



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 LOCKYER VALLEY UNIT HAS
3 GROUPS
- GATION ~ 20 MEMBERS
- FOREST HILL ~ 4 MEMBERS
- LAIDLEY ~ 20 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 MEMBER ARE EMPLOYED FOR SES
SES EXECUTIVES RECEIVE A SMALL
ALLOWANCE THROUGH COUNCIL AND SES

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.

CURRENTLY NOT SUFFICIENT DEMAND FOR
FULL TIME POSITION UNLESS IT WAS TIED
INTO OTHER COUNCIL / SES FUNCTION

VOLUNTEER MEMBERS COULD BE PAID
AN ALLOWANCE

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

NA

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
MOST MEMBERS HAD BEEN ACTIVELY INVOLVED
WITH TRAINING ACTIVITIES

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

NO
WITH OTHER WORK & HOLIDAYS THERE WAS
ONLY ABOUT 10 ACTIVE MEMBERS WHO WERE
KEPT VERY BUSY IN THE COURSE OF WEEK BEFORE

2.3 Did your unit have enough equipment and resources? DURING 1-4 JUNE MAIN FLOOD

EQUIPMENT & RESOURCES GENERALLY OK
BUT COULD BE IMPROVED

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

OVERALL UNIT REASONABLY WELL PREPARED
MAJOR DIFFICULTY WAS LACK OF AVAILABLE MEMBERS
THERE COULD BE SOME IMPROVEMENT WITH
PROCEDURES / POLICIES / RESOURCES AND ARE
WORKING ON THESE

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).

MAJOR DEMAND IN LEADUP TO FLOODS WAS FOR SAND BAGS.

SOME STORM/WATER DAMAGE TO BUILDINGS

ASSISTED WITH EVACUATION

- LINDLEY HEAVILY INVOLVED WITH ORGANSIS'S EVACUATION IN LINDLEY

- GATTON EVACUATE SOME FROM RURAL REGIONS

ASSIST WITH RE-SUPPLY TO ISOLATED AREAS

CLEAN UP

SEARCHES

4. Command and control

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

RESPONSIBLE FOR RUNNING + OPERATION OF GROUPS
PARTICIPATE IN LDMC
MAIN LINK BETWEEN LDMC + SES

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

TOO MUCH BY AREA SES OFFICE
LDMC

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

MOST THROUGH 132 S06
BUT CAN STILL BE MANY THROUGH DIRECTLY

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

GENERALLY RESPONSIBILITY OF GROUP LEADERS

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
GROUP LEADER MANAGED + PRIORITISED

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

DUE TO NATURE & ACCESS ISSUES THERE WERE MANY AREAS WE COULD NOT GET TO

DID TRY AND CONTACT THESE AS SOON AS WE COULD TO CHECK IF OK

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

YES

THIS WAS DURING A QUIET PERIOD HERE AND WERE BACK BEFORE MAIN ISSUES HERE

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

THROUGH LOCAL CONTROL

b) Local Disaster Coordination Centre

LOCAL CONTROL AT COORDINATION CENTRE

c) Local Disaster Management Group

LOCAL CONTROL PART OF CDMG

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

NO DIRECT CONTACT
THROUGH CDMG

b) District Disaster Coordination Centre

THROUGH CDMG

c) District Disaster Management Group

THROUGH CDMG

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?

KEPT IN REGULAR CONTACT

EMQ HAD REPRESENTATIVES AT COORDINATION CENTRE

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

THROUGH CDMG & COORDINATION CENTRE

ALTHOUGH SOME DIRECT CONTACT BETWEEN SES
GROUPS AND OTHER ORGANISATIONS
AT GROUND LEVEL

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)?

LOCAL DISASTER MANAGERS OFTEN REQUESTED ASSISTANCE THROUGH EMD OFFICERS, GENERALLY A COOPERATIVE APPROACH NO MAJOR CONFLICTS

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

PROVIDE ADVICE AND ASSISTANCE TO LOCAL GOVERNMENTS + CDRC

5. Communications

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

MOBILE PHONES
FIXED PHONE LINE
INTERNET
SES RADIO

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

SOME FIXED PHONE LINES AND MOBILE PHONES
DID FAIL THIS LEAD TO SOME HEAVY ^{RELIANCE} RELIANCE
ON SOME MEMBERS PERSONAL MOBILE PHONES.
THESE EXPENSES WERE RE-IMPOSED TO MEMBERS

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

GENERALLY SYSTEM NOT INTER-OPERABLE WITH
OTHER EMERGENCY SERVICES

6. Funding

6.1 Where does your unit receive funding from?

LOCAL GOVERNMENT

SES

FUND RAISING

DONATIONS

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?

YES - RECEIVED FUNDING FOR UPGRADE TO
GATTON SES HEAD COMPUTERS WHICH WILL
HELP GREATLY FROM FUTURE DISASTERS - ALSO REPLACED
GENERALLY APPLICATION PROCESS OK
MAIN DIFFICULTY GETTING 3 QUOTES

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

SOME

COULD BE MORE

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.

FUNDING IS OK BUT WOULD BE BETTER
IF MORE, PARTICULARLY FOR MAJOR CAPITAL
ITEMS

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?

WOULD BE BETTER TO HAVE MORE CONTROL ABOUT HOW FUNDING IS ALLOCATED AND DISTRIBUTED

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

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

HOW WITH TRAFFIC CONTROL, PARKING AND CATERING AT COMMUNITY EVENTS

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

5%

c) does fundraising present any difficulties?

CAN CAUSE SOME DIFFICULTIES BUT DOES PROVIDE SOME TRAINING OPPORTUNITIES AND HELP MAINTAIN MEMBER INTEREST AND CONTACT WITH COMMUNITY

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?

SOME LIMITED ACCOUNTABILITY FOR MEMBERS
PARTICIPATING IN OPERATIONAL AND
TRAINING WOULD BE HELPFUL

FURTHER ADVERTISING AND PROMOTION

KEEPING TRAINING RELEVANT AND PRACTICAL

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

CONSIDERING THE RESOURCES AND MEMBERS
AVAILABLE THE SES DID A GOOD JOB

PROBLEMS WERE ENCOUNTERED WITH COMMUNICATION,
GETTING REQUESTS AND COORDINATION AND
COMMUNICATION WITH OTHER SERVICES & LDMC

BETTER POLICIES AND PROCEDURE E.G.
EVACUATION PLANS WOULD HAVE HELPED

Thank you for taking the time to complete this questionnaire