

A Message from the Commissioner

September 18 will mark a new chapter in the history of the fire and emergency services sector with the launch of the Statement of Strategic Direction.

The Statement is a shared vision charting the way forward for the sector over the next six years and is the culmination of several months of planning and consultation by the SAFECOM Board.

The key focus of the document for the eight members of the Board, which includes the heads of each of the emergency service organisations, is that the sector is united in leading and strengthening communities to protect the things that they value.

As members of the Board, one of the key questions we ask ourselves, when faced with important decisions, is whether the program or activity will enhance community safety. A safer community, after all, is the primary responsibility of all the people within the fire and emergency services sector.

In giving this common goal a real focus, the Statement sets out six priorities:

- community engagement
- community resilience
- building partnerships
- being accountable
- seamless integration
- communication.

Each of these priorities will be profiled in future editions of COMMENT.

These six priorities will guide and shape the activities of each of the agencies that comprise the sector – the MFS, CFS, SES and SAFECOM - from the highest level strategic plans right down to individual work plans.

And everyone in the sector has a role to play in embracing the values and priorities set out in the document and contributing to their achievement as they go about their activities every day.

The spirit of the Statement of Strategic Direction can already be seen in a number of our current projects such as the coordination of training and development across the sector, the remote indigenous communities' implementation project, the website improvement program and the sector's adoption of risk and resource modelling.

The launch of the Statement of Strategic Direction on September 18 will not only provide a clear direction for those of us in the sector, but it will also provide a strong statement to other agencies, stakeholders and the community that the fire and emergency services sector, lead by members of its Board, has articulated and agreed on a consolidated set of priorities and are moving forward together to achieve their goals.

This document not only sets out key priority areas, but also has a future vision on how they will be implemented into the operational and administrative functions of the sector. The strategic key performance indicators that will be developed will, in time, form a road map for achievement.

For more information on the Statement of Strategic Direction see the article on page three.

Stay safe,



David Place
Commissioner of Fire and Emergencies



A rescue of a different kind.
See article on page six.

Volunteer & Employer Recognition Barbecue at Clare.
See article on page two.



SAFECOM Board Update

The August meeting saw another of the Board's regular visits to the regional areas, this time to Clare.

The two-day visit started on Thursday 28 August 2008 with:

- The SAFECOM Board meeting in the afternoon.
- Plus a Volunteer & Employer Recognition Barbecue in the evening held at the Clare CFS/SES unit. It was attended by the Board along with approximately 80 volunteers and their employers, with Tony Piccolo MP, Member for Light representing the Hon Michael Wright MP, Minister for Emergency Services (see photograph on page one).

The following day:

- The Board presented to local stakeholders on issues and projects in the Clare region. The event was held at Taylors Wines which employs and supports over 20 emergency service volunteers.
- The Board also met with volunteers at the Burra CFS station.

The visit to the Clare region was a tremendous success and reinforced the need for the Board to be 'in touch' with the community and our people.

The following are some of the items discussed during the Board meeting:

1. STRATEGIC DIRECTIONS

The Board received an updated copy of the Statement of Strategic Direction which is to be launched by the Minister and SAFECOM Board on 18 September 2008.

2. VOLUNTEER MANAGEMENT BRANCH (VMB) REVIEW

The Board endorsed the VMB Review Report without objection but sought to have an update and review on progress in 12 months.

3. FINANCE

The 2007/08 Draft Annual Financial Statements, Auditor-General Report and update on the Fringe Benefit Tax Review were tabled for noting by the Board.

4. OHS ENHANCEMENT PROJECT

A progress report was tabled on the OHS Enhancement Project and the Board:

- Approved the changes to include 'OHSW&IM' into the titles of Policies 1, 2 and 5.
- Approved the elevation of Policies 1, 2, 4 and 5 into the Sector-wide Strategic and Policy Framework.
- Noted that the Board may be required to provide direction on issues identified on the issues register as deemed necessary.

AFAC and Bushfire CRC

Firefighters, researchers, scientists and fire prevention managers from around the world converged on Adelaide from 1-3 September 2008 for two major events; the Bushfire Cooperative Research Centre's (CRC) International Bushfire Research Conference and the 15th Annual Australasian Fire and Emergency Service Authorities Council (AFAC) Conference.

The combined conferences featured over 90 presentations which gave a snapshot of issues faced by the industry worldwide.

More than 1,000 delegates took part in the major event which spanned three days with topics ranging from aerial fire fighting, community awareness and warnings, a European perspective of mass media in the context of bushfires, and the management of prescribed burnings.

AFAC President and CFS Chief Officer, Euan Ferguson said the conference was stimulating, thought-provoking, informative and entertaining.

"This year, the inclusion of the Bushfire CRC's International Bushfire Research Conference made it a truly international event with a world-class program of speakers, workshops and field trips for the benefit of the entire community," he said.

Bushfire CRC Chairman, Len Foster, agreed that the event offered a great opportunity for representatives in the fire industry to exchange information about their respective practices.

"They saw how leading researchers from around the world work with industry partners on issues that have been identified as critical to their business," Len said.

Among the delegates were 35 participants from Pacific Island countries including Tonga, Samoa, Fiji, American Samoa, Vanuatu, Nauru, Cook Islands, and Papua New Guinea. They were involved in a week-long program including the annual general meeting of the Pacific Islands Fire Services Association (PIFSA).

The Chief Fire Officer of the Papua New Guinea Fire Service and PIFSA President Isaac Silas has been instrumental in the establishment of PIFSA with the support of the MFS Chief Officer, Grant Lupton and AFAC.

"The partnership and support from other agencies including the Pacific Islands Applied Geoscience Commission (SOPAC) has also provided PIFSA with a platform to develop its fire fighting capabilities," Grant said.



CFS Chief Officer, Euan Ferguson speaks at the AFAC Conference in Adelaide.

Strategic Direction

working together to build safer
communities



September 18 will herald a significant milestone for the emergency services sector with the release of the sector's Statement of Strategic Direction for 2008-2014.

The Strategic Direction is a shared vision agreed to by the Chief Officers of each agency, representatives of the volunteer associations and government and business leaders, all of whom make up the SAFECOM Board, and charts the way forward for the sector over the next six years.

The Strategic Direction represents a consolidated set of priorities for the emergency services sector, and provides a clear consensus on the direction for the sector in working together to build safer communities.

"The success of the Statement of Strategic Direction will depend on the extent to which its role and significance is understood, accepted, embraced and ingrained in all that the sector does – not just by the Board, but by all levels of management, staff and volunteers," said David Place, Presiding Member of the SAFECOM Board.

"Everyone in the sector will need to have an understanding of the six priorities, and it is really important that these priorities influence our activities every day. We have to live these priorities on a day to day basis. Through this, our actions will become more aligned as we all move toward a common vision," said Euan Ferguson, CFS Chief Officer and Board member.

The six priorities are:

- **community engagement**
- **community resilience**
- **building partnerships**
- **being accountable**
- **seamless integration**
- **communication.**

All eight members of the Board will sign the Statement of Strategic Direction, not only to acknowledge their role in creating the document, but more importantly as a testament of their commitment to the intent of the Strategic Direction and to lead by example in modelling its values.

The Minister for Emergency Services will also be a signatory to the document highlighting the Government's endorsement of the sector's direction.

"The Strategic Direction will be integrated into the business processes of each organisation, and will be used to guide and monitor individual agency strategic plans and unit business plans, and will dovetail into business templates and annual reporting processes," said Grant Lupton, MFS Chief Officer and Board member.

"With frequent use and comprehensive application across the sector and all levels of operation, the Statement of Strategic Direction will become a meaningful, living document," said Stuart Macleod, SES Chief Officer and Board member.

Each of the six priorities of the Strategic Direction will be explored in greater detail in future editions of COMMENT.

PRIORITY AREA	SECTOR ACTIVITIES / PROJECTS
Community Engagement	Volunteer Administrative Workload Reduction Project Volunteer Charter Remote Indigenous Community Education Initiatives
Community Resilience	Appointment of a Community Resilience Director Bushfire Ready Campaign Sector Risk and Resource Program (SARAM)
Building Partnerships	Bushfire Management Review (relationship with local government) Wangary Recommendations (stakeholder relationships) MoUs with ABC, local councils, etc
Seamless Integration	Shared Services Training and Development Coordination Legislative Review
Being Accountable	OHS&W Enhancement Program Budget process Business continuity planning
Communication	Internal and external publications including COMMENT, Volunteer Magazine and the website redevelopment

Volunteer Marine Rescue



In a not so quiet corner of the SES HQ, a lot of very positive developments have been emerging in the emergency services sector at Volunteer Marine Rescue (VMR), through the VMR Manager, Darryl Wright.

Darryl joined the sector after a 25 year career with SA Police, the last 15 years of which were spent at the Water Operations Unit of STAR Group. During his time there he gained a number of formal marine, search and rescue qualifications. For example, Darryl is a qualified Commercial Diver and Diving Supervisor and has used these skills to train volunteers. He has also written and co-ordinated a number of training seminars and exercises around the state. Darryl continues to do this through his role as the Executive Officer of the State Marine Rescue Committee and Chair of the VMR Council of South Australia.

The VMR Manager position is extremely diverse. Darryl is required to act as a channel to Government for the six independently incorporated VMR associations. The manager also has functions within the SES by management of the marine sphere, across SAFECOM through projects and committees, and liaises with non-Government agencies such as Surf Life Saving SA on behalf of SAFECOM and the Minister for Emergency Services.

VMR associations rely heavily on the support of Government, the sector, sponsorship and fundraising to ensure that a reliable and creditable service is available at all times.

Since taking up the position Darryl has found the most satisfying aspects of the job to be the competition between VMR groups, the continuous breakdown of cultural barriers and the support VMR receives within the sector. This support is particularly strong from the SES and its Chief Officer, Stuart Macleod, the Commissioner of Fire and Emergencies, David Place and the Minister for Emergency Services.

"The most rewarding thing for me has been the acceptance and support of VMR from within the sector, which I am very grateful for. While there is a long road ahead, seeing the satisfaction and genuine pleasure in the faces of the volunteers when we are able to announce funding or deliver new equipment is priceless."

Anyone with enquiries about VMR or the role of the VMR Manager should contact Darryl Wright on (08) 8204 1672.



VMR Manager, Darryl Wright

The value of volunteers in State Emergency Services



By: Mark Dawson, Manager, Strategic and Risk Management, SAFECOM.

Around Australia, State Emergency Services (SES) are dedicated to helping communities prepare and respond to unexpected events and play a vital role in emergency management in all states and territories. The Australian Council of State Emergency Services (ACSES) recently funded a study (Handmer and Ganewatta 2007) to estimate the value of SES volunteer time based on data provided by the SES agencies in New South Wales, Victoria, South Australia and Tasmania.

Two approaches were used to estimate the economic value of SES volunteer time: the *global substitution method* where an average wage rate is used to value all activities; and the *task specific substitution method* where each task is valued at its market wage rate. In both approaches operational tasks and time, including emergency response and community activities were valued, as well as time spent on training, travel, administration and other tasks.

The value of volunteer time for community preparedness services, operational response, training and unit management (without stand-by time) from 1994/95 to 2004/05 averaged around \$52m (NSW), \$19m (Victoria) and \$12m (SA) a year.

Stand-by time accounts for about 94% of the total time in NSW and Victoria and about half the total value for NSW and 39% for Victoria. The total time volunteers made available including stand-by time is worth more than \$86m and \$41m a year to NSW and Victoria respectively.

For NSW the annual value of an individual volunteer was estimated as \$15,903. While the indirect or secondary benefits that may arise through volunteerism, as explained through social capital theory, were not valued, the study clearly shows the significant value volunteers provide to their communities.

Handmer, J. and Ganewatta, G. (2007) *The Value of Volunteers in State Emergency Services*, RMIT University/Bushfire CRC, 37 pp.

What motivates volunteers?

By: Adaire Palmer, A/Manager, VMB.

The SAFECOM Volunteer Management Branch (VMB) is assisting the Eastern Suburbs SES Unit to maintain the motivation and enthusiasm of its volunteer members.

Felicity Hopkinson, Andrea Haig and Adaire Palmer from the SAFECOM VMB facilitated two focus groups with unit members to discover their motivations for volunteering, the reasons they keep volunteering, and what would make their experience more enjoyable.

The focus groups were the brainchild of the unit's Deputy Manager, Peter Willmott, who is undertaking studies through Emergency Management Australia.

Peter asked the VMB team to act as an impartial and external body to facilitate the focus groups for his project.

The aim of the project is to discover whether surveys and other research outcomes have a direct application to a local unit regarding recruitment and retention of volunteers in the emergency services sector.

It is good practice in volunteer management to understand the personal motivations of volunteers and ensure that their needs continue to be met. The focus group will help the management team at the Eastern Suburbs Unit to better understand the motivations of their volunteers, why they joined and what keeps them coming back. The challenge for unit leaders is to balance the fulfilment of personal needs (community service, skill development, social interaction) with training to meet the organisation's standards and community safety obligations.

Peter has agreed to share the outcomes of this project, which will enable the VMB to better support recruitment and retention programs in the SES.

YOUTH summit

By: Felicity Hopkinson, VMB

The 2008 Youth Summit left many feeling we have a strong future of volunteering and community spirit in South Australia.

As a perfect lead in to the 2008 AFAC Conference in Adelaide, the CFS gave its younger members a chance to step up and be heard at the first CFS Youth Summit held at Hahndorf over the last weekend in August.



With an ageing volunteer workforce and with management and consultation structures dominated by baby boomers, many volunteer organisations are recognising the need to utilise the passion and insights of their younger volunteers, especially with regards to recruitment and retention of their peers. With this aim in mind, around 40 CFS volunteers aged between 18 and 25 years came together with young representatives from SES and SA Ambulance Service to share ideas and plan for the future.

They were joined by the Minister for Emergency Services, Hon Michael Wright MP, CFS Chief Officer, Euan Ferguson, CFS Deputy Chief Officer, Andrew Lawson, Commissioner of Fire and Emergencies, David Place, as well as members and supporters of the Volunteer Management Branch.

Over the weekend, delegates identified issues and developed recommendations in the areas of recruitment and retention of (especially young) volunteers; CFS innovation and change with regards to equipment and technology; and helping volunteers achieve the elusive work-life-volunteering balance. These recommendations were officially handed to CFS Chief Officer, Euan Ferguson for consideration in future strategic planning.

Delegates also took the first steps in creating a CFS Youth Advisory Council which will continue to identify and inform on the issues most relevant to young CFS volunteers.

This was no kids' convention: several of the young delegates had already been involved in CFS for over a decade, and all were focussed on providing real ideas and solutions for the service they will inherit.

CFS Chief Officer Euan Ferguson said, "The summit was an opportunity for young volunteers to shape the future of the CFS."

Delegate Lisa West described it as, "a great opportunity to express our opinion on topics that affect us and know that we are being listened to."



CFS Chief Officer Euan Ferguson with Youth Summit attendees.

ForestrySA donates to the CFS

By: Pete Shalley, Volunteer Support Officer, SAFECOM.

The close working relationship between ForestrySA and the CFS was recently exemplified when ForestrySA donated a 9,000 litre, six-wheel-drive Mercedes Bulk Water Carrier (BWC) to the organisation.

ForestrySA General Manager of Operations, Mr Islay Robertson handed the keys to Mt Remarkable CFS Group Officer, Geoff Slee, at Wirrabara Forest on Wednesday 20 August 2008.

CFS Region 4 Planning Officer, Bluey Devine said, "The shortage of water combined with an obstructive terrain that's often difficult to navigate, has always been an issue in this region.

"The donation by ForestrySA of this large water capacity six-wheel-drive represents a valuable asset that will bolster our fire fighting capacity.

"The gesture to donate this vehicle rather than sell it also speaks volumes in terms of ForestrySA's community spirit and goodwill," Bluey said.

CFS Deputy Chief Officer, Andrew Lawson and Regional Commander, Mick Obst accepted the water carrier, which will be housed at the Melrose CFS Station.

ForestrySA has bought a new 13,000 litre BWC to replace the donated carrier (see picture above). ForestrySA's larger tanker will be housed at Jamestown and made available to the CFS if there is a significant local incident.



Personnel inspect the 9,000 litre BWC (left) which stands beside ForestrySA's new 13,000 litre BWC (right) at Wirrabara Forest.

Lobethal's History

Lobethal's 80 years of CFS fire fighting will be celebrated on Sunday 14 September 2008. Volunteers past and present will gather at the Lobethal Fire Station for an open day to honour the occasion. Several CFS members will receive certificates for milestones such as 20, 30 and 40 years of service and life membership.



Not just fires...

By: Matt Bonser, Lieutenant, Morphett Vale CFS.

The Country Fire Service is often mistaken for an organisation that responds to only one type of incident: fire.

CFS volunteers, however are regularly called out to help with a variety of situations. A perfect example of this happened at 3.00 am on 28 August 2008.

The Morphett Vale CFS Brigade was called out to a report that a puppy was trapped in a drain at the back of a house.

When the brigade arrived, volunteers found that the puppy had indeed fallen into a drain and was stuck about half a metre underground. Firefighters could see the dog's head sticking through the pipe but couldn't retrieve the puppy.

Morphett Vale CFS consulted with the owner of the house and devised a plan to dig out the entire concrete section surrounding the drain and take the PVC pipe apart.

Hand tools were used to break apart the concrete surrounding the basin, allowing firefighters to dig to the same depth as the dog was trapped. The PVC pipe was then broken apart and the puppy was gently removed from the drain. The animal was shaken but not seriously injured.

CFS Incident Controller, Matt Bonser said, "This incident highlights the diverse range of incidents that CFS volunteers respond to. In this case, volunteers spent nearly two hours in the early hours of the morning to assist the resident and remove the trapped puppy.

"No matter how much training you do, you can never plan or train for every situation. In this case however, our volunteers showed a very high level of professionalism in dealing with a difficult situation that resulted in a good outcome for the puppy and the resident," he said.



MFS Fire Investigation Team

By: Greg Smithson, Station Officer, MFS.



MFS Fire Investigation Team L-R: Station Officer Phil Kilsby, District Officer Shaun Ruxton, Station Officer Greg Smithson, Station Officer Stephen Daviess. (Absent: Relieving Station Officer Greg Staple).

The MFS has a Fire Investigation team which aims to reduce the prevalence and impact of commercial and domestic fires on the public. It comprises a manager, three full-time investigators and a relieving station officer.

The team works under the MFS Community Safety Department umbrella and investigates structure fires across the state when the damage bill exceeds \$30,000. The Fire Investigation team also works closely with the SA Police Fire Investigation Unit, investigating fires that involve death or serious injury.

Collectively, MFS Fire Investigators investigate an average of 300 fires per year. About half of those fires are found to be deliberately lit or suspicious.

The Fire Investigation team's role extends far beyond fire scenes. The team also inspects 'places of public entertainment' and other high risk venues to identify potential safety issues, such as exits and overcrowding. These inspections are often supported by the SA Police Licence Enforcement Branch.

MFS Fire Investigators collect data to identify products and practices that might pose a fire hazard. They liaise with the Office of Consumer and Business Affairs to recall products, and SafeWork SA to reduce fire risk. Recently the Fire Investigation team initiated a recall of Loewe televisions and specific types of 3-in-1 bathroom light/heater/fan units which were posing a threat to public safety.

The team is a close knit group with a collective goal of reducing the suffering of community members who have lost homes, belongings, businesses or loved ones. Every day the team deals with personal tragedy; it is part of every fire scene. Fire Investigators tend to remain at fire scenes for an average of four to five hours, meaning they're often still at the scene long after fire crews have departed.

LEARN! DON'T BURN!

By: Francie Tonkin, Advisor, Community Education, MFS.

Every year since 2001 the MFS has run a fire safety competition for primary and junior primary schools across South Australia. Now in its seventh year, the competition is an entrenched third term school activity. Teachers are provided with teaching notes and materials for each year level to support fire safety education. It is a difficult task judging the hundreds of entries received by the MFS Community Education Section.

This year more than 1,000 children from about 120 classes participated in the competition. Entries came from schools as far away as Miltaburra and Karcultaby. Children ranged from 'the babies' in reception through to year seven students. The students' posters are meticulously crafted, and all students have the option to either draw or computer generate their posters to promote the fire safety message.

Every participant receives a sticker for taking part in the competition, and at least one child in every class receives a Merit Award. It is a mammoth administrative task but one which we feel is worthwhile and encourages future participation. Once again Dymocks Books in Rundle Mall sponsored the competition with book vouchers that were awarded for the winning posters in every year level.

Dymocks has sponsored the competition every year since its inception.



Some examples of the poster entries.

The best of the children's posters form a brilliant and colourful display on the MFS Royal Adelaide Show stand each year, where they generate a huge amount of interest from both participants and show-goers in general.

MALCOLM SAYS GOODBYE



Malcolm Taylor (front, second from left) says goodbye to the MFS CommCen A-shift.

On Tuesday 26 August 2008 the MFS Communications Centre in Adelaide, known as CommCen, marked Malcolm Taylor's retirement.

Malcolm joined the MFS in 1973 and moved around to various stations until he joined the communications section in 1977. He remained with the section for 31 years until he retired two months ago.

Malcolm started with CommCen as an Operator and retired in the top position of Senior Communications Officer, which is equivalent to a District Officer. He was instrumental in the transition from the paper based incident response system to the first version of an electronic based CAD system called Brigade Operations Management System (BOMS).

The CommCen has faced many challenges over the years but thanks to the help of staff like Malcolm Taylor, it has become one of the more technologically advanced communications centres in Australia. Malcolm recently suffered serious health problems but we're glad to say he has fully recovered. We wish him a long, happy retirement with his wife.

'Behind The News' visits the SES



Assisting the Public Affairs Team

SES volunteer Merise Adamson of the SES Prospect Unit will be working in collaboration with SAFECOM's Public Affairs Unit.

Through her exciting travels as an SES volunteer, Merise will provide reports from time to time on SES activities across the state for publication in COMMENT and OJ.

If your unit is involved in any interesting activities or has an up and coming event Merise would like to know about it. Photographs are also welcomed.

Email Merise (pictured above) at: prospect_unit@optus.net.au

SES Prospect Recruitment Drive

It might have been a wet and windy day on Saturday 2 August 2008 but the team at SES Prospect was out amongst it at Bunning's Woodville to try and find some new recruits.

With coloring in sheets for the kids and a BBQ to entice, the day was a great success with a few new volunteers signed up.

New recruitment drive banners are now available, featuring Merise Adamson from the SES Prospect Unit and Brent Easson from the SES Western Adelaide Unit. If you would like to use the banner please contact Julie Bronson at the Central Regional Headquarters on 8345 9100.

A big thank you to Rosco, Mary, Jeff, Mal and Kirsty for their assistance at the Prospect Unit recruitment drive.

The ABC children's education program, 'Behind the News' (BTN) made a special visit to the Eastern Suburbs SES Unit in early August to film some footage for a story on the SES.

ABC journalist, Catherine Ellis was brave enough to be strapped into a stretcher for the cadets to practice a rescue from heights.



She not only lived to tell the tale but had a heap of fun.

The program went to air on Friday 19 August 2008 and also featured footage of SES Units Prospect and Murray Bridge.

Follow the weblink to take a look:

<http://www.abc.net.au/news/btn/story/s2338976.htm>

A BTN cameraman gets up close with the SES cadets at the Eastern Suburbs Unit (above).

BTN presenter, Catherine Ellis, is all strapped up for a rescue from heights exercise (left).



Farewell...

During August the SES said farewell to two long serving employees, Pam Hundtermark from Central Region and Richard Coombe from State Headquarters.

Pam worked for 23 years as the Regional Administration Officer at the Central Headquarters. During that time she assisted many volunteers and Regional Commanders. The SES wishes her the very best in her retirement.

After six years with the SES Richard Coombe, Manager Assets and Infrastructure, said farewell and has made the move to the CFS. Richard takes up the position of Region 3 Regional Commander at Murray Bridge.

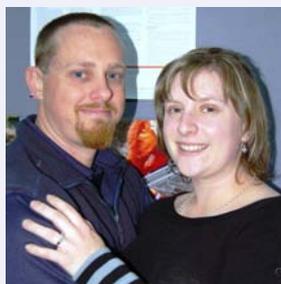
Richard Coombe (top left) acknowledges the volunteers and staff who have supported him during his six years at the SES.

Stuart Macleod presents Pam (left) with some flowers during her farewell at the SA Sea Rescue Squadron office at West Beach.



Love is in the air at the SES Eastern Suburbs Unit with Unit Manager Daniel Jones proposing to long-time girlfriend, and fellow SES volunteer, Megan Wilton on Saturday 16 August 2008. Daniel and Megan (pictured, left) have been together since 2004.

Congratulations from all at the SES.



New Faces at SAFECOM

David Norton

Director, Corporate Services, SAFECOM

David Norton joined SAFECOM as the Director of Corporate Services on Monday 1 September. David's role will see him lead the strategic development of SAFECOM's corporate services including finance, human resources, asset management, information management and occupational health safety and welfare.

David has had a distinguished career in the public sector over the past 20 years, having previously held the position of General Manager at The Queen Elizabeth Hospital (TQEH). During David's seven years at TQEH he played a significant role in the hospital's transition into the Regional Health Service and the development of such programs as a hospital-wide asset management and replacement program.

David, who is a father of four and has an interest in soccer, says, "I intend to look, listen and learn. I am keen to understand what SAFECOM does and how it is done, and look for opportunities to work with the emergency service organisations to assist them to best meet the needs of our community. My approach relies on honesty and strong relationships."



Mara Potticary

Manager Human Services, SAFECOM

Mara Potticary joined SAFECOM as the Manager of Human Services on 21 July 2008 and is located at the South Australian Metropolitan Fire Service (MFS) headquarters on Wakefield Street.

Mara joins SAFECOM having previously held the position of Manager, Corporate Human Resource (HR) Operations at the Department of Education and Children's Services.

Mara has worked in HR for most of her career and has been involved in nearly all aspects of the field. In particular, Mara has a depth of experience in dealing with complex people management issues.

Mara describes herself as a careful and considerate person with a focus on providing a professional HR service to SAFECOM and the MFS.

Mara's work will predominately be with the MFS in collaboration with SAFECOM's Lyn Lambert, Manager Human Services who is located at the Waymouth Street office.



Tegan Chylinski

Assistant Project Officer, Student Support, SAFECOM

Tegan joined the emergency services sector in July as the MFS Assistant Project Officer, Student Support. Her role involves assisting with student support, providing information and advice relating to the Staff Development Framework as well as administrating the training database and student records. Tegan's strong background in training will see her play a lead role in the continuous improvement for Angle Park Training Centre.

Tegan previously spent three years working as the Program Coordinator at the Australian Institute of Management, and comes with proficient knowledge of the training sector and Australian Quality Training Framework (AQTF).

Tegan is enjoying working in the positive atmosphere at the Angle Park Training Centre, and is enthusiastic about the challenges her new position will bring.

