



QUEENSLAND POLICE SERVICE
STATEMENT OF WITNESS

QP 0125
0116
474

Occurrence #: _____

Statement no.: 1 Date: 08/03/2011

Statement of

Name of witness: RYAN, Patrick John

Date of birth: [redacted] Age: [redacted] Occupation: Police Superintendent

Police officer taking statement

Name: _____

Rank: _____ Reg. no.: _____

Region/Command/Division: _____ Station: _____

Statement:

Patrick John Ryan states:-

I am Superintendent of Police, District Officer for the Redcliffe Police District and have been in the position for 8 years

I was sworn in the Queensland Police Service on 22nd April, 1971

I have 40 years of policing experience having served at the following locations

Constable Brisbane from 22/4/71 to 8/5/72

Constable Toowong from 8/5/72 to 11/11/74

Senior Constable Brisbane Mobile Patrols 11/11/74 to 25/7/77

Senior Constable Bollon from 25/7/77 26/12/79

Sergeant Officer in Charge Mungindi from 26/12/79 to 6/4/87

Sergeant Officer in Charge Goomeri from 6/4/87 to 16/12/91

Senior Sergeant Officer in Charge Murgon from 16/12/91 to 28/2/97

District Inspector Mount Isa from 28/2/97 to 19/2/01

Inspector District Officer Maryborough from 19/2/01 to 1/12/03

Superintendent District Officer Redcliffe from 1/12/03 to Present

Exhibit Number:

QFCI

Date:

09/05/11

307

JM

[redacted signature]

(Witness's signature)

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(Justice of the Peace (Qual.)
Commissioner for Declarations's signature)

(Signature of police officer
preparing statement)

CONTINUED STATEMENT OF: RYAN, Patrick John

In December 2003 I was appointed as the District Officer and DDC for Redcliffe District. The role and responsibilities of the DDC/ Chairperson is:

- Coordinate disaster operations in the disaster district for the group.
- To manage and coordinate the business of the group;
- To ensure, as far as practicable, that the group performs its functions;
- To report regularly to the State group about the performance by the district group

In performing the role of DDC, I received/have completed the following training

QLD Disaster Management Arrangements (SEM 2004 EMQ) 2009

QLD Introduction To Queensland Disaster management Arrangements (SEM2000EMQ) 2008.

District Officer DDC Workshop 2006

District Officer DDC Workshop 2005

District officer DDC Workshop 2004

Incident Command Course 2003

District Officer DDC Workshop 2001

SES Strategic Planning 2001

District Officer DDC workshop 1999

District Officer DDC Workshop 1998

Senior Disaster Management Course 1997

Disaster Coordination Centre Workshop 1997

Disaster Management Course 1996

Operations Management Evacuations 1995

Emergency management Planning 1994

Disaster District Coordinators Course 1992


Provide details of when, how and why your role as DDC was activated including whether you took over the role during the flood events from another QPS member.


Due to heavy rain causing flooding of local rivers and creeks throughout the low lying areas of the Moreton Bay Council regions the Redcliffe District Disaster Management Group and Moreton Bay Regional Local Disaster Group were activated on 11 January 2011.

No formal Disaster Declaration was made for the Redcliffe Disaster District.

With the Premier's Disaster Declaration of 11 January 2010 the Moreton Bay Regional Council was covered in that disaster declaration.

I was in the position of DDC prior to the flood event.


(Witness's signature)


(Justice of the Peace (Qual.)
Commissioner for Declarations's signature)

(Signature of police officer
preparing statement)

CONTINUED STATEMENT OF: RYAN, Patrick John

In response to the written requirement of the Qld Floods Commission of Inquiry dated 28 February 2011, I provide the following information:

The preparation and planning undertaken by the District Disaster Coordinator and the District Disaster Management Group in advance of and/or in relation to the 2010/2011 floods

The Redcliffe DDMG undertook the following training and exercises to prepare for the storm season.

- Police Training Courses
- XO Sgt Clarke completed Disaster Management Arrangements, District Operations 27/10/2010 (Course Code QC0986-01)
- Deputy/XO S/Sgt Howard completed Disaster Management Arrangements, District Operations 27/10/2010 (Course Code QC0986-01)
- Deputy/XO Sgt Bicanic completed Disaster Management Arrangements, District Operations 27/10/2010 (Course Code QC0986-01)
- Staff member training
- 8 AO's from Redcliffe, Caboolture and Pine Rivers District provided Training from BMQ into the Task tracker System for DDC
- Exercises
- August 2010 full operational Coordination centre exercise for all DDMG reps and Police staff at Burpengary Police Station

The actions undertaken by the District Disaster Coordinator and the District Disaster Management group in respect of the 2010/2011 floods in relation to immediate management, response and recovery operations

The DDMG was activated and jointly located with the Moreton Bay Regional LDMG at Caboolture Council Office's.

The Nature of the Flood event within the Redcliffe DDMG was as follows.

- Heavy rain causing flooding of local rivers and creeks throughout the low lying areas of the Moreton Bay Council regions especially areas of Caboolture, Burpengary, Morayfield, Narangba, Lawnton, Dayboro and Beachmere, within the District flood peaks dropped very quickly.
- 295 residences and 41 business's inundated across the Moreton Bay Council Region (as of final Sitrep dated 25/01/2011)
- Residences include 105 in Burpengary, 40 in Caboolture, 38 in Dayboro and 19 in Morayfield
- Business include 23 in Dayboro and 18 in Morayfield
- Numerous causeways and secondary bridges washed out and de-lamination of road surfaces across Moreton Council area. Long term restoration of full road infrastructure. No isolations within MBRC
- Structural damage to Lacy's Creek Bridge Dayboro
- 124 evacuations across Region on 11 January 2011

(Witness's signature)

(Justice of the Peace (Qual.)
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(Signature of police officer
preparing statement)

CONTINUED STATEMENT OF: RYAN, Patrick John
In response the DDMG provided

- Provide regular information and advice to public on state of disaster and actions recommended;
- Conduct regular meetings to coordinate responses;
- Utilise information from Bureau of Meteorology to gauge areas that will be affected by floods and houses that require evacuation;
- Evacuate affected houses;
- Shelter evacuated persons;
- Shelter stranded motorists;
- Close roads and bridges;
- Provide assistance to Kilcoy covered by Somerset LDMG which did not activate
- Maintain road blocks;
- Maintain communication networks;
- Respond to personal calls for assistance;
- Respond to LDMG requests for assistance;
- Provide regular Situational Reports to State Disaster Management Group & Coordination Centre;
- Transition to recovery;
- Clean up roads and buildings;
- Provide recovery assistance to public;
- DEEDI visited all affected business within the recovery phase
- Re-open roads and bridges;

The actions undertaken by the District Disaster Coordinator and the District Disaster Management Group in respect of the 2010/2011 floods in relation to resourcing, coordination and deployment of personnel and equipment

The level of the response within the Redcliffe DDMG area was able to be conducted within normal business arrangements for both local Council and Government departments.

The only resource requested from outside the region was for a helicopter to assist with flood assessment which was approved by SDCC.

Measures taken by the District Disaster Coordinator and the District Disaster Management Group to manage, maintain or reinstate the supply of essential services (water, power and communications) during the 2010/2011 floods

There were no extended major losses of essential services within the Redcliffe DDMG area during the recent event.



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(Signature of police officer
preparing statement)

Measures taken by the District Disaster Coordinator and the District Disaster Management Group to inform the community about the 2010/2011 flood events and the response thereto

- o Information was provided to the public via, media releases from the LDMG
- o Council and Dept of Communities personnel attended residents in affected areas.
- o Briefing provided to local radio by Council media officers, Council website updated but found to be inadequate
- o Emergency alert sent to residents in affected areas
- o DEBDI visited all affected business's in the Region

The nature and timing of all communications between the District Disaster Coordinator and/or the District Disaster Management Group and the Local Disaster Management Group and/or the Local Disaster Management Coordinator relative to the 2010/2011 flood events.

The Redcliffe DDMG and Moreton Bay LDMG were co located at Caboolture which allowed for close liaison between the two groups.

The LDMG provided the DDMG with a daily electronic Sitrep and management meetings were held on a daily basis. Further a DDMG liaison officer attended the daily LDMG briefing.

The nature and timing of all communications between the District Disaster Coordinator and/or the District Disaster Management Group and the State Disaster Management Group and/or the State Disaster Management Coordination Committee and/or the State Disaster Coordinator relative to the 2010/2011 flood events, including an assessment of the adequacy and timeliness thereof.


The Redcliffe DDMG provided daily electronic sitreps to the SDCC and took part in the daily Tele conference and briefing provided by SDCC.

The nature of the flood impact for Redcliffe DDMG was limited; the communication with the State group was more than adequate.

The availability and provision of services or logistical support within the disaster management hierarchy before and during the 2010/2011 flood events, including an assessment of the adequacy and timeliness thereof.

The Redcliffe DDMG is a highly motivated group which is fully supported by the Moreton Bay Regional Council Local Group.

The Local Council is fully resourced for logistical support and provided support in a timely manner throughout the recent flood event.


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CONTINUED STATEMENT OF: RYAN, Patrick John

Any involvement with Commonwealth agencies, including but not limited to Emergency Management Australia or the Australian Defence Force, in relation to the provision of emergency response measure, personnel, equipment or services, including an assessment of the adequacy and timeliness thereof.

The Redcliffe DDMG had no involvement with Commonwealth Agencies during the 2010/2011 flood events

An assessment of the adequacy of equipment and communications systems in the District during the 2010/2011 flood events.

Redcliffe DDMG held full debrief on 3rd February 2011 during which a full assessment was completed on DDMG activities.

Points raised included a purpose built DDC coordination Centre, the lack of local information on the Moreton Bay Council website and the wording and accuracy of the public flood alerts.

With regard to the establishment of a DDC centre the following issues were raised

- o All agencies stated that the co location of the LDMG/DDMG at Caboolture was workable but the DDMG requires conference and planning space completely separate to the LDMG
- o Separate workplaces are required for each agency
- o A purpose built coordination centre with permanent IT/communications set up, with the Caboolture location the first 2hrs was hectic trying to connect phone lines and computers
- o Consideration of two DDCs if flood has severed roads, the DDC at Caboolture was isolated form both Redcliffe and Strathpine

In Response the following actions are to take place MBRC has purchased land at Northlakes. Northlake's is central to most of the Region, serviced by major arterial roads, high ground not flood affected. MBRC are building a new library, this building will be designed to have a LDMG/DDMG DDC built in.


With regard the lack of local Council information the following points were raised


- o Lack of information on the MBRC website
- o Local information is passed to ABC local radio, it was raised that whilst older generations rely on this form of media younger generations seek face book, twitter etc which can be accessed from mobile phones and laptop computers

In response MBRC to form a face book page similar to QPS to contain all updated information with regard the region, including safe travel routes and evacuation information

With regard the emergency alert the following points were raised

- o The wording of the alert was generic and ordered immediate evacuation of certain post codes, the alert lacked information on current impact and safe evacuation routes etc.


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CONTINUED STATEMENT OF: RYAN, Patrick John

- The alert due to its generic nature caused overload of telecommunications, public could not contact MBRC for specific information due to volume of calls (approx 5000 calls straight after the alert causing system failure).
- Current alert limited to 160 characters needs the capacity for enlargement
- The alert caused large amounts of persons to leave workplaces in Brisbane etc trying to get home to the Caboolture area, with the trains stopped at Burpengary there was a large influx of persons stranded at the rail station, and without the information of road closures traffic was hindered.
- Once the alert had gone out the media immediately got involved and over reacted in its reporting thus causing more confusion and panic with the public

In response the Redcliffe DDMG have implanted the following actions

- Alerts to be checked for accurate information prior to release
- Alerts to contain important travel information
- MBRC to look at message templates to be used for certain actions
- Alerts to be forwarded to all agencies within the group so they are aware information going to the public
- MBRC to ensure media is fully briefed with accurate information regarding local situations

An assessment of the adequacy of the community's response in the District during the 2010/2011 flood events.

Due to the limited nature of the event throughout the Moreton Bay Region the communities response was varied, it was noted that smaller isolated communities such as Woodford and Dayboro were self reliant with both local government agencies and communities working together to react to specific threats to their community.

The circumstances of any human fatality within the District, including the measures taken to prevent and/or respond to any such fatality, during the 2010/2011 flood events.

The Redcliffe DDMG had no human fatalities during the 2010/2011 flood events

The measures taken within the District to protect private and public property and/or preserve vital infrastructure in connection with the 2010/2011 flood events.

The event within the Redcliffe Region only affected certain areas and was not widespread as such early warnings were given to residents in low laying areas and affected roads and bridges were closed to prevent vehicles entering flood waters.

Any special consideration that should be given to the District by reason of particular regional or geographic differences.



(Witness's signature)



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(Signature of police officer
preparing statement)

CONTINUED STATEMENT OF: RYAN, Patrick John

The Redcliffe DDMG covers the Moreton Bay Council Region including the police districts of Redcliffe, Pine Rivers, part of Brisbane West District and Caboolture District.

However the Kilcoy Police Division (Caboolture District) falls within the Somerset Regional Council area which is controlled by Ipswich DDMG.

During the recent event Somerset LDMG did not activate however incidents were occurring in Kilcoy where local police were reporting to the Redcliffe DDMG, after liaison with Ipswich DDMG. Redcliffe took over the response to Kilcoy successfully.

Any feature of the disaster preparation and planning stages or the disaster response and recovery operations which, in the opinion of the District Disaster Coordinator, presented particular difficulty or may require practical or legislative change to improve future disaster management in the District.

Due to the low key nature of the flood event within the Redcliffe DDMG region no matters were identified which require legislative change. All matters assessed within the debrief will be corrected at local level.



(Witness's signature)



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(Signature of police officer
preparing statement)

**Redcliffe District Disaster
Management Group
Extraordinary Meeting 2011 Flood
Debrief**

TIME 09.30 am to 1.30 pm
DATE Thursday 3 February 2011
LOCATION Redcliffe Police Station

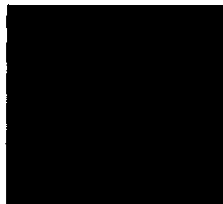
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PRESENT:



DDC Redcliffe District
Deputy DDC Redcliffe District
Advisor Caboolture District
XO Redcliffe District
Advisor Pine Rivers District
Deputy XO Caboolture District
Deputy XO Redcliffe District
Deputy XO Pine Rivers District
MBRC
MBRC LDMG XO
MBRC
QBuld
Q Health (Redcliffe Hospital)
Q Health (Caboolture Hospital)
Communities
Communities
DEEDI
Q Health EHO.
Transport & Main Roads

Apologies:



EMQ Yasi Deployment Duties
QAS Yasi Deployment Duties
QFRS Rural Yasi Deployment Duties
QFRS Urban Yasi Deployment Duties
EMQ Yasi Deployment Duties
Brisbane West District

Opening of meeting Supt Ryan 0930hrs

- Administration matters including attendance Sheet. Minutes to be recorded AO2 Peacock for overview by QPS.

- Purpose of the Flood response Review
- Reason of debrief expected outcomes constructive debrief looking at how we responded to the incident
- Agenda Items for discussion as follows
 - *Communications*
 - *Evacuations*
 - *Co Locations (DDMG LDMG)*
 - *Retention of all Records*
 - *Points Of Improvement*
 - *Agency reports*

Communications

1. *Emergency Flood Alert.*

RDCC copped a bit of criticism in the media due to the content of the alert. Supt Ryan explained that each morning he was involved in teleconference with Brisbane. At first he was advised that no rain would be impacted with Moreton bay Region. The following morning at 10 o'clock he was advised that there was a very serve rain depression coming towards Caboolture, Narangba etc. it was going to cause fast rises in creeks in that area. Advised immediately to get alert out to those low laying areas. State disaster group said they would get the alert out ASAP having regards to the fact the creeks were rising

Points raised –

- The wording of the alert was generic and ordered immediate evacuation of certain post codes, the alert lacked information on current impact and safe evacuation routes etc.
- The alert due to its generic nature caused overload of telecommunications, public could not contact MBRC for specific information due to volume of calls (approx 5000 calls straight after the alert causing system failure).
- Current alert limited to 160 characters needs the capacity for enlargement
- Transport stated that further problems raised was the alert caused large amounts of persons to leave workplaces in Brisbane etc trying to

get home to the Caboolture area, with the trains stopped at Burpengary there was a large influx of persons stranded at the rail station, and without the information of road closures traffic was hindered.

- Council raised the point at once the alert had gone out the media immediately got involved and over reacted in its reporting thus causing more confusion and panic with the public
- Health raised a point that as the emergency alerts only go to residential postcodes members of the DDMG/LDMG do not receive the information, request that all alerts are forwarded to the Group.

Actions

- Alerts to be checked for accurate information prior to release
- Alerts to contain important travel information
- MBRC to look at message templates to be used for certain actions
- Alerts to be forwarded to all agencies within the group so they are aware information going to the public
- MBRC to ensure media is fully briefed with accurate information regarding local situations

2. Lack of Local Council Information

- Sgt Clarke raised the issue of lack of Council information on its website; the officer was on leave at the time and immediately went to the website for relevant local information. Due to this the officer went to the QPS face book/twitter page which was comprehensive and timely with its updates and information, also contained " Myth Busters" which very quickly put paid to rumours such as dams falling and drinking water contaminated. All membership rated the QPS face book as one of the best sources of information.
- Local information is passed to ABC local radio, it was raised that whilst older generations rely on this form of media younger generations seek face book, twitter etc which can be accessed from mobile phones and laptop computers

- All agencies related communication problems in trying to obtain relevant information especially since the DDMG/ LDMG locations were cut off to traffic and certain members could not make it to the location, all agreed that a face book page would greatly assist

Actions

- MBRC to form a face book page similar to QPS to contain all updated information with regard the region, including safe travel routes and evacuation information
- Group investigate the use of video conferencing with regard to times when members are unable to make the DDC. Health nominated the use of their system *WebEx*

Evacuations

1. Designated evacuation centres

- Communities raised the issue of designated Evacuation Centres within the major communities of Redcliffe and Caboolture as the current centres utilised were full quite quickly due to persons missing trains and buses.
- Our smaller communities such as Woodford have there Communities halls permanently designated as evacuation centres and the procedure worked well during the current crisis as the small number of persons were fully resourced with local business's providing all necessary items.
- Communities indicated that the major Retail centres of Strathpine, North lakes, Kippa Ring, Caboolture and Moray Field be approached as each of these locations have adequate room, parking, Doctors surgeries, public amenities and are all services by major roads.

Actions

- DDMG to liaise with Major Centres as to feasibility of evacuation centres, Each centre to identify advisor for the LDMG to assist with planning
- Nominated Evacuation centres to be included in Flood alerts and on Council Web pages

2. Evacuation plans

- Group raised the status of our current evacuation plans especially related to Bribie Island.
- Issue raised of persons reacting to evacuation measures, the media alert from State told persons to get to high ground, this

caused locals working in Brisbane etc to try to get homes situated in the impacted area whilst persons in the area were trying to get out.

Actions

- MBRC/LDMG to review and update current evacuation plans as required
- Evacuation alerts to be more detailed with evacuation centres listed and informing persons not to enter the impacted areas.

3. Aged care facilities

- Q Health raised the issue of non government aged care facilities evacuating straight to Caboolture Hospital once the flood alert had been issued, The Hospital is not suitable or resourced for this as they are there to deal with casualties.

Actions

- MBRC to review aged care evacuations and facilities within the region to ensure each facility has correct and relevant evacuation plans.

Co Locations (DDMG LDMG)

1. separate DDMG conference space

- All agencies stated that the co location of the LDMG/DDMG at Caboolture was workable but the DDMG requires conference and planning space completely separate to the LDMG
- Separate workplaces are required for each agency
- A purpose built coordination centre with permanent IT/communications set up, with the Caboolture location the first 2hrs was hectic trying to connect phone lines and computers
- Consideration of two DDCs if flood has severed roads, the DDC at Caboolture was isolated from both Redcliffe and Strathpine

Actions

The mayor outlined the purchase of land at Northlake's which could have the requested facilities built in. Northlake's is central to most of the Region services by major arterial roads, high ground not flood affected area. There is a community hall there which council has purchased all that land right next to the community hall we are putting a new library, the library will contain two huge halls there maybe one can be an evacuation centre. This building could be designed to have a LDMG/DDMG DDC built in.

Retention of all Records

1. Requirement to retain all records

- *DDMG informed that all documents emails etc required to be retained for the present flood commission, XO is collecting all documents recommended that a drop folder be arranged either through QPS or MBRC where all agencies can place all related documents to any future activations*

Action

- XO to liaise with QPS IT for feasibility of a DDMG drop folder with open access for all agencies to place items.

Points Of Improvement

1. Initial set up/ running of DDMG/LDMG

- Each Agency to ensure a representation (deputy) at the DDMG when activated
- Sitreps to be emailed to all members of the DDMG
- Alerts to be forwarded to all DDMG members
- Training of QPS OICs re LDMG and DDMG operations especially with OICs to liaise with the Police rep of the LDMG not try to request assistance straight from the DDMG

2. Liaison with Somerset LDMG

Somerset LDMG did not activate even though the police divisions of Kilcoy and Moore (Both situated within the Caboolture District) were contacting our LDMG for assistance.

Protocol dictated that the Redcliffe DDC liaise with the Ipswich DDC and from that the Redcliffe DDC covered all RFA's from those Police divisions until Somerset activated.

To improve on this situation once Redcliffe DDMG/ Ldmg activates neighbouring Ldmg/DDMG to be contacted especially with regard to Caboolture Police Division that is covered by two separate Councils.

3. Council Flood Plans/Information

MBRC will be releasing information next week, delay was caused by having information for both Redcliffe and Pine Rivers but not Caboolture, Council

wanted to release all three areas simultaneously. It's a 3 year project. The technology is up to date. One of the things we are concerned about is the places that haven't had work done including Bribie and all those low lying areas. We want to come out with correct Q100 report. Previous reports show streets that do flood that aren't flooding and streets that aren't flooding that do flood. We are putting stuff out now that is relatively accurate. In 12 months we will have Q100 with the storm surge included.

Agency reports

- ***Transport***

From Transport and main roads prospective – main issue was communication as to status of roads and rail, cannot send buses to areas in danger, further the Dept is having its own debrief as to our assets and communication between our dept, one issue was that at the time our Sunshine Coast depot had numerous sand bags and equipment ready but other areas were short and not aware of where the equipment was, this will be sorted in our internal debrief.

One issue with the road closures and bridge closures is that the signs and barricades were being removed by drivers who then proceeded through, we utilised Transport staff to support police at locations, we need to make sure that road closures/blocks are manned by persons to ensure drivers don't disobey signs etc.

- ***Q health***

Debriefed at Caboolture hospital. Things that came out was that the SMS msg that came out to the staff, half of them left. We need staff there to work. They weren't getting the information at the facility. If there is some way we can get them to the facility through the webpage, teleconferencing or can fax out information to other agencies.

Redcliffe hospital had trouble with information – being a hospital we had TV's and radio which both staff and patients access. We tried to provide staff with as much information as possible. A couple of things that I felt could be utilised was video conferencing or telephone conferencing. As our reps were unable to get to the DDMG because of road closures

- ***Q Build***

No major issues still in the recovery stage, only issue was the movement of staff to areas of higher damage ie Brisbane and Lockyer valley and now also to the North.

- ***Communities***

Other than communication issues and media misinformation as discussed no other problems

- **DEEDI**

Business impacts – was the main street in Dayboro 50 main business affected. Our response to, Morayfield, Caboolture and Wamuran was through direct flood impacts. As of the 12th Jan it was important we got info out to the business. Sent staff out to these places with information packs. Response – following day we were receiving phone calls about there affected business. A lot of stock damage, thousands of dollars of damage to their businesses. Many of them were struggling before the floods. The response to those businesses included advice of programmes which can provide a government pay for a consultant to do a recovery plan.

Meeting Closed

Minutes to be completed and provided to all members

Next full meeting of the DDMG to be planned for May 2011 dates to follow.

R. Clarke

Redcliffe District