmets may not be completed until the end of September due to the need for training. **END**

Editor's note: In addition to structural firefighting helmets, a new multipurpose helmet will also be issued to firefighters. See the intranet for more details.

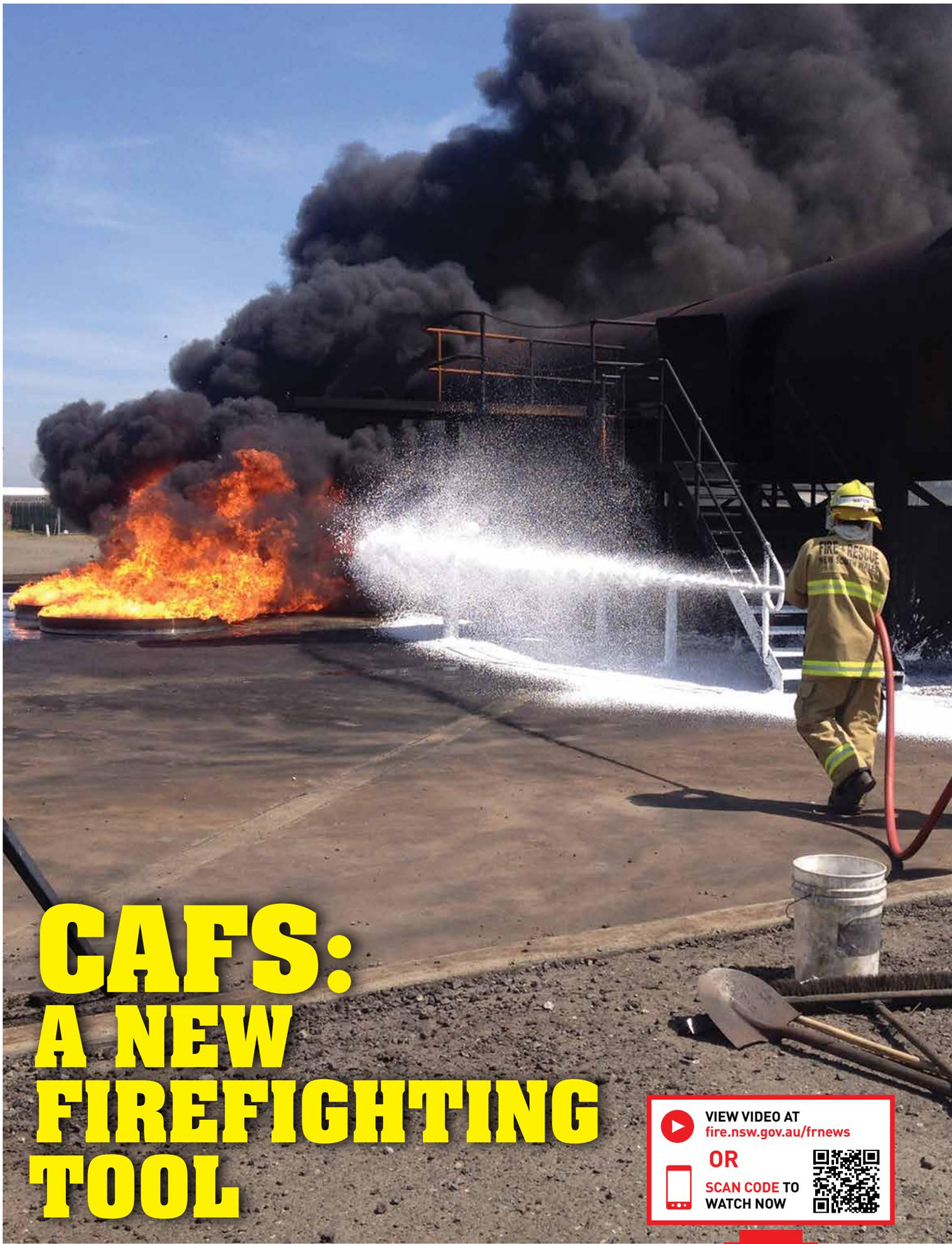


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CAFS: A NEW FIREFIGHTING TOOL

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FRNSW is entering a new era of firefighting that will not only make the job of firefighters easier and safer, but will also improve outcomes for the community. FRNSW's fleet will soon be bolstered by the arrival of 19 CAFS (compressed air foam system) appliances, which will gradually be placed in key stations over the next year for urban and regional use.

What is compressed air foam?

Compressed air foam is a mixture of foam solution and water that uses pneumatics instead of hydraulics, making it five times more efficient than water and also causing a lot less water damage. A CAF hose is two thirds lighter than a water filled hose, and it can be pumped higher and further, which means firefighters can more effectively suppress large or difficult-to-access fires from a distance.

Compressed air foam can control and extinguish fires rapidly and efficiently, and provides excellent post-extinguishment protection. It not only cools a fire, but due to its blanketing effect, the release of flammable vapours is also suppressed, thus minimising the likelihood of re-ignition. Foam can also provide a protective blanket against ember attack – a useful technique for protecting property during bushfires.

In the last decade, CAF has been accepted in many American states for both structure and bush fires. Four CAFS appliances primarily designed for urban/bushland interface firefighting were introduced in the ACT in 2005 following the devastating 2003 bushfires, and they have been used successfully at many bush, industrial and vehicle fires.

A gradual road to success

Chief Superintendent Gerry Byrne has watched the development of CAF in firefighting operations with interest over the past few years. FRNSW has trialled a CAFS unit on a standard Class 3

pumper in metropolitan Sydney over a three-year period prior to a decision to buy and introduce 19 additional CAFS appliances. Over this period, particularly while the appliance was at 31 Station Busby, both frontline firefighters and Fleet servicing personnel have gained an advanced understanding of the system and technology.

"This 'slow and steady' strategy has paid dividends, allowing sufficient time for the CAFS appliance to successfully prove its value in effectively and efficiently controlling large complex fires in difficult circumstances," said Chief Supt Byrne. "FRNSW took this approach after learning from the experience of many overseas fire services where such technology was introduced rapidly but less successfully."

The CAFS appliance at 31 Busby has already proven its worth at several large fires. Alongside CAFS appliances from ACT, Queensland and Tasmania, the FRNSW appliance assisted in extinguishing the Hazelwood Mine Fire in Victoria. It also proved effective when used in conjunction with the City of Sydney ladder platform in response to a 10th Alarm fire in a large factory complex at Revesby last October. In addition, 31 Busby's CAFS pumper was critical in controlling a 7th Alarm fire at a Somersby recycling plant last June, where it delivered foam through an aerial pumper.

Compressed air foam can control and extinguish fires rapidly and provides excellent post-extinguishment protection

FRNSW's plan for CAFS

FRNSW will be commissioning 10 new CAFS-capable urban pumpers in Sydney, the Central Coast, Newcastle and Wollongong, in addition to five CAFS water tankers for regional locations, two 9,000L CAFS tankers and two 3,500L CAFS appliances for use in the Sydney area. These appliances will not only help FRNSW put out fires more quickly in urban areas, but will also change the way property is protected during bushfires. In addition, they will greatly assist fire investigation by assisting with scene preservation.

CAF not only assists firefighters, but the environment too – all the CAFS appliances will use Class A foam, which is more environmentally friendly than the Class B foam used currently. CAF reduces the amount of water used, which benefits the environment and reduces water damage. Health risks will also be reduced during



CAFS AT 31 STN BUSBY

Firefighters at 31 Busby have had a big year since receiving FRNSW's prototype CAFS appliance. Aware of the learning curve required, the Busby crew took time to really understand how CAF works in order to use it to best advantage at fires. Here's what SF Phil Agius had to say: "The biggest advantage that CAF has is its ability to totally cover and adhere to surfaces. We recently attended a fire in a cardboard recycling facility at Ingleburn. CAF was used to completely cover the cardboard pile, effectively knocking down the fire, stopping fire spread, and reducing smoke levels to almost zero. This not only improved conditions for us, but also improved conditions for the neighbouring public. The massive improvement in conditions allowed heavy machinery to quickly enter and break apart the cardboard so that this deep-seated fire could be totally extinguished. A job like this without CAF may have taken all day to extinguish, but we completed it in a few hours. We still have a great deal to learn about CAF but from what we have seen so far, FRNSW is on the right track in introducing this."

large fires, as CAF removes the pollutants from plumes of black carbonaceous smoke to leave a less polluting white smoke.

The introduction of the new CAFS appliances will improve FRNSW's service delivery to the community. However it is not applicable or effective in every situation and should not be seen as such. Instead it is another option to be considered and used at incidents where suitable.

"CAFS is a versatile tool that can help us to be progressive and think outside of the box when it comes to extinguishing difficult fires," said Chief Supt Byrne. "As we begin to use this new tool, we will develop best practice that will allow FRNSW to become a leading emergency service in fighting fire with foam." ■END

TACTICAL ADVANTAGES

CAF provides a number of tactical advantages on a fireground:

- greatly reduces the amount of water required, especially at large fires
- reduces the smoke given off from a fire, thus improving conditions for firefighting operations and significantly reducing toxic exposure to personnel, the community and the environment
- reduces water damage and runoff
- provides the ability to produce 'wet' foam which provides good cooling capabilities as well as penetrating into burning structures and materials
- provides the ability to produce 'dry' foam which adheres to both horizontal and vertical surfaces, thus giving durable and long-lasting exposure protection.

Rather than sending old Class 2 pumpers to the fire truck graveyard when they reach the end of their life, FRNSW Fleet came up with a solution to recycle functional fibreglass bodies onto new cab chassis.

The environmentally and economically friendly solution is the result of a 2011 review into the future direction of manufacturing Class 2 pumpers. The pumpers are now either constructed from the ground up or part recycled, based on a three-part specification.

"The decision to remount recycled Class 2 bodies was based on a number of factors, including the suitability of the existing bodies, the environmental impact of destroying fibreglass and the economic viability of the project," said Assistant Director Fleet Peter Fanning.

The existing layout offers highly functional equipment stowage given the confines of overall body size dictated by fire station parking space. In addition, the fire pump units are generally in very good condition and still current with performance requirements.

Investigations were undertaken to determine if an alternate 4x2 chassis was on the market to replace the FTS900 Isuzu vehicles. The Mercedes Atego chassis was selected for its ergonomically advantageous cabin and factory-fitted automatic transmission.

A contract was signed with Kuipers Engineering in mid-2013 for the recycling of suitable pumps and bodies of Class 2 pumpers being decommissioned as they reach 15 years of age. The first Mercedes Atego Class 2 pumper was delivered to FRNSW in 2014 after the front locker was redesigned to address operational issues.

The existing layout offers highly functional equipment stowage given the confines of overall body size dictated by fire station parking space

"It is envisaged that the current contract with Kuipers Engineering will be in place until 2018 and that 75 Class 2 appliances will be recycled in that time," said Mr Fanning.

In addition, a contract for construction of new Class 2 pumpers was signed with SEM Fire & Rescue in late 2012 with new Isuzu vehicles delivered to 405 Nowra and 417 Parkes in August 2013. **END**



CLASS 2 PUMPER (RECYCLED BODY) OVERVIEW

Vehicle / chassis	Mercedes Atego 4x2 crew cab seating 6 people
Engine	7.2L Mercedes engine rated at 286 HP (Euro 5 compliant)
Transmission	5-speed Allison automatic transmission
Pump	Rosenbauer NH30 pump
	Normal pressure rated at 2,900 litres/min at 700 kPa
	High pressure rated at 300 litres/min at 4000 kPa
Foam system	Rosenbauer Fix-Mix foam system, providing 0.5% of foam concentrate to the high pressure hose reel
Water tank	2,000 litres
Foam storage	80-litre Class B foam tank
	2 x 20 litre Class A drums
Body construction	Fibreglass
Budget	\$310,000 per vehicle



NEXT GEN TECHNOLOGY LOCATES 000 CALLERS



Push MoLI can help locate MVAs in rural areas

Telstra 000 call with Push MoLI polygon

FRNSW's Communication Centres now have enhanced capability to automatically access the location information of 000 callers.

The Push MoLI technology was initiated by the Commonwealth Government and the National Emergency Communications Working Group, and introduced by all Australian mobile carriers in late 2014. It automatically sends information about the location of callers who are using a mobile phone to call 000.

With around 66% of calls to 000 in Australia now made by mobile phone, the benefits are significant – particularly when callers are distressed, injured, confused or unfamiliar with their surrounding environment.

FRNSW deals with hundreds, sometimes thousands, of calls a day, with firefighters responding to an emergency on average every four minutes.

"The location information is critical in an emergency and means ComCen operators can get crews on the road to an incident as quickly as possible," said Commissioner Greg Mullins. "The technology means we can provide a faster emergency response, particularly when combined with the automatic vehicle location system now installed on all appliances."

Assistant Director Operational Communications, Chief Superintendent Gregory Wild said that although the mobile carrier's best fix on location will vary depending on the number of mobile cell towers in the area and surrounding terrain, this technology is a great aid to ComCen staff.

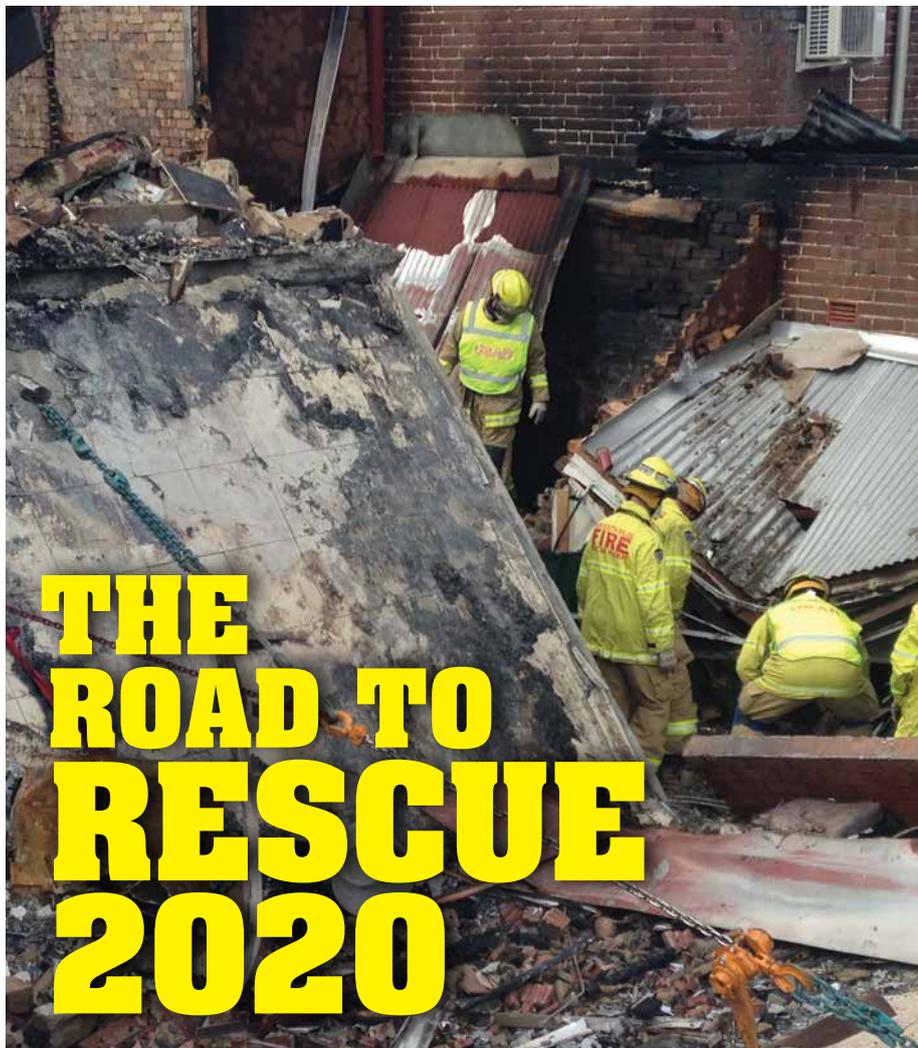
"ComCen staff can use the location provided by Push MoLI to assist with the additional questions they ask callers. The Emergency+ app (which was launched in 2013) can also provide GPS coordinates, but these are only visible when the mobile handset has these services switched on and the caller must read them out to the operator."

Chief Supt Wild said Push MoLI is just the tip of the next generation (NG) technology iceberg.

"NG technology will have a significant influence on 000. Text (SMS) to 000 is also being developed; and later this year, the Commonwealth will release a review into the 000 service which may lead to other NG projects." **END**

EMERGENCY+ APP

Emergency+ is a smartphone app aimed at helping people call the right number in an emergency, and to understand what's required of them when they make that call. The app uses the GPS functionality of smartphones to show mobile callers the coordinates for their location. This enables the caller to provide important and accurate incident details to ComCen operators. It also provides numbers for the NSWSES and Police assistance lines to reduce the amount of unnecessary calls to 000. The app can be downloaded from the App Store and Google Play.



THE ROAD TO RESCUE 2020



FRNSW has a long history of providing rescue services to the community of NSW and beyond. To ensure continued recognition as a world class provider of cost-effective, comprehensive, rapid and reliable rescue capabilities, FRNSW has developed a rescue roadmap for the next five years.

Where we've come from

The 2013 Rescue Summit brought together more than 100 FRNSW personnel, including permanent and retained firefighters and officers of all levels of expertise from all over NSW. As a result of the summit, a clear set of strategies and priorities was developed to enable the organisation to develop and where necessary expand its rescue capability into the future.

The summit raised a number of immediate issues, including working safely at heights, the friction control device, primary vs secondary rescue, confined space rescue and reptile retrieval. Each of these issues was given priority in 2014 and has now been largely resolved.

Throughout last year, Operational Capability led extensive consultation with all Operational Commands and key directorates to develop an integrated whole-of-agency plan for FRNSW's rescue capability over the next five years.

RESCUE 2020 includes tangible year-on-year goals and projects across seven strategic objectives

At the end of 2014, *RESCUE 2020* was launched by Commissioner Mullins and the Rescue Steering Committee at the State Training College. The event gave FRNSW a chance to thank all those involved in the work completed since the 2013 Rescue Summit, and to preview the plan for the future.

The road ahead

RESCUE 2020 will guide and inform rescue capability across FRNSW over the next five years. It is designed to ensure rescue planning aligns to the big picture and meets best practice, yet is also flexible enough to readily capitalise on broader rescue capability opportunities.

RESCUE 2020 includes tangible year-on-year goals and projects across seven strategic objectives: people, organisation, information technology, support and facilities, training, equipment and doctrine.

For more information about how to get involved in the *RESCUE 2020* projects in 2015, visit the Rescue 2020 intranet page, or contact the Capability Manager Rescue, Superintendent Gary McKinnon. ■■■■ **END**



DAWNING OF A NEW eAIRS



eAIRS subject matter expert, Senior Firefighter Michael Harvey, has provided demonstrations and gathered feedback at select stations across NSW



Consultation Group member, Station Officer Chris Andrew



The new incident reporting system eAIRS will go live on 26 March. Given that the current AIRS is heading towards its 20th birthday, this is a timely upgrade which will transform FRNSW's incident reporting.

The new eAIRS was developed with the support of a FRNSW Consultation Group consisting of 20 Station Officers, Captains and Deputy Captains from across the State. Together with specialist personnel from Operational Capability, Community Safety, and Metropolitan and Regional Operations, this group has been instrumental in providing end-user input into the development of eAIRS.

The online eAIRS induction shows how the new system works and provides an interactive walk-through of creating an incident report

Online induction

Seeing is believing! The online eAIRS induction (available in the Learning Hub on the intranet) shows how the new system works and provides an interactive walk-through of creating an incident report. Anybody who might be called on to submit an AIRS report should complete the eAIRS induction before the new reporting system goes live at the end of March. Anyone else who would just like to have a go can also participate in the online induction.

Getting started

eAIRS will be accessible through the eOccurrence book or Station Portal by clicking on the current AIRS link. The old AIRS will no longer work after the station-wide rollout of Windows 7. Old reports will be available in read-only view through an alternative reporting module.

Stay up to date

The eAIRS toolkit on the intranet (Operational → Post Incident → eAIRS) includes user guides, quick reference sheets and FAQs. Users can also contact the AIRS Replacement Project Team at AIRSReplacement@fire.nsw.gov.au.

END



Consultation Group member, Station Officer Kevin Smith

EASY AS eAIRS

Easy

The reporting officer, assigned from the first arriving appliance, traditionally had to capture the actions and equipment of all attending appliances – a particularly onerous task in large-scale protracted incidents involving multiple appliances. But now, there's no more ringing around all the crews to capture their details. Attending appliances will continue to confirm attendance of crews but are also now responsible for recording their own actions, equipment used, observations and lessons learnt.

Intuitive

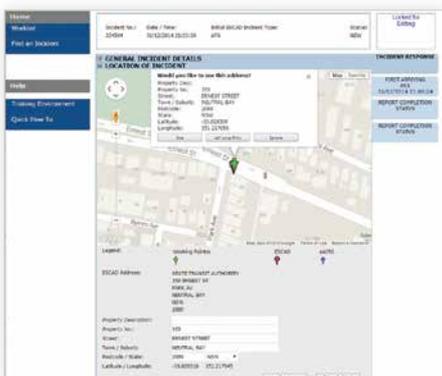
The report is built around the primary incident type and activities undertaken. eAIRS will lead users through the questions they need to answer based on the incident type and the response to activities undertaken.

Accurate

New eAIRS sticks to what is known – more fact and less fiction! No need to guess the estimated value of property and dollar loss – a review in 2011 identified these estimates were often highly inaccurate. Improved reporting and data accuracy will provide better evidence-based planning for FRNSW.

Responsive

Improved search functionality includes drop-down menus which relate to the incident responded to and activities undertaken. A new live menu allows users to drag and drop a pin to record the exact location.



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Huge blaze no 'run of the mill' fire

At 1019 hours on 5 November, 306 Grafton and 307 South Grafton responded to initial reports of a large bushfire at Junction Hill on the outskirts of Grafton. The NSWRFs was also notified and urgently responded tankers. On arrival, fire crews discovered a fierce blaze burning inside a large three-storey 100m x 150m timber mill of iron and sheet metal construction, and generating large volumes of smoke. Mill staff advised that Origin Energy had already isolated power to the site.

5 NOV 10:19

Grafton Station Officer, Colin Drayton, commented: "The building was full of everything you can imagine – flammable paper products, timber, gas cylinders, oil for hydraulics and a lot of rubber from conveyer belts. Hazards on site included hydraulic oil boiling in tanks and causing explosions, gas from welding works, a boiler which was at risk of failure and a roof collapse in the rear area." There were also water supply issues; NSWRFs assistance proved crucial in securing water and protecting exposures.

Around 50 workers were evacuated for safety. A defensive attack was established from the outset, and despite the very challenging conditions, firefighters eventually contained the fire to the rear half of the building. 507 Woolgoolga and 362 Lismore also responded to assist, with NSW Police and NSW Ambulance attending as well.

The plant engineer not only gave advice but also worked closely with FRNSW fire crews despite the personal

risk. Police worked hard to secure the scene and surrounding area, and kept FRNSW well informed throughout. Ambulance paramedics were also on scene, and treated and took one firefighter suffering heat stress and one staff member to hospital.

Crews had the fire under control by 1219 hours but hot spots remained. By 1337 hours, the fire was all but extinguished and crews concentrated on mopping up and conducting overhaul. The Stop message was sent at 1629 hours. HT306 remained on scene for a short time after to clean up a small amount of oil which had entered a roadside drain.

This incident was one of the largest and most challenging experienced in the area for some time. Information supplied by mill staff was crucial in helping fire crews to understand what was happening inside the burning building and minimising the damage. Although part of the mill and its contents were destroyed by fire, 70%

was saved and surrounding building exposures were successfully protected.

SO Drayton said it took an extraordinary effort to save as much as they did. "We were able to save the front two thirds of the building, which allowed the company to remain operational. It's a good result, considering what we were confronted with on arrival. FRNSW, NSWRFs and the mill staff who were all there; without them, I don't know what the outcome would have been."

"Dennis Pye and his South Grafton team, as well as my crew, were exceptional through the whole operation ...these guys are retained and they're putting in because they love to do it and they are working really hard and working for the community despite the danger."

A debrief was subsequently held at Grafton Fire Station involving members from FRNSW and NSWRFs who attended the incident. The debrief reinforced the need for all services to maintain a strong commitment to working together at the local level.

END



Home Fire Safety Check deployment at Yennora

FRNSW's Home Fire Safety Checks (HFSC) program is underpinned by the prevention strategies which form part of the organisation's mandatory obligations under the *Fire Brigades Act, 1989*.

Why home visits?

In 2014, 12 HFSC deployments were carried out across NSW involving teams of uniformed and administrative staff from the Community Engagement Unit. The deployments visited homes, which were selected using community risk profiling, to provide fire safety advice and check that smoke alarms were installed and working.

Despite the approaching 10-year anniversary of legislation mandating home smoke alarms, the deployments found around 51% of homes in the targeted communities did not have working smoke alarms.

In October 2014, Commissioner Greg Mullins participated in a HFSC deployment and witnessed firsthand the importance of proactively engaging with the community, especially those at highest risk of experiencing home fires.

"I'm sure that all FRNSW personnel would want to deliver these key safety messages to their communities, and be able to target their community engagement activities to further reduce the number of preventable home fire fatalities and injuries," said Commissioner Mullins.

Director Community Safety, Assistant Commissioner Mark Whybro AFSM said the Home Fire Safety Checks program is a key strategy in delivering on FRNSW's new prevention messaging: 'Help us help you be home fire safe'.

The next step

Fire stations in Metro West 1 and Regional South 2 commenced a pilot HFSC program in February 2015. The pilot will run until June 2015 with results and feedback driving the program's future rollout across the organisation.

Firefighters conducting Home Fire Safety Checks are now capturing intelligence in field using a new app, enabling FRNSW to develop a better understanding of local community profiles. The app also allows firefighters to account for their time and any other resources given to residents, and includes a checklist of actions to follow during the home visits.

For more information contact the Community Engagement Unit on (02) 9742 7179 or email ceu@fire.nsw.gov.au.

■ END

THROUGH THE HFSC PROGRAM, FRNSW EXPECTS TO ACHIEVE:

- reduced number of accidental home fires
- reduced number of deaths and injuries from accidental home fires
- reduced social and economic cost of accidental home fires
- stronger community awareness and acknowledgement of the risks of fire
- increased percentage of households in NSW with working smoke alarms
- targeted prevention and preparedness activities
- increased understanding of community needs and issues
- strengthened external partnerships

Inspector Tim Fox and A/Chief Officer Mick Smith



HEADING SOUTH TO HELP INTERSTATE CREWS 'UNDER FIRE'

Nine FRNSW Urban Search and Rescue (USAR) specialists were deployed to South Australia in early January to assist in rapid damage assessment of homes and properties following the recent devastating bushfires.

Their role was to assess the number of buildings destroyed, check for structural integrity and look for hazards such as asbestos, damaged electrical wiring and chemical spills. They also reported on injured animals (both livestock and native animals) and fire-damaged trees which posed danger to buildings. In addition, they advised about residents who may need counselling services.

Mick Smith, A/Chief Officer of the South Australian Metropolitan Fire Service said in a letter to Commissioner Mullins: "I would like to take this opportunity to thank Fire & Rescue NSW for the rapid impact assessment team provided to the MFS during the recent bushfires in the Adelaide Hills between 2-7 January 2015 ... the NSW personnel integrated seamlessly into the South Australian teams in the field and conducted themselves in a highly professional manner, which in no small way contributed to the success of the operation ... please pass on my personal thanks to all the Officers and firefighters involved for their assistance and also to Inspector Tim Fox."

In January, FRNSW briefly sent two senior officers to Victoria as part of a multi-agency NSW contingent who assisted with incident management during major bushfires. In February, two senior officers and a logistics expert were deployed to Western Australia to assist with incident management. ■ **END**

Emergency in the Blue Mountains

On Saturday 1 November, 20 crews from across the Blue Mountains and Sydney worked with a similar number of NSWRFs crews, National Parks and Wildlife firefighters and aircraft at the scene of a serious bushfire on Cliff Drive, Katoomba. After initially responding at 0819 hours and working with aircraft to extinguish fires along the walking track and in the valley, FRNSW crews were released by the NSWRFs as remaining fire was remote from roads.

At 1557 hours, the NSWRFs requested urgent FRNSW assistance as very strong winds fanned the blaze up the escarpment to Cliff Drive where it was again threatening properties. FRNSW crews joined NSWRFs appliances already on scene with the fire rapidly coming up the valley on the northern side of the earlier fire. Winds were gusting directly from the west pushing the flames towards houses on Cliff Drive. At one stage flames were 15-20 metres high with visibility virtually zero. As the fire leapt over the road, both property and appliances were in danger.

One house was lost and a neighbouring house suffered minor damage before the fire was finally extinguished. A Strike Team was organised to patrol the area overnight to look out for further outbreaks.

At 1557 hours, the NSWRFs requested urgent FRNSW assistance as very strong winds fanned the blaze up the escarpment to Cliff Drive

Fire crews hurry, hurry to protect Kurri Kurri

On Sunday 2 November, 18 FRNSW crews were deployed to assist the RFS at a large bushfire at Hospital Road, Kurri Kurri. The fire, which was started by a lightning strike the night before, started small but grew rapidly, and was soon threatening nearby properties after the wind changed to a strong southeasterly late in the afternoon.

The fire created a large blanket of smoke over the area and could be seen from as far away as the Central Coast. FRNSW provided property protection at the rear of Kurri Kurri Hospital and for houses in Pelaw Main. The firefighting effort included three helicopters, backburning, establishment of containment lines and sections of direct attack.



SUMMER BUSHFIRES FLARE ACROSS NSW



The hills are alive with the sound of sirens

At around 1330 hours on Friday 14 November, 000 callers reported hearing what sounded like several explosions below high voltage powerlines in the valley directly behind a number of Warrimoo streets in the lower Blue Mountains. 445 Springwood quickly responded and found a fire burning in inaccessible bushland in the gully. They requested aerial water bombing support to prevent the fire burning up the gully towards residential areas at the top of the ridge.

A 3rd Alarm response, together with NSWRFs crews, was deployed in preparation for possible ember and fire attack. At around 1400 hours, 445 Springwood advised that winds in the area were picking up, the fire was expanding rapidly, and many houses were likely to be directly threatened.

A further Strike Team was quickly deployed as the fire began to crown and numerous spot fires were reported in and around the surrounding streets. Warrimoo Public School and Blaxland Primary School were both placed in lockdown as FRNSW crews deployed to the two schools to carry out structure protection and rescue. Shortly after, the Blue Mountains' two main transport routes, the railway line and the Great Western Highway, were both closed as more spot fires were reported in the vicinity. Two FRNSW pumpers were also deployed to the large Warrimoo electrical substation as a fire front threatened this critical infrastructure.

Throughout the afternoon, fire crews set up protection lines in various locations as the Class 3 fire continued to threaten. Local CFU teams were also activated and greatly assisted in protecting properties from ember attack.

The major concern for the joint RFS/FRNSW/NPWS Incident Management Team was a southerly wind change predicted in the evening with reports of possible wind gusts up to 90 kilometres per hour. The weather change finally impacted the fire at around 2115 hours with strong gusty winds driving the fire and embers from the gully up to the rear of numerous properties in the Warrimoo area.

Fire crews and CFUs worked throughout the night and into the next day to successfully defend hundreds of households, two major schools and other critical infrastructure sites with no reports of any property loss or injury. Two FRNSW Strike Teams worked throughout Saturday with the NSWRFs to extinguish large areas of bush alight. Several pockets of fire continued to burn in accessible areas for several more days before Remote Access Firefighting Teams achieved final extinguishment. **END**



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**FIRE
INCIDENT**




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Fire crews prevail over blaze in Lansvale

At 1528 hours on 21 November, Sydney Communications received the first of many 000 calls reporting a factory fire in Day Street, Lansvale. The Station Officer from 73 Fairfield sent a Red Message en route advising that he could see large volumes of black smoke ahead and a 2nd Alarm response was immediately dispatched.

21 NOV 15:28

49 Cabramatta were first on scene and advised that numerous buildings were under threat and called for a 4th Alarm. 73 Fairfield arrived less than a minute later and saw a large area of plastics, stacked timber and scaffolding materials alight, and threatening large factory complexes in adjoining sites. The Station Officers conferred and agreed that to protect exposures a 6th Alarm response was required so several fixed monitors and two aerial appliances could be deployed.

With water supplies becoming exhausted, an 8th Alarm response was

requested to respond additional crews for relay pumping from two adjoining streets. 40°-plus temperatures in the area hampered firefighting operations and fire crews had to be rotated rapidly to avoid heat stress, necessitating raising the incident to a 10th Alarm.

The smoke plume from the incident was visible right across Sydney and traffic on the nearby Hume Highway was brought to a standstill as black smoke billowed across the busy roadway. Police evacuated residents in surrounding streets to safer areas. Hazmat staff monitored both the atmosphere and water runoff

throughout the incident. Compressed air foam was deployed and assisted greatly in knocking down the huge fire. A backhoe was also deployed to pull down numerous pallets of timber stacked up to three metres in height.

The fire was brought under control within two hours. However the final Stop message wasn't sent until 2011 hours the following night, more than 24 hours after the fire started. While an area of 60m x 60m of plastic containers, stacked timber and scaffolding equipment was totally destroyed, all the surrounding factory complexes were successfully protected. **END**



\$11.5 MILLION INVESTMENT IN NEW AND RENOVATED FIRE STATIONS

Salamander Bay



FRNSW's Properties team continued to push ahead on capital works projects in 2014-15, with four new fire stations (Albion Park, Salamander Bay, Picton and Wallerawang) and two major renovations (Gordon and Cardiff) opened since November last year.



On 24 November, the Minister for Police and Emergency Services, Stuart Ayres, attended the official opening of the new \$2.5 million Albion Park Fire Station. The brand new station, which replaces the old station at Albion Park Rail, was built to accommodate both permanent and retained firefighters, with 16 permanent firefighters taking up positions at Albion Park in August last year.

Mr Ayres said the new station was a much-needed investment in the Illawarra community.

"With the population and significant infrastructure growth in the Illawarra area, and the risks – structure fires, bushfires, major road and rail transport routes – it's important to have this new and improved resource.



Gordon



Wallerawang

The next 'cab off the rank' was the opening of the newly renovated Gordon Fire Station. With the original station build in 1935, the station underwent a \$1.4 million upgrade to bring it up to modern standards.

At the official opening, Member for Ku-ring-gai Barry O'Farrell said the renovation ensured that the firefighters at Gordon Fire Station had the best possible resources with which to do their job.

"The improved facilities will provide a bigger and better base for the 20 firefighters who protect Gordon and surrounding communities from fires, accidents, chemical spills and other emergencies.

On 2 December, Commissioner Greg Mullins attended the official opening of both the new fire station at Salamander Bay and major renovation of Cardiff Fire Station. The new complexes both feature space to accommodate two fire appliances, together with modern offices, kitchens, training and storage rooms and a gym.

The new \$1.9 million fire station at Salamander Bay, which came in under budget thanks to some clever and innovative design ideas, was designed to meet the needs of the growing Port Stephens region, while the \$2.4 million

renovation of Cardiff Fire Station meets the expanded staffing and new fire appliances attached to the station.

Apart from firefighting, the Salamander Bay fire crew are responsible for primary rescue service in the area and also have a marine response capability for spillages within the local waterways.

"The renovations at Cardiff are a dramatic improvement on the old premises. With the delivery of a new fire truck earlier this year, the station is now well-equipped to serve and protect the local community well into the future," Commissioner Mullins said.

Some retired members who attended the opening at Cardiff Fire Station were amazed by the transformation, commenting that the station was almost unrecognisable following the state of the art renovation.

In February 2015, two new fire stations were opened at Picton and Wallerawang. Other major capital works projects scheduled to be completed in 2015 include new fire stations at Port Macquarie, Yennora, South Windsor and Dunheved (Ropes Crossing), and major renovation of the historic Pyrmont Fire Station (see page 32, October 2014 issue for more details). **END**

In October 2014, Bangalow Deputy Captain Mellissa Madden travelled to Parramatta Fire Station to collect a Commissioner's Safety Award for her involvement in the Critical Incident Support Program (CISP).

Little did she know that she would also be selected from the four category winners as the recipient of the Perpetual Commissioner's Safety Award. Although the accolade took DCapt Madden completely by surprise, there is no doubt her effort in supporting the program was worthy of the inaugural award.

A retained firefighter for nine years, and Deputy Captain since 2009, DCapt Madden fits fire calls in between running a digital print and direct mail business with her husband and raising three children aged 15, 12 and 10.

She became involved in the Critical Incident Support Program after 213 Bangalow was visited by team members, Station Officer Dean Emery and Station Officer Michael Kearns, following a road accident in which four teenage boys were killed.

"I was very impressed by their professionalism, knowledge, and drive to help others as volunteers. I applied to join the team and was accepted."

"If you see an issue that needs addressing, report it. If you don't, nothing will change. If you have an idea that will make your station a safer workplace, discuss with management and follow it up."

DCapt Madden found program members are often long distances from each other, particularly in the regional zones, and implemented a simple but effective solution to track CISP member activities.

"I made a spreadsheet listing all stations in RN2, the names and contacts of SOs and Captains and noted when the station had been visited by CISP, by whom and for what purpose. My intention was to allow all CISP members a quick reference, accessible on their phone or computer, to avoid doubling up on phone calls and station visits and to make sure that all stations were covered in a workable timeframe."

It was such a success that plans are now being developed to use the spreadsheet as a template for a State-wide reference for tracking and recording the volunteer work of CISP members.



DEPUTY CAPTAIN GOES THE EXTRA MILE



WHAT IS THE CRITICAL INCIDENT SUPPORT PROGRAM?

The Critical Incident Support Program (CISP) offers help to employees who are affected by individual traumatic incidents or a cumulative effect over their career. It can be accessed through the peer support network, and is staffed by personnel who volunteer their time. The program provides the following services:

- attendance at major incidents involving multiple fatalities or prolonged exposure
- one-on-one sessions and follow up either face-to-face or by phone
- on-scene support, defusing, demobilisation for lengthy operations
- group interventions
- referral to professional counselling
- ongoing support and training.

The program has been expanded to encompass all aspects of mental health. FRNSW employees can contact a member of the peer team if they, their family or their workmates are experiencing any type of stress. A list of team members can be found on the Mental Health toolkit on the intranet (Mental Health → Support → Critical Incident Support) or by calling the Wellbeing Coordinator on 0448 295 725 or the Chaplain on 0418 869 280.

In addition, DCapt Madden and fellow RN2 CISP members, RetF Andrew Sullivan and RetF Scott Paine met with Assistant Director, Health and Safety Alison Donohoe and Wellbeing Coordinator Senior Firefighter Mark Dobson to discuss issues retained firefighters face in the workplace. The group shared their experiences and suggested ways Health and Safety and the CISP can support retained stations and bring forward concerns in larger forums.

Following her experience, DCapt Madden urges anyone to speak up about ideas or issues in FRNSW.

"If you see an issue that needs addressing, report it. If you don't, nothing will change. If you have an idea that will make your station a safer workplace, discuss with management and follow it up. The newly-formed Commissioner's Participative Council (which DCapt Madden sits on) is also a great forum for capturing ideas."

DCapt Madden said she was very honoured to receive the inaugural award, particularly considering the quality and calibre of the other nominees. "I hope that my award will enable other firefighters to bring forward their observations and ideas, and make FRNSW a better and safer workplace for all." **END**



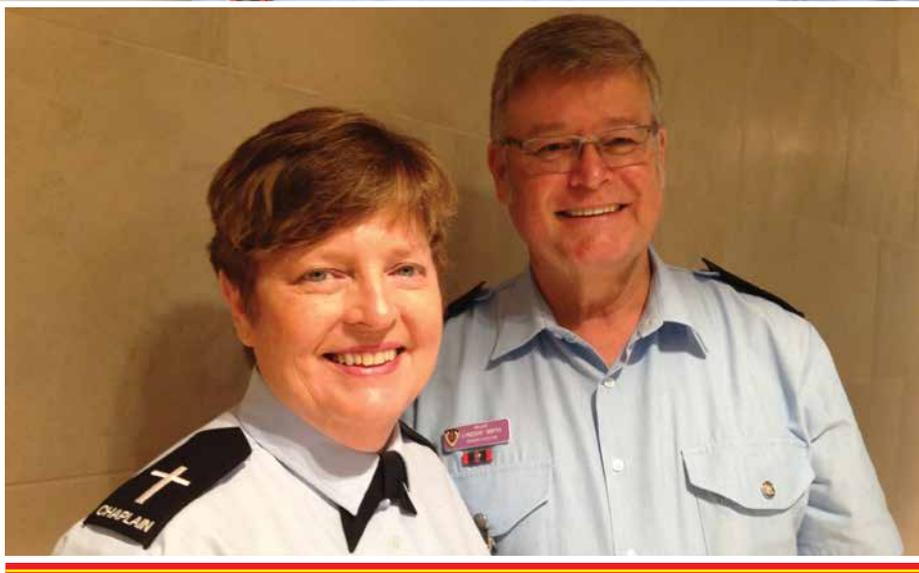
If baring your soul to another human being seems daunting, Chaplains Lyndsay and Dawn Smith are gifted with the kind of demeanour to make that conversation one of the most comfortable you'll ever have.

Married for 38 years, and full-time FRNSW Chaplains for 11, Lyndsay and Dawn are both majors in the Salvation Army and the epitome of a complementary partnership.

Lyndsay said that while he does much of the running around attending events and incidents, trained counsellor and psychotherapist Dawn provides confidential, non-judgemental guidance to FRNSW staff at their Sydney home.

"Together we provide work support, personal support and pastoral support to all FRNSW members and their families," said Lyndsay. This includes anything from critical incident trauma, to financial or health problems, advocacy for workplace issues and officiating at or attending more than 50 weddings, funerals, christenings and official FRNSW events annually.

"Being at events is not so much about what happens there, but about letting people know we're here," explained Lyndsay. "It means I'm not a total stranger." The result is a constantly full



diary, but it's something he says they both take in their stride for the fulfilment brought by helping ordinary people through tough times.

Down time for Lyndsay means listening to audio books in the car on many of the long drives he makes across the State, retreating to simply sit quietly or playing with his three grandchildren. He says that he and Dawn also put priority on looking after their own mental health.

"You learn how to look after yourself," said Lyndsay. "We also look after each other and we both have professional clinical supervision."

Knowing when and how to seek help is something at which Lyndsay says people are generally getting better. And being trusted to provide that help is something that they never take for granted.

"We've been around a long time so there's less reluctance to talk to us – men in particular are learning that they can't keep it all in. We both have a real sense of the honour and privilege of being invited into people's lives, often in what is the darkest time for them."

With that in mind – and the full resources of the Salvation Army, including 14 Associate Chaplains, behind them – the Chaplains' door is one that is always open.

END



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OR



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Wet, wild and windy: Severe storms batter NSW

For a fortnight in late November and early December, the State's east coast experienced slow-moving low pressure troughs creating severe weather conditions on almost every day. Both the south and Central Coast of NSW experienced repeated torrential rainfall periods with FRNSW crews responding to reports of flooding in numerous areas.

23 NOV - 6 DEC

On 3 December, FRNSW crews responded to more than 400 storm-related incidents. There were numerous reports of lightning strikes to structures, trees and power poles across the metropolitan area. At around 1630 hours, an above-ground electrical kiosk was struck by lightning in Pymont causing an intense fire with flame heights over 10 metres impinging directly onto the balconies of a nearby five-storey block of residential units. All 25 units were evacuated as a 2nd Alarm was responded to provide protection to exposures. The 11kV kiosk continued to burn for well over an hour as energy crews attempted to isolate the power to the unit. Good strategies by attending crews prevented any major damage to the unit block.

During the late afternoon and night, more than 100 FRNSW crews were responded to numerous other reports of localised flooding, leaking roofs, trees across power lines and live electrical cables across roadways. At the height of the fierce electrical storm, a lightning bolt struck the copper bell tower dome at Woollahra Public School with no damage immediately apparent. However woodwork within the tower began

to smoulder and at 0046 hours the following morning, 11 Woollahra, which was located next door, was alerted to the now flaming structure. A 3rd Alarm was responded to the rapidly escalating fire. Quick action by crews, working both internally and externally with aerial appliances contained the fire to the roof area with only minimal damage to the rest of the school. Education officials thanked responding crews for their great work in saving the heritage-listed school building and enabling the school to continue functioning normally.

Further storm cells swept across the city on 5 December causing approximately 40 simultaneous storm-related incidents in just one hour. At the height of the storm, at 1739 hours, there were reports of a lightning strike at a block of units in Sydney Road at Balgowlah. A power surge caused a fridge in one of the units to ignite. The owner wasn't home at the time and a 2nd Alarm response was required to bring the fire under control. Although the unit sustained substantial damage to the kitchen area, the fire was quickly contained with no damage occurring to adjoining units.

Saturday 6 December saw similar weather patterns generating numerous callouts across Sydney, particularly to automatic fire alarms activated by the severe climatic conditions. Lightning struck the administration building at Asquith Public School as more than 400 parents and children were preparing for a Christmas event. Power boards within the structure ignited but responding crews quickly contained the situation resulting in only minimal damage.

On 7 December a series of storm cells swept across Sydney's northern suburbs, generating more than 100 callouts to lightning strikes and damaged properties due to strong winds and intense hailstorms that had impacted thousands of properties (and damaged the Commissioner's No. 10 car). At 1726 hours crews were called to a house fire in Folini Avenue at Winston Hills after it was struck by lightning, causing numerous small fires in the roof and wall cavities. Responding crews quickly contained the fire to the roof and kitchen areas. **END**

Retained Firefighters Pranitha Goli and Dayna Hynes (image credit Anne Barker)



RETAINED RECRUITS TO THE RESCUE!

Whether living in the city or the country, people today lead busy lives. Competing priorities – work, family, social or sporting activities – leave little time for additional commitments, and this resulted in a problem for the small rural town of Murrurundi. A shortage of retained firefighters meant the FRNSW station in the Upper Hunter region was in dire straits with just nine firefighters holding the fort.

Murrurundi’s small population of only 1,300 meant that the number of people available to respond to emergency calls during business hours was limited, and recruiting new retained firefighters for the town posed a significant challenge for FRNSW.

“We needed to come up with a different recruitment strategy designed to target the whole community,” said Chief Superintendent Neil Harris AFSM, Area Commander Regional West. “A strategy that included those from culturally and linguistically diverse backgrounds. Women comprise half of the Murrurundi community, so there was a strong emphasis on targeting them.”

“Because we were seeking community-minded people, the Upper Hunter Shire Council assisted us in contacting local community groups,” said Chief Supt Harris.

“We conducted a number of forums and over a hundred people attended which was a very encouraging result.”

To limit any delays in the recruitment process, the FRNSW medical team was on hand to conduct initial medical assessments and physical aptitude tests for potential recruits.

“I always thought firefighters were big guys with big muscles – I never thought women could do it, but I’ve discovered that fitness is the best part of the whole process.”

Dayna Hynes, one of the new retained firefighters, was a stay-at-home mum when she heard about the recruitment drive. “I knew there was a shortage of retained firefighters after seeing posters in the local shop windows,” she said.

“However I just assumed that it was a job for someone else. That was until one of our local police officers (also a retained firefighter) stopped at the park where I was with a couple of other mothers and our children and asked if we’d think about joining FRNSW. I was interested, received the paperwork, and took it from there.”

“Initially, I was concerned about childminding issues, but I decided my support network was strong enough for me to have a go,” said Dayna. “Helping people in need, working with a fantastic team, the challenges, the adrenaline that comes with being on a job, the great training I received and continue to receive, and working with

other emergency services is incredibly challenging, but also incredibly rewarding.”

New retained firefighter Liam Hobbs agrees. “I love everything about this job, including the training, but helping the community is the greatest reward,” he said. “I really like going home after a job knowing I have impacted someone’s life in a positive way. I wear this job with pride and love to talk about it to anyone!”

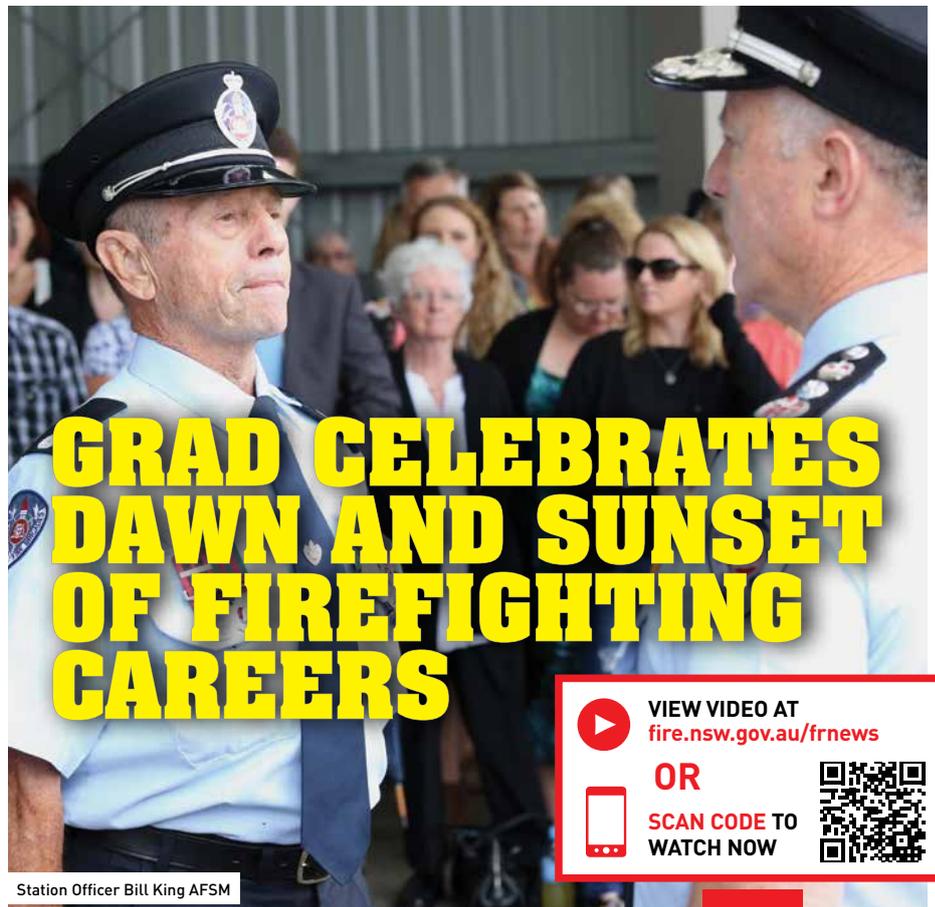
Another new recruit, Pranitha Goli, is a local pharmacist who heard about the need for retained firefighters while her children played at the local park. “I discussed it with my husband and decided to give it a try,” she said. “All the while I was thinking, ‘it’s not going to happen – I’m not fit enough.’ I always thought firefighters were big guys with big muscles – I never thought women could do it, but I’ve discovered that fitness is the best part of the whole process; I am fitter now than I’ve ever been!”

While it’s a challenge running a pharmacy and looking after her three-year-old daughter, Pranitha takes it all in her stride. “In the middle of serving a customer, I’m like, ‘Oh, there’s a fire call, I’d better go,’” she said. “I go straight to the station, actually run to the station, put my uniform on and rush to the call.”

“While I do miss long showers while on call, I love that feeling of happiness when we save a life or property,” she said. “Becoming a retained firefighter has given me more self confidence, and I am far more organised. I feel like I’m more involved in the community and I have met new friends. The FRNSW training process has equipped me with so many new skills, I’d advise anyone who’s interested and suitable to give it a try.”

All new recruits have completed their Phase One and Two training and are now able to respond to fire and emergency calls. Apart from attending structure fires, MVAs and hazardous material incidents, crews attend a number of snake calls during the warmer months and the Zone Management Team is scheduling a reptile handling course in the near future. “Calls to snakes in houses and backyards are a common occurrence in Murrurundi,” said Chief Superintendent Harris.

“Our retained firefighters are dedicated community-minded people, especially when you consider they are juggling their work and family lives around their FRNSW commitment,” he said. “Murrurundi now has six female and eight male firefighters which better reflects the local community. We believe 14 is the ideal number for the Murrurundi Brigade to remain self-sufficient now and into the foreseeable future.” **END**



GRAD CELEBRATES DAWN AND SUNSET OF FIREFIGHTING CAREERS

Station Officer Bill King AFMS

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OR
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FRNSW graduation ceremonies are, by their very nature, a celebration for those who are about to embark on new fulfilling careers in the fire service.

But as 24 new recruits were welcomed into the ranks of FRNSW at the 11 December 2014 graduation ceremony, the distinguished career of FRNSW’s oldest and longest-serving full-time firefighter, Mosman Station Officer Bill King AFMS, was also celebrated on the eve of his final shifts.

SO King, who retired on Boxing Day after 53 years of service, and his Mosman crew were presented with a Unit Commendation for Meritorious Service for their actions at a petrol tanker fire at Mona Vale in October 2013. The Mosman firefighters, in extremely hazardous circumstances, treated a badly burnt victim and commenced firefighting operations at the incident.

SO King, Senior Firefighter Lloyd Mulder and Firefighter George Cheeke were presented with the commendation at the graduation ceremony. The daughters of former fellow crew member, Senior Firefighter Matthew Steanes, accepted his posthumous award.

While welcoming the recruits into the FRNSW family, Commissioner Greg Mullins paid tribute to the career and commitment of his former Crows Nest Station Officer, who started his firefighting career when the Commissioner was just two years old.

“Bill King is legendary in the fire and rescue service,” Commissioner Mullins said. “He taught me a lot. He has had an exceptional career as a firefighter and is an outstanding person.”

When asked what it was that he loved so much about the job that kept him turning out for more than 50 years, SO King responded: “You get the chance to help other people and every day is a challenge.”

The 11 December event was the first FRNSW graduation ceremony for new Parliamentary Secretary for Police and Emergency Services, Niall Blair, a former retained firefighter from Leeton.

“I welcome you to Fire & Rescue NSW and wish you well as you embark upon your new profession serving the community with courage, integrity and distinction,” Mr Blair told the graduates.

He said the courageous and selfless actions of the Mosman fire crew were to be commended and also congratulated the firefighters and officers who were presented with National Medals and Clasps at the graduation ceremony. “You have all set the finest of examples for our graduates,” he said.

More than half of the graduates took up positions in fire stations in Sydney’s western suburbs. **END**

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OR
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HON MICHAEL KIRBY TALKS TO FRNSW

On Wednesday 5 November 2014, more than 100 FRNSW staff gathered at City of Sydney Fire Station for a memorable half hour with the Hon Michael Kirby AC CMG.

As Australia's longest serving High Court judge and an activist for diversity and international human rights, Justice Kirby has had an illustrious career. Despite now being in retirement, he remains active in the public arena and a frequent public speaker.

Commissioner Mullins said FRNSW was extremely privileged to have the company of Justice Kirby and thanked him for devoting time in his busy diary to visit FRNSW.

"The high esteem in which he is held in the community was reflected in the number of staff who took the time to hear him talk," said Commissioner Mullins.

Justice Kirby said it was an honour to finally be inside the doors of the fire station he had often walked past and spoke of his immense admiration for Fire & Rescue NSW. He noted that in an emergency, firefighters don't ask questions about the people involved and don't choose to save some people over others – everyone is equal.

Speaking with humility and humour, Justice Kirby took the audience on a personal journey through his own experiences of discrimination as an openly gay man. He said bullying and harassment can flourish where people fail to speak up and send the message that it will not be tolerated.

“Bullying and harassment can flourish where people fail to speak up and send the message that it will not be tolerated.”

"Speaking up is the only way things ever get changed," said Justice Kirby. "People who speak up and act up seek to make a difference. By breaking the spell of secrecy, we contribute to changing social attitudes."

He went on to say if you've never been discriminated against, it's difficult to really understand what it's like.

"I rose to be a Justice of the High Court of Australia and I was President of the NSW Court of Appeal. I was an establishment figure but in a real sense I was the subject of discrimination. It made me very sensitive to discrimination."

Justice Kirby said although we have made a lot of progress – and equality actually makes good sense – it is still a challenge.

"Diversity and respect is for the dignity of everybody. It's not only a principle of Crown service but it's also a principle of business efficacy. If you don't bring your full self to the business you won't be as good. Everybody has to accept the whole of everybody, regardless of race, religion, background or sexuality."

He praised Commissioner Mullins for his personal efforts in sustaining in-house strategies and principles of equality and dignity at FRNSW.

In a first for FRNSW, Justice Kirby's talk was streamed live via FireCAM. The video is available on the intranet. **END**



On 29 November 2014, the final episode of Network Ten's series *Firies* was seen by almost three million people in their lounge rooms, leaving many viewers hungry for more.

On the FRNSW Facebook page, Marie Walsh commented on 18 November: "Why so few episodes? This show is educational and interesting so please lots more". While Joel Timms was delighted to "finally see another show about Fire Rescue NSW".

The series was twice nominated as 'Saturday's pick' by *TV Week*, with reviewer Emma Norris enthusing that the "fly-on-the-wall format of this TV series makes me feel like I'm right there alongside the firies as they tackle emergency missions. I also feel like I'm learning about fire safety, including how to respond to dangerous situations."

With her only criticism being that the featured firies didn't get enough screen time to detail their fascinating stories, she said the documentary series "reminds viewers just how much these everyday heroes sacrifice to save lives".

In addition to appearing in the series, 18 Glebe Fire Station's second generation fire, Senior Firefighter Matt Jullienne, had the chance to tell more of his story in an interview on news.com.au in September. Lifting the lid on what firefighting is really like, Senior Firefighter Jullienne also revealed what it was like to have a film crew attached to his platoon.

"We're used to attention when we're out and about a bit, people will often stop," said SFF Jullienne. "... But [it's] nothing like filming!"

The series was twice nominated as 'Saturday's pick' by *TV Week*, with reviewer Emma Norris enthusing that the "fly-on-the-wall format of this TV series makes me feel like I'm right there alongside the firies"

The series gained coverage on a number of 'daddy blogs', including Fast Lane Dad and Modern Father Online, and received numerous positive comments on Facebook and Twitter.

If you missed an episode, all eight 30-minute shows are available on FireTube (Publications → FireTube – Videos). **END**

FIRIES RATINGS

Episode	Total viewers
Week 1 (11/10)	646,000
Week 2 (18/10)	1,071,000
Week 3 (25/10)	1,421,000
Week 4 (1/11)	1,740,000
Week 5 (8/11)	2,108,000
Week 6 (15/11)	2,431,000
Week 7 (22/11)	2,634,000
Week 8 (29/11)	2,930,000

[Source: OzTam 2014, Metro 5 city panel plus subscription and regional combined panel, projections, total people, consolidated data.]

THANK YOU FOR SPEAKING NOW



Almost 400 FRNSW staff answered the call to participate in the 2015 Internal Communications Survey in January.

The Media and Communications Unit (MCU) asked staff what they thought about Fire & Rescue News and how they would like to exchange and receive information and news internally.

Thank you to everyone who took the time to respond.

What staff said

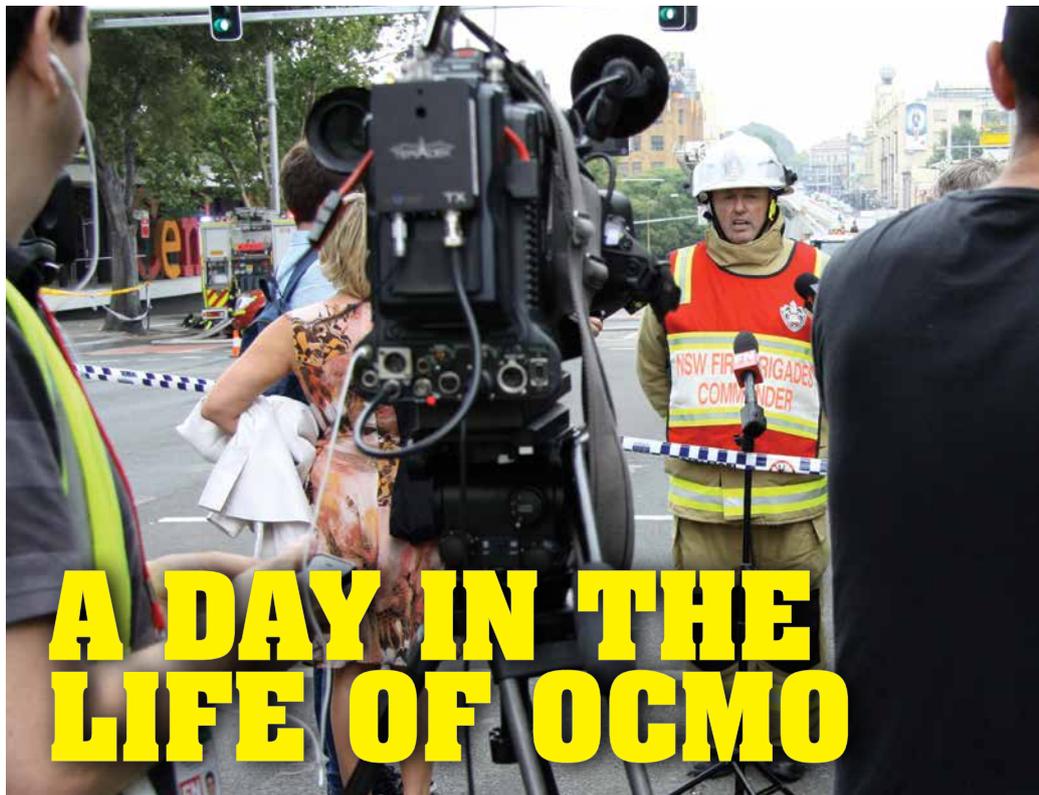
The results indicated Fire & Rescue News was highly valued with 98% of respondents reading it always or sometimes, and 92% rating the publication as somewhat or very important.

In its current format, the 'what's new' and 'incidents' sections rated highly, with operational news and training and development also considered the most relevant types of information.

When it came to the question of print or online, staff were evenly split with 50% preferring Fire & Rescue News in print and 50% keen to read it electronically (predominantly on a FRNSW computer).

Other communications channels had mixed reviews with 95% of respondents reading Commissioner's Corner, yet only 37% had signed up so far to the organisation's social network, Yammer. Despite the hesitation to use Yammer, 74% of respondents preferred to receive news and information online.

MCU is conducting a review into the current structure and content of Fire & Rescue News based on readers' feedback. **END**



A DAY IN THE LIFE OF OCMO

Following my week-long stint as On Call Media Officer (OCMO) on IMT Delta, here is a bit of an insight as to what our media team does behind the scenes and how busy FRNSW is as an organisation.

Story by Superintendent Greg Rankin

I thought this would be an interesting experience – time to get out of my comfort zone and step up; I mean, how hard can it be? Well, was I in for a shock!

First up I met with all the other OCMOs to get their first-hand experiences and tips and get the real rundown on how things work and the more important do's and don'ts.

I then met up with Andrew Parsons and the team at our Media and Communications Unit (MCU). They showed me all the devices and communication platforms that we use. I teamed up with Tammy Shipperley, FRNSW's Media Manager, who would work with me during my week. Tammy and the team run our social media sites, prepare daily media summaries and work with all of the media outlets. Tammy gave me media contact lists and an overview of the inner working of the team and how FRNSW disseminates information. This team were really good and made me feel a bit more relaxed.

Ian Krimmer, our Operational Media Coordinator, gave me a lot of valuable information on what the whole media gig was all about. It made me realise the tremendous work Ian has done in building those vital external relationships that have made FRNSW such a media-friendly organisation. He said he would buddy up with me if anything big happened!

Then it was back to the office to make sure I was set for the week with all of the right access to information. Computer with BOSS access, Adashi computer working and contact lists up to date, especially the Communication Centre numbers. OK I think I am set for the 4 pm change-over from Alpha to us on Delta ...then from my colleagues in the office: 'Flash, did you see the fire at Revesby?' Little did I know how much this fire would consume my next 24 hours!

We did the handover and now I was officially OCMO for the week (after hours on call). I got a few minor update calls on the Revesby fire during the night, not too bad, I thought ... then 0238 hours Saturday morning, it all began with a house fire at The Entrance. Only a small incident but it was picked up on social media so the press wanted to know what was going on. I did a voice recording on my phone and sent it to Tammy who disseminated it to the local media. At 0530 hours, the media all wanted updates on the Revesby fire for the 6am news. Luckily I was given some good information from Comms and DC at the fire, so I was up to date and could satisfy the hungry pack.

I was then heavily involved in the media aspect of this fire. This was unusual for me as operations has always been my big focus and it was going to be hard to distance myself from it. I now saw



VIEW VIDEO AT
fire.nsw.gov.au/frnews

OR



SCAN CODE TO
 WATCH NOW

FRNSW's media machine roll into gear through social media and live updates. The public were engrossed as it was a large daytime fire with billowing black smoke and explosions, all captured live by most of the media outlets who were there on scene.

As the morning progressed, I started to get more and more requests for updates, and then a request for a good news story on the firefighters close to the large explosion at the Revesby fire. Tammy and I had now been contacting each other all morning about this and other incidents. After getting some advice from Ian, I rang the crews who attended and 62 Bankstown agreed to do the interview with Channel 7. I contacted all the line managers (DC, ZC and AC) to get their agreement and Tammy advised the Commissioner. The Channel 7 producer was grateful and the time was set for 1pm. I would meet the Channel 7 team there at 62 station and coordinate activities.

Media crews also wanted to do some interviews down at the incident at Revesby and DCIW Mick Wren agreed to do these. I take my hat off to Mick for all the work he did, both then and later on.

On the way to Bankstown, I saw P64 D platoon (this same crew had been at the Revesby fire most of yesterday) at McDonalds Roselands for McHappy Day, and so I decided to drop in for a chat. I took some photos of the crew with the usual children and adults climbing all over the fire appliance and the crew giving out fire safety messages. I sent these pics to Tammy and within minutes she had them posted up on social media (I was impressed). A fire call, and P64 were off again, much to the excitement of the assembled public.

I arrived at 62 station and the Channel 7 crew were there, but no 62 – they were back at the Revesby fire picking up equipment and hose, and being interviewed by FIRU. Once they arrived back, we set up for the interview. I was impressed with the professionalism and enthusiasm of the crew – SO Dave Cross and firefighters Steve Brook, Mark Skuse and Greg Scarfe. The Channel 7 team were very pleased with what they got; and later on, they saw this crew in action again.

I now saw FRNSW's media machine roll into gear through social media and live updates.

I got a call from Channel 9 who was also interested in interviewing a crew from the Revesby fire. 62 agreed to step up again (these guys were great). I informed Channel 9 and they were on the way.

Now time to pick up my Mum from her weekly shopping trip. As I jumped in the car, I heard a fire call at Lidcombe and 62 were off again. I rang Channel 9 and told them that the crew were responding to a fire at Lidcombe so they decided to head there as well. I quickly picked up Mum, but then the fire escalated to 3rd Alarm. Ian rang and we were off, offloading Mum and the shopping along the way.

The fire escalated to a 4th Alarm just as we arrived. I made contact with DCIW Mick Wren and he was once again working hard dealing with the incident which required changing to a defensive strategy; always a tricky time at a fire.

Ian met me and I assembled the media into a safe but film-friendly area. We did a quick walk around and gathered some more information.

The phone by then was ringing hot with media outlets wanting information. I sent Tammy some quick shots of the fire for social media and Ian put out a media update via the Chumby media disseminator device. It was now time for my first TV interview and Ian gave me some great tips. I gathered my information and the cameras began rolling; just look at me and focus, said Ian. After it was over, I realised how many 'ums' I had said; clearly I need more practice.

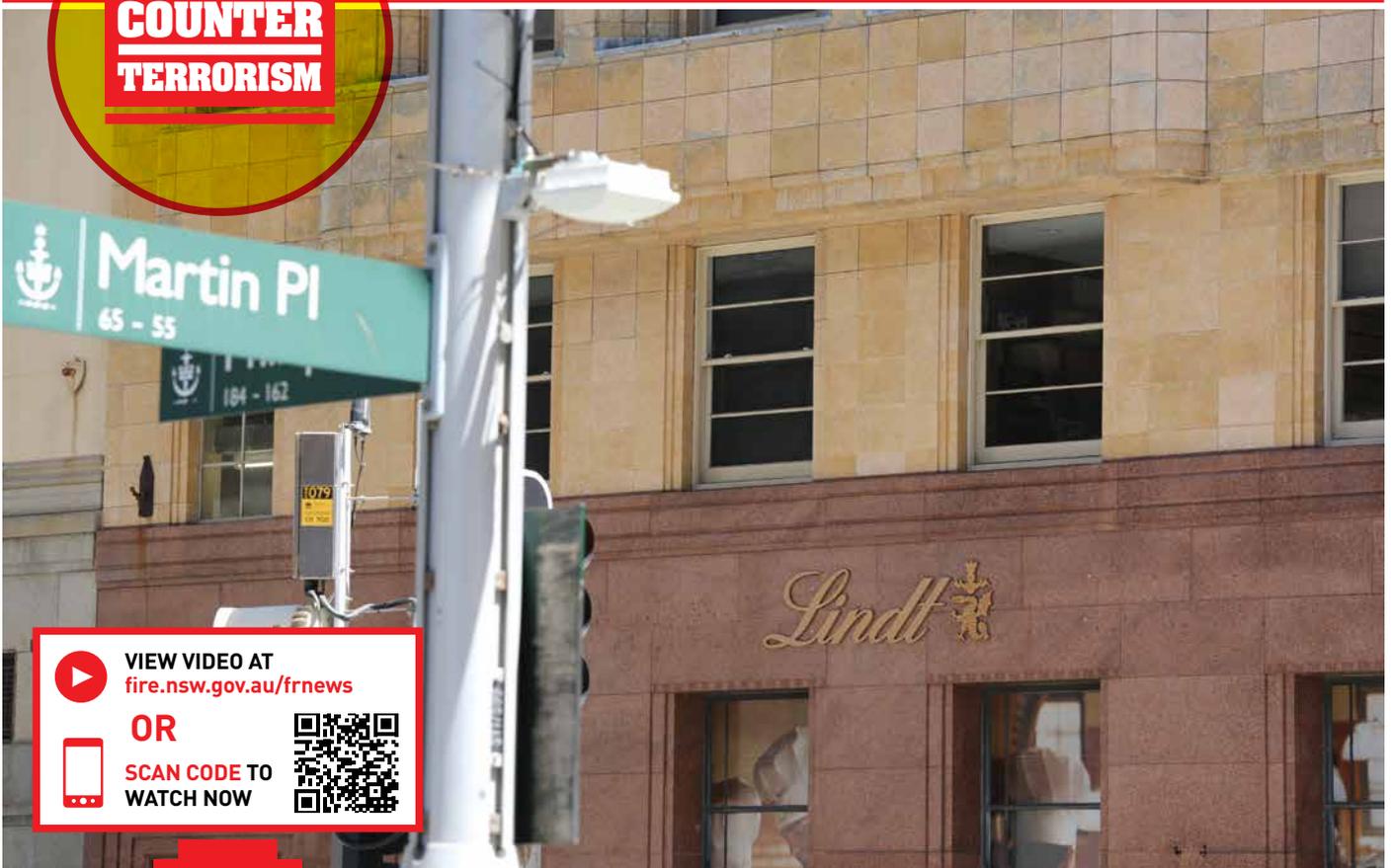
The Channel 9 crew got their interview with the 62 crew and they were happy. Once again the firefighters did a great job – no injuries, and the fire brought to a successful conclusion. I don't think these crews will forget the previous 48 hours, such a busy time with two major fires in daytime with a large media presence. Well done to everyone involved.

My media duties were nearly over and it was time to pick up the kids for dinner, albeit over an hour late. A couple more follow-up calls and another fire at Guildford. Bed beckoned at 2330 hours and off I went to sleep. Alas, at 0230 hours, ABC radio rang asking about the Guildford fire!

I received many more alerts to fires, MVAs (even one of ours), an MFR call etc. What I learnt from this experience is that we are a very busy 24-hour organisation that requires us all to do our part to keep it running. Permanent and retained firefighters, operational support, administration and trades staff all play their role to make FRNSW a professional and efficient machine, and we should all be proud of our achievements.

Bring on the next 24 hours! **END**

**COUNTER
TERRORISM**



Sydney's CBD 'under siege' – a tragic day

At around 0945 hours on Monday 15 December, a gunman took hostage customers and employees of a Lindt café located at Martin Place in the heart of Sydney's CBD. Police and emergency services responded swiftly to the crisis which lasted more than 16 hours. Just after 0200 hours the next day, police heard gunshots from inside the café and stormed the premises. The siege ended tragically with the deaths of two hostages and the offender, with four more people, including a police officer, taken to hospital with injuries.

15 DEC 09:45

FRNSW provided extensive operational assistance to support the NSW Police operation, mobilising command and control, firefighting, hazmat and USAR resources to stand by at the incident scene, and also staging other resources nearby in case the situation deteriorated.

Strategic command elements consisted of the Commissioner and senior staff at the State Crisis Centre; senior officers at both the Police Operations Centre and the Major Incident Coordination Centre; and an

incident management team staged at City of Sydney fire station.

Resources staged at City of Sydney Fire Station included a strike team of four pumpers and a Commander; heavy hazmat, decontamination unit, Hazmat Advisory Response Team (HART), Scientific Officer and USAR reconnaissance vehicle; incident control vehicle and 1 City of Sydney and 38 Pyrmont appliances. Resources staged at the State Training College, Alexandria included another Strike Team, USAR 1 semi trailer and a heavy hazmat. On scene resources at two sites consisted of four pumpers, a hazmat pumper,

heavy hazmat, the Duty Commander and Zone Commander.

During the siege, the SydneyAlert system was implemented in buildings across the Sydney CBD, including FRNSW's Headquarters in Elizabeth Street and City of Sydney Fire Station, where heightened security measures were put in place. Firefighters also assisted afterwards in cleaning up the massive floral tribute in Martin Place when it was finally removed. **END**



VIEW VIDEO AT
fire.nsw.gov.au/frnews

OR



SCAN CODE TO
 WATCH NOW



FRNSW has been throwing open the doors of fire stations around the State once a year since the 1990s. It's a day that consistently delights the young, helps educate all ages about fire safety and establishes positive connections between crews and their local communities.

In 2015, Open Day will be held on Saturday 30 May (meaning its D Platoon's turn in the spotlight at permanent stations), with all stations encouraged to play host.

The Community Engagement Unit is working closely with the Media and Communications Unit to provide fire stations with all the assistance and resources needed to make Open Day a success. This includes an updated intranet toolkit (go to Operational → Community Safety → Open Day) with everything from FAQs to media release templates, targeted invites, previous Open Day success stories, posters and activity sheets and a four-week 'get ready' checklist.

The event will also be promoted via FRNSW's Facebook and Twitter accounts and targeted mainstream media to help spread the word.

Although there are some activity guidelines to help provide a consistent approach to Open Day across the State, how participating fire stations actually run the day is up to them. Perhaps double up with a nearby station, move it to a location that can accommodate or attract more visitors (like the local football club) and establish partnerships with local community groups like CFUs or Lions Clubs to help you out on the day. Or use incident data to target local audiences with relevant fire prevention messages and activities.

If crews don't know where to start, try asking last year's A Platooners what they did. Crews can also ask for and share ideas and photographs on Yammer (join the Open Day 2015 group to stay in the loop). **END**

OPEN DAY FACTS

- Saturday 30 May
- D Platoon on shift at 10/14 stations
- Last year 333 stations participated
- Open Day intranet toolkit (Operational → Community Safety → Open Day)



FRNSW's annual 'Change Your Clock, Change Your Smoke Alarm Battery' campaign will ramp up at the end of daylight saving on Sunday 5 April 2015.

May 2016 marks 10 years since changes in NSW legislation required all residential buildings to have a minimum of one working smoke alarm per floor. Since then, the increase in smoke alarms has seen a decrease in fires and fire fatalities (Source: FRNSW FIRU, 2014).

"The campaign's key message – only working smoke alarms help save lives – is a fact, particularly at night when people are sleeping," said Senior Firefighter Melanie Rebane, Community Safety Coordinator for Ageing and Disabilities.

"Despite this, research shows that between 2000 and 2014, 56% of fire fatality incidents had no smoke alarm present with most of these fatalities occurring between 2400 hrs and 0600 hrs in the bedroom or the lounge room. Although 47% of home fires start in the kitchen, only 9% of fire fatalities had the kitchen as the area of origin."

In 2014, FRNSW surveyed 304 homes across eight suburbs specifically selected due to their fire risk profile. Of those

surveyed only 38% had a working smoke alarm correctly installed.

Although the 2015 campaign focus for FRNSW is on engaging with at-risk seniors, blue collar workers and single parent families, statistics show the need for working smoke alarm education applies across the board.

The campaign will be driven through mainstream and social media, while community engagement will focus on the targeted at-risk community groups. Fire stations are encouraged to actively promote photoelectric alarms through the SABRE program, use their local media contacts and maximise the RSL and Services Clubs Association partnership signed by FRNSW in 2014 (see breakout for details).

Campaign posters and batteries should have reached fire stations via zone offices. If stations have not received campaign material or they require additional batteries, they should contact their zone office or the Community Engagement Unit on (02) 9742 7179. **END**

PUT THE CALL OUT AT YOUR LOCAL RSL

FRNSW research has found older people, blue collar families and single parent families, many of whom frequent RSL and Services Clubs, are at greatest risk from accidental fires in the home. A partnership between FRNSW and the RSL and Services Clubs Association of NSW, established in August 2014, enables firefighters to connect with their local at-risk communities and communicate fire safety messages.

During the 'Change Your Clock, Change Your Smoke Alarm Battery' campaign, fire stations can visit their local club to:

- provide short fire safety talks (e.g. at bingo sessions or sub-branch meetings)
- hand out flyers and batteries
- set up a table and answer questions
- register SABRE visits.

Visit Toolkits → Community Safety → Smoke Alarm Campaign or NSW RSL and Services Clubs Partnership to access resources, checklists and an activity schedule.

“OUR MONEY IS SO WELL SPENT”



In November 2014, Bev Creagh PSM, Metro North Area Admin Officer, spent an “amazing” week volunteering at the annual Kids Foundation burns camp in Victoria.

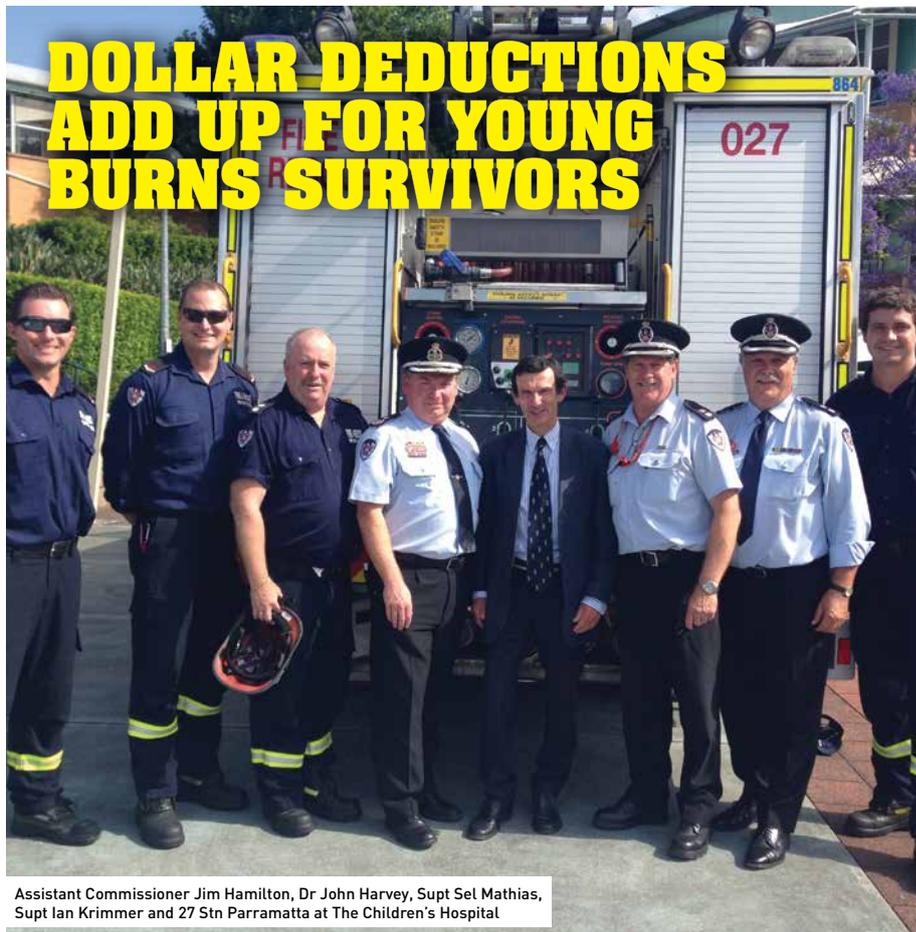
As a beneficiary of the annual Newcastle Firefighters’ Ball, Kids Foundation has received almost \$50,000 in donations from FRNSW over the past 12 years. The donations help fund the hugely important work of the Kids Foundation – a not-for-profit charity dedicated to childhood injury prevention and injury recovery.

The camp, which was attended by around 100 young burns survivors and their families, included fishing, surfing and shopping trips, all of which aim to promote a sense of belonging and nurture hope in the face of life-changing injuries.

Bev Creagh was invited to volunteer as a result of the ongoing contribution made by FRNSW, particularly in the Metro North area. “The personal stories I heard were incredible,” said Ms Creagh. “But the camp provides remarkable support and it was great to be involved. It’s such an amazing thing to do.”

The work of the Kids Foundation is also close to the heart of retired FRNSW Superintendent Keith King AFSM. After volunteering many times at the Foundation’s burns camp in Victoria, five years ago Supt King set up the Central Coast and Hunter Burns Survivor Support Group to provide local advice and social networks for burns survivors.

For more information, visit kidsfoundation.org.au and www.cchbss.com. ■■■ END



Assistant Commissioner Jim Hamilton, Dr John Harvey, Supt Sel Mathias, Supt Ian Krimmer and 27 Stn Parramatta at The Children’s Hospital

Firefighters all too often see the devastating damage that fire can inflict on the human body, and particularly its heartbreaking effect on children. Young fire victims face an uncertain future dealing with disfigurement and pain management.

The Burns Unit at the Children’s Hospital at Westmead is dedicated to providing the best possible care for children with burns, and is the only referral centre in NSW for major paediatric burns. This means that any child in NSW who suffers extensive burns, regardless of where they live, will be transported to The Children’s Hospital in Westmead for treatment.

The specialised centre has a long term relationship with FRNSW with staff having raised more than \$2.5 million for the unit over the last 30 years. Much of the money is raised through a voluntary \$1 a week payroll deduction – with donations in 2014 alone adding up to \$80,000. This was presented to the Burns Unit at a special presentation on 19 November 2014.

In addition, firefighters organise many other fundraising activities including an annual ‘400 in 4’ bike ride from Wagga to Westmead (look out for details in the next issue).

“It’s a great association that goes hand in hand with us.” said Superintendent Ian Krimmer AFSM, who set up the Burns Fund in 1985. “There’s no better cause than providing urgently needed assistance to the doctors and nurses who work so hard dealing with the tragic consequences of fire.”

Westmead Corporate Partnerships Manager, Phoebe Cunningham, described FRNSW donations as critical to the running of the Burns Unit. FRNSW’s annual payroll deduction donation pays the salary of a social worker and additional funds help provide critical treatment equipment. Most recently, the support of firefighters has allowed the hospital to buy a cutting-edge burns laser to treat scar tissue.

By donating to the Burns Fund, FRNSW firefighters and other staff support an organisation that provides a critical life-saving function to children across NSW. Staff wanting to make a fortnightly payroll deduction to The Burns Unit at Westmead should contact the HR/Payroll Helpdesk on HR.Payroll@fire.nsw.gov.au. ■■■ END

The ANZAC spirit was forged on the shores of Gallipoli in Turkey, on 25 April 1915.

Hundreds of thousands of Australians enlisted to serve their country during World War 1. They joined the newly-created Australian and New Zealand Army Corps (ANZAC) which was part of the Mediterranean Expeditionary Force that formed in Egypt in 1915 and operated during the battle of Gallipoli.

The ANZAC spirit epitomises values that Australians holds dear – courage, bravery, sacrifice, mateship, loyalty, selflessness and resilience. This spirit has given Australians an ideal to strive for and a history to be proud of, even though it was born out of the horror of wars, and great suffering and loss.

For Australia, the First World War remains the most costly conflict in terms of deaths and casualties. From a population of less than five million, more than 400,000 men enlisted; around 60,000 of these were killed and 156,000 were wounded, gassed, or taken prisoner.

“FRNSW will never forget those who served and protected their country in times of war, with many paying the ultimate sacrifice fighting for freedom.”

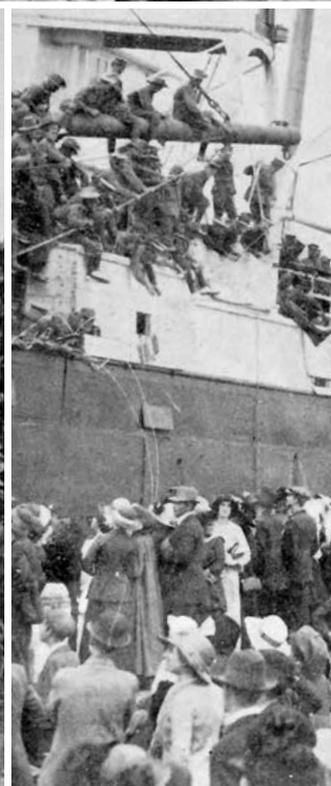
NSW volunteers



LEST WE FORGET – COMMEMORATING THE ANZAC SPIRIT



Australian artillerymen





NSWFB personnel serving in the defence forces

A total of 319 NSW Fire Brigades personnel fought in World War I. Of these, 30 were killed; one was awarded the Military Cross; two were awarded the Distinguished Service Order; and four were awarded the Distinguished Conduct Medal.

The Brigades Medical Officer, Dr Reuter Roth CMG DSO VD was appointed a Companion of the Order of St Michael and St George in recognition of his contribution to the establishment of the 1st Australian Field Ambulance. Edward Griffiths, who later rose to the position of Chief Officer of the NSW Fire Brigades, enlisted with the Australian Imperial Force and participated in the landing at Gallipoli as a member of the 1st Battalion.

An Honour Roll inscribed with the names of Brigades personnel who fought in World War I is situated in the fire engine bays of the 1887 section of City of Sydney Fire Station.

Upholding the ANZAC tradition

The participation of the Australian and New Zealand Army Corps in the battle for Gallipoli in World War I gives ANZAC Day a deep and lasting significance for both countries and strengthens cross-Tasman bonds.

To uphold the ANZAC spirit, FRNSW personnel have participated in the Sydney ANZAC Day March since the early 1920s. FRNSW is the only non-military group currently sanctioned by the RSL to march as a contingent on ANZAC Day. FRNSW Ex-Services has also been recognised as a Sub-Branch of the RSL since 1928.

In addition, FRNSW holds an ANZAC Day Remembrance Service prior to the start of the Sydney ANZAC Day March, a custom which has been a longstanding tradition.

Commemorating the ANZAC centenary

ANZAC Day 2015 will mark the centenary of ANZAC participation in the Gallipoli campaign in World War I. FRNSW looks forward to commemorating what is arguably one of the most significant and defining events in our nation's history.

Superintendent Peter Stathis AFSM, Zone Commander Metropolitan East, is coordinating FRNSW's ANZAC Day activities and has a thorough knowledge of its history. Supt Stathis commented, "As an organisation committed to serving and protecting, FRNSW will never forget those who served and protected their country in times of war, with many paying the ultimate sacrifice fighting for freedom."

FRNSW commemorative activities will focus on education and awareness. These activities will highlight to the community, and to the current and next generation of firefighters, the sacrifice and contribution made to the spirit of ANZAC by their forebears.

A special Centenary ANZAC Day Service will be held as part of FRNSW's traditional ANZAC Day Remembrance Service at City of Sydney Fire Station and will include firefighters from the New Zealand Fire Service. Following the service, FRNSW will participate in the Centenary ANZAC Day March. FRNSW will also make the FRNSW Band available to community organisations such as the RSL to assist with commemorative concerts and other activities.

A special video is being produced to mark the ANZAC centenary. The video will incorporate interviews by key personnel:

- John Hoban, who served for 20 years in the Australian Army, and Bob Dobson AFSM, AM

(ex Assistant Commissioner), also an ex-serviceman who has led the ANZAC Day March for FRNSW, will talk about the transition from firefighter to soldier during the Great War and discuss similarities between the two professions

- Station Officer Ian Grimwood, who has extensively researched participation of NSWFB personnel in World War 1, will give a historian's perspective
- Warwick Cary, owner of The Medal Shop, will discuss awards and decorations.

Superintendent Chris Jurgeit AFSM, who coordinated production of the video, said: "The full video will be available to be viewed online on a dedicated website. We will be encouraging interested readers to post snippets of information to help create a bigger picture of FRNSW's involvement in World War 1. The website will also expand in the future to capture firefighters who were involved in subsequent conflicts."

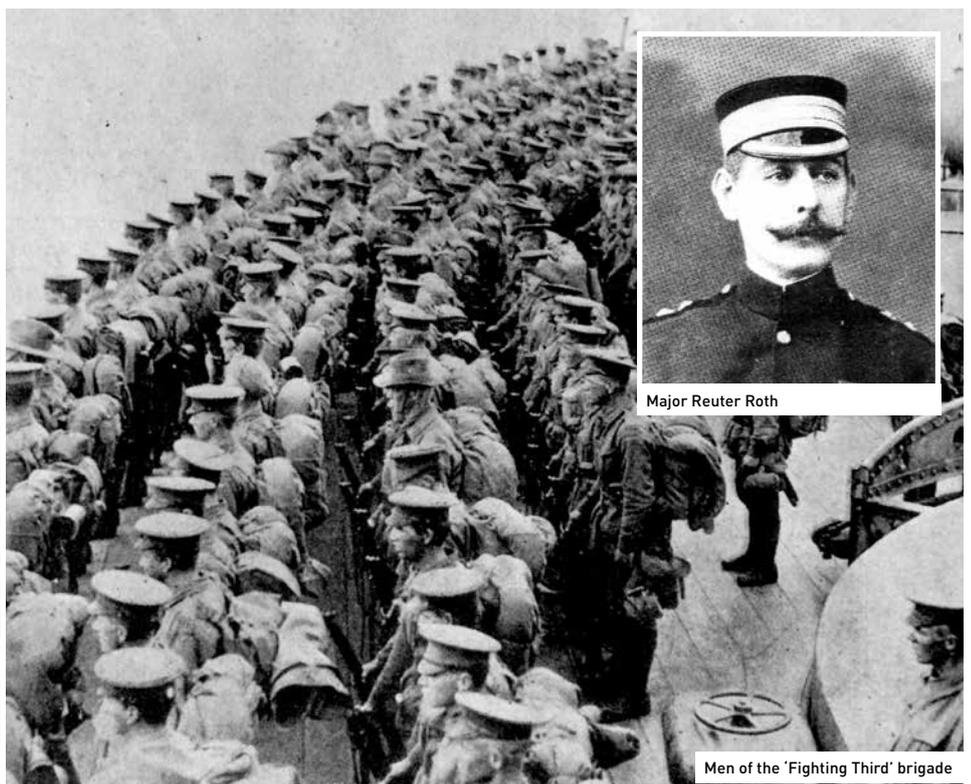
The overwhelming response by firefighters who expressed their interest in being extras for the video is greatly appreciated. A short clip of key highlights of the finished video is planned to be screened at the Centenary ANZAC Day Service at City of Sydney Fire Station.

A second ANZAC video, *A story in every step*, was previously produced and published online. It features nine former and serving FRNSW staff telling powerful stories detailing their experience as serving personnel in the armed forces. The video can be viewed on the intranet (search for ANZAC 2013).

Let's not forget. **END**



Bound for the Front



Major Reuter Roth

Men of the 'Fighting Third' brigade

FRNSW ON THE BALL TO HELP THE NEEDY



The Big Issue Street Football Festival is Australia's biggest community sporting event. It is held annually in Sydney, bringing together football players and the broader football community to raise awareness about homelessness and disadvantage and foster social inclusion.

The festival is run by The Big Issue Australia, an organisation providing opportunities for homeless and marginalised people to positively change their lives. This is achieved by using various mechanisms to connect people with the wider community, such as the Street Magazine Enterprise, the Community Street Soccer Program, the Women's Subscription Enterprise and The Big Issue Classroom.

The people who participate in these programs are impacted negatively by a range of conditions including mental illness, homelessness, long-term unemployment, intellectual and physical disability, drug and alcohol dependency, family breakdown and social isolation.

In January 2015, FRNSW again entered a team in the Street Football Festival's Corporate Cup to show support for the homeless and marginalised. The RMS team triumphed again this year, with FRNSW finishing a credible 3rd in the competition.

Staff wanting to join the FRNSW Soccer Club should contact SO Scott Jarvis at City of Sydney A Platoon. ■■■ END



'MAKING WAVES' TO REPRESENT AUSTRALIA

In April 2014 I decided to compete in the NSW Open State Surfing Titles which were held at my local break on the Central Coast. Until this event I had not competed for two years and it gave me a fresh goal to work towards with my training and surfing.

Story by Firefighter Jess Grimwood

After finishing 3rd in the final of the event, I got a spot to compete at Coffs Harbour in the Australian Open Surfing Titles. I had three months lead-up training to the event and after surfing through five rounds, I took out the title and became Australian Champion for 2014. This result qualified me to compete as one of the two representatives of Australian Female Surfing at the World Surfing Titles in Peru.

I then went on a three to four month training program working with Team Australia and the High Performance Training Centre in Queensland. After doing a lot of fundraising and training and with the help of my major sponsor (Voltaic Energy), I bought a ticket and accommodation and travelled with my family over to Punta Hermosa in Peru.

It was the 50th International Surfing Association World Titles so the event was an important and well-televised competition, which added to my nerves when competing. Spending a week before the competition surfing waves in the area, I was so surprised that they have such consistent swell and amazing waves almost every day in these surf towns just south of Lima, Peru. The culture there was also amazing and my family and I really enjoyed getting to know the locals and the local food.

By the day before the event, hundreds of surfers and teams from around the world including Dubai, Colombia and Africa had turned up to compete. We were blessed with clean powerful swell 1.2-1.8 metres high and some days around 2.5 metres high on a right hand reef point. Team Australia kicked off our heats and all six of us (two girls and four guys) progressed through the first round. In the second round I felt the nerves and placed 3rd which put me back into a requalifying round where you have to surf double the amount of heats to make your way through to the final. My family and Team Australia helped me to get back into focus and feel confident and go on to win six out of the next seven heats. I found myself sitting in the final with fellow Aussie teammate Philippa Anderson and two other South American competitors.

By the 7th day of competition I was physically exhausted and during the final only managed two average scores of 6.3 and a 5.8. I was very relieved when the hooter sounded and we finally finished our marathon event. I placed 4th overall with the other Aussie placing third and Team Australia coming second overall. I was proud to accept my medals on the international stage and am very motivated to return this year to try and take out the World Title Gold. ■■■ END



Santa, aka RFF Nick Carey, with Retained Firefighters Bill Rowles and Grant Morgan (image credit Maitland Mercury)

 **VIEW VIDEO AT**
fire.nsw.gov.au/frnews

OR

 **SCAN CODE TO WATCH NOW**



Saved in the St Nick of time

At around 1430 hours on Saturday 20 December, 455 Telarah was conducting its annual Santa Lolly Run. The retained firefighters, including Firefighter Nick Carey dressed as Santa Claus, were driving along Marlborough Street in Rutherford when they noticed smoke issuing from a single story brick-and-tile home. After sending a White message for assistance, the crew quickly donned SCBA and entered the home with a charged 38mm hose line.

 **DEC**  **14:30**

Inside the house they found a small fire and a man unconscious. They carried the man outside onto the front lawn where Santa, assisted by the rest of the crew, administered oxygen therapy until paramedics and additional fire crews (374 Maitland and 373 East Maitland) arrived about ten minutes later. The fire was quickly extinguished

and the man was taken to hospital where he recovered from his ordeal.

Rutherford resident Michael Johnson captured footage of the rescue on his mobile. "Without a doubt these guys saved this kid," Mr Johnson said. "I want people to know what an incredible job they did and how lucky this person was that they happened to

be there." Other residents described it as a true Christmas miracle, with Santa giving the Rutherford man the best present of all – saving his life! The incident not only attracted national media attention in Australia but was also publicised overseas on TV chat show coverage in America. **END**

OUR HISTORY: WHY OBJECTS BELONG IN THEIR PLACE

BATHURST FIRE BELL

The Bathurst bell is a particularly good example of why movable heritage should be retained in its historical context.

Number 470 Fire Bell is a State heritage-listed item located in Bathurst. It was manufactured in 1855 by bellfounder John Wilson at the Gorbals Brass and Bell Foundry in Glasgow.

On 18 June 1857, *The Sydney Morning Herald* reported that Thomas Bown had shipped the bell to Australia to address the problematic fire alarm system facing the Insurance Companies Fire Brigade. However, as modern telecommunication systems developed in Sydney, the large bell became redundant and was sold to the Bathurst Fire Brigade Board in 1887.

The bell was housed in the original William Street Fire Station until its demolition in 1963. Although this item is historically linked to the Sydney Fire Brigades, the long association with Bathurst fire protection enhances its heritage significance in this location.

For more information about the Bathurst bell, visit www.environment.nsw.gov.au/heritageapp.



Volunteer Fire Brigade at the original Bathurst Fire Station c. 1910 (image courtesy of Bathurst Historical Society)

HONOUR ROLL

The World War One honour roll – located in the City of Sydney Fire Station – is a large construction consisting of six cast copper panels, framed in Queensland maple. Despite the Rising Sun badge being donated by Messrs T Green & Co., the memorial still cost the Board of Fire Commissioners £194 in 1923 (which equates to approximately \$14,350 today).

This item has high heritage value for FRNSW. It displays the names of 319 Fire Brigade members who served in World War One; and as a commemorative item, its location within headquarters enhances its heritage value.

For more information about the honour roll, visit www.warmemorialsregister.nsw.gov.au.



City of Sydney WW1 Honour Roll

In 2015, the Moveable Heritage Project will be relaunched. This project aims to identify, conserve and manage cultural heritage items in their historical context. It is particularly important as moveable heritage items are extremely vulnerable to loss and damage, often before any heritage significance can be identified and appreciated.

Story and images courtesy of the Museum of Fire research team

Under the *Heritage Act, 1977*, NSW Government agencies have a responsibility to document items of heritage significance on an inventory register. To establish this register within FRNSW, the Moveable Heritage Project Team will soon send toolkits to FRNSW staff to assist them in identifying and collating potential heritage items. Once the register is finalised, the project team will conduct comprehensive heritage assessments for high value items, in conjunction with subject matter experts from the Museum of Fire.

If you are not sure if an item is important, talk to the project team. They will be able to conduct research to determine if the item has heritage significance.

Project Manager, A/Superintendent Joshua Turner, has asked Station Commanders to remember that identifying moveable heritage does not mean that items will be removed from fire stations. "In fact, the project team want to ensure that significant heritage items remain safely in place for years to come," he said.

Moveable heritage items often play a vital role in determining the significance of a heritage place. Therefore, keeping heritage assets in their historical place is the most valuable way of retaining heritage significance. **END**

Identifying moveable heritage items does not mean they will be removed from fire stations

WHAT IS MOVEABLE HERITAGE?

Moveable heritage includes:

- equipment
- vehicles
- photographs
- competition awards
- uniforms
- medals
- trophies
- badges
- heraldry
- commemorative items
- furniture
- promotional materials
- artworks
- books.

For more information on how to identify heritage items, go to intranet/toolkit/organisation-wide/property/movable-heritage or contact the Moveable Heritage Project Team at heritage@fire.nsw.gov.au



VIEW VIDEO AT
fire.nsw.gov.au/frnews

OR



SCAN CODE TO
WATCH NOW





Captain Andre Van Hoeck



SF Mark White



SO Clayton Allison



SO Phillip Etienne



FRNSW Finance Team



Inspector Luke Unsworth, Snr Project Officer Safety Natalie Mitchell and Superintendent Wayne Phillips

AUSTRALIA DAY HONOURS

Four FRNSW staff were recognised in the 2015 Australia Day Honours. Station Officer Phillip Etienne, Station Officer Clayton Allison and Bellingen Captain Andre Van Hoeck were each awarded **Australian Fire Service Medals (AFSMs)** and Senior Firefighter Mark White AFSM received the **Order of Australia Medal (OAM)**. The AFSM is one of the highest honours an Australian firefighter can receive and the OAM recognises outstanding contributions to the community. All four medal recipients have demonstrated exceptional levels of service and commitment over many years.

Station Officer Etienne is a member of FRNSW's Fire Investigation and Research Unit where he has helped develop the Canine Accelerant Detection Unit. He is recognised as a world leader in the training and use of accelerant detection sniffer dogs. He is regularly called upon to lecture other fire and law enforcement agencies and tertiary institutions, both in Australia and overseas on the training and use of detection sniffer dogs to assist fire services in determining the cause and origin of fires involving accelerants.

Station Officer Allison has been directly responsible for influencing major improvements to rescue service delivery throughout NSW. He is widely respected both within Australia and internationally for establishing FRNSW as a world leader in rescue techniques. He has mentored and trained numerous FRNSW rescue teams from various locations across the State in road accident and industrial rescue. He is also a member of the UN-accredited Urban Search and Rescue Task Force and was part of the Australian response to the 2011 Japanese tsunami.

Captain Van Hoeck has worked tirelessly within the community of Bellingen to reduce the number and

severity of emergency incidents. He has forged strong ties between FRNSW and business owners, local government, schools and many community groups and is highly regarded as a role model, community leader and outstanding citizen. He is recognised for his many initiatives, particularly during major flood events, to ensure that the Bellingen Fire Brigade maintained a high level of service delivery to its local community.

The AFSM is one of the highest honours an Australian firefighter can receive and the OAM recognises outstanding contributions to the community

Senior Firefighter Mark White AFSM received an **Order of Australia** medal for his service to the community of Penrith through the Museum of Fire. The museum is recognised as the foremost Australian museum dedicated to understanding the experience of fire, and is a nationally recognised education centre delivering quality fire education programs to children and families.

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OTHER AWARDS TO FRNSW STAFF

The Thomson Reuters Tax and Accounting Excellence Awards 2014 recognise excellence across organisations and individuals in the expertise of tax and accounting across Australia. At an industry awards ceremony on 20 November 2014, FRNSW finance staff were presented with the **Finance Team of the Year Award** and FRNSW Director Finance Adam Summons was presented with the **CFO of the Year 2014** award after being a finalist in the 2013 awards.

On 12 November, FRNSW's Safety Strategy 2013-17 was awarded winner of the **2014 Treasury Managed Fund Awards for Excellence in the Work Health and Safety Framework and Systems** category. The annual awards program (facilitated by Suncorp Risk Services on behalf of the NSW Self Insurance Corporation) aims to identify, recognise and celebrate leading risk management practice within NSW public sector agencies. While FRNSW's Strategy is only in its second year, this recognition is well deserved in highlighting the efforts being made in health and safety across the organisation.

Inspector Luke Unsworth was also recognised as a **finalist in the individual leadership category**. Inspector Unsworth led a risk management approach to addressing PPC issues recognised during the early phases of implementing a new structural firefighting uniform during late 2012 and 2013. He was instrumental in conducting the preliminary investigations, reporting upon the identified deficiencies and assisting an expert panel to achieve effective timely resolution. **END**




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Huge smoke plume, exploding oil drums, bush alight...

At 1250 hours on Saturday 17 January, FRNSW received the first of multiple 000 calls reporting a factory fire in Severn Street at St Marys. 98 Cranebrook sent a Red message en route advising that large volumes of smoke were visible and requested a 2nd Alarm response, this was soon increased to a 4th Alarm.

 **JAN**  **12:50**

First arriving crews were confronted with a 30 x 40 metre tin structure used as an oil recycling plant well alight. Burning cooking oil was flowing out of the building towards nearby exposures. An internal attack was out of the question and defensive strategies were immediately deployed.

The 000 calls continued to flood in as a huge plume of black smoke spread up to a kilometre in height above the fireground. Exploding oil drums continued to threaten surrounding properties with many drums landing on roofs of other buildings more than 100 metres from the factory. The structure was also surrounded by numerous gum trees which quickly ignited and created a severe ember attack on properties and grassed areas around the fireground. Duty Commander West Glen Launt increased the response to an 8th Alarm, and finally a 12th Alarm after

learning that surrounding factories contained large storage areas of sulphuric acid, methanol and asbestos construction materials.

Aerial appliances were deployed around the site as ground crews entered the surrounding exposures to provide water streams to protect from radiant heat and extinguish the many spot fires. Hazmat crews were deployed to monitor the surrounding atmosphere and dam the water run-off into the local waterways. Fortunately the incident was within an industrial complex and the smoke plume extended horizontally upwards high into the atmosphere where it dissipated without causing any major impacts into populated areas. Workers in the area were evacuated and everyone was accounted for.

The weather on the day was extremely hot, making firefighting operations all the more difficult.

Multiple retained and permanent fire crews attended the fireground and worked together to rapidly bring the incident under control.

Relay pumping from surrounding areas was successful in providing enough water to allow the fire to be brought under control within several hours, however operations continued throughout the night to contain numerous flare-ups. A 3rd Alarm was maintained overnight and EPA waste trucks were deployed to pump out large amounts of contaminated waste water from the site. On Sunday morning a digger was brought in to open up the building to allow 31 Busby CAFS crew to extinguish further hot spots around the site. The final Stop message was transmitted at 1551 hours on Sunday.

END



PREMIER AND GOVERNOR PRAISE SIEGE RESPONSE

At a special thanksgiving ceremony on Friday 16 January at Government House in Sydney, NSW Premier Mike Baird and NSW Governor David Hurley AC DSC, publicly thanked the police, paramedics and fire crews who served on the frontline during December's Lindt café siege.

A minute's silence was held to remember the two hostages killed in the Martin Place siege, as well as the survivors.

Premier Baird praised the way emergency workers put their lives on the line and said their actions during the siege reminded the public of the good work of the emergency services.

"So whilst we saw in those hours the worst of humanity, I strongly believe that what followed was the best of humanity," he said. "We saw that in all of your incredible actions. What we saw in those events was a reminder of how lucky we are as a State to have people like you that come to our aid and need at the darkest hours."

Governor Hurley said emergency personnel had trained long and hard for an event like the café siege in the hope that it would never happen. "What we saw a month ago was a big machine come together very quickly and I think you should be very proud of yourself." **END**

A GRATEFUL PUBLIC SAYS THANKS

Lauren Naughton

I just wanted to say a BIG thank you to Castle Hill D Platoon who rescued our cat Tillie on Wednesday night. They were so caring towards Tillie and determined to get him out, even though it seemed impossible. We are so lucky to have these people in our community! Thanks again ... BTW, Tillie is doing great and back to his old self!

Peta Bougas

I would like to thank Station Officer Duncan and his crew from Redfern for allowing my 2 year old son Costa take a look inside engine #10 and showing him how to use the fire hose on Monday. You and your team made Costa's day.

Erika Stanek

Thank you, thank you, thank you for the best ever backburn in Lindfield today. So well organised and supervised. You guys have done an amazing job and now 100s of families will be safe this summer. AWESOME!

Samantha Wooldridge

You can judge a person's character by how they treat small beings, and the guys at Darlinghurst fire station are legends! A young possum had suffered the heat of the day stuck up a tree, its tail in a knot, being attacked by crows, scratching bark off trying to free itself. As soon as I called, they came to save the little guy :) without them he would not be in a good way, so thankful!

Jennifer Greenaway

A massive thank you to the guys at Newtown who came to our rescue when a portable gas burner caught on fire today. You guys rock!!! Can't thank you enough

Linda Leiva

Thanks so much to the Lakemba firefighters who after a very busy morning had stopped to get some lunch & still found the time and energy to talk to my daughters and show them the pumper.

Robyn Weinberg

Just to let you know that Bondi Fire Station was wonderful in capturing and releasing a possum which had somehow got into our walk in wardrobe. This was just now at 1am Sunday 30 November. Your guys were absolutely fantastic and came straight away. We had called police, Wires, Sydney Wildlife Rescue, the emergency vet at Rose Bay, none of whom could help. I suddenly thought of the Fire Brigade and wasn't let down. Thank you so much you have really wonderful people working for you.

Vince Firriolo

My family's first contact with NSW Fire & Rescue started the morning of September 11th 2014, when our family home was engulfed in fire which consequently destroyed the entire home and all its contents.

The smoke alarms in our home were activated that morning when a fire started in our main bedroom at the front of the home. When my wife realised that the house was on fire, she alerted our children and myself to what was happening. We evacuated the house and ran to safety across the road to witness our home come to a brutal fiery end.

Once NSW Fire & Rescue came into the street, things instantly changed from what seemed chaos, to an organised well-oiled machine. The supervising officer took charge and fire personnel knew what to do and how to do it. The services to the home were cut off and a perimeter was established around the home. Police and ambulance were also in attendance and although we were about to lose everything in our lives, NSW Fire & Rescue did their best to salvage what they could.

The fire was finally contained and the charred remains of our home were revealed.

One particular officer was a huge help and a godsend to our lives. He kept in touch with us during the process that day and helped us try to find personal possessions in the charred wasteland that remained. When it was all over, this officer contacted us to follow-up and see how my family was doing and to offer any help he could to ease the burden we were all going through.

Many thanks to Kernin Lambert and his team for the help on the day of the fire, and the ongoing support from Kernin for what he has done for us.

You guys are legends!

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FAREWELL AND THANKS TO THOSE RETIRING

Name	Fire station/business unit	Date retired
RetF J Goodwin	Tenterfield	26-Sep-14
SO M McNamara	Schofields	28-Sep-14
SO S Woodger	Mayfield West	29-Sep-14
SF J Doran	Dee Why	03-Oct-14
SF W Kovalik	Narellan	09-Oct-14
QF M Guider	Ashfield	10-Oct-14
SF P Kocyan	Dapto	15-Oct-14
SO A Leddy	Chester Hill	16-Oct-14
SF J Schubert	Mona Vale	31-Oct-14
SO J Stewart	Wollongong	01-Nov-14
SF D Ryan	Silverwater	05-Nov-14
Capt D Smyth	Young	07-Nov-14
SF D Robinson	East Maitland	07-Nov-14
Supt R Alexander AFSM	State Training College	10-Nov-14
RetF J Bryans	Moree	14-Nov-14
SO J Strudwick	Busby	14-Nov-14
SF T Rugless	Botany	14-Nov-14
SO J Boland	State Training College	28-Nov-14
Chief Supt G Picken	Operational Logistics	28-Nov-14
SF M McCall	Horningsea Park	28-Nov-14
DCapt D Harpley	Temora	28-Nov-14
RetF K Russell	Leeton	30-Nov-14
DCapt G Brown	Wallerawang	03-Dec-14
SF R Ambrose	City of Sydney	05-Dec-14
SF B Dixon	Dubbo	10-Dec-14
RetF B Pascoe	Broken Hill	12-Dec-14
SO F Rodighiero	Smithfield	15-Dec-14
SF S Michaels	Hamlyn Terrace	19-Dec-14
SF W Maclean	State Training College	22-Dec-14
SO W King AFSM	Mosman	26-Dec-14
RetF J Hor	Cardiff	19-Jan-15

VALE: WITH GRATITUDE FOR SERVICE TO THE PEOPLE OF NSW

Name	Date deceased
Supt Hubert (Paddy) Oliver	Oct-14
Russell Blanch	10-Oct-14
Capt Brian Favelle AFSM	Oct-14
QF Wayne Wilson	18-Oct-14
RetF Brian Alford	20-Oct-14
SO Alf Wright	27-Oct-14
Trevor Nott	Nov-14
RetF Brian Whatman	8 Nov-14
Capt Edward Sayers	9-Nov-14
SF Andrew Tarlington	12-Nov-14
SO Barry McGuiggan	19 Nov-14
SO Ron Connell	24-Nov-14
Insp Lindsay Billingham	24-Nov-14
SO Colin Scott	24-Nov-14
RetF Garry Lyons	17-Dec-14
RetF Clifford Tygh	19-Dec-14
DCapt Barry Harding	7-Jan-15
SF Shaun Scanlon	6-Jan-15
RetF Thomas (Tony) Fitzpatrick	15-Jan-15
Frederick Frost	16-Jan-15
SO Kevin McBrien	25-Jan-15



100,000

VISITORS A YEAR



180

STATIONS PARTICIPATING IN 2004



333

STATIONS PARTICIPATING IN 2014



49

CARS CUT UP IN RESCUE DEMOS IN 2014

**OPEN DAY
2015**

SATURDAY 30 MAY



25

KITCHEN FAT FIRE SIMULATIONS IN 2014



79%

VISITORS WHO ATTENDED IN 2014 TO MEET THE LOCAL CREW & SHOW CHILDREN A FIRE STATION



200,000

AUDIENCE REACH VIA SOCIAL MEDIA IN 2014



Visit Toolkits → Operational → Community Safety → Open Day for all the resources you need to get your station ready for Open Day 2015. See page 29 for more details.

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