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
- CARNON ~ 20 MEMBERS
- FOSSER HILL ~ 8 MEMBERS
- LADYCUT ~ 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'S
SES EXECUTIVES RECEIVE A SMALL
ALLOWANCE THROUGH COUNCIL AND SES
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 very 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?

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 resources.

There could be some improvement with procedures / policies / resources and we 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 lead up to floods was for sandbags.

Some strain/water damage to buildings.

Assisted with evacuation - Lanley highly involved in evacuation in Lanley
- Officer evacuate some from rural region
Assist with re-supply to isolated areas

Cleanup
Searches
4. Command and control

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

RESPONSIBLE FOR RUNNING OPERATIONAL DUTIES, PARTICIPATE IN COMMUNICATIONS, MANAGE THE RELATIONSHIP BETWEEN COMM & SES

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

COMMUNITY AREA SES OFFICE

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

MOST THROUGH 132506

BUT CAN STILL BE MANY REQUESTS DIRECTLY

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

GENERAL 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 LEADERS MANAGED & ACCOMMODATED
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 those 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

Did one & quiet period here & went back after 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 COORDINATOR

b) Local Disaster Coordination Centre

LOCAL COORDINATOR AT COORDINATION CENTRE

c) Local Disaster Management Group

LOCAL COORDINATOR AM 6
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

THROUGH LINE

b) District Disaster Coordination Centre

THROUGH LINE

c) District Disaster Management Group

THROUGH LINE

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 COORDINATION CENTRE

ALTHOUGH SOME DIRECT CONTACT BETWEEN SES GROUPS AND OTHER ORGANISATIONS AT GROUP 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 those various demands resolved (if at all)?

*Local disaster managers often required assistance from CEM officers.*

*Generally a cooperative approach to major events.*

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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 CEMOs.*

*Provide and coordinate CEMC.*
5. Communications

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

- Mobile phones
- Fixed phone unit
- Internet
- Sky radio

6.2 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 led to some heavy reliance on some members' personal mobile phones.
- The expenses were reimbursed to members.

6.3 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
- Grants
- Fundraising
- 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 - receive funding for upgrade to carry out's high quality work
- New Strategy for Future Directions - Yes recommended
- Generally positive process OK
- Main difficulty: gather 3 quotes

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

- Some
- None as 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
- More, particularly for major capital items

11/13
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?

HELP WITH TRAFFIC CONTROL, MARKING AND CARE OF COMMUNITY GROUNDS.

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

\[ \frac{5}{8} \]

c) does fundraising present any difficulties?

CAUSES SOME DIFFICULTIES BUT DOES PROVIDE SOME TAKING 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 allowances 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 and local.

Better policies and procedures e.g., evacuation plans were very helpful.

Thank you for taking the time to complete this questionnaire.