

EMERGENCY SERVICES MEDAL (ESM)

New South Wales

Mr Mark David DARLING, Seven Hills NSW 2147

Mr Darling joined the NSW State Emergency Service (SES) as a volunteer in 1991 at the Sydney Northern Region (SNR) Headquarters. In 1998, he was appointed Deputy Division Controller (Operations) and has since been re-appointed annually as SNR volunteer Deputy Region Controller Operations. Mr Darling has dedicated extensive time as a volunteer to the SES, particularly the SNR Headquarters where in recent years he has performed the additional role of Region Headquarters Unit Controller. He is devoted to the SES and has concentrated on developing his skills and expertise in Operations Centre work. He has also provided continuous invaluable support to SNR Region Controllers. During major storm events such as the 2007 Central Coast floods and storms, he has undertaken leadership roles to ensure a timely service delivery by SNR volunteers to the community. He is well-liked and respected by all members, and his exceptional commitment is demonstrated by the great regularity that he assumes the After Hours Duty Officer and Deputy Operations Controller roles. In recent years he has also volunteered to provide Out of Area Assistance within New South Wales and Victoria. Mr Darling has served the community of New South Wales and the SES with distinction over many years.

Mr Rolf Leonard GARDA, 13 Tulip Street, Springfield NSW 2250

Mr Garda joined the NSW State Emergency Service (SES) at Blacktown as a volunteer in 1987, transferring to Gosford in 1990. He became Deputy Controller (Administration) in 1992, and was appointed to his current role of SES Gosford Local Controller three years later. Mr Garda has devoted much time to the SES and has participated in many significant SES operations and activities, and in many community events including numerous talks and presentations to schools and other community organisations. His key achievements include initiating major renovations to the Gosford Local Headquarters after the Rural Fire Service vacated the building in 1998/99. He instigated and organised the conversion of the cramped and unsuitable premises into an effective SES Unit Headquarters with facilities for training, operations, stores and garaging for Unit vehicles. Since his appointment as Local Controller, Mr Garda has taken the Unit from strength to strength; providing exemplary leadership, encouraging all members to participate fully, and ensuring that the Unit delivers a high quality of service to the local community. He is also a highly skilled and sought-after trainer and assessor. Mr Garda's distinguished career as a volunteer over many years reflects great credit on him, the Gosford SES Unit and the SES in New South Wales.

EMERGENCY SERVICES MEDAL (ESM)

Mr Trevor Gordon MILGATE OAM, 3 Melton Avenue, Cessnock NSW 2325

During the past 35 years Mr Milgate has served the NSW Volunteer Rescue Association (VRA) in several positions including Captain, Senior Rescue Instructor and Assessor, Training Officer and NSW VRA Coordinator for Region 9 Hunter-Central Coast. He is also the State Emergency Services Controller for the Hunter-Cessnock Area. He is greatly respected by colleagues in the local NSW Rural Fire Service, Police, Ambulance and State Emergency Services. He has the loyalty and respect of all members of the Cessnock VRA, and is heavily involved with local community-based activities. He has been training NSW VRA personnel for many years and has assessed over 500 members. He conducts regional exercises, spends hundreds of hours attending to administration as a Registered Rescue Operator and has been involved in many rescue situations, including motor vehicle accidents, domestic, industrial and animal rescues. He has also been involved with local and out-of-area and state-wide emergencies such as the Newcastle Earthquake, Thredbo Landslide and the Hunter Valley/Newcastle/Central Coast storms and floods. Mr Milgate has served the community of New South Wales with distinction over many years.

Awards/recognition include:

Awarded the Medal of the Order of Australia in The Queen's Birthday 2004 Honours List for his service to the community in the Lower Hunter region through the provision of emergency services.

Victoria

Mr Peter Thomas KUEFFER, 9 Calrossie Avenue, Montmorency Vic 3094

Mr Kueffer has provided exemplary and dedicated service as Clinical Director with the Victoria State Emergency Service (VICSES) for over 11 years. Prior to his joining the VICSES he served as a volunteer for over 18 years with the Country Fire Authority. Mr Kueffer's innovation in intervention and methodologies in dealing with trauma is leading the way in Peer Support and Chaplaincy programs which will shift the focus from reactive to developing and implementing programs for building resilience in volunteer emergency responders. In 2003, Mr Kueffer organised and facilitated an effective peer response and ongoing support following the line-of-duty death of a volunteer. These interventions were subsequently published and used as a training tool. Under his management, VICSES Peer Support has developed and gained a reputation for best practice, innovation and international leadership in the field and is highly regarded by the volunteers. Mr Kueffer has shown dedication to VICSES volunteers' emotional and mental health needs and has always treated these needs as his key priority.

EMERGENCY SERVICES MEDAL (ESM)

Mr Gary John LOVELL, Kialla West Vic 3631

Mr Lovell has provided distinguished service and outstanding leadership over 30 years with the Shepparton Search and Rescue Squad (SS&RS). Through his passion, hard work and commitment to making a difference, he has consistently sought to identify and create opportunities to promote a safer community, a stronger SS&RS and better partnerships with other services and agencies. Mr Lovell has produced a road safety educational program for primary and secondary schools. A component of the road safety program for secondary students is included in the 'Cool Heads' program run by a Leading Senior Constable and involves the Major Collision Investigation Unit of Victoria Police, Ambulance Victoria, the Magistrates Court and the SS&RS. Mr Lovell has demonstrated excellence in community safety education and a commitment that far exceeds that expected by any volunteer. His commitment to community safety, civic values and the dedication to encouraging volunteerism has been exemplary.

Mr Michael John MATTHEWS, 47 Somerset Drive, Mount Martha Vic 3934

Mr Matthews has provided outstanding service and leadership for over 17 years with the VMA Volunteer Marine Rescue Service Mornington as a volunteer. He has made a significant contribution, particularly in the field of marine rescue, training, community education and emergency management. Mr Matthews' commitment to educating the boating public is to be admired. Morning and night, he visits local boat ramps checking for overdue boats, chats to fishermen, and always conveys a safety message. He is always on hand to assist people in need, and has been responsible for saving lives and rescuing stricken vessels on countless occasions. Mr Matthews has demonstrated exceptional performance in the areas of courageous rescues and encouraging and mentoring young members. He has a passion for the sea and safety, and a commitment to ensuring that safety standards are never compromised.

EMERGENCY SERVICES MEDAL (ESM)

Queensland

Mr Peter Andrew GOULD, 81 Settlers Circuit, Mount Cotton Qld 4165

Mr Gould has given exceptional service as a member and Deputy Local Controller of the Redland State Emergency Service Unit, Brisbane Region. His devotion to duty, relentless pursuit of excellence, professionalism, commitment to mission accomplishment and technical and tactical expertise have contributed greatly to the training enhancement and operational readiness of the unit. Mr Gould exudes honour, courage, integrity and compassion. His selfless service to his Unit and local community is in keeping with the finest traditions of the State Emergency Service.

Miss Carrollyn Anne HENNESSY, 22 Kestrel Court, Morayfield Qld 4506

Miss Hennessy has served in the Caboolture State Emergency Service (SES) Group with distinction for over 19 years and was Group Leader for 10 years, and has held permanent staff positions within Emergency Management Queensland in training coordination and youth development officer roles. Miss Hennessy increased Group numbers from just seven to over 50 and consistently undertook 100 volunteer hours a month despite holding a full-time job. As Group Leader, she built strong relationships and networks with all emergency services agencies. Miss Hennessy was named Volunteer of the Year in 2003 and has consistently supported the community in events and exercises and during times of disaster. Miss Hennessy with the support of her team raised over \$30,000 to design and build a custom-built storage facility for the back of their truck in order to enhance response services to the community. Miss Hennessy is currently the Training Officer for the Caboolture SES Group and delivers courses to volunteers across the region. She has also developed a training program to support members with special needs.

EMERGENCY SERVICES MEDAL (ESM)

Western Australia

Mr David Emmanuel CLARK, 50 Drakeswood Road, Warwick WA 6024

Mr Clark began his involvement with surf lifesaving in 1971 when he joined the Mullaloo Surf Cub where he took on the role of senior member teaching resuscitation. In the early years he was instrumental in the introduction of the Inflatable Rescue Boat (IRB) and Radio Communications. Using the IRB equipment he became well trained and prepared to respond to any incident. Mr Clark was a valuable member at Mullaloo, holding positions of Club State Councillor, Chief Instructor, IRB and Radio Officer, and Vice-President from 1975 to 1978. In 1975 Surf Life Saving Western Australia (SLSWA) appointed him State IRB Officer and, in that position until 1991, he was responsible for the introduction of IRBs to all clubs and their gradual acceptance as the primary form of rescue equipment. Mr Clark played a leading role in the development and utilisation of radio and jet rescue boat services in Western Australia, and continued to serve intermittently as the Emergency Service Officer and IRB Officer. When Surf Life Saving Australia accepted the IRB as a primary form of rescue equipment it very quickly superseded other methods, despite opposition from traditionalists. Mr Clark very successfully drove this change in Western Australia. During the same period he was the driving force behind the training and examination of IRB drivers and crewmen. In 1982 Mr Clark joined Sorrento SLS and soon held the role of emergency service officer and radio officer. He still continued to serve the SLSWA in the IRB and/or Emergency Services fields and officiated at all SLSWA Senior and Junior State Championships until 2003. He also officiated at all IRB competitions. Consistent with his exceptional dedication to the development of an emergency services network, he was also State Radio and Communications Officer from 1991 until 2003, helping to professionalise these networks among SLSWA's metropolitan clubs. Mr Clark has been a persistent pioneer and a great advocate for a crucial innovation in Western Australia's rescue services.

EMERGENCY SERVICES MEDAL (ESM)

Mr Leslie Alexander HAYTER, 475 Pechey Road, Swan View WA 6056

Mr Hayter has displayed outstanding dedication and leadership towards training in the State Emergency Service (SES) in Western Australia, particularly in aligning SES training to National Standards to assist the Fire and Emergency Services Authority (FESA) to gain Registered Training Organisation status. Mr Hayter joined the Karratha SES Unit in 1990 and his aptitude for training was immediately apparent. He transferred to the Swan SES in late 1993 where he was soon appointed Training Manager. Mr Hayter then joined the SES/FESA as a permanent officer in 2000, later transferring to the FESA Training Centre in Forrestfield as Training and Development Officer. Mr Hayter's passion for Road Crash Rescue (RCR)/Road Accident Rescue training led him to play an integral role in the transition of RCR training to a competency-based training course. The training package that was developed was implemented throughout the SES and also through Career and Volunteer Fire and Rescue. He was appointed to the role of Manager Training and Development in 2004 and, since then, the level of training for SES volunteers and the standard of training resource kits available have improved dramatically. Mr Hayter has been the driving force behind the conversion from the former Training Resource Packages to the new and improved Training Resource Kits, where the training delivered is nationally recognised under an accredited system. Many of the Training Resource Kits that Mr Hayter has been directly involved in developing have now been implemented in other programs and services across Australia. Not only is Mr Hayter highly regarded throughout FESA and the SES in Western Australia but he is also a member of many vocational committees across Australia. He represents SES on a National Training Committee and he often takes on a FESA Media Liaison role when required.

Mr William John NORRIS, 17 Muir Place, Mandurah WA 6210

Mr Norris is an outstanding ambassador for the Fire and Emergency Services Authority (FESA) and the State Emergency Service (SES) in Western Australia. He has made an extraordinary contribution for over 25 years to the training and development of SES volunteers from within his own community and throughout the state, and has demonstrated outstanding passion and commitment towards assisting his community and fellow volunteers to plan, prepare and respond more effectively to natural disasters and emergency incidents. Mr Norris is an outstanding Training Manager of the Mandurah SES Unit where he is responsible for the delivery of training and professional development of the 40 volunteer members. His passion and commitment to this role is admirable. In addition, he is an integral part of the Unit's management team, consistently providing innovative ideas and outstanding leadership. On many occasions he has demonstrated his negotiation and problem solving skills when assisting not only the Mandurah SES but also the Murray and Waroona SES Units to provide resolutions and positive direction where requested. He is also an outstanding mass rescue, 4WD and roof safety system instructor with the SES, and is well respected throughout the mining and resource industry sector as an experienced trainer in industrial rescue techniques. During 2006 and 2007 Mr Norris was approached to assist FESA in the temporary role as Local Manager of the Waroona SES Unit during a difficult transitional period for that particular unit. Mr Norris responded to the call and willingly accepted the challenge. He made an outstanding contribution to the Waroona Unit's stability and development. This was a huge personal commitment lasting nearly two years, and involved a 100kms round trip each week from his home in Mandurah.

EMERGENCY SERVICES MEDAL (ESM)

South Australia

Ms Lynette Joy BERGHOFER, PO Box 2503, Whyalla Norrie SA 5608

Ms Berghofer joined the South Australian State Emergency Services (SASES) in Whyalla in 2000 after an accident that claimed the lives of several local and peninsula community members, some of who were known to her. Since then, she has been active in supporting other SASES Units and members at various locations throughout South Australia and willingly gives of her time to support others, especially in the area of training and assessment. She has also assisted with the development of appropriate curriculum and materials for addressing training needs, utilising national standards. The number of weekends she spends on training and being willing to support others in many fields is exceptional. She is an active member of the SES State Training Committee currently reviewing training needs for all volunteers, and also contributes to Occupational Health and Safety issues. In addition, she joined the SASES Volunteer Association in November 2010 to represent the volunteers of northern South Australia, and has already proven her value with the regular communication that has been developed. Ms Berghofer has served her community with distinction.

Mr Donald Wayne ROSE, Campbelltown SA 5074

Mr Rose joined the Prospect Unit of the South Australian State Emergency Services (SASES) in 1981 and quickly displayed an aptitude for training, hard work and improvisation which enabled him to become accepted as a reliable member who could work under any conditions. He readily applied for the role of Unit Controller when the position came vacant in 1986, a position he still holds although he is now known as Unit Manager. Under his outstanding management the Unit has developed into a very effective and disciplined entity. The unit has also developed many trainers and assessors under his leadership and this has enabled members to always be available to assist other units in their general training needs. Mr Rose has also provided for specialised training courses to be made available to both his own Unit members and to other units. Mr Rose has been an active member of various regional and state committees, and has been involved in a diversity of SASES matters and training issues. He has served his community with distinction.

EMERGENCY SERVICES MEDAL (ESM)

Tasmania

Mr Gregory Donald FRENCH, 62 Everton Place, Acton Park Tas 7170

Mr French is the current Executive Manager Strategy, Environment and Planning at the Glenorchy City Council, responsible *inter alia* for overseeing the provision of environmental health services, administration of the planning scheme and environmental management within the municipal area. In addition, he is the council's Municipal Emergency Management Coordinator, a position he has held since 1993. This has involved additional tasks that include emergency planning, participating in emergency risk mitigation projects and representing the council on several committees relevant to emergency management. Mr French's commitment and dedication to public safety of not only the Glenorchy community but also the greater Hobart area and southern Tasmania have been outstanding. Mr French was one of the leaders who recommended the amalgamation of State Emergency Service's volunteers into a single unit for the greater metropolitan area of Hobart to increase efficiency and effectiveness, and he continues to be on the governing committee for the management of this Unit. Mr French has been the driving force behind the completion of council plans to deal with any emergency that may affect the local population. Of particular note was his involvement in preparing plans for the flooding of the Humphries Rivulet which passes through the Glenorchy CBD and adjacent residential areas. He has also been instrumental in developing a fire management plan for the Faulkner Ranges to the west of the Glenorchy CBD in concert with the Tasmania Fire Service,

Mr Andrew James LEA, Bonnet Hill Tas 7053

Since his appointment as the Director of the Tasmanian State Emergency Service (SES) in 2001, Mr Lea has provided outstanding leadership during enormous change in an environment of increased community expectations to deliver enhanced emergency management services and to develop all-hazards capabilities. Mr Lea has introduced a range of reforms and initiatives to build the capabilities and capacity of the SES at national, state and regional levels in the areas of policy, planning, preparedness, education, training, community capacity building, capability development activities and service delivery. He has been a strong advocate in promoting the SES and developing programs to support recruitment, retention, training, and recognition of SES volunteers and permanent staff. Mr Lea has overseen the promotion of emergency risk management to the community through the management of a number of emergency risk mitigation funding programs that have attracted investments from Commonwealth, state and local governments. Mr Lea played a key role in the review and drafting of the *Emergency Management Act 2006*, which replaced and improved previous emergency management legislation, as well as progressing work in response to interstate disasters that should enhance emergency management arrangements in Tasmania. Mr Lea has served the community of Tasmania with distinction.

EMERGENCY SERVICES MEDAL (ESM)

Mr Ian Andrew NIELSEN ASM OAM, PO Box 548, Smithton Tas 7330

Mr Nielsen has been an active member and prominent leader within the Tasmania State Emergency Service (SES) since 1981, contributing and remaining extremely active. He became a founding member of the Circular Head SES Unit, immediately demonstrating his leadership qualities and becoming the Unit Manager. Through his career and association as a paramedic, he was an instigator of the Circular Head SES Unit becoming an extremely skilled and committed Road Crash Rescue Unit, responding to a high incidence of tragic vehicle accidents in a large municipality but very close knit community. Mr Nielsen has been instrumental in the development and success of the local SES unit, both internally and externally. His influence, guidance and mentoring has ensured that the membership has grown and individuals have learned essential skills and confidence to provide a critical team-based community service. Mr Nielsen's exceptional commitment and dedication, along with his ability to engender support from the local council, business and members of the community have ensured a continual acquisition and upgrade of essential equipment and an ongoing improvement of facilities for the SES unit.

Awards/recognition include:

Awarded the Ambulance Service Medal in The Queen's Birthday 2000 Honours List.

Awarded the Medal of the Order of Australia in The Queen's Birthday 1989 Honours List for his service to the community, particularly through the St John Ambulance Service.

Northern Territory

Mr Gary Douglas CARRINGTON, 25 Massey Street, Wagait Beach NT 0822

Mr Carrington has been a very valued member of the Northern Territory Emergency Service (NTES) since 2003 when he joined the Cox Peninsular Emergency Service Volunteer Unit. In September 2004, he was appointed Unit Officer, a position he continues to hold. Through quiet determined leadership and enormous personal effort, he has developed a cohesive, well trained and responsive entity. His tireless commitment to his Unit, the NTES and the community is demonstrated by his attendance in supporting police officers at numerous road accidents, land searches and maritime searches. He was the driving force behind the response and clean-up of the community after Tropical Cyclones *Carlos* and *Helen*. Mr Carrington also regularly supports community events and activities, providing assistance at the local medical clinic and helping with patient transfers and medical evacuations across the harbour to Royal Darwin Hospital. He also contributes to many community events such as children's fishing competitions, Australia Day celebrations and ANZAC Day activities. His enthusiasm and infectious character are widely known. Mr Carrington is an exemplary volunteer with enormous passion and drive who has selflessly given his time to maintain an emergency service facility within a small community.