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Mrs Lisa Spierling

Elizabeth Fraser

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Queensland Floods Commission of Inquiry
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Submission to the Queensland Floods Commission of Inquiry

Lisa Spierling

Thank you for your investigations into the flooding and cyclone disasters in Queensland this year. I know a huge amount of work has been done by the Commission in gathering evidence since January.

I am writing on behalf of the community of Grantham where 12 of my close neighbours lived and where they died on 10 January and where dozens of Grantham residents suffered significant losses: their pets, their sense of safety, their homes, gardens, businesses and home town.

Since the flood event, I have moved house twice with my family of four school-aged children, negotiated insurance claims for my home and business, worked to demolish what remained of our horticultural business, begun to rebuild our business at a safer location and supported the families in our town who suffered deaths in their families.

I have read extensively about the events of 10 January 2011 however there are still remaining questions and concerns to which this community needs answers. The authorities which have these answers appear to be withholding important information [REDACTED]

[REDACTED]

Refusal by authorities thus far to explain important details of what happened on 10 January is causing great distress to many residents of Grantham who are still struggling to come to terms

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with deaths in their families and post-traumatic stress disorder and other psychological symptoms amongst adults and children as a result of having their lives suddenly placed in jeopardy by the violence of the 'wall of water' which hit our town.

As more and more detail has gradually emerged about failures at the state government and local government levels, it is becoming increasingly clear that serious failures compounded on that day which led to catastrophic and unnecessary loss of life. We deserve, at the very least, the truth. I have always believed (maybe naively) that the authorities would always be there to protect us. It has become clear now that the authorities had many hours to warn us of the impending disaster but they did not give adequate warning. As a parent I feel that I have a duty of care to protect my children but I was unable to fulfill my duty that day because of the lack of appropriate warnings to me and to all other Grantham residents. In order to begin to recover from this event, we need answers to our questions.

We therefore ask the Inquiry to pursue various lines of investigation which have not yet been explored but which need to be investigated to yield information which will pinpoint critical failures on the day so that these are identified and addressed in a timely manner. Urgency is now becoming a factor because of the continued development of another La Nina climate system this year.

This document is a synthesis of information from evidence to the Inquiry, evidence from the coronial inquest and other sources which outlines the basis for our concerns.

Elizabeth Fraser

My name is Elizabeth Fraser (Bess) and I lived at 8 ANZAC Ave Grantham, with my sister Brenda Ross and her carer Chris Face. My nephew Joshua Ross lived in the house directly behind joined by a gate at 7 William St. Grantham. On the day of 10 January 2011 the day the flood hit our town, Chris Barrett my partner had been keeping a watch on the creek. While he was in the yard cleaning up and trying to get items out from under my 20ft shipping container that was full and had moved 10ft over the fence from the flood the day before. I was washing and as the day went along the water started to rise. Chris Barrett said to me the creek has come up to where we had to move the cars. I told Josh to put things up on the beds and benches in 7 William St. just encase the water came up. I had been washing and went and said to Brenda that we were taking our cars up to the rail yard and that Chris Face needed to take Brenda's car and also that I would be back to finish the washing. That was the last time I saw my family alive. After getting up to the rail line we fussed about for a few minutes and went to go back down to the house to finish the washing. As I went to walk out of the gate the water was calm on the top but the turbulence was so strong underneath that it took my legs out from under me. This was not a normal flood.....! Not long after that my sister rang and in the conversation she said that they were all in her bedroom, carer Chris Face, Brenda Ross my sister and her only child Joshua and

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three dogs a cat and numerous birds. Joshua would go down to his mums house when the water would rise on other occasions as we had thought it was safer home to be in. I had asked where the water level was and she said it was up to her knees. That would have made it over 7ft high.

On the Wednesday the 12th of January , before we left Grantham [REDACTED] and myself went down to the house. Joshuas' house at 7 William St had 3 brick sides standing strong and the back wall which was made of timber had opened like a cat flap, but was still attached to the house and everything was gone from inside the house. Number 7 William St. was across the road from the creek about 20 metres away. Number 8 ANZAC Ave was no longer there the house was gone except for a trail of bricks and roof tiles that went across the road through two paddocks , over another road and across another open paddock. The total distance of 1.4km where the bathroom wall and the peak of the roof were found.

How does a brick home fall apart like this ? Why is there no direct communication between the three emergency agencies?

Please help me find the answers to this and to all our other questions to help us get the closure we need for our friends and family and this will help in our healing process as a community. Also helping us with such a great tragedy never happening again with finding the areas that have lapsed and or need to be changed.

Failures in Disaster Management Preparedness

1. In September 2010 the state government received a warning from a flood risk management audit. It found there was '*No clearly identified lead agency responsible for overall strategic co-ordination of flood management policy across Queensland,*' and '*No consistent approach for flood modeling and planning.*'¹ The audit warned that this could have a '*catastrophic impact.*'
2. There was no uniform state-wide information and communication technology. Councils, police, emergency services and government agencies were using different communication systems. SMS messages to residents at risk in some cases malfunctioned, were not initiated at all or contained confusing and contradictory messages.
3. On 25 October 2010 a letter, Premier Anna Bligh wrote to Paul Lucas, the Department of Community Safety and director-general Jim McGowan warning of the potentially dangerous summer to come:

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‘Given the increased risk associated with the coming season, it is imperative that there is no complacency within agencies’

Departments were asked to review their roles in a disaster, review their, *‘business continuity’* plans and ensure senior staff were either rostered on or on call over the holidays. Agencies had to ensure they were ready to assist in an emergency, including, ***‘the provision of accurate, timely, coordinated and consistent warnings to any community under potential threat.’***

4. **There was no Disaster Management Plan** – very little work has been done on this since amalgamation of Lockyer Valley shires into the Lockyer Valley Regional Council. Council staff member [REDACTED] stated in an email on 14 September 2010 that
*‘Since amalgamation little work has been done to improve LVRC’s disaster response capability.’*²
5. There was **no evacuation plan** in place for the Lockyer Valley Regional Council area.
6. There had not been a Local Disaster Management Group meeting for 12 months, a violation of the Disaster Management Act which stipulates meetings must be held every six months.
7. Despite Anna Bligh’s warning letter in October 2010, only half the council staff was on duty over the Christmas break.
8. Grantham was flooded on the 26 December 201, then again on 6 January and again on 9 January 2011.
9. The Local Disaster Management Group was closed at 3am on 10 January despite the town of Grantham and surrounding areas still being flooded. The Local Disaster Management Group was not reopened until 12.15pm on the 10 January 2011.
10. Independent weather watchers started posting concerns on the online weather forum <http://forum.weatherzone.com.au/> at 12.01pm and then at 12.16pm. Meteorologist Anthony Cornelius posted to the forum that Sandy Creek in Grantham might be of concern. There was another post at 1.10pm
‘Anthony, do you think the (Bureau of Meteorology) is on the case with that (storm) cell. If not you probably know who should be told about it. Those rain rates between Esk, Crows Nest and Toowoomba are truly frightening. I fear that there could be a dangerous flash flood very soon particularly in Grantham. Am I overreacting?’

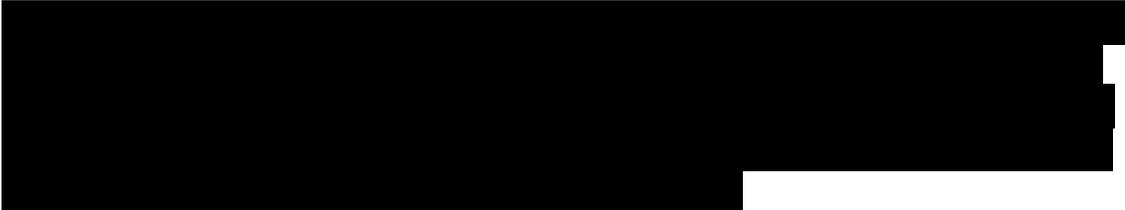
Another post at 1.41pm by Adam warned of a ‘wall of water’ but there was no public warning from official sources.

² Exhibit 160 Queensland Floods Commission of Inquiry.

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11. The Bureau of Meteorology issued a flood warning for ‘moderate to severe flooding’ in the Lockyer Creek at 4.16 pm. This was upgraded to a top priority flash flood warning at 5pm. By then it was too late for Grantham residents.
12. At 1.50pm on 10 January the Lockyer Valley Regional Council’s **Face Book page** posted ‘*There has been some major flash flooding around the Murphy’s Creek and Withcott areas with water flowing heavily across the Warrego Hwy at Withcott.*’ However council officers did not distribute this information via ABC radio, television or online news outlets.
13. At 2.35pm the Perry family phoned 000 and reported that they had been swept off the bridge at Helidon.
14. A channel 7 helicopter filmed the Perry family and said that the people downstream need to look out.
15. The police and council workers made their way to the Grantham School on two occasions but never brought a medic to assist with the injured people, even after repeated requests by Lisa Spierling for professional medical help. In the Inquiry’s Interim Report noted that the Grantham School was not an appropriate evacuation site because it didn’t have showers. No mention was made of the lack of medical help.

Questions.

1. What time were the workers at Wagners quarry in Grantham sent home? Who alerted them to the danger?
2. Why was no medical help sent to the Grantham School on the evening and night of 10 January despite repeated requests for help and emergency medications by Lisa Spierling to the policeman at the school?
3. 
4. Whilst acknowledging this was an unprecedented event, why was there a lack of even a basic level of response from authorities, as there had been in the previous weeks?
5. After the floodwater receded from Grantham on the evening of 10 January,   walked around the southern section of Grantham rescuing people from trees and houses with nothing more than the light from a mobile phone. A civilian

[Type text]

[REDACTED]

[REDACTED]

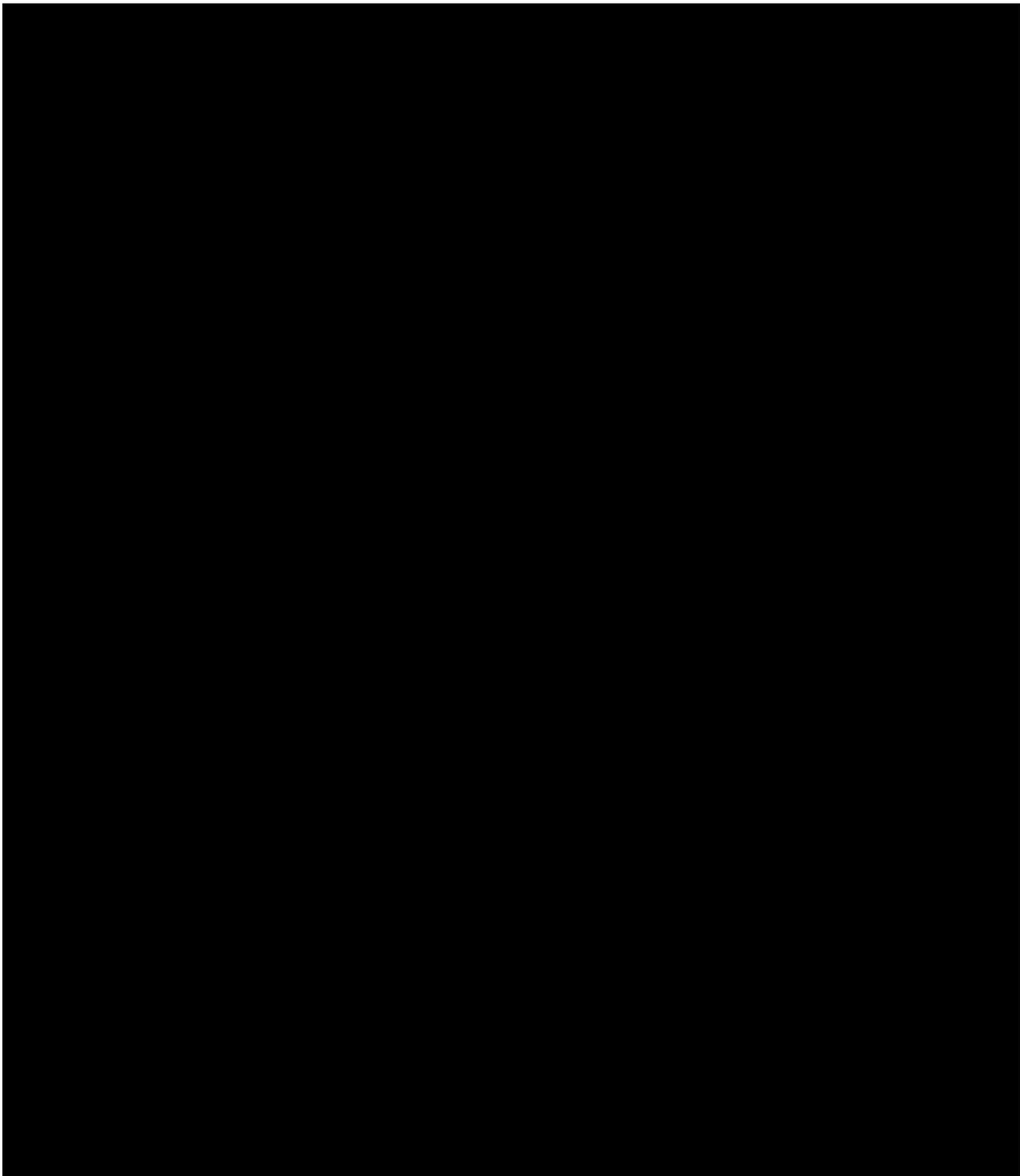
[REDACTED]

³ Michael Usher. Torn Apart. Sixty Minutes. 11 February 2011.

⁴ Trent Dalton. Lockyer Valley mayor Steve Jones fought the floods and saved lives. Courier Mail. 9 April 2011.

⁵ Steve Jones. Transcript of Evidence 28 April 2011. Queensland Floods Commission of Inquiry.

⁶ Interim Report of the Queensland Floods Commission of Inquiry. p 238.



⁷ Trent Dalton. Lockyer Valley mayor Steve Jones fought the floods and saved lives. Courier Mail. 9 April 2011.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Discrepancies in the Interim Report of the Queensland Floods Commission of Inquiry

1. We have read the Inquiry's **Interim Report** and we are deeply worried about some of its findings. Whilst the task was very large, there are what we believe to be some errors. When Lisa Spierling has asked about how to have these amended, she has been told repeatedly that the Inquiry '*can only go by the evidence put before us*'. Six months has not been a long enough time to investigate an event that covered a region bigger than France and Germany combined, an area that includes the state capital and several major regional cities and several rural areas in which 23 lives were lost in one day. The breadth of the Inquiry has made it difficult to inquire into details in each area yet the existence of the Inquiry has severely narrowed the scope of the Coronial investigation.

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2. The Inquiry has spent very little time thoroughly investigating why 12 lives were lost in Grantham due to a large body of very deep and fast floodwater flowing along a road and striking houses.
3. The Inquiry has spent very little time investigating why the people who died in Grantham did not receive warning when there was ample time for appropriate warnings to be given. Lisa Spierling has been told by Commission staff that this inquiry is a ‘receptacle inquiry’ and that they will only go by the evidence put before them. The lack of probative investigation begs the question as to whether some authorities and individuals have withheld evidence which might cast them in a bad light.
4. The Interim report of the Inquiry has found that ‘*A swift water technician and two auxiliary firefighters were called in for duty at the Gatton station. They attended a water rescue at Murphys’ Creek at 1.40pm.*’ It then goes on to say ‘*The fire service has also provided some evidence of contact made with auxiliary brigades and volunteer rural fire brigades in the South East region on the morning of 10th January to warn of severe weather forecasts and check availability to report for duty.*’⁸

Question

16. Why it is the LDMG did not reopen until 12.15pm on the 10th of January despite auxiliary brigades being called in during the morning?

5. ‘*The commission explicitly sought information from the fire service to respond to the allegations that it did not respond adequately to the events of 10 January 2011. The commission also provided the fire service with draft findings on this point indicating that it was not able to come to a conclusive view about the allegations without this information. The fire service has provided the commission with some evidence in response to the allegations. Unfortunately, whether through unwillingness or inability it has not provided sufficient detail for the commission to reach clear factual findings on the allegations, for the purposes of this report.*’⁹ This statement from the Flood Commission is the reason why we have raised concerns about authorities or individuals only showing a selection of documents so as not to show them in a bad light.

⁸ Interim Report. QFCI. p 173.

⁹ Interim Report. QFCI. p. 174.

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8. The Interim Report (section 7.2.4 **Lockyer Valley disaster response – agency response Rescue**) found that

‘At 2.30pm, the SES controller directed the Gatton SES group to undertake door knocking at Grantham, in the expectation that flooding there would be of the type the town had been experiencing intermittently in preceding weeks. They left Gatton for that purpose at 2.50pm, stopping to warn one household on the Gatton side of Grantham as to the possibility of water rises, but then found themselves unable to get into Grantham because of the rising water.’

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This finding by the Commission is in conflict with information known by Lisa Spierling. She drove her Volkswagen Golf with three of her children into Gatton at around 2.40pm. It was a quick trip as she was mindful of the flooding and she had a cake in the oven. She returned at just after 3pm to Grantham. During this trip she did not see any SES or Police vehicles. Sandy Creek Bridge was open and there was no water covering the road. She has provided this information to the Inquiry in her original statement to the Commission which is on the Commissions' website.

[REDACTED]

In addition, phone records of [REDACTED] confirm the timing of a phone call he made on 10 January at 2:39pm to Lockyer Valley Regional Council (1300005872) when he spoke to a woman at the switch board to advise the Council that water was entering and rising rapidly at the toilet block at Helidon Park. Council staff transferred the call to the engineering department where he once again explained what was happening at the park. The female council worker told him said *'Okay, I will pass that information on.'* This phone call lasted for two minutes.

In addition, Murphys Creek resident [REDACTED] also phoned the LVRC at 1:51pm on 10 January warning them of the rapidly rising water at Murphys Creek. [REDACTED] property backs onto Murphys Creek. She told Council staff that she was very concerned about the speed and rise of the creek. She was subsequently contacted by an Australian Federal Police officer, [REDACTED]. He took a statement from her by phone and took the statement to her for signing. [REDACTED] says she phoned the council at 1:51pm, spoke to the main switch operator, explained the nature of her call and was put through to another lady to whom she explained where she lived and how alarmed she was at the rise of the water.

[REDACTED] phoned the Flood Commission soon before 1 August concerned that her statement had not appeared on the Commission's website. She told Lisa Spierling when she spoke to her on the evening of Oct. 28 that she was very upset every time it was stated by the authorities that they had no idea of the flash flood. It is still not on the website.

[REDACTED]

This timing is supported by information from two of the SES volunteers who were dispatched to Grantham on that day. One of these was a man known locally as [REDACTED], [REDACTED], and a woman [REDACTED].

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They told Lisa Spierling that by the time they reached Grantham, there was a shipping container floating down the Gatton-Helidon Road, so they turned around and left.

Lisa Spierling has been told by the Commission that where there are inconsistencies, the Commission will adopt the 'most credible witness'. We hope that in referring to who is more credible, that you are not dismissing the whole town of Grantham as unreliable despite the phone records which confirm timings [REDACTED]

9. Gary Dorr's statement dated 6 July 2011 indicates he received a call from the LDMG to attend the office around lunch time. The LMDG was already receiving calls about mass flooding in Toowoomba, Withcott and Murphys Creek. So by this time they are aware the situation. (Line 24.)
10. Mr. Dorr says he saw a picture message on a Lockyer Valley council officer's mobile, depicting flood waters over the toilet block at the Helidon Park (same as the message rung through by [REDACTED] at 2:39pm). This statement by Mr. Dorr seems to contradict the statement by the flood commission in the Interim Report. Section 7.2.4 at Line 28 *'it does not appear, though, that any detailed information about the state of the Lockyer Creek was conveyed to the local disaster group or the council. In particular, there is no record of their being alerted by anyone who saw the rapid rise in the creek at Helidon.'*

Gary Dorr is from the SES, a member of the local disaster group and [REDACTED] is an employee of the council.

18. Will the Commission amend their Interim Finding that *'it does not appear, though, that any detailed information about the state of the Lockyer Creek was conveyed to the local disaster group or the council. In particular, there is no record of their being alerted by anyone who saw the rapid rise in the creek at Helidon.'*

11. Gary Dorr continued:

(Line 29): *'This is when I realized that this flooding would reach Grantham.*

(Line 30): *'At 2:30pm I contacted the SES Gatton office and spoke to Dawn Carrillo to instruct her that they should warn residents of Grantham of the potential of flooding.*

This action was never entered into the LDMG log.

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(Line 34):' *I am aware that they left the office at 2:50pm. The initial plan was to use the Portable Audio system (PA) in the SES vehicle which is a Mazda two ton truck. They were to use the PA system to drive through Grantham and warn residents of danger of the floods.'*

This would be the first time this would have ever been used in Grantham. We have not spoken to one person who ever remembers a PA system being used to warn the residents of flooding.

(Line 36) '*But before they could get into Grantham, the water was coming across the road and rising fast so they couldn't drive through and the PA system wasn't working'* There are several witness statements indicating that the flood was not in town until at least 3:30pm-3:45pm. Grantham resident [REDACTED] recounts in his statement how he rode his push bike from the Grantham shop over the Sandy Creek bridge after Sandy Halliday's phone call from her sister at 3:31pm, which he overheard. We also have photos that are date and time stamped showing Gatton-Helidon Rd. at 4:09pm clear of water but with water only in ANZAC Ave and Mr. Warburton still standing in ankle deep water out the front of his business.

12. The Interim Report found that, '*At 2:30pm, the SES controller directed the Gatton SES group to undertake door knocking at Grantham, in the expectation that flooding there would be of the type the town had been experiencing intermittently in preceding weeks.*'¹⁰

The commission sourced this finding to Gary Dorr's statement. There is no-where in his statement that Gary Dorr writes that he thought the town was in for the kind of flooding that had been experienced in the town in preceding weeks.

Question

19. Will the Commission amend this finding?

13. There is conflicting evidence about when the LDMG activated on 10 January.

Exhibit 165, an EMQ sitrep gives the reactivation time for the group as 9am.

¹⁰ Interim Report. Absence of warning. Section 7.2.5 Lockyer Valley Regional Council response. p. 239.

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Exhibit 163, a LVDMG running log gives the time the group reopened at 12.15pm.

However, a senior Gatton police officer, has told Lisa Spierling that the LMDG was reopened at 6.30am.

Question

20. At what time was the Local Disaster Management Group reactivated on 10 January?

14. Exhibit 170, Flood warning report.

The LVRC radio and website summary does not mention its Face Book page post at 1.50pm stating, ‘*There has been some major flash flooding around the Murphys Creek and Withcott areas with water flowing heavily across the Warrego Hwy at Withcott.*’

Inconsistencies in the Lockyer Disaster Management Group Log

In the LDMG log at 12.30pm on 10 January a person named [REDACTED] mentions forced evacuations from Grantham.

1.

Question

21. Was an evacuation order made for any residents of Grantham? If so, who made the order and when? How were residents informed of the evacuation order? Who effected the evacuations?

At 12:40pm [REDACTED] (SES) mentions [REDACTED] (media rep, for LVRC) to contact WIN news about evacuations.

Question

22. To whom is [REDACTED] referring as being evacuated?

At 1:35pm it is mentioned that Steve Jones is reporting heavy rain at Withcott.

At 1:50pm [REDACTED] reports 150mm in Murphys Creek in the past hour, extremely heavy rain and that Sgt Howard Glass was stuck in Toowoomba.

2:00pm Steve Jones is reported to be stuck in middle of Biggs Rd, Withcott.

2:10pm [REDACTED] mentions the Mathews from Murphys Creek

2.:20pm Steve Jones reports cars had floated into the newsagent from Freedom Fuels and that at Postmans Ridge, houses had been washed away.

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3:10pm Flooding predicted for Gatton.

4:07pm [REDACTED] was asked to door knock Grantham with a warning to residents.

Question

23. Given the above warnings, the LDMG is hearing about widespread very heavy rain, flooding in Toowoomba, Spring Bluff which had swept two people from their house, Murphys Creek and Withcott and that flooding was predicted to continue downstream. In addition, the call from [REDACTED] at 2.39pm and the call from [REDACTED] at 1.51pm and the picture message on [REDACTED] phone before 2.30pm.

If nothing had been done to warn Grantham residents by 3.10pm when the warning was issued for Gatton, there was still another 45 minutes when warning could have been given to Grantham which would have allowed people to evacuate to higher ground.

Why did the LDMG delay issuing a warning to Grantham residents until almost an hour after issuing a warning further downstream for Gatton residents?

This is a critical question because by the time the 4.07pm door-knock was requested, everyone who perished was already dead in Grantham.

Inconsistencies re evidence of Exercise Orko

1. This exercise on 2 – 4 November 2010 simulated an extreme rain event in EMQ's South West region.

Evidence is conflicting as to whether Lockyer Disaster Management Group chairman Steve Jones attended this exercise.

Yes he did

Lockyer Valley MP Ian Rickuss asked Police Minister Neil Roberts on 6 September 2011 who attended Exercise Orko. Mr. Roberts provided an Individual participant list including Steve Jones, Chairperson, LVLDMG and that **he attended for 6 hours.**

No he didn't

Steve Jones gave evidence that he did not attend. See Exhibit 161 **QFCI matters concerning the Lockyer Valley record interview with Steve Jones 7 April 2011** page

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66 line 38. Mr. Ainsworth from QFC mentions this exercise to Mr. Jones stating that he did not attend. Mr. Jones replies 'Mmm'.

Mr Callaghan (counsel assisting) also mentions to Mr Bundy of EMQ that Mr Jones did not attend Exercise Orko and he asks him his opinion on this matter. Transcript, 28 April 2011 page 101 line 50.

Question

24. Did Lockyer Disaster Management Group chairman Steve Jones attend this exercise?

25. On what basis did the Commission believe Steve Jones did not attend?

Lack of evidence from Lockyer Valley SES, QFRS and Police personnel.

1. Whilst the Commission has gathered evidence from senior officers in the SES, QFRS and Police Service, there appears to be very little information from SES, QFRS and QPS in the disaster zone on 10 January in the Interim Report. Lisa Spierling sought information about this omission on 10 October and was referred to Exhibits 116,117,144,145,174, and 182. She looked up each of these and none were by Lockyer Valley SES, QFRS or Police in the disaster zone on 10 January.

Question

26. Does the Commission have any statements, submissions of exhibits written by SES, QFRS or Police operating in the Lockyer Valley on 10 January?

27. If not, will you obtain statements from them?

2. The Commission's Interim Report found that 'a witness who lived at Upper Lockyer near the town (72 Peter Souter) said that at about 1:47pm he saw a wave of water in the creek breaking in the distance; and the force of the approaching water was ripping out trees in its path. And (74 Susan Haughey) '*A resident in the Murphys Creek township said that at about 2:00pm, water started coming down the road carrying rain water tanks and other large items*'. Another local resident is also referenced describing flooding at Postmans' Ridge at approximately 2:00pm.¹¹

¹¹ Interim Report. Flooding in the Lockyer Valley on 10 Jan 2011, p. 236.

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28. Will the Commission add an acknowledgement that several local people phoned the council to warn them, describing the speed and force of the water?

3. Gatton police officer [REDACTED] claims to have dispatched a crew to Helidon but they could not get through.

Questions

29. When did this crew attempt to get through to Helidon and which way did they go?
30. Does the Commission have any statements or submissions from the LMDG co-ordinator Gerry Franzmann and/or any of the other representatives of the LDMG eg Qld Police, QFRS.
31. Why did a person such as Gary Dorr only get interviewed in July, seven months after the disaster ?

Conclusion –Lisa Spierling

Several hundred Grantham residents have been rendered homeless by this disaster and are still living in rented houses, sheds or with relatives and are scattered many kilometres from their home town. Many have been unable to access information about the disaster and are still suffering, and will continue to suffer post-trauma-related conditions for many years.

Understanding what happened and why on 10 January is a major part of beginning to acknowledge what happened, resolve the losses of family members and friends, pets, homes, businesses and a life-time of collected possessions.

Whilst I was arguably less affected than many other people in Grantham, three of my children were terrified on that day that they would die and that their mother was missing, that their pet dogs were drowning, that our home and business were collapsing before our eyes and that our lives were threatened for a second time by a second wall of water which left us with no option but to risk running towards a creek we knew was flooded, hoping we could get to safety by crossing a railway bridge, negotiate water with power lines arcing across the surface and a shipping container that was heading for the bridge, our last avenue of escape.

Given the human cost of the disaster to Grantham, I am at a loss to understand why people are so reluctant to speak with us and to give us an opportunity to ask the questions that keep so many of

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us awake at night. Families of victims were told last week that the recent Inquest was neither the time nor the place to ask our questions. I am therefore directing the questions to the Inquiry and hoping that answers will be forthcoming.

I appreciate your attention to this important matter.

Yours sincerely

Lisa Spierling

End note.

I do not have available to me at the moment a scanner to include with this submission today [REDACTED] [REDACTED] statement and phone records. I am buying a scanner in the next week so I will be able to send this vital piece of information to you as soon as I can. I do apologies for this.

Some issues raised in this submission are also addressed by a number of statements provided to the Commission. The statements are provided below for information.

STATEMENT OF WITNESS

Date: 2nd December 2011

Name of Witness: Shane William ENGEL

Address of Witness: [REDACTED] Sippel Road, Blenheim, QLD 4341

Occupation: Backhoe Operator

Position: Backhoe Operator with Lockyer Valley Regional Council

Telephone: (Work) [REDACTED] (Mobile) [REDACTED]

Queensland Floods Commission of Inquiry Requirement to Provide Statement No. 1772778

I, Shane William Engel, member of the Gatton Group of the Lockyer Valley Unit of the State Emergency Service ("SES") state:

1: I have been a member of the Gatton SES Group since March 2003.

9 January 2011

2: On the night of 9 January 2011, Dawn Carrillo (Gatton Group Leader) and I were activated to take the Gatton Flood boat into Grantham with sandbags required by residents due to rising flood waters. [REDACTED] accompanied us to supervise the vehicle and boat trailer whilst it was parked at the Placid Hills corner, whilst Dawn Carrillo and I took the boat into the town.

3: This job was actually passed on to the Rural Fire Brigade once we got into Grantham along the water table at the side of the road, as they had a vehicle that they could still drive into Grantham.

4: We were then tasked to assisting the Swift Water Rescue crew, throughout the night, to evacuate people from Harris Street.

5: Dawn Carrillo called Annette Fifoot to ask if she was available to come and support [REDACTED] in minding the vehicle and boat trailer, and answering the phone, whilst

This is page 1 of a statement comprising 4 page/s.

| | |
|--|---|
| Witness (Shane William Engel): [REDACTED] | JP/Solicitor/Commissioner for Declarations: [REDACTED] <i>Wendy Ollie Scott</i> WENDY OLLIE SCOTT |
|--|---|

Dawn Carrillo and I assisted the Swift Water Rescue members. Annette Pifoot confirmed she was available and would be there as soon as possible. She arrived at 23.50 hours.

10 January 2011

- 6: We all finally returned to the Gatton Shed and signed out at 0430hours on the morning of the 10 January 2011.
- 7: [REDACTED] returned home, and Dawn Carrillo and I (Dawn is my partner) remained at the SES Shed, as we were unable to return to our property due to creek crossings being uncrossable. We then slept at the SES Shed for the rest of the night.
- 8: The attendance Log at Gatton SES Shed shows that I signed out at 04.30am on 10 January 2011. I attach a copy of the Log, marked "SWE-1".
- 9: At approximately 0930 hours, we got up and Dawn Carrillo and I went to purchase some breakfast. As we were not doing SES business, we had not yet signed in. Whilst we were out, Dawn received an enquiry call from a Leanne Mildred at Lower Tent Hill regarding the possibility of sandbagging around the house exit points, because they were going away for a few days and were concerned about the rising floodwaters nearby from the Tenthill Creek and the Ma Ma Creek, as their house is in between both creeks. Dawn Carrillo and I went out to the house to do a reconnaissance, and agreed with the owner to return to the SES Shed and assist them in filling about 200 sandbags to completely surround their house with a double layer of bags.
- 10: We returned to the SES Shed, picking up [REDACTED] on the way, as he does not drive, and signed in at 1130 hours. [REDACTED] and I then commenced filling sandbags. Three members of the Mildred family came down to the SES Shed, and together with us, filled approximately 250 sandbags.
- 11: The attendance Log at Gatton SES Shed shows that I signed in at 1130hours on 10 January. See previous attachment of the Log, marked "SWE-1".
- 12: Dawn Carrillo remained in the Emergency Operation Centre, manning the telephones: 07 [REDACTED] Gatton SES Shed, [REDACTED] the Group Leader's phone and [REDACTED] her personal phone (which was also being used).
- 13: During the next few hours I carried out a number of actions, but did not keep a time log as one task seemed to run into the next task, and I did not record anything in writing.

This is page 2 of a statement comprising 4 page/s.

Witness (Shane William Engel):
[REDACTED]

JP/Solicitor/Commissioner for
Declarations:

[REDACTED] JP (Qual) Registrar
WENDY GAE SCOTT,

14: During this time period:

- (a) Dawn Carrillo received a call from [REDACTED] about two people in the creek at Spring Bluff, asking for the flood boat to be activated. I was then instructed to prepare and hitch up the Gatton Flood Boat and carry out the pre-trailing checks.
- (b) Dawn Carrillo received a call at 1429 hours from Gary Dorr (in the Local Disaster Management Group) telling us not to activate the flood boat, as we could not actually get there, as the roads were impassable to Murphy's Creek, and he would see if Toowoomba could get down from the top end to Spring Bluff.
- (c) Dawn Carrillo received a call from Gary Dorr to ask that she send a team into Grantham, to warn them that 'the creeks were expected to rise again rapidly that evening and that evacuation would be a wise idea.' I was then activated along with [REDACTED] and Annette Fifoot, whom Dawn had called in, to take the Mobile 1 Truck into Grantham and door-knock and warn the residents. Dawn Carrillo wrote a short memo for us about what to tell residents, and we left immediately when Annette Fifoot arrived. I attach a copy of the short memo, marked "SWE-2".
- (d) I radioed back to Dawn Carrillo saying that we had warned two residents: [REDACTED] at [REDACTED] Gatton/Helidon Road just outside Grantham, and the people in the low-set property just before Armstrong Road on the left. I then said that when we got as far as the garage on the right-hand side, we saw a cargo container coming down the side road (Anzac Avenue) towards us, not on a truck. As the water appeared to be about two feet deep, and our vehicle is not a four wheeled drive vehicle with a snorkel, I had turned Mobile 1 around and was heading back out of town, warning sightseers at the Placid Hills turn off as we passed, and then people at the residences near the Gatton/ Clifton Road junction.
- (e) When [REDACTED] Annette Fifoot and I returned to the Gatton SES Shed at approximately 1600 hours, Annette Fifoot then stayed at the Gatton SES Shed to assist Dawn Carrillo in answering phone calls, and [REDACTED] and I were sent to check out a report from a friend, of a lady not answering her phone in Princess Street. We reported back via radio; that she was not answering the door and a dog was barking inside. Local residents had not seen her. We also advised some local residents, who asked if that area was going to flood, to move to higher ground if possible as a precaution and if it didn't flood, no harm was done. But if it did, they would be safe. We then returned to the Gatton SES Shed.
- (f) I received a phone call from a concerned family member and then went out to a Mr. and Mrs. [REDACTED] who had been advised by their family to evacuate but did not wish to do so. I talked to them and then returned to the Shed and filled sandbags again to build up a stockpile in case they were needed.

This is page 3 of a statement comprising 4 page/s.

Witness (Shane William Engel):

JP/Solicitor/Commissioner for
Declarations:

[REDACTED] JP (Qual) Reg 210
WANDA GAYE SCOTT

- (g) SES member [REDACTED] arrived at 1700hours at the Gatton SES Shed to assist. Dawn Carrillo sent her and Annette Fifoot to the Gatton Shire Hall to assist in the Evacuation Centre, with registration.

I make this statement of my own free will believing its contents to be true and correct.

Justices Act 1886

I acknowledge by virtue of Section 110A(6C)(c)(i)(ii) of the Justices Act 1886 that:

- (1) This written statement by me dated 2nd December 2011 and contained in the pages numbered 1 to 4 is true to the best of my knowledge and belief; and
- (2) I make it knowing that, if it were admitted as evidence, I may be liable to prosecution for stating anything that I know is false.

... [REDACTED] Signature

Signed at Brisbane this 2nd day of December 2011

This is page 4 of a statement comprising 4 page/s.

| | |
|--|---|
| <p>Witness (Shane William Engel): [REDACTED]</p> | <p>JP/Solicitor/Commissioner for Declarations: [REDACTED] JP (Qual) Reg 2715 WENDY GAYE SCOTT</p> |
|--|---|

SWE1

Official Attendance Register

Unit/Group: GATTON

Official use only

| DATE | NAME | ACTIVITY DETAILS | TIME IN | SIGNATURE | TIME OUT | SIGNATURE |
|--------------------------|--------------|---|---------|------------|----------|------------|
| 8-1-11 9-1-11 | [REDACTED] | FLOOD BOAT STAY | 18.55 | [REDACTED] | 22.5 | [REDACTED] |
| SFB/FS 9-1-11 | SHANE | " | 1230 | [REDACTED] | 04.30 | [REDACTED] |
| SFB/FS 9-1-11 | DOWN | " | 1230 | [REDACTED] | 04.30 | [REDACTED] |
| SFB/FS | [REDACTED] | | 1700 | [REDACTED] | 04.22 | [REDACTED] |
| SFB | [REDACTED] | | 19.10 | [REDACTED] | 22.40 | [REDACTED] |
| SFB | [REDACTED] | | 19.10 | [REDACTED] | 22.40 | [REDACTED] |
| SFB | Annette Fife | | 23.50 | [REDACTED] | 04.27 | [REDACTED] |
| SFB | Annette Fife | | 16.00 | [REDACTED] | 04.30 | [REDACTED] |
| SFB | GARY DOX | | | [REDACTED] | | [REDACTED] |
| EOC | DOWN | | 1130 | [REDACTED] | 22.50 | [REDACTED] |
| SFB | SHANE | | 1130 | [REDACTED] | 22.50 | [REDACTED] |
| SFB | [REDACTED] | Phone call to Wesley Griffiths @ 14.30 | 14.50 | [REDACTED] | 22.5 | [REDACTED] |
| EOC | Annette | | 17.00 | [REDACTED] | 22.5 | [REDACTED] |
| EOC | [REDACTED] | | 17.00 | [REDACTED] | 22.50 | [REDACTED] |
| SFB | [REDACTED] | | 09.00 | [REDACTED] | 22.50 | [REDACTED] |

The personal information collected on this form will only be used for the official purposes and will only be disclosed to persons who have appropriate authorisation.

SWE2

Residents.

The Sandy Creek is expected to rise again rapidly this evening to a higher level than last night.

We suggest you close up your house ~~now~~, turn off all non essential power and evacuate your property now! You are welcome to go to the evacuation centre at the Gatton Shire Hall.

IF you elect to stay in your property, evacuation later tonight will not be possible. I repeat,

STATEMENT OF WITNESS

Date: 2 December 2011

Name of Witness: Annette Flower Fifoot

Address of Witness: [REDACTED] Smith Street, Gatton, Queensland

Occupation: Housewife

Position: N/A

Telephone: (Home) [REDACTED]

(Mobile) [REDACTED]

Queensland Floods Commission of Inquiry Requirement to Provide Statement No. 1772789

I, Annette Flower Fifoot, of [REDACTED] Smith Street, Gatton, Queensland, member of Gatton Group, Lockyer Valley Unit of the State Emergency Service ("SES") state:

1. I have been a member of the SES since 2000.
2. At approximately 1440 hours on 10 January 2011, I received a phone call on my home landline from Gatton Group Leader, Mrs Dawn Carrillo. She asked if I were available to assist in door-knocking at Grantham, to warn residents of projected flooding later that evening.
3. The Attendance Log at Gatton Head Quarters for 10 January shows that I signed in at 1450 hours and signed out at 2250 hours. (I attach a copy of the log marked "AFF-1".)
4. Three of us left Gatton HQ in the First Response Vehicle, a Mazda truck, soon after my arrival. The team comprised Team Leader Shane Engle (driver), [REDACTED] and me. Group Leader Dawn Carrillo gave each of us a hand-written note outlining the message that the Disaster Management Team wanted us to convey. (I attach a copy of these instructions, marked "AFF-2".) These had been phoned to her by the Lockyer Valley Local Controller, Gary Dorr.

This is page 1 of a statement comprising 2 page/s.

Witness (Annette Flower Fifoot):
[REDACTED]

**JP/Solicitor/Commissioner for
Declarations** [REDACTED]

LOUISE ECKEN TESKE C.S.



5. We were to warn residents that Sandy Creek was expected to rise again rapidly that evening, and was expected to reach a higher level than that of the previous night. We were asked not to cause panic, but to suggest residents close their houses, turn off non-essential power and evacuate immediately as evacuation later that night would not be possible.
6. We stopped at No.1183 and No.1219 Gatton-Helidon Road, farm houses on the outskirts of Grantham, to warn the residents. We then continued towards Grantham. As we rounded the bend in the road and came onto the straight leading into the town, we could see extensive flooding in the paddocks and across the road ahead.
7. We came to a stop when we saw a green shipping container bobbing in the water less than 100 metres ahead, travelling from left to right across the Gatton-Helidon Road towards the small park on Anzac Avenue. Shane Engel radioed Gatton HQ with the information and we were instructed to abort the mission and return to Gatton.
8. On our return trip we stopped to warn sightseers standing about 50 metres on the Grantham side of the turn-off to Placid Hills (Old Toowoomba Road). We also gave warnings to residents at No. 956 and No. 946 Gatton-Helidon Road, both situated on the banks of Lockyer Creek, and at No. 893 and Tent Hill Produce on the opposite side of the highway. I do not have record of the time of our arrival back at Gatton HQ but it was probably about 1600 hours.
9. At Gatton HQ I then assisted with answering phones and filling sandbags until 1700 hours, when Roslie Pitt and I volunteered to help at the evacuation centre at the Gatton Shire Hall.

I make this statement of my own free will believing its contents to be true and correct.

Justices Act 1886

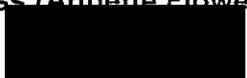
I acknowledge by virtue of Section 110A(6C)(c)(i)(ii) of the Justices Act 1886 that:

- (1) This written statement by me dated 2 December 2011 and contained in the pages numbered 1 to 2 is true to the best of my knowledge and belief; and
- (2) I make it knowing that, if it were admitted as evidence, I may be liable to prosecution for stating anything that I know is false.

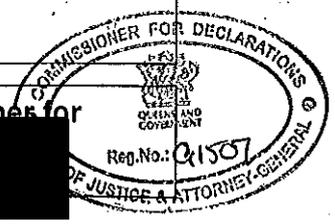
..... Signature

Signed at Gatton this 2nd day of December 2011

This is page 2 of a statement comprising 2 page/s.

Witness (Annette Flower Fifoot):


JP/Solicitor/Commissioner for
 Declarations

LOUISE [Redacted] 2 DEC

AFF-2

Residents.

The Sandy Creek is expected to rise again rapidly this evening to a higher level than last night.

We suggest you close up your house , turn off all non essential power and evacuate your property now! You are welcome to go to the evacuation centre at the Gatton Shire Hall.

IF you elect to stay in your property, evacuation later tonight will not be possible. Treat.

STATEMENT OF WITNESS

Date: 2 December 2011

Name of Witness: Gary John DORR

Address of Witness: The University of Queensland,
Gatton Campus

Occupation: Senior Research Officer

Position: Local Controller, Lockyer Valley SES Group

Queensland Floods Commission of Inquiry Requirement No(s) 1787089 and 1772813.

I, Gary John Dorr, c/o University of Queensland, Gatton Campus, Local Controller of the Lockyer Valley Unit of the State Emergency Service ("SES"), which includes the Gatton Group, state:

1. I am currently the Local Controller of the Lockyer Valley SES Unit, and have been a member of the SES since 1993.
2. I have previously provided a statement to the Queensland Police Service ("QPS"), dated 6 July 2011, regarding the events of 10 January 2011. I adopt and rely on the evidence provided in that statement regarding my general involvement in SES operations on 9 and 10 January 2011. That statement is attached and marked "GJD-1".
3. For this reason, I will confine the contents of this statement to those matters raised in the Commission's Requirements.
4. I note that the Commission has asked for a response to any matters arising out of an 8 page extract of a submission provided along with Requirement No. 1787089. I hereafter refer this document as 'the Submission', and that document is attached and marked "GDJ-2".

This is page 1 of a statement comprising 4 page/s.

Witness (Gary John Dorr):

JP/Solicitor/Commissioner for
Declarations:

Victoria Adam:
Justice of the Peace for NSW,
Registration No: 196220

Timing of direction to undertake door-knocking activities

5. Pages 8-10 of the Submission raise an issue with the timing that I (as the SES Local Controller for Lockyer Valley) gave a direction to the Gatton Group to commence activities to warn the residents of Grantham regarding flooding.
6. In my original statement to the QPS (at paragraph 30), I gave evidence that I gave this direction by telephone to Dawn Carrillo at 2:30pm.
7. I am advised (by Dawn Carrillo) that subsequent to my giving this direction, she contacted Annette Fifoot to attend the SES shed and assist with the warning operations.
8. The SES 'Official Attendance Register' for 10 January 2011 records the attendance of Annette at 14:50 hours and has the notation: 'Phone call to warn Grantham at 14:30'. This Register is attached and marked "GJD-3".
9. On 10 January 2011, I left the Local Controller's telephone (mobile number [REDACTED]) with Dawn Carrillo as she is the SES Group Leader for Gatton, and I was stationed in the Local Disaster Management Group ("LDMG"). On that day I was making calls from my private mobile telephone (mobile number [REDACTED]).
10. I have reviewed my telephone records from 10 January 2011 and the records show calls between Dawn and I at 2:29pm, 2:45pm, 2:52pm, 3:20pm, 3:41pm and 4:52pm. A copy of my telephone records is attached and marked "GJD-4".
11. I cannot specifically recall which one of those calls was used to convey my direction to warn the residents of Grantham, and can only base evidence around the exact timings of the calls on the available evidence (as outlined above).
12. Further, in the penultimate paragraph of page 11 of the Submission, there is a claim that I have said that I believe the timing in my statement should have been reflected as 3:50pm rather than 2.50pm. I may have made a comment in passing to the effect that the timing may have been incorrectly written down to someone, but do not have any specific recollection on which this is based.

Matters relating to the Local Disaster Management Group

13. At page 12 of the Submission, several questions are raised about the level of information regarding flooding that was known by the LDMG on the afternoon of 10 January 2011.

This is page 2 of a statement comprising 4 page/s.

Witness (Gary John Dorr):

JP/Solicitor/Commissioner for
Declarations:

*Justice of the Peace for 2011
Registration No: 196221*

14. As per my original statement made to QPS, I was aware of reports of the flooding events occurring in Toowoomba from about 1:00pm onwards.
15. I recall seeing a picture message on the telephone of a Council employee depicting floodwaters going over a toilet block at the Helidon Park. (See paragraph 28 of my original statement made to QPS)
16. In my original statement made to QPS (at paragraph 29) I gave evidence that it was when I saw this picture I '*realised that this flooding would reach Grantham*'.
17. While I realised that the flooding would reach Grantham, I thought that the flooding would be similar to the flooding being experienced during the previous weeks, and at no time did I think that the flooding event was going to be as severe as the flooding event experienced.
18. While I do recall some intelligence regarding the unfolding weather conditions, I agree that I was not aware of any detailed information in the LDMG regarding the levels (or the rapid rise) of the Lockyer Creek on the afternoon of 10 January 2011.

Messages to WIN news regarding evacuations

19. At page 14 of the Submission, there are some queries made regarding a discussion that occurred between myself and Jason Cubit regarding comments to WIN news about forced evacuations.
20. I have no recollection of having this conversation, so I cannot further assist in clarifying those matters.

Additional Documents to assist the Commission

21. Referring to the Commission Requirement No. 1772813, I also attach a printout of all Requests for Assistance ("RFAs") for the Gatton area that I have a record of receiving on the afternoon of 10 January 2011. Those documents are attached and marked "GJD-5" and "GJD-6".

This is page 3 of a statement comprising 4 page/s.

Witness (Gary John Dorr):

JP/Solicitor/Commissioner for
Declarations:

Victoria Adams
Justice of the Peace for NSW
Registration No: 196226

I make this statement of my own free will believing its contents to be true and correct.

Justices Act 1886

I acknowledge by virtue of Section 110A(6C)(c)(i)(ii) of the Justices Act 1886 that:

- (1) This written statement by me dated today and contained in the pages numbered 1 to 4 is true to the best of my knowledge and belief; and
- (2) I make it knowing that, if it were admitted as evidence, I may be liable to prosecution for stating anything that I know is false.

..... [Redacted] Signature

Signed at Broken Hill, New South Wales, since that is my current location, this
2nd day of December 2011

This is page 4 of a statement comprising 4 page/s.

| | |
|---|--|
| Witness (Gary John Dorr): [Redacted] | JP/Solicitor/Commissioner for Declarations: [Redacted] |
|---|--|

Victoria Adam
Justice of the Peace for NSW
Registration No: 196221

GJD-1



QUEENSLAND POLICE SERVICE
STATEMENT OF WITNESS



Occurrence #: _____

Statement no.: _____ Date: 06/07/2011

Statement of

Name of witness: DORR, Gary John

Date of birth: [redacted] Age: [redacted] Occupation: Research officer
(University of Queensland)

Police officer taking statement

Name: [redacted]

Rank: Plain Clothes Senior Constable Reg. no.: 4017815

Region/Command/Division: SCOC Station: State Flying Squad

Statement:

I, Gary John DORR states:

1. I am a 47 year old male who resides at [redacted] McKay Street, Gatton, Qld, 4343. My mobile number is [redacted] The SES Lockyer Valley mobile number is [redacted] My landline phone number is [redacted]
2. I work full time at the University of Queensland as a research officer under the Faculty of Sciences.
3. I am also a volunteer at the State Emergency Service (SES). The SES is administered through the Emergency Management Queensland (EMQ) South West region.
4. I am the local SES Controller for the Lockyer Valley council region. This area includes Laidley through to Withcott. It also includes Murphy's Creek, Mulgowie and Junction View to the South. This of course includes the Grantham area.
5. I started as a volunteer in the SES in 1993. I have been the local SES Controller for over a year. The SES Gatton headquarters are at 2 Golf Links Drive, Gatton.

[redacted]
(Witness's signature)

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

[redacted]
(Signature of police officer
preparing statement)

GJD - 1

CONTINUED STATEMENT OF: DORR, Gary John

- 6. My responsibilities include overseeing SES operations in the Lockyer Valley area. This includes disaster management and training. I also deal with facilities and personnel.
- 7. The general SES state-wide phone number for assistance in Australia is 13 25 00. Members of the general public can call this number for assistance in any region.
- 8. The process for SES assistance is to:
 - a. Call the 13 25 00 number
 - b. Operator will give a call to the appropriate SES regional controller, however if the requests exceed approximately six calls they will divert to emailing EMQ regional office
 - c. An email is sent from the Operator to the EMQ regional office
 - d. Telephone call on SES mobile or emails are sent to regional controller
 - e. Tasks are then designated to local SES group. Jobs are overseen by the regional controller.
- 9. My email address that I was getting the requests through was [REDACTED] The mobile phone number I was receiving calls was [REDACTED]
- 10. I do recall as early as December 2010 we assisted in the sandbagging in the Grantham area due to the heavy rain. There were a few minor floods in the Grantham area at this time. The water came up through the roads, being Harris Street and Anzac Avenue, Grantham. The water level was not much more than 1/2 metre high. The flood boats were not required at this time.
- 11. I remember Sunday 9 January 2011. It was 04:00pm, when I headed to the SES Gatton Headquarters. I was to provide assistance within the Lockyer shire due to the high level of rain. At this stage the area wasn't flooded.
- 12. On this date there were seven SES volunteers from Gatton including myself. Then later on in the evening there were two SES volunteers from Laidley

 (Witness's signature)

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

 (Signature of police officer
 preparing statement)

4-1-11 @ 1

CONTINUED STATEMENT OF: **DORR, Gary John**

were called in. There were two SES flood boats on standby. They are commercial standards boats. They are 4.6 metres.

13. Prior to this I remember receiving phone calls from numerous members requesting assistance in the Shire, none of which specifically were from the Grantham area.

14. The procedure for SES volunteers is to sign on in the 'Official Attendance Register' situated at Gatton HQ.

15. I provided assistance to an elderly man in the Placid Hills area. He needed assistance to get home through the heavy rain from Placid Hills to Murphy's Creek.

16. After I provided assistance to this man, I then drove to the Council office and attended to the Local Disaster Management Group. (LDMG) This is headed by the Lockyer Valley Regional Council. (LVRC) This is situated on Railway Street, Gatton.

17. As the local SES Controller my responsibilities also involve me attending the LDMG committee. I received a phone call from the Gerry FRANSMAN who is the LDMG coordinator who advised that this LDMG had been set up for the floods in the Lockyer Valley region. This was the control centre.

18. All the representatives from Emergency services were in attendance at this committee. This included myself from the SES, Queensland Fire and Rescue Service (QFRS), Queensland Police Service (QPS), Queensland Ambulance Service (QAS) and Lockyer Valley council staff (LVC).

19. It was a coordination of activities on how to manage the situations (flooding) that was occurring in the Lockyer Valley region. We knew that there was flooding in Grantham. The flood boats were not needed from Gatton to Grantham because the water levels weren't deep enough. The fire trucks were able to drive through the waters on this date.

20. My duties at the LDMG were to coordinate the SES personnel in Gatton and Laidley.

[Redacted Signature]

(Witness's signature)

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

[Redacted Signature]

(Signature of police officer
preparing statement)

CONTINUED STATEMENT OF: DORR, Gary John

- 21. Later in the evening I directed two SES officers to get the flood boat in to assist in the QFRS truck that was stuck in Grantham (central) in the flood waters.
- 22. I do recall that the SES personnel used the SES flood boat to rescue a family in Harris Street, Grantham. There were five people (two adults and three children). This was under the direction of the QFRS.
- 23. I stayed at this control room until 04:30am and then went home.
- 24. On Monday 10 January 2011, around lunch time I received a call from LDMG and attended the office. At this stage, information was coming in from QPS, QFRS and other agencies in the committee that there was mass flooding in Toowoomba, Withcott and Murphy's Creek area. At this stage there was no warning of flooding in the Grantham area.
- 25. I remember there being reports of cars being washed away by the floods in Toowoomba. In Withcott, there were cars and water rushing through businesses there.
- 26. I was monitoring from the control room the movements of the SES Gatton. There were only three SES Gatton personnel who started at 11:30am.
- 27. These SES personnel were called in to assist in the sandbagging of houses. I'm not sure which areas these houses were in.
- 28. I remember seeing a picture message on a Lockyer Valley council officer mobile. This picture message depicted flood waters over the toilet facilities at the Helidon Park. I think the council officer's name was Justin FISHER but I can't be sure.
- 29. This is when I realised that this flooding would reach Grantham. I did not realise however the devastation that it would cause.
- 30. At 02:30pm, I contacted the SES Gatton office and spoke to Dawn CARRILLO (Group leader SES) to instruct her that they should warn residents of Grantham of the potential flooding.

[Redacted signature]

(Witness's signature)

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

[Redacted signature]

(Signature of police officer
preparing statement)

6430 - 1

CONTINUED STATEMENT OF: DORR, Gary John

31. From 11:30am till 05:00pm there were four SES personnel called in. From 05:00pm till 11:00pm there were three SES personnel called in. In total for the 10th January 2011 there were seven SES personnel on hand for the Gatton area.

I am able to produce the 'Official Attendance Register' of SES Gatton personnel for the 10/01/2011'

32. There are three SES Gatton vehicles - one Mazda 2 tonne truck, Toyota Troupe carrier and Toyota Hilux Dual cab. There were three SES flood boats available to us.

33. It was after this time that I am aware that Dawn instructed the three other SES personnel - Shane ENGEL [redacted] and Annette FIFOOT to head out to Grantham.

34. I am aware that they left the office at 02:50pm. The initial plan was to use the Portable Audio system (PA) in the SES vehicle which is a Mazda two tonne truck. They were to use the PA system to drive through Grantham and warn residents of danger of the floods.

35. I am aware that the SES personnel drove to the Gatton side of Grantham to warn a few residents.

36. But before they could get into Grantham, the water was coming across the road and rising fast so they couldn't drive through and the PA system wasn't working.

37. The SES personnel would have kept in touch me with via mobile. At that stage, it was too dangerous for them to go any further into the flood waters so they drove back to the SES Gatton HQ.

38. About 5-7 minutes, when they arrived back at the SES Gatton HQ I instructed the SES personnel via mobile telephone to warn residents in the low lying areas in Gatton to prepare for the floods. In these areas I would have advised the SES personnel to tell the residents to consider evacuation.

[redacted]

(Witness's signature)

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

[redacted]

(Signature of police officer
preparing statement)

6942 - 1

CONTINUED STATEMENT OF: DORR, Gary John

39. In the evening I am aware that an assistance call was received to provide assistance on the Toowoomba side of Grantham, being Gatton-Helidon Road, Grantham. This request was from the LDMG.

40. About twenty residents who resided in Grantham, wanted to get to the evacuation centre in Gatton Shire Hall, North Street, Gatton. The SES personnel went to the area to get them, but these people had already evacuated to the Helidon hall.

41. There were no assistance calls to the SES Gatton office to assist in the Grantham area as far as I'm aware.

42. As far as I'm aware none of my SES personnel were called or tasked to assist in the evacuation of any residents in the Grantham area on the 10 January 2011.

43. I know that there was a bit of a delay in getting some of the requests through the email via the 13 25 00 number. This is due to the way this process works.

44. I do have the emails of requests for flood assistance that I received through EMQ on the 10/01/2011 for the Lockyer Valley region. I'm not sure how many emails in total I would have received.

I am able to produce these emails that were received by EMQ on 10/01/2011

45. I do not keep a log of events.

46. At no time did I leave the control room at Gatton at the LDMG.

47. On 6 July 2011, I attended the Gatton Police Station and provided Plain Clothes Senior Constable [REDACTED] of the State Flying Squad this statement.

[REDACTED]

Gary John DORR

[REDACTED]

[REDACTED]

(Witness's signature)

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

(Signature of police officer
preparing statement)

GND-1

Justices Act Acknowledgement

Justices Act 1886

I acknowledge by virtue of section 110A(6C)(c) of the Justices Act 1886 that:

- (1) This written statement by me dated 06/07/2011 and contained in the pages numbered 1 to 6 is true to the best of my knowledge and belief; and
- (2) I make this statement knowing that, if it were admitted as evidence, I may be liable to prosecution for stating in it anything that I know is false.

..........Signature

Signed at Gatton this 6th day of July 2011

GJD - 2

(Type text)



Justice C Holmes
Commissioner
Queensland Floods Commission of Inquiry
PO Box 1738
Brisbane QLD 4001

Email: info@floodcommission.qld.gov.au

Submission to the Queensland Floods Commission of Inquiry



Thank you for your investigations into the flooding and cyclone disasters in Queensland this year. I know a huge amount of work has been done by the Commission in gathering evidence since January.

I am writing on behalf of the community of Grantham where 12 of my close neighbours lived and where they died on 10 January and where dozens of Grantham residents suffered significant losses: their pets, their sense of safety, their homes, gardens, businesses and home town.



I have read extensively about the events of 10 January 2011 however there are still remaining questions and concerns to which this community needs answers. The authorities which have these answers appear to be withholding important information and several people including myself have been threatened by police and the Lockyer Valley Regional Council Mayor with arrest or legal action if we seek further information.

Refusal by authorities thus far to explain important details of what happened on 10 January is causing great distress to many residents of Grantham who are still struggling to come to terms

GJD - 2

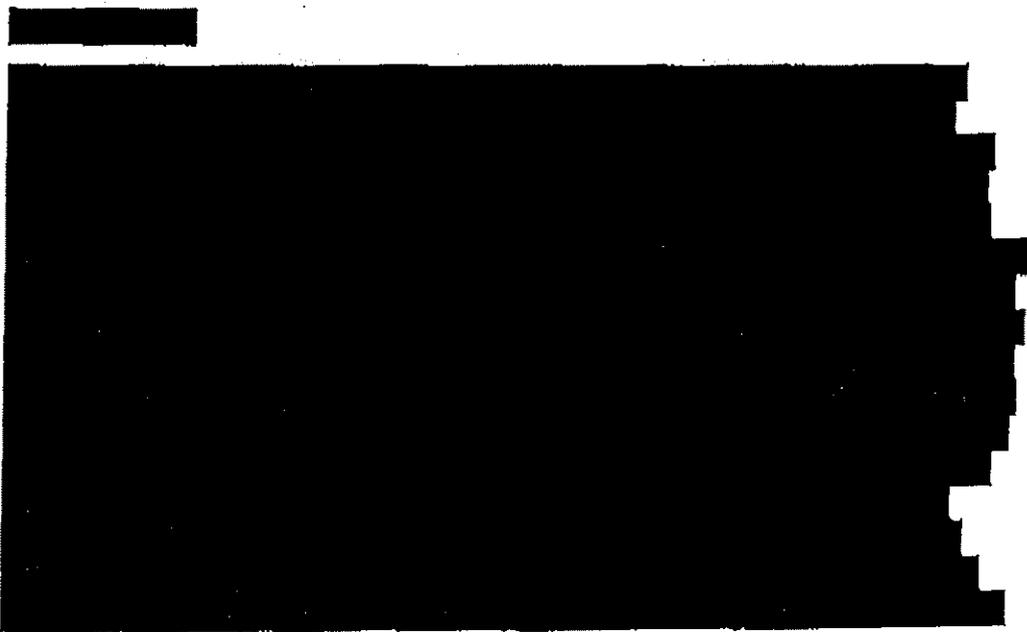
[Type text]

with deaths in their families and post-traumatic stress disorder and other psychological symptoms amongst adults and children as a result of having their lives suddenly placed in jeopardy by the violence of the 'wall of water' which hit our town.

As more and more detail has gradually emerged about failures at the state government and local government levels, it is becoming increasingly clear that serious failures compounded on that day which led to catastrophic and unnecessary loss of life. We deserve, at the very least, the truth. I have always believed (maybe naively) that the authorities would always be there to protect us. It has become clear now that the authorities had many hours to warn us of the impending disaster but they did not give adequate warning. As a parent I feel that I have a duty of care to protect my children but I was unable to fulfill my duty that day because of the lack of appropriate warnings to me and to all other Grantham residents. In order to begin to recover from this event, we need answers to our questions.

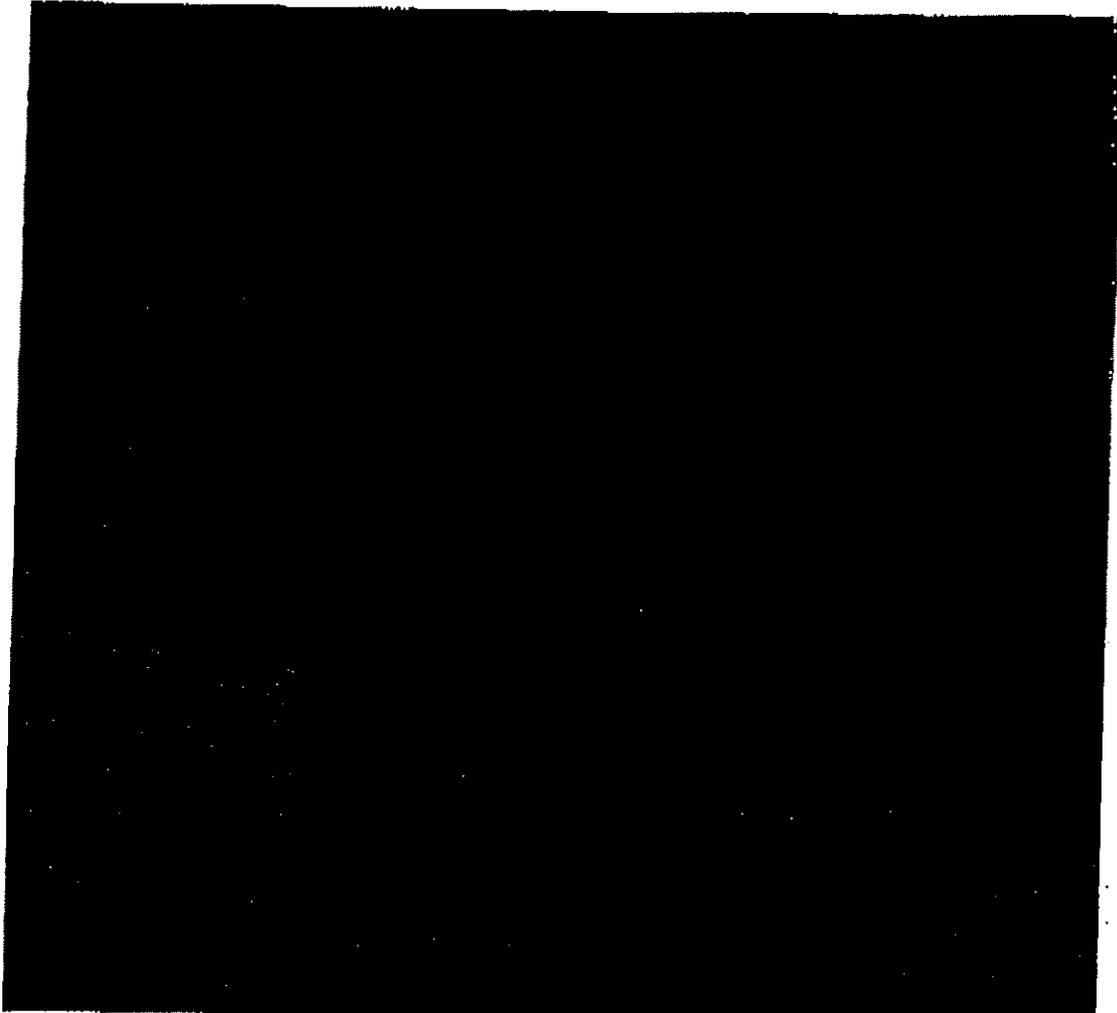
We therefore ask the Inquiry to pursue various lines of investigation which have not yet been explored but which need to be investigated to yield information which will pinpoint critical failures on the day so that these are identified and addressed in a timely manner. Urgency is now becoming a factor because of the continued development of another La Nina climate system this year.

This document is a synthesis of information from evidence to the Inquiry, evidence from the coronial inquest and other sources which outlines the basis for our concerns.



GTD - 2

[Type text]



8. The Interim Report (section 7.2.4 Lockyer Valley disaster response – agency response Rescue) found that

'At 2.30pm, the SES controller directed the Gatton SES group to undertake door knocking at Grantham, in the expectation that flooding there would be of the type the town had been experiencing intermittently in preceding weeks. They left Gatton for that purpose at 2.50pm, stopping to warn one household on the Gatton side of Grantham as to the possibility of water rises, but then found themselves unable to get into Grantham because of the rising water.'

GJD-2

[Type text]

This finding by the Commission is in conflict with information known by Lisa Spierling. She drove her Volkswagen Golf with three of her children into Gatton at around 2.40pm. It was a quick trip as she was mindful of the flooding and she had a cake in the oven. She returned at just after 3pm to Grantham. During this trip she did not see any SES or Police vehicles. Sandy Creek Bridge was open and there was no water covering the road. She has provided this information to the Inquiry in her original statement to the Commission which is on the Commissions' website.

Several other Grantham residents have also noted the incorrect timing in the Interim Report sourced from a statement by Gary Dorr.

In addition, phone records of [REDACTED] of [REDACTED] Joseph Thomas Drive, Helidon confirm the timing of a phone call he made on 10 January at 2:39pm to Lockyer Valley Regional Council [REDACTED] when he spoke to a woman at the switch board to advise the Council that water was entering and rising rapidly at the toilet block at Helidon Park. Council staff transferred the call to the engineering department where he once again explained what was happening at the park. The female council worker told him said 'Okay, I will pass that information on.' This phone call lasted for two minutes.

In addition, Murphys Creek resident Mrs [REDACTED] also phoned the LVRC at 1:51pm on 10 January warning them of the rapidly rising water at Murphys Creek. Mrs [REDACTED] property backs onto Murphys Creek. She told Council staff that she was very concerned about the speed and rise of the creek. She was subsequently contacted by an Australian Federal Police officer [REDACTED]. He took a statement from her by phone and took the statement to her for signing. Mrs. [REDACTED] says she phoned the council at 1:51pm, spoke to the main switch operator, explained the nature of her call and was put through to another lady to whom she explained where she lived and how alarmed she was at the rise of the water.

Mrs [REDACTED] phoned the Flood Commission soon before 1 August concerned that her statement had not appeared on the Commission's website. She told Lisa Spierling when she spoke to her on the evening of Oct. 28 that she was very upset every time it was stated by the authorities that they had no idea of the flash flood. It is still not on the website.

Gary Dorr has since said that he believes the timing in his statement is incorrect and the 2.50pm time could have been, in fact, 3.50pm.

This timing is supported by information from two of the SES volunteers who were dispatched to Grantham on that day. One of these was a man known locally as Steady, because of his unsteady gait due to cerebral palsy, and a woman in about her mid-70s.

G.D. - 2

[Type text]

They told Lisa Spierling that by the time they reached Grantham, there was a shipping container floating down the Gatton-Helidon Road, so they turned around and left.

██████████ has been told by the Commission that where there are inconsistencies, the Commission will adopt the 'most credible witness'. We hope that in referring to who is more credible, that you are not dismissing the whole town of Grantham as unreliable despite the phone records which confirm timings compared with an SES controller who was in Gatton, was overwhelmed with calls for help and concedes his stated time could be in error by an hour.

9. Gary Dorr's statement dated 6 July 2011 indicates he received a call from the LDMG to attend the office around lunch time. The LDMG was already receiving calls about mass flooding in Toowoomba, Withcott and Murphys Creek. So by this time they are aware the situation. (Line 24.)
10. Mr. Dorr says he saw a picture message on a Lockyer Valley council officer's mobile, depicting flood waters over the toilet block at the Helidon Park (same as the message rung through by Mr. Burchmann at 2:39pm). This statement by Mr. Dorr seems to contradict the statement by the flood commission in the Interim Report. Section 7.2.4 at Line 28 *'it does not appear, though, that any detailed information about the state of the Lockyer Creek was conveyed to the local disaster group or the council. In particular, there is no record of their being alerted by anyone who saw the rapid rise in the creek at Helidon.'*

Gary Dorr is from the SES, a member of the local disaster group and Justin Fisher is an employee of the council.

18. Will the Commission amend their Interim Finding that *'it does not appear, though, that any detailed information about the state of the Lockyer Creek was conveyed to the local disaster group or the council. In particular, there is no record of their being alerted by anyone who saw the rapid rise in the creek at Helidon.'*

11. Gary Dorr continued:

(Line 29): *'This is when I realized that this flooding would reach Grantham.*

(Line 30): *'At 2:30pm I contacted the SES Gatton office and spoke to Dawn Carrillo to instruct her that they should warn residents of Grantham of the potential of flooding.*

This action was never entered into the LDMG log.

GJD - 2

[Type text]

(Line 34): 'I am aware that they left the office at 2:50pm. The initial plan was to use the Portable Audio system (PA) in the SES vehicle which is a Mazda two ton truck. They were to use the PA system to drive through Grantham and warn residents of danger of the floods.'

This would be the first time this would have ever been used in Grantham. We have not spoken to one person who ever remembers a PA system being used to warn the residents of flooding.

(Line 36) 'But before they could get into Grantham, the water was coming across the road and rising fast so they couldn't drive through and the PA system wasn't working' There are several witness statements indicating that the flood was not in town until at least 3:30pm-3:45pm. Grantham resident [REDACTED] recounts in his statement how he rode his push bike from the Grantham shop over the Sandy Creek bridge after [REDACTED] phone call from her sister at 3:31pm, which he overheard. We also have photos that are date and time stamped showing Gatton-Helidon Rd. at 4:09pm clear of water but with water only in ANZAC Ave and Mr. Warburton still standing in ankle deep water out the front of his business.

12. The Interim Report found that, 'At 2:30pm, the SES controller directed the Gatton SES group to undertake door knocking at Grantham, in the expectation that flooding there would be of the type the town had been experiencing intermittently in preceding weeks.'¹⁰

The commission sourced this finding to Gary Dorr's statement. There is no-where in his statement that Gary Dorr writes that he thought the town was in for the kind of flooding that had been experienced in the town in preceding weeks.

Question

19. Will the Commission amend this finding?

13. There is conflicting evidence about when the LDMS activated on 10 January.

Exhibit 165, an EMQ sitrep gives the reactivation time for the group as 9am.

¹⁰ Interim Report. Absence of warning, Section 7.2.5 Lockyer Valley Regional Council response, p. 239.

GJD - 2

[Type text]

Exhibit 163, a LVDMG running log gives the time the group reopened at 12.15pm.

However, a senior Gatton police officer, has told Lisa Spierling that the LMDG was reopened at 6.30am.

Question

20. At what time was the Local Disaster Management Group reactivated on 10 January?

14. Exhibit 170, Flood warning report.

The LVRC radio and website summary does not mention its Face Book page post at 1.50pm stating, 'There has been some major flash flooding around the Murphys Creek and Withcott areas with water flowing heavily across the Warrego Hwy at Withcott.'

Inconsistencies in the Lockyer Disaster Management Group Log

In the LDMG log at 12.30pm on 10 January a person named [redacted] mentions forced evacuations from Grantham.

1.

Question

21. Was an evacuation order made for any residents of Grantham? If so, who made the order and when? How were residents informed of the evacuation order? Who effected the evacuations?

At 12:40pm Gary Dorr (SES) mentions Jason Cubit (media rep, for LVRC) to contact WIN news about evacuations.

Question

22. To whom is Gary Dorr referring as being evacuated?

At 1:35pm it is mentioned that Steve Jones is reporting heavy rain at Withcott.

At 1:50pm David Caughley reports 150mm in Murphys Creek in the past hour, extremely heavy rain and that Sgt Howard Glass was stuck in Toowoomba.

2:00pm Steve Jones is reported to be stuck in middle of Biggs Rd, Withcott.

2:10pm [redacted] mentions the Mathews from Murphys Creek

2.:20pm Steve Jones reports cars had floated into the newsagent from Freedom Fuels and that at Postmans Ridge, houses had been washed away.

G57-2

[Type text]

3:10pm Flooding predicted for Gatton.

4:07pm David Caughley was asked to door knock Grantham with a warning to residents.

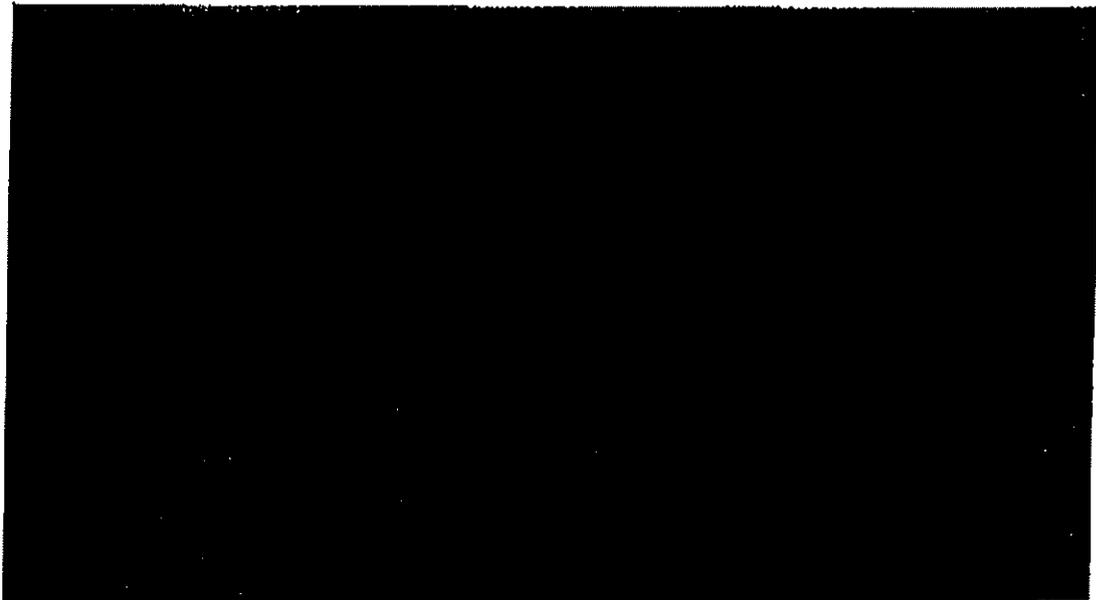
Question

23. Given the above warnings, the LDMG is hearing about widespread very heavy rain, flooding in Toowoomba, Spring Bluff which had swept two people from their house, Murphys Creek and Withcott and that flooding was predicted to continue downstream. In addition, the call from [redacted] at 2.39pm and the call from Mrs [redacted] at 1.51pm and the picture message on Justin Fishers phone before 2.30pm.

If nothing had been done to warn Grantham residents by 3.10pm when the warning was issued for Gatton, there was still another 45 minutes when warning could have been given to Grantham which would have allowed people to evacuate to higher ground.

Why did the LDMG delay issuing a warning to Grantham residents until almost an hour after issuing a warning further downstream for Gatton residents?

This is a critical question because by the time the 4.07pm door-knock was requested, everyone who perished was already dead in Grantham.



4-30-11

Official Attendance Register

Unit/Group: GATTON

| Official use only | DATE | NAME | ACTIVITY DETAILS | TIME IN | SIGNATURE | TIME OUT | SIGNATURE |
|-------------------|---------|--------------|----------------------|---------|------------|----------|------------|
| | 8-1-11 | [REDACTED] | FROED BOAT STAY | 18:55 | [REDACTED] | 09:25 | [REDACTED] |
| SUB | 9-1-11 | SHANE | " | 12:30 | [REDACTED] | 09:30 | [REDACTED] |
| SUB | 9-1-11 | DAWN | " | 12:30 | [REDACTED] | 09:30 | [REDACTED] |
| SUB | | [REDACTED] | | 17:00 | [REDACTED] | 09:30 | [REDACTED] |
| SUB | | AMMELLE FOOT | | 19:10 | [REDACTED] | 09:30 | [REDACTED] |
| SUB | | AMMELLE FOOT | | 19:10 | [REDACTED] | 09:30 | [REDACTED] |
| SUB | | GARY DEW | | 16:00 | [REDACTED] | 09:30 | [REDACTED] |
| ECC | 10/1/11 | DAVID | | | [REDACTED] | 09:30 | [REDACTED] |
| SUB | | SHANE | | 11:30 | [REDACTED] | 09:30 | [REDACTED] |
| SUB | | [REDACTED] | | 11:30 | [REDACTED] | 09:30 | [REDACTED] |
| ECC | | AMMELLE | MAN GATE TO | 11:30 | [REDACTED] | 09:30 | [REDACTED] |
| ECC | | [REDACTED] | Water Fountain 12:30 | 14:50 | [REDACTED] | 09:30 | [REDACTED] |
| ECC | | [REDACTED] | | 17:00 | [REDACTED] | 09:30 | [REDACTED] |
| ECC | | [REDACTED] | | 17:00 | [REDACTED] | 09:30 | [REDACTED] |
| | | | | 17:00 | [REDACTED] | 09:30 | [REDACTED] |
| | | | | 09:30 | [REDACTED] | 09:30 | [REDACTED] |

The personal information collected on this form will only be used for the official purposes and will only be disclosed to persons who have appropriate authorisation.

EMERGENCY

EMERGENCY

440 - J

Official Attendance Register

Unity/Group: Galton + Volkers

| Official use only | DATE | NAME | ACTIVITY DETAILS | TIME IN | SIGNATURE | TIME OUT | SIGNATURE |
|-------------------|---------|----------------|---------------------|---------|------------|----------|------------|
| SEP | 10-1-11 | [REDACTED] | FLOOD | 19:55 | [REDACTED] | 20:15 | [REDACTED] |
| SEP | 11/1/11 | DAVID SAGGILL | Flood Damage | 09:20 | [REDACTED] | 20:45 | [REDACTED] |
| SEP | " | SHANE GUNDEL | Flood Damage - ets. | 09:20 | [REDACTED] | 20:45 | [REDACTED] |
| SEP | " | Annette Felton | " " | 07:15 | [REDACTED] | 20:30 | [REDACTED] |
| SEP | " | [REDACTED] | Flood Damage | 08:00 | [REDACTED] | 20:00 | [REDACTED] |
| SEP | " | [REDACTED] | " | 08:46 | [REDACTED] | 20:10 | [REDACTED] |
| SEP | " | [REDACTED] | " | 10:10 | [REDACTED] | 16:45 | [REDACTED] |
| SEP | " | [REDACTED] | Playgrounds Centre | 10:30 | [REDACTED] | 18:30 | [REDACTED] |
| SEP | " | [REDACTED] | " | 08:30 | [REDACTED] | 20:30 | [REDACTED] |
| SEP | " | [REDACTED] | " | 08:00 | [REDACTED] | 20:14 | [REDACTED] |
| SEP | " | [REDACTED] | Flood damage | 16:45 | [REDACTED] | 20:45 | [REDACTED] |
| A | " | SHANE GUNDEL | " | 09:15 | [REDACTED] | 20:00 | [REDACTED] |

The personal information collected on this form will only be used for the official purposes and will only be disclosed to persons who have appropriate authorisation.

GJD - 4

New Charges Details

Your account number
Issued

25 Jan 13

Mobile - 0428 623 038 continued...
Telstra Mobile Member Plan \$40 continued...
National Direct Dialed Calls

| Item | Date | Time | Origin | Number | Rate | Duration | \$ |
|---|--------|---------|---------------|--------|-----------|----------|-----------------|
| 28g6lwb6 | 21 Dec | 08:26pm | Toowoomba CBD | | Off Peak | 00:07 | \$0.000 |
| | | | | | Bonus Opt | | |
| 28g6lwc6 | 21 Dec | 08:43pm | Mt Lofty | | Off Peak | 00:30 | \$0.000 |
| | | | | | Bonus Opt | | |
| 2934Qtc3 | 25 Dec | 08:15pm | Gatton | | Off Peak | 16:21 | \$0.000 |
| | | | | | Bonus Opt | | |
| 28ldsww6 | 03 Jan | 10:18am | Gatton | | Peak | 00:05 | \$0.630 |
| 28nfw7M6 | 09 Jan | 07:29pm | Gatton | | Off Peak | 00:37 | \$0.990 |
| 297yp4W3 | 10 Jan | 07:06am | Gatton | | Peak | 01:18 | \$1.350 |
| 29hbtjq4 | 10 Jan | 04:32pm | Gatton | | Peak | 02:33 | \$2.430 |
| 28nqdc6 | 10 Jan | 04:59pm | Gatton | | Peak | 01:15 | \$1.350 |
| 290bsv63 | 11 Jan | 09:53am | Gatton | | Peak | 01:26 | \$1.350 |
| 299mx3bs | 11 Jan | 03:09pm | Gatton | | Peak | 00:06 | \$0.630 |
| 299n4Mw5 | 11 Jan | 03:10pm | Gatton | | Peak | 01:15 | \$1.350 |
| 28M35f16 | 11 Jan | 04:07pm | Gatton | | Peak | 02:10 | \$2.070 |
| 29hzzMn4 | 11 Jan | 08:14pm | Gatton | | Off Peak | 00:05 | \$0.000 |
| | | | | | Bonus Opt | | |
| 299rpb65 | 11 Jan | 08:14pm | Gatton | | Off Peak | 06:55 | \$0.000 |
| | | | | | Bonus Opt | | |
| 298wqz93 | 12 Jan | 06:09pm | Gatton | | Peak | 00:31 | \$0.990 |
| 28MQ2596 | 13 Jan | 06:11am | Gatton | | Off Peak | 01:41 | \$1.710 |
| 299471q3 | 13 Jan | 09:03am | Gatton | | Peak | 00:05 | \$0.630 |
| 28Mtkc66 | 13 Jan | 03:47pm | Gatton | | Peak | 01:45 | \$1.710 |
| 299ncQ33 | 14 Jan | 03:23pm | Gatton | | Peak | 00:36 | \$0.990 |
| 299x4d13 | 15 Jan | 01:29pm | Gatton | | Peak | 01:40 | \$1.710 |
| 29c9w215 | 15 Jan | 05:56pm | Gatton | | Peak | 00:20 | \$0.630 |
| 28pWtd96 | 16 Jan | 01:38pm | Gatton | | Off Peak | 16:52 | \$12.510 |
| 29erc335 | 17 Jan | 04:50pm | Gatton | | Peak | 00:06 | \$0.630 |
| 28qc7tj6 | 17 Jan | 08:16pm | Gatton | | Off Peak | 00:25 | \$0.000 |
| | | | | | Bonus Opt | | |
| 29kyv5p4 | 17 Jan | 08:30pm | Gatton | | Off Peak | 19:31 | \$0.000 |
| | | | | | Bonus Opt | | |
| Total for National Direct Dialed Calls | | | | | | | \$33.660 |

National Direct Dialed Calls to Telstra Mobiles

| Item | Date | Time | Origin | Number | Rate | Duration | \$ |
|-----------|--------|---------|-------------|--------|-----------|----------|---------|
| 298mdm34 | 20 Dec | 08:43pm | Laidley | | Off Peak | 00:01 | \$0.000 |
| | | | | | Bonus Opt | | |
| 28gdgd76 | 22 Dec | 02:38pm | Radar Hill | | Peak | 01:27 | \$1.350 |
| 28gs6l36 | 23 Dec | 04:19pm | Hastings St | | Peak | 02:57 | \$2.430 |
| 294yqQ58 | 27 Dec | 03:22pm | Gatton | | Peak | 02:11 | \$2.070 |
| 294yssk5 | 27 Dec | 03:45pm | Gatton | | Peak | 01:57 | \$1.710 |
| 293rnb5k3 | 27 Dec | 04:03pm | Gatton | | Peak | 00:33 | \$0.990 |
| 28jgnfM6 | 27 Dec | 04:16pm | Gatton | | Peak | 00:24 | \$0.630 |
| 2957wfy3 | 28 Dec | 11:07am | Gatton | | Peak | 00:27 | \$0.630 |
| 28jqk426 | 29 Dec | 01:03pm | Gatton | | Peak | 00:09 | \$0.630 |
| 28jOQgM6 | 29 Dec | 03:16pm | Gatton | | Peak | 00:07 | \$0.630 |
| 28jQvdw6 | 29 Dec | 03:16pm | Gatton | | Peak | 03:02 | \$2.790 |
| 297Qgqb3 | 09 Jan | 05:35pm | Grantham | | Off Peak | 00:07 | \$0.630 |
| 297wglW3 | 10 Jan | 12:33pm | Gatton | | Peak | 00:11 | \$0.630 |
| 297wmjm3 | 10 Jan | 12:38pm | Gatton | | Peak | 01:45 | \$1.710 |
| 28nnhgh6 | 10 Jan | 12:42pm | Gatton | | Peak | 03:48 | \$3.150 |
| 28nnngj6 | 10 Jan | 12:46pm | Gatton | | Peak | 00:47 | \$0.990 |
| 2996kM65 | 10 Jan | 12:47pm | Gatton | | Peak | 01:13 | \$1.350 |
| 2996kM75 | 10 Jan | 12:50pm | Gatton | | Peak | 00:23 | \$0.630 |
| 29h9fMw4 | 10 Jan | 02:16pm | Gatton | | Peak | 00:57 | \$0.990 |
| 29h9sra4 | 10 Jan | 02:29pm | Gatton | | Peak | 00:20 | \$0.630 |
| 297y8s93 | 10 Jan | 02:38pm | Gatton | | Peak | 01:05 | \$1.350 |
| 297yfljy3 | 10 Jan | 02:45pm | Gatton | | Peak | 00:13 | \$0.630 |
| 29hb2gw4 | 10 Jan | 02:52pm | Gatton | | Peak | 06:14 | \$4.950 |
| 297y8x23 | 10 Jan | 03:06pm | Gatton | | Peak | 00:15 | \$0.630 |
| 297y8x63 | 10 Jan | 03:20pm | Gatton | | Peak | 01:09 | \$1.350 |
| 29hb7k44 | 10 Jan | 03:22pm | Gatton | | Peak | 04:22 | \$3.510 |
| 29hbnpf4 | 10 Jan | 03:33pm | Gatton | | Peak | 00:07 | \$0.630 |

Continued next page...

630-4

New Charges Details

Your account number
Issued

25 Jan 11

Mobile - 0428 623 038 continued...
Telstra Mobile Member Plan \$40 continued...
National Direct Dialed Calls to Telstra Mobiles continued...

| Item | Date | Time | Origin | Number | Rate | Duration | \$ |
|-----------|--------|---------|------------|--------|-----------|----------|---------|
| 2982b773 | 10 Jan | 03:41pm | Gatton | | Peak | 00:14 | \$0.630 |
| 298bMsM4 | 10 Jan | 03:45pm | Gatton | | Peak | 05:30 | \$4.230 |
| 29np1lf6 | 10 Jan | 04:21pm | Gatton | | Peak | 00:59 | \$0.990 |
| 29hbtj4 | 10 Jan | 04:31pm | Gatton | | Peak | 00:05 | \$0.630 |
| 2983yh43 | 10 Jan | 04:52pm | Gatton | | Peak | 01:24 | \$1.350 |
| 29hcvQ54 | 10 Jan | 05:08pm | Gatton | | Peak | 01:55 | \$1.710 |
| 299b3fb5 | 10 Jan | 05:35pm | Gatton | | Peak | 00:17 | \$0.630 |
| 29847rw3 | 10 Jan | 05:47pm | Gatton | | Peak | 00:46 | \$0.990 |
| 299cbhh5 | 10 Jan | 06:45pm | Gatton | | Peak | 04:43 | \$3.870 |
| 2985b9j3 | 10 Jan | 07:08pm | Gatton | | Off Peak | 03:53 | \$3.150 |
| 28nrfgc6 | 10 Jan | 07:15pm | Gatton | | Off Peak | 02:43 | \$2.430 |
| 299d3kz5 | 10 Jan | 07:30pm | Gatton | | Off Peak | 01:01 | \$1.350 |
| 2987QwQ3 | 10 Jan | 08:59pm | Gatton | | Off Peak | 02:15 | \$0.000 |
| | | | | | Bonus Opt | | |
| 2987Qwr3 | 10 Jan | 09:03pm | Gatton | | Off Peak | 00:12 | \$0.630 |
| 2987Qws3 | 10 Jan | 09:05pm | Gatton | | Off Peak | 02:11 | \$2.070 |
| 29hhtw74 | 10 Jan | 09:13pm | Gatton | | Off Peak | 05:05 | \$4.730 |
| 298bx7m3 | 10 Jan | 09:47pm | Gatton | | Off Peak | 02:21 | \$2.070 |
| 298c6pw3 | 10 Jan | 10:03pm | Gatton | | Off Peak | 01:34 | \$1.710 |
| 299j5xp5 | 10 Jan | 10:21pm | Gatton | | Off Peak | 02:32 | \$2.430 |
| 29hbxyl6 | 10 Jan | 10:27pm | Gatton | | Off Peak | 00:33 | \$0.990 |
| 29hbxyl4 | 10 Jan | 10:29pm | Gatton | | Off Peak | 00:30 | \$0.630 |
| 29hbxyl4 | 10 Jan | 10:30pm | Gatton | | Off Peak | 05:47 | \$4.590 |
| 29hbxyl4 | 10 Jan | 10:37pm | Gatton | | Off Peak | 03:22 | \$2.790 |
| 2989jlr3 | 10 Jan | 11:29pm | Gatton | | Off Peak | 02:44 | \$2.430 |
| 29nvb296 | 11 Jan | 00:00am | Gatton | | Off Peak | 00:37 | \$0.990 |
| 299gr435 | 11 Jan | 00:09am | Gatton | | Off Peak | 03:05 | \$2.790 |
| 2989Wv93 | 11 Jan | 07:13am | Gatton | | Peak | 00:20 | \$0.630 |
| 28nvf4y6 | 11 Jan | 07:15am | Gatton | | Peak | 00:13 | \$0.630 |
| 28nvqx06 | 11 Jan | 08:10am | Gatton | | Peak | 00:06 | \$0.630 |
| 299h6h45 | 11 Jan | 08:11am | Gatton | | Peak | 00:59 | \$0.990 |
| 299h9j65 | 11 Jan | 08:16am | Gatton | | Peak | 01:02 | \$1.350 |
| 298b72r3 | 11 Jan | 08:26am | Gatton | | Peak | 01:05 | \$1.350 |
| 29h121b4 | 11 Jan | 08:29am | Gatton | | Peak | 01:53 | \$1.710 |
| 29h17gy4 | 11 Jan | 08:34am | Gatton | | Peak | 00:56 | \$0.990 |
| 29nvz366 | 11 Jan | 08:40am | Gatton | | Peak | 00:15 | \$0.630 |
| 298b9gq3 | 11 Jan | 08:46am | Plainlands | | Peak | 00:07 | \$0.630 |
| 28nvw6Q6 | 11 Jan | 08:46am | Plainlands | | Peak | 04:01 | \$3.510 |
| 28nvz356 | 11 Jan | 08:55am | Gatton | | Peak | 02:56 | \$2.430 |
| 299hmbn5 | 11 Jan | 09:01am | Gatton | | Peak | 03:32 | \$3.150 |
| 29h1er94 | 11 Jan | 09:10am | Gatton | | Peak | 01:59 | \$1.710 |
| 298bMwC3 | 11 Jan | 09:16am | Gatton | | Peak | 02:57 | \$2.430 |
| 298bSw43 | 11 Jan | 09:51am | Gatton | | Peak | 01:45 | \$1.710 |
| 28nWjhw6 | 11 Jan | 10:01am | Gatton | | Peak | 03:25 | \$2.790 |
| 28nWinf86 | 11 Jan | 10:06am | Gatton | | Peak | 00:23 | \$0.630 |
| 298eaWv3 | 11 Jan | 10:12am | Gatton | | Peak | 00:36 | \$0.990 |
| 298c8WW3 | 11 Jan | 10:14am | Gatton | | Peak | 00:11 | \$0.630 |
| 28nWrp84 | 11 Jan | 10:22am | Gatton | | Peak | 01:31 | \$1.710 |
| 28nWrp96 | 11 Jan | 10:24am | Plainlands | | Peak | 02:34 | \$2.430 |
| 299jksp5 | 11 Jan | 10:27am | Gatton | | Peak | 10:27 | \$7.830 |
| 28nWWtQ6 | 11 Jan | 10:46am | Gatton | | Peak | 00:11 | \$0.630 |
| 298cQdb3 | 11 Jan | 10:54am | Gatton | | Peak | 02:50 | \$2.430 |
| 298cQdc3 | 11 Jan | 10:57am | Gatton | | Peak | 00:13 | \$0.630 |
| 29hmbb94 | 11 Jan | 11:04am | Gatton | | Peak | 00:04 | \$0.630 |
| 29hmqrp4 | 11 Jan | 11:05am | Gatton | | Peak | 01:36 | \$1.710 |
| 28nws8y6 | 11 Jan | 11:53am | Gatton | | Peak | 01:11 | \$1.350 |
| 28nww376 | 11 Jan | 12:02pm | Plainlands | | Peak | 02:29 | \$2.070 |
| 29hM3g64 | 11 Jan | 12:27pm | Gatton | | Peak | 00:12 | \$0.630 |
| 28nx4lf6 | 11 Jan | 12:29pm | Gatton | | Peak | 00:14 | \$0.630 |
| 298thvx3 | 11 Jan | 12:54pm | Gatton | | Peak | 01:26 | \$1.350 |
| 29hMsmly4 | 11 Jan | 01:17pm | Gatton | | Peak | 00:07 | \$0.630 |
| 29hMsn24 | 11 Jan | 01:17pm | Gatton | | Peak | 00:14 | \$0.630 |
| 28Mz97z6 | 11 Jan | 02:40pm | Gatton | | Peak | 01:31 | \$1.710 |
| 28M2g7v6 | 11 Jan | 02:48pm | Gatton | | Peak | 00:15 | \$0.630 |
| 298k4qW2 | 11 Jan | 04:51pm | Gatton | | Peak | 02:45 | \$2.430 |

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Message

FW: South Western Region - SES referral

From: ses132a00@ses132500@dc.qld.gov.au ; Date: 10/01/2011 7:08 PM - Ensta
To: yderr@bigpond.net.au

From: a_arm@smr.psc.state.qld.gov.au (mailto:a_arm@smr.psc.state.qld.gov.au)
Sent: Mon 10/01/2011 5:50 PM
To: ses132500
Subject: South Western Region - SES referral

Enquiry Reference Number: 1403318
Referred Time: 17:30
Referred By: richards
Related Script: SES

Nature of call: * SES assistance
Name of resident: * Susan Hegarty
Resident building or property name: Woodlows Nursery
Resident street/unit number: * n/a
Resident street name: * Dip Road
Resident suburb: * Helidon
Occupant status: * Other
Phone number at residence: * 46976347 or 0409046337
Property type-if Other include details in message: * Commercial/Business
Number of storeys (if applicable): * n/a
Roof type: * N/A
Roof pitch: * N/A
Reported by (if Other, include in message): Other
Name of caller: * Reported by Wendy Cook who is Susan's sister
Callers phone number/s: * 46582692
Call type: * Routine
Nature of emergency (include details in message): * Flooding - in living of commercial area
Location/Structure (if Other, include in message): * Yard
Are there any known hazards: * No
Permission to enter property if not home: * Yes
SES advised: * Not advised
SES regions: * South Western region
Message: Lockyer Creek has flooded and has inundated commercial area of nursery - owners unable to get out of property

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Handwritten mark resembling a stylized 'D' or '0' with a horizontal line through it.

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Message

FW: South Western Region - SES referral - SES NOT ADVISED - PLEASE C

From: ses132500@sas132500@dcsc.qld.gov.au Date: 10/01/2011 7:08 PM ; Email
To: Idmg@bham.qld.gov.au
Cc: ydon

From: a_crm@smartgrid.com.au (mailto:a_crm@smartgrid.com.au)
Sent: Mon 10/01/2011 3:11 PM
To: ses132500
Subject: South Western Region - SES referral

Enquiry Reference Number: 1406931
Referred Time: 15:10
Referred By: dowdk
Related Script: SES

Nature of call: * SES assistance

Name of resident: * Barry Bull

Residents building or property name:

Residents street/unit number: *

Residents street name: * Murphys Creek Road

Residents suburb: * WITCHCOTT

Occupant status: * Owner

Phone number at residence: *

Property type (if Other include details in message): * Residential

Number of storeys (if applicable): * double story

Roof type: * N/A

Roof pitch: * N/A

Reported by (if Other, include in message): Other

Name of caller: * Val Canavan (mother in law)

Callers phone number(s): * 4656 3808

Call type: * Special needs

Nature of emergency (include details in message): * Flooding - in living or commercial area

Location/Structure (if Other, include in message): * Building

Are there any known hazards: * No

Permission to enter property if not home: * Yes

SES advised: * Not advised

SES regions: * South Western region

Message: bottom storey of property is flooded and occupants are in top storey of property unable to get out caller has contacted DFD who advised to contact us. i have adv

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Message

FW: South Western Region - SES referral

From: ses132500@ses132500.qld.gov.au Date: 10/01/2011 7:09 PM Email To: idmg@qld.gov.au, [redacted]

From: a_crm@matbercevicultrax.au (mailto:a_crm@smartsource.qld.gov.au) Sent: Mon 10/01/2011 5:31 PM To: ses132500 Subject: South Western Region - SES referral

Enquiry Reference Number: 1403126 Referred Time: 17:31 Referred By: StokerN Related Scripts: SES

Nature of call: * SES assistance

Name of resident: * [redacted]

Resident building or property name:

Resident street/unit number: * [redacted]

Resident street name: * Gatton-Helidon Rd

Resident suburb: * Grantham

Occupant status: * Owner

Floor number at residence: * [redacted]

Property type-if Other include details in message: * Residential

Number of storeroys (if applicable): * 1

Roof type: * Metal

Roof pitch: * Pitched - average

Reported by (if Other, include in message): Other

Name of caller: * Rachelle daughter

Caller phone number/s: [redacted]

Call type: * Special needs

Nature of emergency (include details in message): * Flooding - in living or commercial area

Location/Structure (if Other, include in message): * Building

Are there any known lizards: * Yes (state in message)

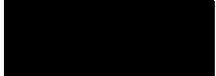
Permission to enter property if not home: * Yes

SES advised: * Not advised

SES region: * South Western region

Message: Rachelle parents have locked themselves inside the house with the 2 young children. I have called through to QOO Police who have been advised and apparent

Contact details at the property are [redacted]



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There are 4 adults and a three year old & a 5 yr old.

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FW: South Western Region - SES referral - SES NOT ADVISED - PLEASE FC

From: ses132500-ses132500@des.qld.gov.au Date: 10/01/2011 7:10 PM ; Email
To: Idmg@des.qld.gov.au
Cc: gdon [REDACTED]

From: a_cmg@mq132500-des.qld.gov.au (mailto:a_cmg@mq132500-des.qld.gov.au);
Sent: Mon 10/01/2011 3:31 PM
To: ses132500
Subject: South Western Region - SES referral

Enquiry Reference Number: 1401044
Referred Time: 15:10
Referred By: christensen
Related Script: SES

Nature of calls: * SES assistance
Name of resident: * [REDACTED]
Residents building or property name:
Residents street/unit number: * [REDACTED]
Residents street name: * Diana Crescent
Residents suburb: * Postmans Ridge
Occupant status: * Owner
Phone number at residence: * [REDACTED]
Property type-If Other include details in message: * Residential
Number of storeys (if applicable): * 1
Roof type: * N/A
Roof pitch: * N/A
Reported by (if Other, include in message): Resident
Name of caller: [REDACTED]
Callers phone number/s: [REDACTED]
Call type: * Special needs
Nature of emergency (include details in message): * Flooding - in living or commercial area
Location/Structure (if Other, include in message): * Building
Are there any known hazards: * No
Permission to enter property if not home: * Yes
SES advised: * Not advised
SES regions: * South Western region
Message: Special Needs - Tenants have a disability
Property is flooding through front and side doors.

GJD ->

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Message

FW: South Western Region - SES referral

From: ses133500-46es132500@46es.qld.gov.au Date: 10/01/2011 7:13 PM Email
To: ldmg@lvcc.qld.gov.au
Cc: gdon

From: s_cmn09@lvcc.qld.gov.au (mailto:s_cmn09@smartservices.qld.gov.au)
Sent: Mon 10/01/2011 3:05 PM
To: ses133500
Subject: South Western Region - SES referral

Enquiry Reference Number: 1400985
Referred Time: 15.05
Referred By: StokerN
Related Scripts: SES

Nature of call: * SES assistance

Name of resident: [REDACTED]

Residents building or property name:

Residents street/duitt number: [REDACTED]

Residents street name: * Korcelah St

Residents suburb: * Upper Lockyer

Occupant status: * Owner

Phone number at residence: [REDACTED]

Property type-if Other include details in message: * Residential

Number of storeys (if applicable): * 1

Roof type: * Metal

Roof pitch: * Pitched - average

Reported by (if Other, include in message): Resident

Name of caller: [REDACTED]

Caller's phone number: [REDACTED]

Call type: * Special needs

Nature of emergency (include details in message): * Flood (Intruding)

Location/Structure (if Other, include in message): * Building

Are there any known hazards: * No

Permission to enter property if not home: * Yes

SES advised: * Not advised

SES region: * South Western region

Message: Kathleen has a disabled child and grandchild living with her. Her property is flooding and she does not believe she would be able to get through to pick up car

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End User: [redacted]

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Message

FW: South Western Region - SES referral

From: ses132500-ses132500@des.qld.gov.au [mailto:ses132500@des.qld.gov.au] Date: 16/01/2011 7:17 PM From: Idmg@des.qld.gov.au To: [redacted]

From: a_cm@swrcservice.qld.gov.au [mailto:a_cm@swrcservice.qld.gov.au] Sent: Mon 10/01/2011 6:59 PM To: ses132500 Subject: South Western Region - SES referral

Enquiry Reference Number: 1403510
Referred Time: 18:59
Referred By: vankorp
Related Script: SES

Nature of call: SES assistance

Name of resident: [redacted]

Residents holding of property: none

Residents street/hunit number: LOT 1

Residents street name: WARRAGO HIGHWAY

Residents suburb: WITCHOUR

Occupant status: Owner

Phone number at residence: [redacted]

Property type: Other include details in message: Residential

Number of storeys (if applicable): NOT APPLICABLE

Roof type: N/A

Roof pitch: N/A

Reported by (if Other, include in message): Other

Name of caller: DI HANSON

Callers phone number/s: [redacted]

Call type: Special needs

Nature of emergency (include details in message): Flooding - in living or commercial area

Location/Structure (if Other, include in message): Building

Are there any known hazards: Yes (state in message)

Permission to enter property if not home: Yes

SES advised: Not advised

SES region: South Western region

Message: DI advises her elderly parents (in their 70s) at the above address had to vacate their house due to the flooding and are waiting to be escorted to safety. DI was

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Please notify the Department of Public Works Office for Liaison with the Public, 11000 105 Building at the Internet E-mail on

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Message

FW: South Western Region - SES referral

From: ses132500@des.qld.gov.au Date: 10/01/2011 7:19 PM
To: edom: [REDACTED]

From: a_crm@semservice.qld.gov.au [mailto:a_crm@semservice.qld.gov.au]
Sent: Mon 10/01/2011 5:03 PM
To: ses132500
Subject: South Western Region - SES referral

Enquiry Reference Number: 1402495
Referred Time: 17:02
Referred By: roid1
Related Script: SES

Nature of call: * SES assistance
Name of residents: * ALLISON HALL
Residents building or property name:
Residents street/unit number: [REDACTED]
Residents street name: * MAITLAND STREET
Residents suburbs: * GATTON
Occupant status: * Owner
Phone number of residence: [REDACTED]
Property type-if Other include details in message: * Residential
Number of storeys (if applicable): * HIGH SET
Roof type: * Metal
Roof pitch: * Pitched steep
Reported by (if Other, include in message):
Name of caller: * ALLISON HALL
Callers phone number: [REDACTED]
Call type: * Special needs
Nature of emergency (include details in message): * Flooding - in living or commercial area
Location/Structure (if Other, include in message): * Building
Are there any known hazards: * Yes (state in message)
Permission to enter property if not home: * No
SES advised: * Not advised
SES regions: * South Western region
Message: large rottweiler in yard. Phone first so dog can be put away. Needs sand bags please

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Message

FW: South Western Region - SES referral - CANCELLATION OF REQUEST

From: ses132500@ses132500@des.nsw.gov.au [mailto:ses132500@des.nsw.gov.au], Date: 10/07/2011 7:27 PM, Email
To: f0m5f@des.nsw.gov.au
Cc: gdon@des.nsw.gov.au

From: a_crm@des.nsw.gov.au (mailto:a_crm@des.nsw.gov.au) [mailto:a_crm@des.nsw.gov.au]
Sent: Mon 10/07/2011 4:21 PM
To: ses132500
Subject: South Western Region - SES referral

Inquiry Reference Number: 1401458
Referred Time: 16:21
Referred By: pleveyn
Related Script: SES

Nature of call: * Cancellation of previous request

Name of resident: [REDACTED]

Residents building or property name:

Residents street/Unit numbers: * [REDACTED]

Residents street name: * Matthews Creek Road

Residents suburb: * Postmans Ridge

Occupant status: * Renting

Phone number at residence: * Unknown

Property type-if Other include details in message: * Other

Number of storeys (if applicable): * N/A

Roof type: * Metal

Roof pitch: * Pitched - average

Reported by (if Other, include in message): Resident

Name of caller: [REDACTED]

Callers phone number/s: [REDACTED]

Call type: * Special needs

Nature of emergency (include details in message): * Other

Location/Structure (if Other, include in message): * Building

Are there any known hazards: * No

Permission to enter property if not home: * Yes

SES advised: * Advised

SES regions: * South Western region

Message: Caller advised previously put in a evacuation request to get Cameron Donaldson out from imminent flood. Caller has advised Cameron Donaldson has got of of
PLEASE CANCEL PREVIOUS REQUEST

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Message

FW: South Western Region - SES referral

From: ses132500@ses132500@dmcc.qld.gov.au [mailto:ses132500@dmcc.qld.gov.au] Date: 10/01/2011 7:29 PM Email
To: dmcc@dmcc.qld.gov.au, gden [redacted]

From: dmcc@dmcc.qld.gov.au [mailto:dmcc@dmcc.qld.gov.au]
Sent: 10/01/2011 7:29 PM
To: ses132500
Subject: South Western Region - SES referral

Enquiry Reference Number: 1401618
Referred Time: 15:51
Referred By: jacke
Related Script: SFS

Nature of call: * SES assistance

Name of resident: [redacted]

Resident's building or property name:

Resident's street/unit number: [redacted]

Resident's street name: * Wallages Road

Resident's suburb: * Wilcott

Occupant status: * Owner

Phone number at residence: * [redacted]

Property type: if Other include details in message: * Residential

Number of storeys (if applicable): * 1

Roof type: * N/A

Roof pitch: * N/A

Reported by (if Other, include in message): Resident

Name of caller: * Donna Crosby

Caller's phone numbers: [redacted]

Call type: * Special needs

Nature of emergency (include details in message): * Other

Location/Structure (if Other, include in message): * Building

Are there any known hazards: * Yes (state in message)

Permission to enter property if not home: * Yes

SES advised: * Not advised

SES regions: * South Western region

Message: Property is completely isolated. Resident has no way to leave and no food or supplies can get to them other than by helicopter. They have no power and need a

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FW: South Western Region - SES referral

From: ses132500-ses132500@dcsc.qld.gov.au Date: 10/01/2011 7:29 PM, Email
To: lvr@bigpond.com.au
Cc: gdom

From: a.crm@smartsync.com.au [mailto:a.crm@smartsync.com.au]
Sent: Mon 10/01/2011 4:25 PM
To: ses132500
Subject: South Western Region - SES referral

Enquiry Reference Number: 1402463
Referred Time: 14:25
Referred By: a.crd
Related Script: SES

Nature of call: * SES assistance

Name of resident: *

Residents building or property name: WITHCOTT ANTIQUES AND THE HOME NEXT DOOR

Residents street/unit number: *

Residents street name: * CNR WARREGO HWY AND STEWART STREET

Residents suburb: * WITHCOTT

Occupant status: * Owner

Phone number at residence: *

Property type-if Other include details in message: * Other

Number of storeys (if applicable): * BUSINESS LOW SET HOUSE LOW SET

Roof type: * Tiles

Roof pitch: * Flat

Reported by (if Other, include in message): Resident

Name of caller: *

Callers phone numbers: *

Call type: * Routine

Nature of emergency (include details in message): * Flooding - in living or commercial area

Location/Structure (if Other, include in message): * Building

Are there any known hazards? * Yes (state in message)

Permission to enter property if not home? * No

SES advised: * Not advised

SES regional: * South Western region

Message: Outside of business area a lot of debris has collected. Wash from Sceptic tank. Occupants do not know what to do.

For further information please contact the SES on 132 500. The SES is a government agency and is not responsible for any damage or loss caused by the SES or its employees or agents. The SES is not liable for any damage or loss caused by the SES or its employees or agents.

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Message

FW: South Western Region - SES referral

From: ses132500@ses132500@des.qld.gov.au Date: Tue, 01 Jun 2011 7:55 PM Email
To: ldmg@lvc.qld.gov.au, gdom [REDACTED]

From: a_cms@ses132500@des.qld.gov.au [mailto:a_cms@ses132500@des.qld.gov.au]
Sent: Mon 10/01/2011 3:57 PM
To: ses132500
Subject: South Western Region - SES referral

Enquiry Reference Number: 1401781
Referred Time: 15:57
Referred By: ldmg
Related Scripts: SES

Nature of call: * SES assistance

Name of resident: * [REDACTED]

Resident's building or property name:

Resident's street/unit number: [REDACTED]

Resident's street name: * Helidon Dip Road

Resident's suburb: * Helidon

Occupant status: * Owner

Phone number at residence: [REDACTED]

Property type (if Other include details in message): * Residential

Number of storeys (if applicable): * 1

Roof type: * N/A

Roof pitch: * N/A

Reported by (if Other, include in message): Resident

Name of caller: * Donna McKean

Caller's phone number/s: * [REDACTED]

Call type: * Routine

Nature of emergency (include details in message): * Flood threatening

Location/structure (if Other, include in message): * Building

Are there any known hazards: * No

Permission to enter property if not home: * Yes

SES advised: * Not advised

SES region: * South Western region

Message: 3 girls (16 and 19) house is flooded with 2 foot of water - Auntie would like to have the girls evacuated from the house brought to Toowoomba or Gallon (bulk

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Message

FW: South Western Region - SES referral

From: ses132500<ses132500@ses.qld.gov.au> ; Date: 10-01-2011 7:40 PM ; Email To: gdon

From: a_orn@smartserver.qld.gov.au [mailto:a_orn@smartserver.qld.gov.au];
Sent: Mon 10/01/2011 5:03 PM
To: ses132500
Subject: South Western Region - SES referral

Enquiry Reference Number: 1403101
Referred Time: 17:0
Referred By: BowtellA
Related Scripts: SES

Nature of call: * SES assistance
Name of resident: [REDACTED]
Resident's building or property name:
Resident's street/land number: * 9
Resident's street name: * Gordon Crs
Resident's suburb: * Weston
Occupant status: * Owner
Phone number at residence: [REDACTED]
Property type: if Other include details in message: * Residential
Number of storeys (if applicable): * single
Roof type: * Metal
Roof pitch: * Pitched - average
Reported by (if Other, include in message): Resident
Name of caller: [REDACTED]
Callers phone number/s: [REDACTED]
Call type: * Special needs
Nature of emergency (include details in message): * Tree - threatening
Location/Structure (if Other, include in message): * Yard
Are there any known hazards: * Yes (state in message)
Permission to enter property if not home: * Yes
SES advised: * Not advised
SES regions: * South Western region
Message: 3 very large trees about to come down on house due to landslide at back of property. Hazard at back is due to landslide

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Message

FW: South Western Region - SES referral

From: ses132509@ses132500@des.qld.gov.au Date: 10-01-2011 11:53 PM Email
To: ldmg@liver.qld.gov.au
Cc: prlm@...

From: ses132509@ses132500@des.qld.gov.au [mailto:ses132509@ses132500@des.qld.gov.au]
Sent: Mon, 10/01/2011 7:39 PM
To: ses132509
Subject: South Western Region - SES referral

Enquiry Reference Number: 1402579
Referred Time: 19:30
Referred By: tcid
Related Script: SES

Nature of call: * SES assistance

Name of resident: [REDACTED]

Residents building or property name: HELIDON SPA

Residents street/unit number: [REDACTED]

Residents street name: * WARREGO HWY

Residents suburb: * HELIDON

Occupant status: * Other

Phone number at residence: [REDACTED]

Property type if Other include details in message: * Commercial/Business

Number of storeys (if applicable): * NA

Roof type: * N/A

Roof pitch: * N/A

Reported by (if Other, include in message): Other

Name of caller: [REDACTED]

Caller phone number/s: [REDACTED]

Call type: * Special needs

Nature of emergency (include details in message): * Flood threatening

Location/Structure (if Other, include in message): * Building

Are there any known hazards: * No

Permission to enter property if not home: * Not resident

SES advised: * Not advised

SES region: * South Western region

Message: Ruby Ann's old has no food parents stranded at Helidon Spa. If possible please to supply please phone Kelly first

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QUEENSLAND POLICE SERVICE
STATEMENT OF WITNESS



QP 0125
01/06
A14

Occurrence #: _____

Statement no.: _____ Date: **06/07/2011**

Statement of

Name of witness: **DORR, Gary John**

Date of birth: [REDACTED] Age: [REDACTED] Occupation: **Research officer
(University of Queensland)**

Police officer taking statement

Name: [REDACTED]

Rank: **Plain Clothes Senior Constable** Reg. no.: **4017815**

Region/Command/Division: **SCOC** Station: **State Flying Squad**

Statement:

I, Gary John DORR states:

1. I am a [REDACTED] year old male who resides at [REDACTED] McKay Street, Gatton, Qld, 4343. My mobile number is [REDACTED] The SES Lockyer Valley mobile number is [REDACTED] My landline phone number is [REDACTED].
2. I work full time at the University of Queensland as a research officer under the Faculty of Sciences.
3. I am also a volunteer at the State Emergency Service (SES). The SES is administered through the Emergency Management Queensland (EMQ) South West region.
4. I am the local SES Controller for the Lockyer Valley council region. This area includes Laidley through to Withcott. It also includes Murphy's Creek, Mulgowie and Junction View to the South. This of course includes the Grantham area.
5. I started as a volunteer in the SES in 1993. I have been the local SES Controller for over a year. The SES Gatton headquarters are at 2 Golf Links Drive, Gatton.

(Witness's signature)

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

(Signature of police officer
preparing statement)

CONTINUED STATEMENT OF: **DORR, Gary John**

6. My responsibilities include overseeing SES operations in the Lockyer Valley area. This includes disaster management and training. I also deal with facilities and personnel.
7. The general SES state-wide phone number for assistance in Australia is 13 25 00. Members of the general public can call this number for assistance in any region.
8. The process for SES assistance is to:
 - a. Call the 13 25 00 number
 - b. Operator will give a call to the appropriate SES regional controller, however if the requests exceed approximately six calls they will divert to emailing EMQ regional office
 - c. An email is sent from the Operator to the EMQ regional office
 - d. Telephone call on SES mobile or emails are sent to regional controller
 - e. Tasks are then designated to local SES group. Jobs are overseen by the regional controller.
9. My email address that I was getting the requests through was [REDACTED]. The mobile phone number I was receiving calls was [REDACTED]
10. I do recall as early as December 2010 we assisted in the sandbagging in the Grantham area due to the heavy rain. There were a few minor floods in the Grantham area at this time. The water came up through the roads, being Harris Street and Anzac Avenue, Grantham. The water level was not much more than ½ metre high. The flood boats were not required at this time.
11. I remember Sunday 9 January 2011. It was 04:00pm, when I headed to the SES Gatton Headquarters. I was to provide assistance within the Lockyer shire due to the high level of rain. At this stage the area wasn't flooded.
12. On this date there were seven SES volunteers from Gatton including myself. Then later on in the evening there were two SES volunteers from Laidley

(Witness's signature)

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

(Signature of police officer
preparing statement)

CONTINUED STATEMENT OF: **DORR, Gary John**

were called in. There were two SES flood boats on standby. They are commercial standards boats. They are 4.6 metres.

13. Prior to this I remember receiving phone calls from numerous members requesting assistance in the Shire, none of which specifically were from the Grantham area.
14. The procedure for SES volunteers is to sign on in the 'Official Attendance Register' situated at Gatton HQ.
15. I provided assistance to an elderly man in the Placid Hills area. He needed assistance to get home through the heavy rain from Placid Hills to Murphy's Creek.
16. After I provided assistance to this man, I then drove to the Council office and attended to the Local Disaster Management Group. (LDMG) This is headed by the Lockyer Valley Regional Council. (LVRC) This is situated on Railway Street, Gatton.
17. As the local SES Controller my responsibilities also involve me attending the LDMG committee. I received a phone call from the [REDACTED] who is the LDMG coordinator who advised that this LDMG had been set up for the floods in the Lockyer Valley region. This was the control centre.
18. All the representatives from Emergency services were in attendance at this committee. This included myself from the SES, Queensland Fire and Rescue Service (QFRS), Queensland Police Service (QPS), Queensland Ambulance Service (QAS) and Lockyer Valley council staff (LVC).
19. It was a coordination of activities on how to manage the situations (flooding) that was occurring in the Lockyer Valley region. We knew that there was flooding in Grantham. The flood boats were not needed from Gatton to Grantham because the water levels weren't deep enough. The fire trucks were able to drive through the waters on this date.
20. My duties at the LDMG were to coordinate the SES personnel in Gatton and Laidley.

(Witness's signature)

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

(Signature of police officer
preparing statement)

CONTINUED STATEMENT OF: **DORR, Gary John**

21. Later in the evening I directed two SES officers to get the flood boat in to assist in the QFRS truck that was stuck in Grantham (central) in the flood waters.
22. I do recall that the SES personnel used the SES flood boat to rescue a family in Harris Street, Grantham. There were five people (two adults and three children). This was under the direction of the QFRS.
23. I stayed at this control room until 04:30am and then went home.
24. On Monday 10 January 2011, around lunch time I received a call from LDMG and attended the office. At this stage, information was coming in from QPS, QFRS and other agencies in the committee that there was mass flooding in Toowoomba, Withcott and Murphy's Creek area. At this stage there was no warning of flooding in the Grantham area.
25. I remember there being reports of cars being washed away by the floods in Toowoomba. In Withcott, there were cars and water rushing through businesses there.
26. I was monitoring from the control room the movements of the SES Gatton. There were only three SES Gatton personnel who started at 11:30am.
27. These SES personnel were called in to assist in the sandbagging of houses. I'm not sure which areas these houses were in.
28. I remember seeing a picture message on a Lockyer Valley council officer mobile. This picture message depicted flood waters over the toilet facilities at the Helidon Park. I think the council officer's name was Justin FISHER but I can't be sure.
29. This is when I realised that this flooding would reach Grantham. I did not realise however the devastation that it would cause.
30. At 02:30pm, I contacted the SES Gatton office and spoke to [REDACTED] [REDACTED] (Group leader SES) to instruct her that they should warn residents of Grantham of the potential flooding.

(Witness's signature)

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

(Signature of police officer
preparing statement)

CONTINUED STATEMENT OF: **DORR, Gary John**

31. From 11:30am till 05:00pm there were four SES personnel called in. From 05:00pm till 11:00pm there were three SES personnel called in. In total for the 10th January 2011 there were seven SES personnel on hand for the Gatton area.

I am able to produce the 'Official Attendance Register' of SES Gatton personnel for the 10/01/2011'

32. There are three SES Gatton vehicles – one Mazda 2 tonne truck, Toyota Troupe carrier and Toyota Hilux Dual cab. There were three SES flood boats available to us.

33. It was after this time that I am aware that Dawn instructed the three other SES personnel - [REDACTED] and [REDACTED] to head out to Grantham.

34. I am aware that they left the office at 02:50pm. The initial plan was to use the Portable Audio system (PA) in the SES vehicle which is a Mazda two tonne truck. They were to use the PA system to drive through Grantham and warn residents of danger of the floods.

35. I am aware that the SES personnel drove to the Gatton side of Grantham to warn a few residents.

36. But before they could get into Grantham, the water was coming across the road and rising fast so they couldn't drive through and the PA system wasn't working.

37. The SES personnel would have kept in touch me with via mobile. At that stage, it was too dangerous for them to go any further into the flood waters so they drove back to the SES Gatton HQ.

38. About 5-7 minutes, when they arrived back at the SES Gatton HQ I instructed the SES personnel via mobile telephone to warn residents in the low lying areas in Gatton to prepare for the floods. In these areas I would have advised the SES personnel to tell the residents to consider evacuation.

(Witness's signature)

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

(Signature of police officer
preparing statement)

STATEMENT OF WITNESS

Date: 02/12/2011

Name of Witness: Kathleen Dawn Carrillo

Address of Witness: [REDACTED] Sippel Road. Blenheim. 4341

Occupation: Primary School Teacher

Position: Class Teacher at Laidley District State School
Group Leader Gatton Group, Lockyer Valley Unit of the State
Emergency Service

Telephone: (Work) [REDACTED]

(Mobile) [REDACTED]

An account of all actions as a member of the State Emergency Service between 11:30am and 5:00pm on 10 January 2011. Make reference as accurately as possible to the time of day at which each of those actions was performed; and attach copies of any notes, logs, mobile phone records or other documentation in your possession providing evidence of the times at which the actions were performed.

I, Kathleen Dawn Carrillo, Group Leader of the Gatton Group of the Lockyer Valley State Emergency Service state:

1: I, Kathleen Dawn Carrillo, have been a member of the Gatton SES Unit (later Gatton Group after amalgamation) since February 1998. I have held the position of Training Officer since 2003 and Group Leader for the Gatton Group since October 2004 to date.

2: On the night of 9th January, Shane Engel, [REDACTED] and I were activated to take the Gatton Flood boat into Grantham with sandbags required by residents due to rising flood waters. This job was eventually passed on to the Rural Fire Brigade as they had a vehicle that they could still drive into Grantham. We were then tasked to assist the Swift Water rescue crew throughout the night evacuating people from Harris Street, Grantham. I called Annette Fifoot to ask if she was available to come and support [REDACTED] in minding the vehicle and boat trailer and answering the phone whilst Shane Engel and I assisted the Swift water rescue members. She confirmed she was available and would be there as soon as possible. She arrived at 2350. We all finally returned to the Gatton Shed and signed out at 0430 on the morning of the 10th January. [REDACTED] returned home and Shane Engel and I (my partner) remained at the

This is page 1 of a statement comprising 5 page/s.

Witness (Kathleen Dawn Carrillo):
[REDACTED]

**JP/Solicitor/Commissioner for
Declarations:** [REDACTED]



SES Shed as we were unable to return to our property due to Creek Crossings being un-passable. We then slept at the SES Shed for the rest of the night. The attendance Log at Gatton SES Shed shows that I signed out at 0430 10th January. I attach a copy of the Log marked "KDC1".

3: At approximately 0930 we got up and Shane Engel and I went to purchase some breakfast. As we were not doing SES business we had not yet signed in. Whilst we were out, I received an enquiry call from a [REDACTED] at Lower Tent Hill regarding the possibility of sandbagging around the house exit points because they were going away for a few days and were concerned about the rising floodwaters nearby from the Tenthill Creek and the Ma Ma Creek as their house is in between both creeks. Shane and I went out to the house to do a reconnaissance and agreed with the owner to return to the SES Shed and assist them in filling about 200 sandbags to completely surround their house with a double layer of bags.

4: We returned to the SES Shed, picking up [REDACTED] on the way as he does not drive and signed in at 1130. Shane Engel and [REDACTED] then commenced filling sandbags. Three members of the Mildred family came down to the SES Shed and together with our members, filled approximately 250 sandbags. I remained in the Office, manning the telephones: [REDACTED] Gatton SES Shed, [REDACTED] my Group leader's phone and [REDACTED] personal phone, which was also being used). The attendance Log at Gatton SES Shed shows that I signed in at 11.30 10th January. See previous attachment of the Log marked "KDC1".

5: During the course of the morning I fielded and made numerous phone calls and performed numerous tasks. Unfortunately as the phone calls became more frequent, due to the previous nights flooding, I did not record times for them all:

- 1: Received a call from Laidley SES regarding re-supply for members; arranged to get some cash to them and let Local Controller Gary Dorr know.
- 2: Calls both to and from the Local Fire and Rescue person about how to arrange for the local rural units to come in and help fill sandbags.
- 3: Received a call from a lady in Mulgowie wanting sandbags – passed on to Laidley Group.
- 4: Received two calls from Lockyer Waters people wanting sandbags but I had to tell them we were unable to get through as all the creeks were down between us and them.
- 5: Received a call from Leanne at LVRC regarding a gentleman at Thomas Street Laidley requiring sandbags as his house was flooding - passed on to Laidley Group.
- 6: Received a call from 132500, emergency response number, about a lady at Glenvale, wanting sandbags – passed to Toowoomba SES as their area.
- 7: Received a call from [REDACTED] about two people in the creek at Spring Bluff for the flood boat to be activated. I then instructed Shane Engel to prepare and hitch up the Gatton Flood Boat.
- 8: Received a call from [REDACTED] to say that water was approximately 1m deep over the Murphys Creek road, near [REDACTED] place.

This is page 2 of a statement comprising 5 page/s.

Witness (Kathleen Dawn Carrillo):
[REDACTED]

JP/Solicitor/Commissioner for
Declarations: [REDACTED]



- 9: Received a call from Gary Door in the LDMG updating me as to the current state of the area saying, that there was water over the Highway at Withcott, cars had been washed off the road up in Toowoomba, Murphy's Creek was about 4 foot higher than before and could we get to Forest Hill to warn residents that the Sandy Creek was coming up and they might need to evacuate some of the lower end of town.
- 10: Called [REDACTED] (LVRC Council employee) who lives in lower Forest Hill, but he was unable to help so called [REDACTED] an EMQ employee who was unable to get to Toowoomba, who was helping the two local SES groups, as he lives in Forest Hill. He agreed to go and warn the residents.
- 11: Received a call @14.29 from Gary Dorr (in LDMG) telling me to not activate the flood boat as we could not actually get there as the roads were impassable to Murphy's Creek, He would see if Toowoomba could get down from the top end to Spring Bluff.
- 12: Received a call from Gary Dorr to ask that I send a team into Grantham to warn them that the creeks were expected to rise again rapidly that evening and that evacuation would be a wise idea. I then activated Shane Engel, [REDACTED] and called in Annette Fifoot to take the Mobile 1 Truck into Grantham and door knock and warn the residents. I wrote a short memo for them to tell residents and they left immediately when Annette Fifoot arrived. I attach a copy of the short memo marked "KDC2" and a handwritten note regarding the call from Gary Dorr marked "KDC-3".
- 13: Turned on the Radio to SES 3 to monitor calls from the activated team. Received a radio call from Shane Engel saying that they had warned two residents; [REDACTED] at 1183 Gatton/Helidon Road just outside Grantham and the people in the low-set property just before Armstrong Road on the left. He said that when they got as far as the garage on the right hand side he saw a cargo container coming down the side road (Anzac Avenue) towards him, not on a truck. As the water appeared to be about two feet deep and our vehicle is not a four wheeled drive vehicle with a snorkel, he had turned Mobile 1 around and was heading back out of town, warning other sightseers at the Placid Hills turn off as he passed and then people at the residences near the Gatton/ Clifton Road junction. I told him to return to the Shed.
- 14: Called Gary to inform him what had happened. I was told to remain at the Shed and continue with what we were doing ie. fielding phone calls.
- 15: Received a call from a lady on Old Laidley/Forest Hill road wanting sandbags which I passed on to Laidley SES group.
- 16: Received a call at 15.30 from lady regarding an elderly 85 year old lady in a wheelchair [REDACTED] in Princess Street Gatton, whom she had been unable to contact, could we please check to ensure she was OK.
- 17: When Shane Engel, [REDACTED] and Annette Fifoot returned from the Grantham area at approximately 16.00, Annette Fifoot then stayed at the Gatton SES Shed to assist me in answering phone calls and I sent Shane Engel and [REDACTED] to check out this lady. They reported back via radio, that she was not answering the door and a dog was barking inside. Local residents had not seen her. They had also

This is page 3 of a statement comprising 5 page/s.

Witness (Kathleen Dawn Carrillo):

JP/Solicitor/Commissioner for
Declarations:



advised some local residents, who asked if that area was going to flood, to move to higher ground if possible as a precaution and if it didn't flood, no harm was done. But if it did, they would be safe. They then returned to the Gatton SES Shed.

- 18: Shane received a phone call from a concerned family member and then went out to a Mr. and Mrs. [REDACTED] who had been advised by their family to evacuate but did not wish to do so. He talked to them and then returned to the Shed.
- 19: Received a call from a gentleman in Torrington about a couple in their 50s in Lowes Road Gatton and his daughter who had rung him ½ hour earlier about the creeks rising and having to get onto the roof. I took his phone number and said I would contact him as soon as I had some information. I reported this to Fire Com for immediate evacuation.
- 20: Received a call from a lady in Lake Clarendon requiring assistance. I advised her to stay put because we could not get to her but that I would contact Lowood SES to see if they could reach her from their side of the shire.
- 21: A concerned local resident came to the SES Shed and asked if we had information about [REDACTED] from the Grantham Servo as she had heard he was missing. I advised her that at that time we had no information about him but that I would let her know if we did receive any information.
- 22: Received a call from a lady requiring information about a friend in Gerhke Road, Plainland in a low-set house, wondering if she was OK.
- 23: Received a call from a lady in Calendula Court, Regency Downs, and requiring advice on what to do because of rising flood water.
- 24: Received a call from a lady in Gatton about her parents and their next door neighbour in Harris Street, Grantham requiring evacuation from their roof, because of rising flood water. I contacted [REDACTED] the local Rural Fire person re evacuation.
- 25: Received a call from local fire service to say they had gone to pick them up, but required access to a local charity shop to obtain some clothing.
- 26: Received a call from a lady in Laidley and 3 adults, about what to do because of rising flood water, advised her to go next door to the high-set house.
- 27: Received a call from a man on the Gold Coast regarding a Grantham resident. I advised that at this time we had no information, but I took his phone number and said I would contact him as soon as I had some information.
- 28: Received a call from a lady in Wintersun Court, Brightview, and requiring advice on what to do because of rising flood water.
- 29: Received a call from a lady on Brightview Road, requiring advice on what to do because of rising flood water.
- 30: Received a call from a gentleman in Tallowood Court, Brightview with a paraplegic wife, and requiring advice on what to do because of rising flood water.
- 31: Received a call from a gentleman regarding his missing father and mother from Murphy's Creek Road.
- 32: Received a call from a lady in Ingham, enquiring about a friend in Sandlewood Drive Brightview. I said I would get information, from another local resident for

This is page 4 of a statement comprising 5 page/s.

Witness (Kathleen Dawn Carrillo):

JP/Solicitor/Commissioner for
Declarations:



whom I had a phone number, and get her to check for me in the morning and that I would get back to her in the morning.

- 33: Received a call from the Toowoomba Call Centre regarding an elderly couple and a disabled child in Upper Lockyer. Called back, but was unable to give the caller any information at that time.
- 34: SES member [REDACTED] arrived at the Gatton SES Shed to assist. I sent her and Annette Fifoot to the Gatton Shire Hall to assist in the Evacuation Centre with registration
- 35: Received a call @17.00 from a lady in Gladstone, enquiring about a friend on Grantham/Winwell Road with a young child and a baby. I said I would make enquiries for her and get back to her if I found out anything.

The evening continued to be busy with phone calls and requests for information and sandbags.

6: Until the Team returned from Grantham, I was the only person in the Shed, manning three phones; answering requests for assistance and information and relaying information to and from Gary in the LDMG, as no further members were available at the time to assist. During this time there were several calls I was unable to answer and had to ring back in due course. This Annette helped me to do on her return, until she went down to the Evacuation Centre.

7: I have requested a copy of my phone records [REDACTED] in the hope that it might shed light on further timings of events but I am still waiting to receive them from Telstra despite expressing the urgency. I am not able to access the phone records of the two SES phones [REDACTED] and [REDACTED] as the accounts are held by the LVRC. Again I have requested a copy of them, but I have not received them and will endeavour to provide them in due course upon their arrival. Whilst there will be many calls recorded for this time period, it may be possible to compare and analyse the three sets of records and draw some conclusions as to times of events and calls.

I make this statement of my own free will believing its contents to be true and correct.

Justices Act 1886

I acknowledge by virtue of Section 110A(6C)(c)(i)(ii) of the Justices Act 1886 that:

- (1) This written statement by me dated 2nd December 2011 and contained in the pages numbered 1 to ... is true to the best of my knowledge and belief; and
- (2) I make it knowing that, if it were admitted as evidence, I may be liable to prosecution for stating anything that I know is false.

..... [REDACTED] Signature

Signed at Brisbane this 2nd day of December 2011

This is page 5 of a statement comprising 5 page/s.

Witness (Kathleen Dawn Carrillo):

JP/Sollicitor/Com
Declarations:

REBECCA KATE STAPEL



Official Attendance Register

Unit/Group: GATTON

| Official use only | DATE | NAME | ACTIVITY DETAILS | TIME IN | SIGNATURE | TIME OUT | SIGNATURE |
|-------------------|-------------------|----------------|------------------------------------|---------|------------|----------|------------|
| | 8-1-11 | [REDACTED] | FLOOD BOARD STAFF | 18.55 | [REDACTED] | 2.25 | [REDACTED] |
| S/FB | 9-1-11 | SHANE | " | 12.30 | [REDACTED] | 4.30 | [REDACTED] |
| S/FB | 9-1-11 | DOWN | " | 12.30 | [REDACTED] | 4.30 | [REDACTED] |
| S/FB | | [REDACTED] | | 17.00 | [REDACTED] | 2.2 | [REDACTED] |
| S | | [REDACTED] | | 19.10 | [REDACTED] | 2.40 | [REDACTED] |
| S | | ANNETTE FIFoot | | 19.10 | [REDACTED] | 2.40 | [REDACTED] |
| S | | Annette Fifoot | | 23.50 | [REDACTED] | 4.27 | [REDACTED] |
| S | | GARY Dora | | 16.00 | [REDACTED] | 04.30 | [REDACTED] |
| <hr/> | | | | | | | |
| EOC | 10/1/11 | Down | | 11.30 | [REDACTED] | 2.50 | [REDACTED] |
| S | | SHANE | | 11.30 | [REDACTED] | 2.50 | [REDACTED] |
| S | | [REDACTED] | Phone call to Warr. Graham @ 11.30 | 14.50 | [REDACTED] | 2.5 | [REDACTED] |
| EOC | | Annette | | 17.00 | [REDACTED] | 2.5 | [REDACTED] |
| EOC | | [REDACTED] | | 17.00 | [REDACTED] | 22.50 | [REDACTED] |
| S | | [REDACTED] | | 09.00 | [REDACTED] | 22.50 | [REDACTED] |

The personal information collected on this form will only be used for official purposes and will only be disclosed to persons who have appropriate authorisation.

Residents.

The Sandy Creek is expected to rise again rapidly this evening to a higher level than last night.

We suggest you close up your house , turn off all non essential power and evacuate your property now! You are welcome to go to the evacuation centre at the Gatton Shire Hall

IF you elect to stay in your property, evacuation later tonight will not be possible. I repeat,

Location coming up again
evaluate now

MESSAGE FORM

| Precedence | Date | Time | Orig. No. |
|------------|------|---------|-----------|
| | 10/2 | 2 29 PM | |

FROM: (83) (10/2)

TO:

(1) Nothing to do at Spang
Pilot - wait get it

(2) Group -

| R-D | Date | Time | Inst | Dist. |
|-----|------|------|------|-------|
| | | | | |

QUEENSLAND FLOODS COMMISSION OF INQUIRY

STATEMENT OF IAN FLINT

I, **IAN FLINT**, Chief Executive Officer of Lockyer Valley Regional Council of care of Lockyer Valley Regional Council Chambers, 26 Railway Terrace, Gatton, Queensland 4343, make the following statement under oath as required by the Commissioner of Inquiry [Commission Ref 1787087 – 23/11/11].

1. This statement is prepared in response to a submission received by the Queensland Floods Commission of Inquiry which was forwarded to me under cover of the Commission's letter dated 23 November 2011 reference 1787087. The copy of the submission which I have been provided has had the date upon which it was prepared redacted together with the name and address of the person who prepared the submission. Further, throughout the text of the statement the names of some persons who are referred to have been redacted together with a number of paragraphs in the body of the submission.
2. In an email from Jane Moynihan to Terry Law of King & Company Solicitors dated 30 November 2011 the Commission advised that the specific allegations in the submission which require a response are contained in questions 2, 3, 4, 5, 6, 8, 9, 10, 11, 12, 16, 20, 21, 23 and 24 and this is the focus of my statement insofar as the questions relate to Lockyer Valley Regional Council ("Council") and Council staff that were members of the Local Disaster Management Group ("LDMG"). The Chair of the LDMG and Mayor of Council, Councillor Steve Jones, has provided a separate statement providing his account of 10 January 2011.
3. It is important to note that the LDMG is made up of a number of different organisations, and neither Council nor Cr Jones is able to speak for those other organisations.
4. I am ordinarily the Local Disaster Controller ("LDC") and a member of the LDMG. However, prior to the events of 10 January 2011, I was on leave over the Christmas period. In my absence, the Deputy LDC, Gerry Franzmann, was the Acting LDC. 10 January 2011 was my first day back from leave. However, Mr Franzmann maintained the role of Acting LDC in order to maintain some continuity.
5. In making this statement, I have not had the opportunity to contact all the relevant persons that were involved in the LDMG; in particular, Mr Franzmann, who is no longer an employee of Council. I have also not had the opportunity to go back and review all the necessary documents relating to that day, all of which have been previously provided to the Commission to the best of knowledge.

Local Disaster Management Group stand-down and reactivation on 10 January 2011

6. Areas of the Lockyer Valley region were flood affected from 26 December 2010. As a result, the LDMG had been on call since that time and was formally activated on 27 December 2010.
7. Further localised flooding in the region resulted in the LDMG being reactivated on Thursday, 6 January 2011, and again over the entire weekend from 7 January to 9 January.
8. An assessment was made at about 3:30am on 10 January and it was believed that the risk of further significant flooding had passed. Therefore, the LDMG members were stood down to give them some rest. However, Council staff were still monitoring the situation.
9. By daylight in the early hours of 10 January, the flooding in Grantham had subsided and there was nothing that morning to suggest there would be a major flooding event that day. It was not until the afternoon when there were some signs of adverse weather that the LDMG was reactivated at about 12:15pm.
10. Since that time, I have been made aware of auxiliary brigades and volunteer rural fire brigades being possibly called in on the morning of 10 January in the South East region. I have no knowledge of the circumstances in which they might have been called in. From Council's perspective, floods in the Lockyer Valley region had largely subsided and there was no indication that morning of a significant event occurring that day.

Afternoon of 10 January 2011

11. Grantham is an area known to flood, and while Council had expected flooding to affect the area, Council did not ever expect the flooding to be catastrophic.
12. The matters considered to be the usual warning processes are:
 - a. Door knocking;
 - b. Use of a portable audio system on SES vehicles; and
 - c. Media releases, such as:-
 - i. radio interviews;
 - ii. Council website updates; and
 - iii. text messages.
13. Such processes were carried out from about 27 December 2010 up to and beyond 10 January 2011. However, the nature of the event in Grantham resulted in some of

these processes being less effective than they otherwise would be for a normal flood event.

14. Council is not aware of any discussion or decision not to warn the people of Grantham for fear that residents may unwittingly place themselves and/or others at risk by trying to escape. Rather, a decision was made by a LDMG member to have the SES door knock residents of Grantham at about 2:30pm. However, the SES crew was not able to get into Grantham due to the rising water, meaning the door knock could not be carried out. The same SES crew was subsequently instructed to warn residents in the low lying areas of Gatton.
15. In relation to the "forced evacuations" referred to in the LDMG log, I have spoken to Jamie Deacon, who is a member of the Queensland Police Service and the Executive Officer in the District Disaster Management Group. I am advised by Mr Deacon and verily believe that:
 - a. At approximately 10am on 10 January, Mr Deacon spoke to a person named Mitchell (who I understand to be Mitchell Bichel, a member of Council's engineering team) at the Local Disaster Coordination Centre ("LDCC") and was advised that the flooding in Grantham had subsided but Forest Hill was still being monitored due to the water still rising in that area;
 - b. Mr Deacon then went into a briefing at the District Disaster Coordination Centre between 10am and 12pm;
 - c. After the briefing, he rang the LDCC at approximately 12:38pm and spoke with Mr Franzmann to check if there had been any change to the Forest Hill situation, including whether forced evacuations were needed; and
 - d. Mr Deacon believes that the reference to "Forced evacuations??" in the LDMG log is likely to be a reference to his question to Mr Franzmann about Forest Hill.
16. The Forest Hill situation was continuously monitored, which eventually lead to the forced evacuations the next day.
17. While there are reports of phone calls and warnings given to the different organisations that make up the LDMG, the patchy nature of the reports and the large number of incidents Council was attempting to respond to meant that it was difficult for Council to properly ascertain the level of risk and to provide an adequate warning. The Commission has already made a finding to this effect based on the evidence that is before it.
18. In relation to an apparent picture message seen on the phone of a Council employee, Justin Fisher, I am advised by Mr Fisher and verily believe that:
 - a. Mr Fisher does not recall receiving a picture message of the kind described by Gary Dorr on his mobile phone on 10 January 2011;

- b. Mr Fisher's mobile phone was not, and is still not, set up so as to enable him to receive picture messages;
 - c. Mr Fisher is not aware of any local residents in the area that would have had access his mobile phone number to enable them to send him such a picture; and
 - d. Any photos taken by Mr Fisher on his mobile phone are likely to have been of damage to Council assets a few days after 10 January 2011 (as part of his role within Council).
19. Council disagrees that there was a lack of even a basic level of response by authorities. Evidence that has already been placed before the Commission shows that on 10 January:
- a. There were numerous rescues were carried out by rescue helicopters, followed by transportation four wheel drive to the evacuation centre at Helidon;
 - b. the Queensland Fire and Rescue Service transported rescued persons to the Murphy's Creek Hotel and searched for other people;
 - c. there was the establishment of a Police forward command presence to ensure effective coordination of the Queensland Police Service resources, collaboration with external agencies and to complement the disaster management actions being undertaken by the Toowoomba DDC with the Toowoomba and Lockyer Valley LDMGs;
 - d. radio interviews, website updates and text messages were used to inform the public of significant events.

Evening of 10 January 2011

20. After the major flood event had occurred, the information available to Council indicated that access into Grantham from Gatton was cut off due to flood waters.
21. It was not until Cr Jones had returned to Gatton at approximately 8:00pm via the Warrego Highway that Council first realised that access to Gatton could possibly be obtained via the Warrego Highway again.
22. Council had heard that there may be people still trapped in houses. However, due to the water level, conventional means of accessing properties were not considered possible. Therefore, a decision was made to try rescue people with front loaders, which could access properties and residents through the water due to their height and reach.
23. A decision was also made to send Cr Jones to carry out the rescues due to his ability to drive a truck and there not being anyone else with a relevant licence or sufficient experience. Cr Jones also had the local knowledge of the location of various gullies and drains which were under water creating an additional hazard.

24. Mr Franzmann and I remained at Council to coordinate the LDCC, while Deputy Mayor Graham Moon went with Cr Jones.
25. Cr Jones and Cr Moon left for Grantham in a truck at about 9:00pm but were unable to get there immediately. I understand they had to turn around and enter Grantham from the west via the Warrego Highway due to the safety concerns at the Lions Park bridge. However, rescues were ultimately able to be carried out with success.
26. In the meantime, use of Grantham State School as an evacuation centre was set up by a local police officer, Sergeant Rodney Minns, and his wife, who was the school principal. Council understands from the statement of Sergeant Minns provided to the Commission that, when asked about urgent medical evacuations, he advised PSRT officers that there was nothing that could not wait until the morning. Additionally, Council officers attending the school also offered to take evacuees to Helidon but it is understood they made a decision to stay.

Sworn by **Ian Flint** at BRISBANE in the State of Queensland this 2ND day of December 2011 in the presence of:

.....
Deponent

.....
A Justice of the Peace *SOLINATOR*

QUEENSLAND FLOODS COMMISSION OF INQUIRY
STATEMENT OF STEPHEN JOHN JONES

I, **STEPHEN JOHN JONES**, Mayor of Lockyer Valley Regional Council, care of Lockyer Valley Regional Council Chambers, 26 Railway Terrace, Gatton, Queensland, make the following statement under oath as required by the Commissioner of Inquiry [Commission Ref 1787082 – 23/11/11].

1. This statement is prepared in response to a submission received by the Queensland Floods Commission of Inquiry which was forwarded to me under cover of the Commission's letter dated 23 November 2011 reference 1787082. The copy of the submission which I have been provided has had the date upon which it was prepared redacted together with the name and address of the person who prepared the submission. Further, throughout the text of the statement the names of some persons who are referred to have been redacted together with a number of paragraphs in the body of the submission.
2. In an email from Jane Moynihan to Terry Law of King & Company Solicitors dated 30 November 2011, the Commission advised that the specific allegations in the submission which require a response are contained in questions 2, 3, 4, 5, 6, 8, 9, 10, 11, 12, 16, 20, 21, 23 and 24 and this is the focus of this statement.

My movements on 9 and 10 January 2011

3. To address the questions raised in the submission, I thought it would be of assistance to the Commission for me to provide a timeline of my movements on the evening of 9 January 2011 and on 10 January 2011.
4. From late afternoon on Sunday, 9 January 2011 I recall that there was heavy rain falling at Withcott and in other parts of the Lockyer Valley. I can recall that various Council staff were going out into the field and reporting any flooding problems. I myself did some investigating around Withcott in the early evening and reported what I saw back to Council.
5. Later that evening I recall that concerns were raised about the possibility of flooding in Grantham. Flooding had been occurring on and off in Grantham since Boxing Day. I remember Gerry Franzmann calling and telling me of the possibility of evacuations being required in Grantham that night and a need for sandbags.
6. We had filled the trucks with sandbags in the week prior and the trucks were ready to go.



7. I recall being advised by Stuart Damrow of the Rural Fire Brigade that the SES was unable to get anyone to drive the sandbags into Grantham and he asked whether anyone at Council could deliver the sandbags.
8. At approximately 10:00 pm, I took a Council truck from Gatton and drove out to Grantham with Jason Cubit, Council's media officer, to deliver the sandbags.
9. When we got to Grantham the water was already up. However, the waters were not very fast flowing or particularly destructive. We got sandbags to the first few houses which were safe. I recall that there were a number of rural fire brigade trucks driving around and I told one of them, but I can't recall who, not to drive in the flood waters as they didn't have as much weight on as us.
10. I can't remember who was in the truck but Rural Fire Brigade people were travelling behind me in their truck. I recall that Jason and I decided that the waters were getting too deep and that sandbagging would now be useless. We decided to pull out and drive to the east side of Grantham. We started to reverse our truck and then I saw the Rural Fire Brigade truck start to float off in the water and become stuck in the flood waters.
11. As a result of this, I stayed around on the eastern side of Grantham out of the flood waters to await the arrival of swift water rescue people and to make sure that everyone got out alright. I recall that the swift water rescue people came out sometime in the early hours of the morning on Monday, 10 January 2011 and that the rescue was completed sometime around then.
12. I stayed in Grantham until daylight was approaching and I recall the water had well and truly subsided and it looked like the possibility of further flooding had passed. I then decided to head back into Gatton to ascertain what had been occurring throughout other parts of the Lockyer Valley Regional Council area overnight. By the time I took the truck back to the depot I didn't get into the office until around 7:00 am.
13. I recall that I stayed at Council chambers until approximately mid-morning. At this time, a number of staff at the Council who had been there all night decided that as the flooding in the region had largely subsided and any risk had passed, they would go home to have a shower and change their clothes, pick-up some fresh clothes and toiletries etcetera (in case we needed to pull an all-nighter again that night) and then come back to Council.
14. I decided that I also needed a shower and a fresh change of clothes so I decided that I would head back to my home in Withcott. Shortly before I left the Council chambers I recall that I got a phone call from Ray Cullen, my son Brandon's boss. My son was

working with Ray at Postman's Ridge as an apprentice diesel mechanic. Ray told me that it was raining quite heavily at Postman's Ridge and given the flooding that had been occurring over the last few days, he was concerned that his staff might not be able to get home. He told me that he had decided to send everyone home and he asked if I could collect Brandon.

15. I told Ray that I was just about to leave Council to go home for a shower and that I would pick Brandon up on the way. I then left Gatton in my Nissan Navara ute and headed to Postman's Ridge. I went through Grantham across to Helidon, turned right at the Helidon Spa and then followed Postman's Ridge Road to get Brandon from Postman's Ridge.
16. As I left Gatton I cannot recall anything out of the ordinary so far as the weather was concerned. When I drove through Grantham and Helidon I don't recall there being any heavy rain; only light rain. As I got closer to Postman's Ridge, I noticed that it was raining fairly heavy. I recall that when I drove over the bridge at Postman's Ridge the water was up approximately two feet beneath the bridge. However, this was nothing out of the ordinary for when it was raining heavily. I picked Brandon up and headed out to the Warrego Highway and began driving towards Withcott. I had the intention of taking Brandon home, having a quick shower and change and then heading back to the Council office in Gatton.
17. As we got out onto the Warrego Highway again, the rain was unbelievable and like nothing I had ever seen before. It was like someone was pouring a 44-gallon drum of water over the windscreen. You couldn't really see anything. The next thing I realised was that there was a Mack truck driving beside me and the water on the road was up over the wheels of the prime mover.
18. I knew that I had to get off the road and decided to turn off the Warrego Highway at Withcott and into Biggs Road. I drove down Biggs Road and past a bend and then proceeded to drive through a gully that crossed the road. As we drove into the gully we were hit by a wave of water that seemed to come from nowhere. I cannot recall the exact time that I was washed off the road but I think it was sometime between 1:30 pm and 2:00 pm. The first thing I did was put down the electric windows so my son and I could escape. The engine in the vehicle was flooded and cut out and the vehicle began floating in the flood waters. I noticed that there was a chain in the floor of the passenger side of the vehicle and I said to my son that we should get out and try and chain the ute to a tree to stop it from floating away. We got out of the car but didn't end up needing to chain it up as the water started to go down.
19. The next thing I knew this guy in a Nissan Patrol turned up. He was able to get a rope onto the ute and pulled it clear of the floodwaters up near the Withcott Primary School.

20. I then told my son Brandon that he should walk home and tell his mother what had happened.
21. Pretty much straight after, I was pulled from the flood waters on Biggs Road. I then decided to head back into the Withcott town centre to see what was happening. I walked back into town and I remember there was water everywhere. I stayed up on the ridges to avoid having to walk in the water. When I got into Withcott I remember the water being about two foot deep around the Withcott Hotel.
22. When I got into Withcott itself it was a scene of utter confusion. There was stuff everywhere, the service station pumps were washed out, nearly every building was damaged, there were cars floating in the shopping centre car park. The Warrego Highway up to Toowoomba was cut due to the damage sustained by the water that came off the Range and there were hundreds of motorists stranded in Withcott with nowhere to go. I remember that initially the only dry place in town seemed to be the pub as the water had not gotten over the top step of the pub. We then started directing stranded motorists towards the pub.
23. I have reviewed my mobile telephone records for that day and I see that around the time I was washed off the road I put calls through to Gerry Franzmann, Council's LDC, at 1:36 pm, 1:45 pm, 2:02 pm and 2:17 pm. Given the time that has elapsed, I cannot recall the exact content of these calls. However, I have reviewed the LDMG log (which has previously been provided to the Commission) and can see the following:-
- a. At 1:35 pm a note is made that there was heavy rain at Withcott, that I would be in the office in 40 mins and that all problems were insignificant;
 - b. At 2:00 pm a note is made that I was at the Withcott School as I had gotten stuck in the middle of Biggs Road;
 - c. At 2:20 pm a note is made that I have become aware of cars floating into the newsagents from Freedom Fuels, that on Postmans Ridge Road there were reports of houses being washed away (however there is a question mark beside this) and that there were huge landslips behind the reservoir at Withcott.
24. Although it is not recorded in the LDMG log, I recall that during one of these telephone conversations I asked Gerry Franzmann to see whether someone from Council could come out to me in a truck to pick me up and take me back into Gatton so I could help at the LDCC.
25. I remember that my mobile phone was very low on charge when I was at Withcott and this caused problems for me making and receiving telephone calls. I had my car

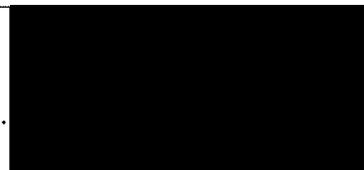
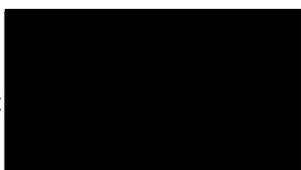
charger with me. However, the ute was not going. I also remember having to keep going backwards and forward to the Withcott School which still had power and plugging the phone into the power point in the Withcott school toilet block to get some charge to make phone calls.

26. I distinctly remember making a call to Faith Darlington telling her that there had been a lot of rain and water at Withcott and that they could expect some more flooding in Grantham. When I made the call I remember thinking it would be flooding along the lines of what had occurred the previous night. I remember Faith telling me that everything there was okay and that they had already put the welding equipment away. I have reviewed my mobile phone records and cannot see a call to her number but I am positive I made one. The only thing I can think of was that I made the call on someone else's phone when mine was flat. One of the reasons I rang Faith is that I know her number from memory so I would not have needed to access the directory in my mobile to ring her.
27. I recall that when I was in Withcott I was constantly having discussions with people about the whereabouts of residents and trying to ascertain whether or not people were missing in town, as water had entered some homes. On at least two or three occasions I remember going into the pub to hold an information session to announce to the people there what information I had available.
28. Councillor Janice Holstein who also lives at Withcott was assisting people during the afternoon and later on in the afternoon I remember a female police officer arrived. The locals were also very good at helping people.
29. I also recall that during this time I rang Councillor Peter Friend, who lives in Grantham, to tell him what had happened at Withcott and to warn him that they could expect further flooding in Grantham. I can see from my mobile phone records that I made a call to him at 3:18 pm. I remember Peter saying words to the effect of "You're too late". He told me that water had already hit Grantham and that he was sitting on his roof waiting to be rescued.
30. I cannot recall exactly when, but at some point in the afternoon it was decided to use the Withcott School as the congregation point for the stranded motorists. From the LDMG log I can see that at 4.25 pm a note is made about Withcott School being a congregation point. Some locals had set up the school with tea and coffee making facilities and began looking after the people who came up. We decided to send them to the school as it was on a hill and we knew the people would be safe.
31. I recall having a telephone conversation with Marty Warburton at Grantham. I remember him telling me that he was stuck on the roof of his service station in

Grantham. I can see from my mobile phone records that I had a telephone call with him at 5:21 pm.

32. Also throughout the time I was at Withcott when I was able to, I was having telephone calls with Gerry Franzmann, Council's CEO, Ian Flint, various Councillors at Council and other Council staff to pass on and receive as much information as I could.
33. I remember that Councillor Holstein and I were at Withcott until it was nearly dark. Given that it was January this would have been around 7:00 pm. I remember that we saw a police officer in town in a Hilux ute. I went up to the police officer and told him who we were and said that we really needed to get back into Gatton. I remember the police officer being reluctant to drive us as he didn't know if the road was passable that way.
34. I remember insisting that he drive us and telling him to go as fast as he could. I was not sure exactly what was going on between Withcott and Gatton and I was concerned that we could get hit by more water. It wasn't until we drove over the Helidon Bridge and I saw the damage and debris that I realised how high the water had been and that the situation downstream was much worse than what had happened in Withcott.
35. We wanted to get into Gatton as quickly as we could so we stayed on the Warrego Highway and did not get off until we got to the Gatton exit. We did not go into Grantham, as I knew that as Grantham was subject to flooding, that way would be impassable. At that stage my main priority was getting back to the Council chambers and the LDCC.
36. I cannot recall the exact time that I got back to Gatton but it would have been sometime around 8:00 pm. I am aware that there have been media reports suggesting that the police officer and I were able to race back into Gatton in the afternoon and beat the water before it hit Grantham. Those reports are not correct as we did not leave Withcott until it was dark.
37. As I got into the police vehicle, I remember being interviewed by a fellow from Channel 9 named Peter Collins. If the time I left Withcott needs to be verified, I am confident that Channel 9 will be able to do this with its footage of the interview.
38. On the way into Gatton, I was on the phone with Gerry Franzmann discussing the best way to rescue people now that it was dark. We thought it was unlikely that helicopters would be able to keep rescuing people in the dark.

39. From the information that had been received by the LDCC we knew that it was bad and that there were likely to be people who needed rescuing. At that point in time we assessed that our highest priority was to do what we could do to save lives. I cannot remember how many staff members we had available to us at that time but I do remember that a number of people who were on call were unable to get into Gatton as they were stranded by flood waters. I remember we discussed using front-end loaders to evacuate people from Grantham. We knew that Council had two front-end loaders and these had been used previously to evacuate people from floods. We also had access to another loader from the Scottbar quarry.
40. By the time I got back to the office I know that one loader had been sent out and two others followed later.
41. It wasn't until Councillor Holstein and I arrived that the people at the LDCC realised that the Warrego Highway between Withcott and Gatton was passable by car.
42. I passed on to the LDCC what we had seen on the journey and we began discussing what information the LDCC knew. The information we possessed was sketchy as communications were bad and we needed a better picture.
43. We had then ascertained that the process with the loaders was taking too long as the distance from the flooded houses through the flood water out to safety on the western side was quite a long way and the return trip was taking a long time due to the loaders not being able to drive very fast.
44. We then decided at the LDCC that a truck should be sent out to collect the people off the loaders and then once the back of the truck was full we could ferry them to safety. We also got Jason Cubit from Council ready with a Hyundai minibus on the western side of Grantham to take people back to the Helidon Hall as this was the easiest spot to get to at that stage.
45. A discussion was held about who should drive the truck as there weren't many people who could do it. It was decided that I was the best person to drive it as I had the greatest amount of local knowledge, I was confident that I could handle the flooded conditions and I knew where the roads were and where the creeks and gullies were that I should avoid. It was also decided that Deputy Mayor Graham Moon should go with me.
46. Gerry Franzmann and Council's CEO, Ian Flint, remained at Council to coordinate the LDCC.
47. Councillor Moon and I were able to drive the truck through the flood waters and into Grantham. I cannot recall exactly when we left Gatton but it would have been some



time around 9:00 pm. We went out on the Gatton Helidon road. I couldn't get into Grantham that way as we were not sure the bridge at Lions Park was safe. So we then went out on the Gatton by-pass and came into Grantham from the western side. We used the truck as a platform for the loaders to unload the people onto and we then ferried the people to safety. We stayed out there all night doing whatever jobs were necessary and we were able to get dozens of people out by using the loaders and trucks in this way. I came back into the office at about 7:00 am on 11 January 2011.

48. I couldn't get home as I wasn't sure of the damage to the roads so I stayed in the office and I assisted with gathering and passing on information and doing whatever I could. I had my first sleep, since I woke on Sunday morning, on the office floor at about 3 or 4 am on the morning of Wednesday, 12 January 2011.

My participation in Exercise Orko

49. I confirm that I did not formally participate in Exercise Orko. I previously advised the Commission of this when I participated in an interview with Ms Kate Juhasz and Mr Mark Ainsworth on 4 April 2011 (Please refer to the transcript of interview at page 8, lines 15 – 18).

50. I am aware that EMQ has stated publicly that I did participate in this exercise but this is not correct.

51. Parts of the exercise occurred at Council's Gatton office and I do recall that I dropped in briefly once or twice. However, I did not participate in the exercise. Once the exercise was completed I received a briefing from the Council officers who did attend.

Sworn by **STEPHEN JOHN JONES** at WITCHCOTT in the State of Queensland this SECOND day of December 2011 in the presence of:

.....
[Redacted]
Deponent



.....
[Redacted]
Justice of the Peace
JANICE MARIE HULSTEIN