

Graeme Newman

Questionnaire for SES Local Controllers

The following questionnaire is split into six sections. Each section contains a number of questions asking you to describe the nature of your SES unit/groups, and also the nature of response operations conducted by your SES unit/groups during the 2010/2011 floods. Please complete the questionnaire and return it to the Commission by Friday, 14 October 2011.

1. Structure of SES units

1.1 Please describe the structure of your unit, including the number and location of any constituent groups and the number of members in each group.

The Manduhlewa S.E.S. Unit is a stand alone unit along with the other 5 units of North Burnett Regional Council. We have 8 very active members with a further 5 less active members.

1.2 Please indicate whether any members of your unit are employed on a paid, full-time basis. If so, how many are employed on this basis and what positions do they fill?

No members of Manduhlewa Unit are paid in anyway.

Structure of SES units

1.3 Do you believe there is a need for SES members (including Local Controllers) to be employed on a paid, full-time basis? Please explain why or why not, including whether there are other ways in which SES members could be rewarded for their time.

It would be nice to get a small payment of some kind. The old Mumbulawa store used to pay a smallish out of pocket retention pay to assist with time spent as local controller but has since stopped with new Regional Council.

1.4 If there is more than one Local Controller in your local government area, what effect does this have on operations?

There are 6 Local controllers for N.B.R.C. One for each town. This seems to be working well at the moment.

2. Readiness for the 2010/2011 floods

We would like to know whether you feel that your unit was adequately prepared to cope with the demands of the 2010/2011 floods. Please provide a brief explanation in response to the following questions.

2.1 Did your unit have enough training to prepare it for the 2010/2011 floods?

Yes I believe our unit was trained to deal with most tasks. The only task that lacked was flood floating (only 1 operator). The Edwold boat flood float assisted with these operation.

2.2 Did your unit have enough volunteers to cope with demand?

Yes Mundubbera Volunteers numbers were adequate for the tasks to be done.

2.3 Did your unit have enough equipment and resources?

Equipment and resources were mainly good but some were hard to access some times.
Resources and equipment has since been upgraded with help from the general community.

2.4 Overall, do you think your unit was adequately prepared to respond to the 2010/2011 floods?

I think our boat were as prepared as best we could be for response apart from flood float crews. This is now being rectified

3. Operations during the 2010/2011 floods

3.1 Please describe the activities undertaken by your unit and/or its groups during the 2010/2011 floods (e.g. Requests for Assistance, rescues, evacuations).

Activities undertaken by our unit during the floods were -

- Evacuations & assist to remove belongings from dwellings.
- requests for assistance to arrange food drops on various occasions.
- arrange drops for fuel for generators.
- Refuel Helicopters being used for food/fuel drops and other work being performed for Ergon Energy to restore power to outlying areas.

4. Command and control

4.1 Generally speaking, please describe your responsibilities as Local Controller during disaster response operations.

assist coordination of evacuations and assist organisation of food drops with pickup and drop off points. liaise with local Disaster Committee.

4.2 As a Local Controller, who do you report to during disaster response operations?

Mostly I reported to local Disaster Committee but some reports done to EMB district office.

4.3 Where does your SES unit receive Requests for Assistance from?

During the early stages of the flooding, most calls were direct to my mobile. It was only the latter stages that calls were being made to the State call centre 132500.

4.4 What is the process of tasking SES members when Requests for Assistance are received by your unit?

By mobile phone to members to activate. Radio calls after activation.

4.5 During the 2010/2011 floods, did your unit receive any competing Requests for Assistance? If so, how were these managed or prioritised?

Yes there were several. Medical requests took priority with the others being done in turn by the host.

Command and control

4.6 During the 2010/2011 floods, did your unit receive any Requests for Assistance that it was unable to respond to? If so, how were these requests managed?

Yes. Mainly request for flood boat operation. This was overcome in the early parts by private boat owners doing the work for us. The Edrewood boat assisted later on for 1 of the river crossings.

4.7 Were any members of your unit deployed to any other region during the 2010/2011 floods? If so, how was this managed?

No.

4.8 During the 2010/2011 floods, what was the nature of your unit's contact and coordination (if any) with the following:

a) Local Disaster Coordinator

****. Able to talk to, and put S.E.S. request for implementation. Confir with him re situations.*

b) Local Disaster Coordination Centre

Being able to work from the co. ordination centre.

c) Local Disaster Management Group

Being able to work all the groups at the co. ord. centre.

Command and control

4.9 During the 2010/2011 floods, what was the nature of your unit's contact and coordination (if any) with the following:

a) District Disaster Coordinator

NIL

b) District Disaster Coordination Centre

NIL

c) District Disaster Management Group

NIL

4.10 During the 2010/2011 floods, what was the nature of your contact (if any) with Emergency Management Queensland's Area Directors and/or Regional Directors?

By Phone.

4.11 During the 2010/2011 floods, what was the nature of your interactions (if any) with other emergency service organisations?

*Early part NIL. We were cut off by flood.
later part with Edswood and
Gayndah re floodboat work.*

Command and control

4.12 During the 2010/2011 floods, were the requirements or expectations of local disaster managers ever in conflict with those of Emergency Management Queensland? If so, how were these various demands resolved (if at all)?

No

4.13 In your view, what is the role of Emergency Management Queensland's Area and Regional Directors during disasters?

Their role in my view is to support S.E.S. in operations if needed and also support units with stores & resources if needed.

5. Communications

5.1 What type/s of communication devices were available and/or used during the 2010/2011 floods?

Mobile phones and 2 way radios.

5.2 Did any of the communication devices your unit used fail during the 2010/2011 floods? If so, please provide details.

No.

5.3 Generally speaking, are any of the communication methods your unit uses integrated or inter-operable with other emergency service organisations?

The radios are supposed to be but we have not tried them with the other services as yet.

6. Funding

6.1 Where does your unit receive funding from?

N. B. R. C. normally and some resources from state.

6.2 Has your unit applied for additional funding from the State Government in the 2009/2010 or 2010/2011 financial years? If so, what was the funding program and did you find the application process easy/difficult?

NO.

6.3 Do you have input into how the funding received by your unit is used?

Yes... I am basically the main person to request funding for the Mundubera Unit.

6.4 In your view, is the total amount of funding currently received by your unit adequate? If not, please describe how your unit would benefit from additional funding.

*At this moment for Mundubera.
Yes.*

Funding

6.5 Do you think that the way in which funding is allocated and distributed to your unit is adequate? If not, how could this be improved?

at the moment for our unit, funding is adequate. Don't know about the other N.B.R.C. units

6.6 Does your unit undertake any additional fundraising activities? If so:

no

a) what types of fundraising activities does your unit undertake?

/

b) approximately what percentage of your operating budget does this account for?

/

c) does fundraising present any difficulties?

/

7. Other

7.1 Do you have any suggestions as to how the SES can attract and retain members, either for your particular unit or at a state-wide level?

No. We here have run out of ideas.
The ones who really want to help and are honest (mainly older persons) but the ones who later show that they were on an ego trip drop out. Unfortunately most of those people are the younger persons, which of we need most. Maybe a few dollars help out. This is an ongoing saga particularly in smaller communities.

7.2 Please make any other comments you wish about SES operations generally and/or during the 2010/2011 floods.

Generally S.E.S. did outstanding jobs during the floods overall even with some spur of the moment abuse about operations. Stress brings out the worst in people but settles down after.

Thank you for taking the time to complete this questionnaire