



Frontline



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UNIFORMS, FINALLY!
LIFE IN CEDUNA - SPECIAL COLOUR FEATURE
NEW CALL ARRANGEMENTS



SASES Volunteers' Association Inc.
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CONTENT FOR FRONTLINE

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Chairman's report



“...I would like to congratulate both Tony Fahlbusch and Vaughan Mustard on being awarded the Emergency Services Medal in this year's Australia Day Honours.”

Well three months into the New Year and it has been busy. Many of the Units in my area have dealt with fires, wind damage, searches and the odd vehicular accident to add some variety. Just goes to show how multi-skilled and dedicated SES volunteers are.

Talking of busy, I know our Chief Officer, Derren, has been flat out working for our interests on projects such as the movement of the call centre from CFS to MFS Headquarters, Computer Aided Despatch, Call triaging and Volunteer summits. These are projects that have wide implications for the SES, and from some of the discussions I have had with Derren, not everyone is in agreement with some of the outcomes the Association would like to see. As in any negotiation process, there are always those that feel uneasy and Derren is making sure it is not the volunteers.

I recently attended the Northern Regional Unit Managers, Training Officer and Administration meeting to discuss not only any issues the Units had but to make plans for the future. Although I went in my role as Unit Manager, I was given the opportunity to speak to those present on what the Association has been doing and some of the outcomes we have been able to achieve. The day to day issues of problems with getting overalls and boots, training, recruitment and vehicles at times dominated the discussions. While these have not been addressed, fully significant headway has been made.

By the time this edition of Frontline reaches you, the State election will be over. Rest assured, no matter which political party takes control, the Association will be in there reminding them not only of the outstanding efforts of SES volunteers, but more importantly, what the Government can be doing to make the life of SES volunteers that little bit more easier. More public recognition for our efforts will be on my list.

Talking of recognition for Volunteer service, I would like to congratulate both Tony



Tony Fahlbusch

Fahlbusch and Vaughan Mustard on being awarded the Emergency Services Medal in this year's Australia Day Honours. Both are worthy recipients and some might say long overdue. It was a shame that their

award was only acknowledged in the newspaper by two lines hidden near the bottom of the page. If it is the highest award an SES volunteer can be awarded, should it not be something that we want to tell people about and be proud of?

At the last committee meeting, the comment was raised that the Association doesn't meet the needs of all SES volunteers. The person then went on to give an example of a young volunteer and how the committee seemed to be lacking in young people. True, the average age of the committee would not be considered young, but this does not mean that the committee has no interest in young volunteers' opinions. I would encourage you all that if you have any concerns, ideas or comments please take the time to contact either your regional representative or a member of the executive. Better yet, take time to become involved in the Association and attend a committee meeting. Now would be a great time to get involved as committee revisits its constitution and future directions. We all know the old saying "many hands make light work". Don't forget, communication is a two way street and the Association likes to hear of the positive things as well as the negative, otherwise how do we know we are looking after your interests.

Till next time, stay safe.

Warren Hicks
Chairman, SASESVA

from the
CEO's
desk

The level of activity in SES remains very high on several fronts: Workload is increasing as we respond to more severe weather events. The past few months have seen us involved in storms, floods, supporting Agencies in bushfires and searches, shark patrol planes plus our day to day responses to structural collapses, road crashes, etc. All the environmental experts are predicting an increase in severe weather so we need to plan for more of the same.

March 20th is the date planned for the transition of call receipt and dispatch from CFS at Waymouth Street to MFS at Wakefield Street. The reasons for the move are already well documented but it is appropriate to take some time to consider what this step means. Calls from the public will be answered by MFS Communication Officers and triaged according to an agreed set of questions into appropriate categories. This means that we will be responding to not only the 132 500 calls, but also certain 000 requests for help. This will mean a different way of us looking at our response criteria and the Metro Unit Managers are already planning some changes to support daytime responses. I need to pass on my thanks to the

SASESVA for their diligent involvement in the formulation of the new triage "rules".

The State Headquarters Unit will be moving to Wakefield Street also at the same time. SES has been given sole access to an area on L3 of the main building complex, which will house our call taking, dispatch and co-ordination during significant events.

While these changes provide an exciting new era with huge opportunities for SES, we need to be very thankful for the great work in call taking and dispatch previously provided by CFS for many years. Without their support we would have found our responses a much more onerous task.

We continue to work on our next generation strategic plan and with the rollout of the "Case for Change" strategies. New PPE, 4WD vehicles and other initiatives are close to being issued. I also need to thank you all for your patience with some of these strategies. They have taken longer than we would have liked but they are very close now.

David Place

Chief Executive Officer
State Emergency Service South Australia



“The past few months have seen us involved in storms, floods, supporting Agencies in bushfires and searches, shark patrol planes plus our day to day responses to structural collapses, road crashes, etc.”

Executive Officer's report



“This is an exciting but challenging time of change that the Association and I have had direct involvement in negotiating...”

As I sit here typing this update for you, I hold in my hand the Uniform Order for the state ready to give to the supplier. No more excuses or expected delays. 2000 meters of fabric is being sourced and delivered and the completed product is expected within 10 weeks of now (8/3). For your information, there have been a few changes implemented by the Dress and Equipment working party that directly affect the new coveralls. Both the coveralls and the 2pc pants will have High Density kneepads sewn into them to keep the lumps and bumps from our delicate knees. The coveralls will have adjustable waist tabs that can be tightened so as the fabric can be comfortably fitted around our sculptured midribs. The 2pc tops will be available in both male and the newly designed female fittings in the future but this order has been processed using the unisex fitting for timeliness, as we wanted no more delays in resourcing info from the regions. The order will have the new corporate emblem on their shoulders and additional supplies of the badge have already been ordered to retrofit many of the coveralls that you are wearing currently. The new blue and gold epaulettes are having samples being redone and should be delivered within the same timeframe. Things are happening.

We are moving our call receipt and dispatch over to the MFS at the end of March. The business rules that form the basis of the new Service Level Agreement with the MFS are in Frontline this edition and give an insight into the negotiations that have taken place between SES and MFS management and staff. To say this has been challenging would be understating

the obvious. The result that we have is a good compromise with the public safety and protection being the important issue that was focused on. We anticipate business to get busier utilising this process because regardless of call source (132 500 or 000) if the job is defined by call questioning as a job for SES then we will be responded. There will also be an operations order coming out defining the response priorities and the call questioning that the operators will be using. This is an exciting but challenging time of change that the Association and I have had direct involvement in negotiating, so I ask all to be patient and positive and feedback both the good, the bad and the ugly to your Regional Commanders and your local Association Reps.

The Association is busy going through the process of advertising for the position of Executive Officer. When I took up the position nearly two years ago, it was agreed that the position needed to be advertised internally and externally at the 2-year mark. The Committee and I have agreed that the outcome of the position would need to be finalised in May so as to give adequate training if the position was going to change and more time for me to register with Centrelink as needed. Watch this space.

Derren Halleday
Executive Officer
SASESVA

Peter Nygaard



The SES has commenced addressing issues that have been raised in the last edition of Frontline. Disease control is a huge subject and has the potential to affect all of us one way or another. We will continue to support SES volunteers with vaccinations, risk mitigation, advice and initiate treatment when required. Always keep in the back of your mind that many of the risks we may encounter can be avoided by assessing the risks at hand and not putting yourselves or those around you in harms way.

Safe Driving is still high on the agenda. 4WD awareness courses are being assessed and with the continual support of some of our volunteers, whom have offered their property and/or accredited expertise, will be available in the near future. All Terrain Vehicle (ATV) Training is also on the way after a period of consultation with volunteers, training providers and internal training staff is conducted.

Electrical testing has been conducted on approximately 40% of SES buildings and equipment and will continue to be addressed as part of our responsibility to our members. This will continue to be a safety strategy for the SES and will allow the organisation to become compliant under the stringent OHSW legislation of South Australia.

In March, the SASES will take part in a WorkCover gap analysis against the Performance Standards for Self Insurers (PSSI's). This is designed to address:

- The integration of OHSW, claims management, rehabilitation into mainstream management systems for self insurers

- Continuous improvement
- Consultation and joint employer and employee involvement
- A system capable of ensuring that employers meet their duty of care under OHSW legislation
- Compliance with the Workers Rehabilitation and Compensation Act and Regulations
- The development of systems that measure outcomes.

This will set the scene for a number of strategies that will enable the SES to strive for continuous improvement and provide all our staff/volunteers with a better environment/equipment/policies/procedures etc.

I still need Health and Safety Representatives/Liaison Officers in as many Units as possible. To date I have had eleven nominations. I will provide the majority of the administrative support and co-ordinate any training requirements. The assistance that you, as volunteers at the sharp end, may be able to give me and ultimately the SES as an organisation, would be greatly appreciated. If you are interested, feel free to contact me any time to discuss the options.

Peter Nygaard
OHSW Officer
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“Always keep in the back of your mind that many of the risks we may encounter can be avoided by assessing the risks at hand...”

from the
Editor



In this edition you'll read articles tackling two controversial issues.

Firstly, the new arrangement for call handling involving the MFS. Both Derren Halleday and Warren Hicks talk about the background. The rules are published in their entirety for you to closely read.

Also, the topic that affects most volunteers - the supply of overalls. It has been an ongoing issue and we detail the argument and resolution.

On a more enlightening note, there's a multi-page color feature on life in Ceduna for

our SES colleagues. Peter Codrington has filed a marvellous article with some spectacular photos on training, work and lifestyle that will make everyone envious.

And there's some marvellous letters of appreciation from those other units have helped.

Until next issue, good reading and good health.

Allan Calleja
Editor

**This is a joint
release of
information
to all SES
members in
South Australia
from SES State
Headquarters
and the SA
SES Volunteers
Association.
9 March 2006**



**Government
of South Australia**



RESCUE

By this time all SES personnel should be aware of the media reported incident in NSW where a considerable number of emergency service personnel have been potentially exposed to an asbestos risk at an Urban Search and Rescue rubble pile. State Headquarters (SHQ) and the Association recognise that the NSW occurrence will put concern in the minds of our volunteers who have trained in similar environments in this State. As a safety precaution, on 8th March 2006 a Hazard Alert Notice (01/06) was urgently released advising of the management process to be undertaken for our training sites.

The three identified SES training sites at Noarlunga, Enfield and Whyalla Units are now isolated and cordoned off. No person is to enter those sites until they have been examined and given the all-clear by the appropriate monitoring authorities.

Additionally, the Hazard Alert states clearly that SES personnel are not to use any rubble sites external to SES premises such as demolition sites or concrete recycling facilities without the direct approval of the Deputy Chief Officer.

Working with the Volunteer Association, SHQ staff will arrange urgently for the inspection of training sites so that normal training can resume as soon as possible.

The actions we have taken are considered to be logical steps, given the NSW incident. The safety of our people is paramount and we will continue to monitor the situation and to provide updated information as it becomes available.

David Place
Chief Officer
SA State Emergency Service

Derren Halleday
Executive Officer
SA SES Volunteers Association

CRD BUSINESS RULES

CRD Business Rules agreed between the South Australian State Emergency Service (SASES) and the South Australia Metropolitan Fire Service (SAMFS):

The MFS recognise that the SASES are the Primary response agency to storm damage incidents including trees down. Both the MFS and SES will be responded to such incidents where there is a life risk to the community or at the request of the SES. This protocol is understood by both the MFS and SES and is in no way undermining the responsibilities of the SES in the management or response to storm damage incidents.

1. SASES will provide SAMFS with documentation detailing:

- 1.1 Incident types that SASES responds to and the call questioning of these incidents so as to establish priority of the incident.
- 1.2 Listing of response areas within South Australia including the first and second responding SASES units for these areas.
- 1.3 Listing of contact details for each of these units, their Regional Commanders, and State Duty Officer (SDO) including Pager and Phone numbers for 24 hr contact.
- 1.4 Unavailability of units.

2. SAMFS will provide a CRD service for SASES that will include:

- 2.1 Receiving calls from the public on 000, 132 500, 1300 300 177, or by any other means and where an SASES response is identified from supplied Incident types, notify and dispatch the relevant unit.
- 2.2 Calls received being fully triaged as per the supplied documentation and details of the job including priority, type of job, address of job, name and contact number for the caller and or client, with any other relevant information sent to the responding unit via pager, or phone call as per the supplied documentation.
- 2.3 Calling the responded SASES unit after the paged message has been sent, to confirm receipt of page and to respond default unit as needed.
- 2.4 Supply of a phone number to SASES so that units can communicate with the SAMFS Comcen to gather further information or to notify of an unexpected default requirement.
- 2.5 Monitoring of SASES GRN channel Bravo Ops 1 so that units can communicate with SAMFS acknowledging receipt of task and for gathering further information. Also monitoring this talk group for any escalation needs requiring other ESOs.
- 2.6 Dispatching of the second response unit if the first responding unit is unable to respond. This action includes a page to the first responding unit noting that the second response has been initiated and a pager notification to SASES SDO regarding failure of first response.
- 2.7 Informing the SASES SDO of any questions or queries relating to the response by SAMFS CRD operators. This action includes seeking SDO direction on which unit should be responded if an SES unit does not appear against a location on the database, or if SASES units are unable to attend. (e.g. stood down by State HQ due to exhaustion of resource after major incident).
- 2.8 Responding the Country Fire Service (CFS) to areas acknowledged by the SASES as an area of secondary response. If three (3) SASES response tasks are diverted to the CFS for any given location (suburb, or town etc) in less than an hour then the SASES SDO must be informed.
- 2.9 Monitoring the Emergency call button on the SAGRNs radios. This is to include contacting the alarming radio user and then responding to any arising situation and informing the SES SDO immediately of outcomes.
- 2.10 Ensuring that incidents where SASES has primary response role, but may be duplicated with SAMFS in the BOMS (Tree

down, Flooding/Salvage, Storm Damage Impact,) have SASES as the primary response. Only when the incident is determined by the supplied triage questioning as being a P1 task, should SAMFS respond within their boundaries as well as actioning the listed SASES response. This will ensure that entrapment and life threat incidents are managed in the shortest possible time and the most suitably trained and equipped service is also responded for equipment and skills assistance.

- 2.11 Incorporating all incident types that have been supplied to SAMFS by SASES into Comcen procedures and responding SASES according to detail supplied.
- 2.12 Ensuring that new incident types to the BOMS are set as SASES responses and that SASES are the primary response. (Includes Shelter, Search, Lighting, Catering, Reconnaissance, Marine Search and Rescue and Storm Damage Impact)
- 2.13 Ensuring that calls received by any means that relate to a vehicle or object impacting a building have SASES responded at the same time as the listed RCR response (as per the green book). The listed RCR response will continue its rescue role and gain safe access to any injured party. SASES will continue to undertake the role of building support, shoring and debris clearance to assist the RCR response.
- 2.14 Responding all SASES RCR units as per the RCR Manual (green book). The SASES response data is to be used for all SASES responses other than RCR. If there are any queries regarding locations not found on the database these should be referred to the SASES SDO.
- 2.15 For Animal Rescue within MFS areas then only MFS will be responded. Normally SASES will be the only response to animal rescue in non-MFS areas. If the incident is in an area designated as a SES secondary response, then the incident shall be sent to the CFS.
- 2.16 For Rescue from heights (including vertical rescue) within MFS area both MFS and SES will be responded at the same time. Both agencies will work together to successfully effect the rescue. This business rule will not apply to areas where SAMFS has retained crew. In these areas SASES will be the primary response.
- 2.17 Answering all calls the MFS Comcen, which is acting for all SAFECOM ESOs, with "Fire and Emergency Services, what is your Emergency"
- 2.18 Calling the SASES SDO to respond the State Headquarters Unit to the State Control Center after the trigger point of 15 SES calls received in less than an hour or if it can be predicted that calls will reach this level. i.e. being proactive with incoming severe weather or similar events.
- 2.19 Calling the SASES SDO to facilitate the management of 132500 calls if SAMFS operators have a prolonged SAMFS incident and the taking of SASES calls cannot continue efficiently.
- 2.20 Requesting help from SASES through SES SDO at times that may require extra call takers for SAMFS operational overload. e.g. In the event of a major campaign fire, the SASES State HQ Volunteer Unit could undertake generic call taking for information provision to the public on MFS behalf.
- 2.21 On request SASES will have access to related CRD reports to audit specific incident types.

Agreed to accept these business rules. These rules to form a basis of a service level agreement.

R Sedunary
S MacLeod



A SNAPSHOT OF CEDUNA SES

Peter Codrington gives us a brief insight into life at the Ceduna SES Unit.

Ceduna is located 800km west of Adelaide by road on the far west coast of South Australia. By air it is some 546km from Adelaide.

We cover an area of 486km west and 200km north including the Nuyt's Archipelago of Islands to the south, totalling some 97,200 square kilometres.

The tasks we attend are quite often counted in days not hours and every task is different.

Our tasks take us into some of the most remote areas of the State where we have to be totally self sufficient.

I will give an example of some of our tasks:

- Provide power and lighting to the handing over ceremony of the un-named National Park north-west of Maralinga, some 700km from Ceduna in an extremely remote area. Task time 3 days, 1,425 kilometres travelled.

- Marine Navigation Hazard on beach between Point Bell and Point Sinclair. A 1.5 tonne steel cyclone mooring had come ashore on the beach and was likely to take to the sea again on the next high tide. The beach was treacherous due to patches of soft sand.

“As can be seen, we get involved in a wide range of activities that give SES a very high prominence in our community.”

The cyclone mooring at sea was a serious hazard to vessels. 13 SES members retrieved it. The job took over 6 hrs and our vehicles travelled 1,728km.

- A lone motorist is stranded for 3 days near Mt. Finke by a vehicle breakdown on Googs Track. The first passing vehicle in 3 days advises Ceduna Police on arrival in Ceduna and 8 Ceduna Unit members in 3 vehicles have to daisy chain the vehicle with “snatch straps”

over dozens of sand hills. Covering in total some 304km in 11hrs getting the motorist and vehicle back to Ceduna.

- Due to our remote area we are not well endowed with the normal communications systems that city folk take for granted. Ceduna SES maintain

a VHF Marine Repeater on St Francis Island (some 30nm from Ceduna) as well as UHF CB repeaters that beam into areas of high tourist traffic without mobile phone access. This requires regular maintenance runs to keep the equipment shipshape and is done over weekends.

- Once a year we hold a training camp to train with our equipment in an operational environment.
- Towing the partly sunken

“Minnumurra 11” to the Thevenard Slip area.

- Towing exercise of a barge with a vehicle to St. Peter's Island for National Parks and bringing a vehicle off the island.

As can be seen, we get involved in a wide range of activities that give SES a very high prominence in our community. We are blessed with a very talented membership who have wide ranging skills. I have people with “bush skills” who can operate safely for days in remote areas, others who can operate safely at sea off our rugged coastline and others with good vertical rescue and road crash rescue skills.

The support in procurement of suitable vehicles and equipment from State Headquarters and Western Region Headquarters has been fantastic. As a result we are seen by our community as a credible rescue resource.

Peter Codrington
Ceduna SES



Minnumurra 11





Above: Greasing the guy wires

Below: Our camping spot in Petrel Cove St Francis Island



St Francis Island



A view of adjacent islands



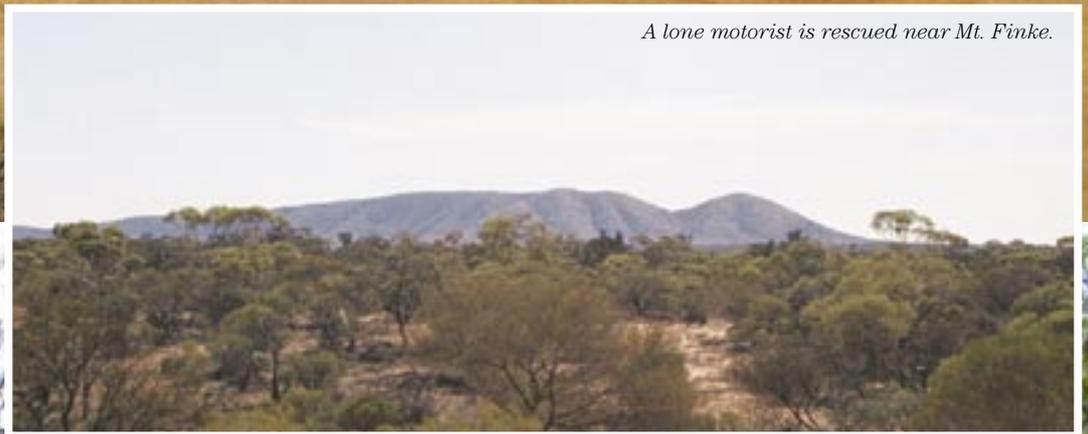
The St. Francis Island Tower



Our transport to St. Francis Island



A lone motorist is rescued near Mt. Finke.



Mount Finke Rescue