



Mandurah's Mumblings

Manager's Short Message

By Chris Stickland ESM

Welcome back to SES for 2012. I hope you are all rested and ready to go for what looks like being a big year for training and community events. Who knows what operational activations we will have but I am sure that now we are attached to South West Coastal Region its going to be busy and many of our members will be deployed far and wide as events occur this year.

A special thank you to everyone who assisted in the end of 2011 community activities while I was away on leave. Especially Paul Dwyer and the executive group who all did an outstanding job leading the unit and encouraging all members to give their best effort. We have had letters of praise from the various organisers of the events for your outstanding work. It makes you proud to be a member of such a professional, dedicated group. I will have to go away more often.

Welcome back Mandurah Mumblings. Trevor Johnston has rejoined Mandurah SES as an administrative support officer and has agreed to be the editor of our quarterly newsletter. Trevor will need all of us to support him with information, articles and photographs so that he can make your newsletter worth reading and sharing with other units and organisations. So I would encourage you all to make the effort and help Trevor as much as you can so that Mumblings will reflect your views and be a historical record of your achievements and activities. Thank you Trevor for volunteering for this huge undertaking. Trevor is also very keen to capture your participation in SES with photographs so please let him know what is going on and when so he can make this possible.

Good luck and health to everyone this year. Be safe and work safe. I am looking forward to working with you all this year and lets make it one to remember.

Did They Really Say That?

"On the one hand, we'll never experience childbirth. On the other hand, we can open all our own jars."
Bruce Willis (On the difference between men and women)

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"Luge strategy? Lie flat and try not to die."

Carmen Boyle (Olympic Luge Gold Medal winner - 1996)

"My cousin just died. He was only 19. He got stung by a bee—the natural enemy of a tightrope walker."

Dan Rather (News anchorman)

"I saw a woman wearing a sweatshirt with 'Guess' on it. I said, 'Thyroid problem?'"

Arnold Schwarzenegger

"Instead of getting married again, I'm going to find a woman I don't like and just give her a house."

Rod Stewart



Mr William John NORRIS ESM

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.

Source: [http://www.gg.gov.au/res/file/2012/honours/ad2012/Media%20Notes%20ESM%20\(final\).pdf](http://www.gg.gov.au/res/file/2012/honours/ad2012/Media%20Notes%20ESM%20(final).pdf)



Will Norris at an Easter Driver Reviver around 2005 with a reviving driver and Michael Johnston.



A Festive Reflection

By Anonymous

It's that time I hear,
When we reflect on the past year,
Remembering triumphs and achievements galore.
Recalling antics and events,
Working out of offices and tents,
Volunteering is enjoyable – not a chore!!

We remember John's 35 years,
Of blood sweat and tears,
A medal well deserved old cobber.
Mark will never match that,
'cos he's old and f_ _err.....loves a chat,
Always busy trying to be a dobber.

And Laura's ability,
To make mock chicken in secrecy,
Has Gwen and Sue slicing and dicing.
She crack's a fair whip,
And doesn't take any lip,
While putting on a spread fit for a king (or an over-sized Deputy Local Manager!!).

And the "Volunteer of the Year",
Likes training I hear,
Qualifications abound at our base.
Working tirelessly with Ross,
And guided by wise Will,
Except when there's "girlies" to chase.

And the girls scrubbed up well,
The Burswood photos' do tell,
Dancing the night away.
Michelle, Christie and Kylee,
The terrible three,
Leading the rest astray!

Deb, Martyn and Pat,
All year went flat chat,
Sorting out the Ops room to clear.
They had a furniture facelift,
With a unexpected gift,
The antiques were quickly thrown out. (No not you Martyn!)

Jason and Jess,
Found the store in a mess,
But soon made it best in the land.
What didn't fit on the rack,
Was handed back,
Or "hand-balled" to Debby to scan!

Susan, Daniel, Roger.....quiet achievers,
Warren, Gavin and Helen....silent believers,
Still made a big impression on the crew.
Unlike Harry "the hog",
And Micheal alias "bulldog",
Who were "high maintenance" all year through.

There was Barry and Trish,
Who tried not to miss,
Keeping cadets in line.
Deb, Mark and the crew,
Whilst only a few,
Worked hard while trying not to whine.

The XO toiled all year,
With great wit and cheer,
Whilst maintaining the catering bill.
Between bookkeeping and reports,
And his constant retorts,
He worked overtime on the grill!!

The boss put in,
A big effort with a grin,
Carting cadets in his 25 seater around.
But his bottom lip quivered,
Seeing what FESA delivered,
He was soon driving a miniature to town!

And the Unit changed hands,
To city slicker lands,
We'll miss our southern backers.
But we'll welcome the chance,
The Metro we'll enhance,
And we'll also be closer to Macca's!!

John Holland Racks Up 35 Years

By Trevor Johnston

What have you been doing for the last 35 years? While people can rattle off many things they have done over that time, how many can say one of their pass times is still being done today after 35 years?

Volunteering flows through John Holland's veins. It all started when John's brother-in-law said he was going to join the Army and John decided to join along side him, only the brother-in-law pulled out at the last minute. So in 1962, John became an infantryman until his discharge in 1974.



One of John's less favourable memories during this time is spending two weeks in hospital and two years wearing a neck brace due to a fractured neck. And how did he get the fractured neck? 'Volunteering'! A neighbour's child had a toy parachute land in a Peppercorn tree. So John doing his 'good deed' for the day climbed the tree to retrieve the parachute. Unfortunately coming down out of the tree was a lot quicker than going up and the compacted red earth of Kambalda is not very forgiving.

The Volunteer Fire Brigade at Kambalda benefited from having John as a member from 1983 to 1991. John said he felt the elder of the Brigade as he was in his early to mid 40's by this time while the rest of the Brigade were in their 20's. As well as the usual tasks required from a Volunteer Firey, John's favourite task was driving the team to the many Fire Fighter competitions held around the state including Coolgardie, Merredin, Norseman and Esperance. John and the team also went to Bendigo in Victoria one year so the team could compete in the Nationals.

At the age of 53, John joined Mandurah State Emergency Service in 1993, just in time for the big blow through Halls Head. All his time at Mandurah has been in the Communications section. About 4 years of that as Team Leader.

Another passion of John's has been for the last 16 years raising money for the Salvation Army, Red Cross and Heart Foundation. Nobody knows how much John has raised over this time but it must be in the many of thousands of dollars. John has also put in many hours promoting and raising money for his SES unit.

John is now 71 and there's no sign of him slowing down.

At the 2011 SES State Awards night, John was presented his 2nd clasp for his 35 years of volunteering (Military time included).

Well done John, your blood is definitely worth bottling. May you have many more years of volunteering to come.

Media Release extract: Mandurah State Emergency Service. Mandurah SES Unit Manager Chris Stickland said,

" People like John are the backbone of the volunteer SES service. He has worked tirelessly for the SES as a valuable leader of the communications team. He is an outstanding record in community service and fund raising for the Salvation Army, Red Cross and the Heart foundation. He is an ambassador for the service and leads by example. John sets high standards and is keen to train and encourage new members. He is one of our most valuable assets. He is the first to volunteer and the last to go home. He has well and truly deserved this award and I congratulate him on a job well done"



John Holland (right) with Emergency Services Minister Rob Johnson.

SES Honours the Best of the Best

By Chris Stickland

The Mandurah Volunteer State Emergency Service paid tribute to many of its dedicated volunteers, sponsors and supporters at its annual awards presentation evening held recently at the Mandurah High School's performance arts theatre. An enthusiastic crowd witnessed Search controller and Rescue Team Leader Phil Bresser being declared Mandurah SES volunteer of the year for 2011. His many hours of volunteer service combined with his devotion to duty as a leader of the Training and Rescue team, made him a standout selection this year according to unit manager Chris Stickland.

Cadet of the year was much harder to select with 93 cadets to choose from. The winner this year was Hayden McKinlay whose skills, enthusiasm, commitment and dedication to duty was next to none. David Templeman MLA presented the awards and thanked all volunteers and their families for their dedication and support on behalf of the government, community and FESA.



The Mandurah SES continues to have the largest number of National Medal winners of any SES unit in Western Australia totalling 21 members many of which are still actively serving the unit.

Best section was awarded to the Communications Team lead by John Holland and special mention was made of the unit's cadet program which celebrated its twentieth fifth year of operation. Manager Chris Stickland contin-

ues to guide and develop the program into one of the most successful in WA with support from the Mandurah Senior College and SES volunteer instructors. Over 2700 students have graduated from the Cadet program since its establishment in 1986.

Other award winners were Laura Fazey, Gwen Parker, Sue Handley (Welfare), Deb Gerrard (Operations), Michael Johnston and Daniel Kinnaire (Rescue), Mark Gerrard (Communications), Phil Bresser Leadership, Meritorious Service Paul Dwyer and best instructor Ross Jones.



The Mandurah SES continues to be one of the most experienced, highly trained and well equipped SES unit in WA. This year the Mandurah SES completed over 1000 hours of volunteer operational hours including 18 emergency callouts for storm operations, 8 car vs house accidents, 4 fire support 2 police support and over 4300 hours of training and 9300 community service hours.



Goto www.mandurahses.org.au/photo_gallery.php to see more photos.



Reflection On Being In The PACE Programme

By Amber Smoje

I joined the MSC PACE Program at the start of the second semester 2011. When I started PACE I hadn't been in school for 8 months and I didn't have a job. I was living out of home and had nothing to show for myself. My POV on school was that it was a waste of my time and I could live with just a casual rate job. I had no relationship with my parents and hardly any friends; you could say I was quite a dead-beat actually.

When I started coming to my classes I realized I knew a few of the people from other schools I had been to and started to redevelop our friendships and at the same time I made new friends. My math class with Mr. Stickland and the SES helped me get comfortable with coming to class because in past schools, math was a pet hate. Sticko and the other SES members made getting up for school something to look forward to, as well as improving my math skills hugely. I was able to complete and receive four certificates through the SES. I completed and received my Senior First Aid, Voice Procedures Course, Map & Navigation Course, and Emergency Services Cadets, which is a positive look on my resume. I'm proud to call myself a SES Cadet along side my fellow students and to share the achievements.

Within the Duke of Edinburgh course I did a few mentoring sessions with the ESC kids from North Mandurah Primary School. I started my Keys for Life booklet; as I missed the chance at my previous school, due to wagging. I've formed great relationships with the Teachers Assistants and the SES volunteers as well as my class members, making my time in school enjoyable. Proof of how good this program is for me, is how happy other PACE kids usually are and the way they can make school a positive thing just with how they include me and make me feel a sense of belonging.

Being a part of the PACE program showed me that teachers do care for us kids, when they give us never ending support when we fall and reinforce us with great praise when we give our full effort and produce good work. The contributors of the PACE program: Ms Edwards, Mr. Stickland etc, give so much of their time and effort to help us students and our needs within classes, outside of class during breaks and after school showing us that if we have no-one else there is always them, a sense of stability I suppose.

I have gained many new friendships and a brand new focus on what I want to do with my life and how to achieve that. PACE has made me want to finish year 11 and 12 and continue into TAFE through the Mandurah Campus. I sincerely believe that MSC is the best school in terms of education and support I have ever attended. My relationship with my family has grown and my outlook on life has changed in a sense of me wanting to actually live like the real 16 year old I am. I don't feel the need to fall into the same unproductive patterns I used to involve myself in and I figured out drugs aren't the answer in life. I feel as if something is wrong if I miss classes and that I've let myself down. So much positive has come from one simple program, and all the love and help of the teachers, assistants and the SES.

If I hadn't become a PACE kid I'd most likely still have no job, be 'living' off government payments, have no relationship with my mum or sisters, and still have the same low self esteem I had before starting this program. I almost wish I could be in PACE forever 😊

Glossary:	MSC	Mandurah Senior Campus
	PACE	Pastoral And Career Education
	POV	Point Of View
	ESC	Education Support Centre



Waroona Storm Damage Then (28 July)

Now (16 November)





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Doing It The Right Way?

A Japanese company (Toyota) and an American company (Ford Motors) decided to have a canoe race on the Missouri River. Both teams practiced long and hard to reach their peak performance before the race.

On the big day, the Japanese won by a mile.

The Americans, very discouraged and depressed, decided to investigate the reason for the crushing defeat. A management team made up of senior management was formed to investigate and recommend appropriate action.

Their conclusion was the Japanese had 8 people rowing and 1 person steering, while the American team had 7 people steering and 2 people rowing.

Feeling a deeper study was in order; American management hired a consulting company and paid them a large amount of money for a second opinion.

They advised, of course, that too many people were steering the boat, while not enough people were rowing.

Not sure of how to utilize that information, but wanting to prevent another loss to the Japanese, the rowing team's management structure was totally reorganized to 4 steering supervisors, 2 area steering superintendents and 1 assistant superintendent steering manager.

They also implemented a new performance system that would give the 2 people rowing the boat greater incentive to work harder. It was called the 'Rowing Team Quality First Program,' with meetings, dinners and free pens for the rowers. There was discussion of getting new paddles, canoes and other equipment, extra vacation days for practices and bonuses. The pension program was trimmed to 'equal the competition' and some of the resultant savings were channeled into morale boosting programs and teamwork posters.

The next year the Japanese won by two miles.

Humiliated, the American management laid-off one rower, halted development of a new canoe, sold all the paddles, and cancelled all capital investments for new equipment. The money saved was distributed to the Senior Executives as bonuses.

The next year, try as he might, the lone designated rower was unable to even finish the race (having no paddles,) so he was laid off for unacceptable performance, all canoe equipment was sold and the next year's racing team was out-sourced to India .

Sadly, the End.



**Mandurah's
Mumblings**

Do you have something you wish to contribute to your Newsletter?

Then please email it to the editor at:
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