

To: Max Hunter (Local Controller, Stanthorpe, Southern Downs Regional),

You have been identified as a State Emergency Service Local Controller. As such, the Commission is interested in finding out from you more about the nature, role and funding of SES units in Queensland. We are particularly interested in knowing how your SES unit and its various groups operate, and how operations were undertaken during the 2010/2011 floods. This will help us to understand better the arrangements for running the SES in Queensland.

We would appreciate your taking the time to answer the following questions. This should take about 15 minutes. Upon completion, please forward the questionnaire by mail to: Queensland Floods Commission of Inquiry, GPO Box 178, Brisbane QLD 4001; or by way of email to info@floodcommission.qld.gov.au by **Friday, 14 October 2011**. If you are legally represented, you should forward it to the Commission through your legal representative.

Alternatively, if you do not wish to provide a written response to the Commission, we can arrange to have a Commission investigator ask you these questions over the phone. If you would prefer to respond in this way, please contact Conor McGarrity on [REDACTED]

The information you provide may be used in the preparation of the Commission's final report, which will be published in February 2012.

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.

- STANTHORPE UNIT 20 MEMBER INCLUDING LOCAL CONTROLLER & DEPUTY CONTROLLER
- WALLANSCARLA GROUP 15 MEMBERS WITH GROUP LEADER

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 RECEIVE ANY PAID REMUNERATION OR WAGES

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.

- A NEED FOR PAYMENT NEEDS CONSIDERATION FOR EXECUTIVE OFFICERS AND TRAINERS FOR TRIP AND OUT OF POCKET EXPENSES SPENT ON ADMINISTRATIVE DUTIES. EXPECTATIONS FOR DISASTER MANAGEMENT ROLES SHOULD ALSO BE CONSIDERED.
- ACTIVATION OF VOLUNTEER ROLES FOR DAY TO DAY ACTIVITIES IS AN EXPECTED ROLE OF SES MEMBERS.

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

THE SOUTHERN DOWNS REGIONAL COUNCIL HAVE 2 UNITS IN OPERATION. THE UNITS COMPLEMENT EACH OTHER IN SUPPORT ROLES IN TRAINING AND ACTIVATIONS.

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?

TRAINED THE UNIT POSSESSED ADEQUATELY PERSONNEL FOR THE FORESEABLE SITUATION. ADDITIONAL TRAINING IS ALWAYS PREFERABLE.

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

OUR UNIT WERE UNDER STRENGTH WITH 563 VOLUNTEERS DUE TO MEMBERS BEING ISOLATED BY THE SITUATION. COMMUNITY VOLUNTEERS DID CONTRIBUTE TOWARDS THE EFFORT OF DEMAND WHEN REQUIRED.

2.3 Did your unit have enough equipment and resources?

NOT ENOUGH EQUIPMENT INITIALLY ALONG WITH LIMITED RESOURCES, HOWEVER WITH SHORT NOTICE RESUPPLY FROM ETC & HQ AND LOCAL BUSINESSES, THESE ISSUES WERE OVERCOME ADEQUATELY

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

- NOT
- STANTHORPE UNIT WAS ADEQUATELY PREPARED IN THIS FLASH FLOOD EXPERIENCE DUE TO LIMITED MEMBERSHIP NUMBERS.
 - THE DEVELOPMENT OF BUSINESS RELATIONSHIPS FOR FUTURE EVENTS WOULD ASSIST GREATLY IN A RESERVE MEMBERSHIP CAPACITY.

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).

- PLACEMENT of SAND BAGS BY RESOURCES
- PROVISION of SAND BAGS FOR PUBLIC USE.
- FLOOD BOAT CREW WERE PLACED ON STANDBY.
- HOUSE TO HOUSE DOOR KNOCKING AS ADVISED BY POLICE
- ASSISTING RESIDENTS IN FURNITURE REMOVAL
- PUBLIC AWARENESS AND ADVICE ON CONDITIONS.
- REQUEST FOR ASSISTANCE WERE ATTENDED TO ON A ROLLING BASIS AS DEMANDED AND POSSIBLE TO ASSIST IN ~~AT~~ ~~EX~~ A TIMELY BASIS.
- MAJORITY of REQUESTS for ASSISTANCE WERE RECEIVED BY TELEPHONE ON A CONSTANT BASIS.

4. Command and control

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

- ANSWERING CALLS AND ACTIVATING MEMBERS
- LIAISING WITH LOCAL EMERGENCY SERVICES
- LIAISING WITH EMQ HQ
- TRIAGING REQUESTS FOR ASSISTANCE.

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

- REPORTING TO POLICE OFFICER IN CHARGE WHO HAD THE ROLE OF LOCAL DISASTER COORDINATOR.
- REPORT TO EMQ/HQ DUTY OFFICER.

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

- FROM 132500 ACTIVATION CENTRES.
- LOCAL AREA RESIDENTS.
- LOCAL DISASTER COORDINATION CENTRE.

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

BASED ON ORDER OF REQUESTS
CONSIDERATION FOR PRIORITY, RISK
AND AVAILABLE RESOURCES.

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

MAJORITY OF REQUESTS WERE GENERALLY RECEIVED AS EACH "FLASH FLOOD" IMPACTED. THEY WERE MANAGED AS RESOURCES AND PERSONNEL WERE AVAILABLE AND DEALING WITH THE EVENT OF SCALE & SEVERITY.

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?

SOME REQUESTS FOR ASSISTANCE WERE UNABLE TO BE ATTENDED IMMEDIATELY HOWEVER WHEN ~~AVAILABLE~~ RESOURCES WERE AVAILABLE, THE REQUESTS WERE FOLLOWED UP IN PERSON OR BY CONTACT (PHONE)

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 MEMBERS WERE DEPLOYED OUT OF OUR REGION DURING OUR FLOOD EVENTS.
LATER DEPLOYMENTS WERE MANAGED BY EMQ/HQ.

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

FACE TO FACE BETWEEN UNIT & LDC.
TELEPHONE COMMUNICATION
ASSESSMENT AND RESPONDING LOCALLY.

b) Local Disaster Coordination Centre

REGULAR FACE TO FACE ~~MEETINGS~~ AND BRIEFINGS ON UP TO DATE SITUATIONS.
BY TELEPHONE & RADIO COMMUNICATIONS.

c) Local Disaster Management Group

FACE TO FACE MORNING AND AFTERNOON MEETINGS. PLANNING & REVIEWING WITH EMERGENCY UNITS & PERSONNEL.

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 COMMUNICATION WITH THE UNIT
DISTRICT DISASTER COORDINATOR MADE
CONTACT WITH LOCAL D.C.

b) District Disaster Coordination Centre

NO - AS PER ABOVE

c) District Disaster Management Group

NO - AS ABOVE

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?

PERIODIC CONTACT WAS MADE
WITH ALL LEVELS OF EMQ DIRECTORS
WE EXPERIENCED NO DIFFICULTIES IN
COMMUNICATING WITH APPROPRIATE EMQ STAFF.

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

- ACTIVATED BY AND WORKED UNDER LOCAL DISASTER COORDINATOR (POLICE OFFICER IN CHARGE)
- ASSISTED BY LOCAL RURAL FIRE SERVICES
- LOCAL RES & QES ASSISTED IN CATERING AND GENERAL PROCEDURES

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 ISSUES WERE IN CONFLICT.

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

- I BELIEVE THAT EMQ AREA & REGIONAL DIRECTORS ARE THERE TO ADVISE AND SUPPORT BLS DURING DISASTERS. THEY PROVIDE TECHNICAL SUPPORT ALONG WITH LOGISTICAL SUPPORT TO LOCAL AND DISTRICT COORDINATORS.
- REGIONAL EMQ HQ ARE THE CONDUIT LIAISON WITH STATE GOVT. & GOVERNMENT.

5. Communications

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

- ALL AVAILABLE SOURCES OF COMMUNICATIONS WERE UTILISED
- MOBILE PHONES, LANDLINE PHONES;
 - SES UHF & HF RADIOS
 - R.F.S. - VHF and UHF

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

THE MOBILE PHONE SERVICE BECAME OVERLOADED AND INCOMING CALLS WERE GOING DIRECT TO MESSAGE SERVICES.

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

- SES RADIOS HAVE LIMITED INTER-OPERATION WITH OTHER SERVICES.
- A CONTROLLED SYSTEM COULD BE IMPLEMENTED IN DISASTER SITUATIONS WITH LINKING EMERGENCY SERVICES.

6. Funding

6.1 Where does your unit receive funding from?

LOCAL GOVERNMENT.

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 - MEMBERS HAVE
INPUT INTO ANNUAL BUDGETARY
REQUIREMENTS & DISCUSSIONS

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.

I BELIEVE WE NEED TO REASSESS OUR
READINESS & OUR OBLIGATIONS UNDER
THE LOCAL DISASTER MANAGEMENT PLAN

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?

A LEVY BASED SYSTEM SHOULD BE IMPLEMENTED TO MEET COMMUNITY EXPECTATIONS ON A LOCAL, STATE AND FEDERAL LEVEL. PROJECTIONAL BUDGETING CAN BE IMPLEMENTED BY RISK ASSESSMENT AND DUTY OF CARE EXPECTATIONS.

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

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

NO

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

NIL AS ABOVE.

c) does fundraising present any difficulties?

NOT APPLICABLE.

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?

SES CAN AND WILL ATTRACT MEMBERS WHO ARE COMMUNITY MINDED. RETENTION OF MEMBERS CAN BE REALISED IF ~~IF~~ FORMAL TRAINING AND ADMINISTRATION REGIMES CAN BE KEPT TO MINIMALISTIC EXPECTATIONS. TO MEET MEMBERS AMBITIONS.

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

THE SES MEMBERS IN OUR REGION HANDLED THE OPERATIONS TO THE BEST OF THEIR ABILITY & RESOURCES. MEMBERS RESPONDED GENEROUSLY ~~IN~~ IN RFA AND TO OTHER POST DISASTER AREAS IN TIME OF CLEAN UP OPERATIONS.

Thank you for taking the time to complete this questionnaire