

STATEMENT OF WITNESS

Date: ¹⁹⁷¹October 2011

Name of Witness: David Norman Mazzaferri

Address of Witness: [REDACTED] Mary Street, Brisbane

Occupation: Area Director Brisbane

Division: Emergency Management Queensland
Department of Community Safety

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

I, David Norman Mazzaferri, Area Director Brisbane Region Emergency Management Queensland, Department of Community Safety state:

1. I have worked for Emergency Management Queensland (EMQ) since 2008, as a Training Co-coordinator for South East Region. In 2009 I was appointed as the Area Director for Brisbane Region. Before taking up a position within EMQ, I was a member of the Queensland police Service based in Brisbane Water Police, Townsville Water Police and Smithfield Station.
2. I joined the State Emergency Service on commencing my role with EMQ on the 13th August 2008. I have attached a printout of Training Courses conducted marked "DNM 1".
1. Their role and position within Emergency Management Queensland (EMQ), including information about their direct supervisor and the person to whom they report in a disaster.
3. My role within EMQ is Area Director Brisbane, and I report to the Regional Director Brisbane, Michael Shapland.
4. During the events of December 2010 and March 2011 I was deployed to many locations around the State of Queensland including;
 - i. 29th December 2010 to 07 January 2011 Rockhampton. [REDACTED]

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

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| Witness (Name): [REDACTED] JUSTICE OF THE PEACE (QUALIFIED) | JP/Solicitor/Commissioner for Declarations: Reg. [REDACTED] |
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- ii. 07th January 2011 to 02 February 2011 Brisbane City.
 - iii. 02 February 2011 to 03 February 2011 Mackay.
 - iv. 03 February 2011 to 05 February 2011 Palm Island.
 - v. 05 February 2011 to 10th February 2011 Ingham.
2. The SES units within their region/including details (if known) of any paid SES members within their region.
 5. In Brisbane area there is one (1) SES Unit – Brisbane City Council SES. That Unit comprises ten (10) SES groups being:
 - i. Eastern
 - ii. Metro
 - iii. Moggill
 - iv. Moreton Island
 - v. Northern
 - vi. North Eastern
 - vii. Southern
 - viii. South West
 - ix. Western
 - x. Operations
 6. The Brisbane SES is managed by one (1) paid full time Local Controller, and supported by three (3) Deputy Local Controllers; North, South, and Operations. There are also ten (10) Group Leaders. The administration of the Brisbane Unit is supported by one (1) full time paid officer, One (1) part time paid officer and one (1) paid Trainee officer.
 3. The adequacy of current SES volunteer numbers (including any issues with recruitment and retention of members), level of training and equipment and resources available to SES units within their area/region.
 7. Volunteers in Brisbane SES as of 6th October 2011 is 640.
 8. Adequacy of SES volunteer numbers is based on agreed functions which is a collaboration between Council and State Government of numbers of volunteers needed for the area and what there skills will be.
 9. Brisbane City Council SES also has a lengthy waiting list of approximately 150.
 4. The mechanisms for receiving requests for assistance and the process for, and their role in, managing requests for assistance, including the prioritisation and/or management of competing requests for assistance.
 10. Requests for assistance are passed through the 132 500 telephone number [REDACTED]

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

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| Witness ([REDACTED]); JUSTICE OF THE PEACE (QUALIFIED) | JP/Solicitor/Commissioner for Declarations: Reg. [REDACTED] |
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11. In Brisbane the 132 500 number is answered by Brisbane City Council with the overflow going to call takers at Smart Services Queensland (SSQ) which in turn is entered into the Request for Assistance online system.
12. SES requests for assistance taken from the Brisbane Call Centre are entered into the Brisbane City Council Integrated Customer Contact System (ICCS) and tasked to the SES.
5. Their authority for, and role in, the tasking and deployment of SES members, including local controller tasking/deployment, both when a disaster is declared and at other times.
13. SES Local Controllers and Group Leaders give the task to the SES. Deployments are based on agreement from the Brisbane City Council and State Government to ensure operational capability in area.
14. My role with SES deployments is limited due to my role with Local Disaster Management Groups and Coordination Centre's of those groups. This role is to support the Local Government with Requests for Assistance and provide a link to other State Agencies as required.
15. Declaration of Disaster has no bearing on the tasking of SES.
6. Whether any SES members within their area/region were deployed to another area/region during the 2010/2011 floods and, if so, the process by which this occurred and their role in it.
16. During the 2010/2011 floods, Brisbane SES were deployed to locations throughout the state including;
 - a. 28 December 2010 – 1 January 2011 to Dalby.
 - b. 29 December 2010 – 2 January 2011 to Dalby.
 - c. 02 January 2011 – 06 January 2011 to Emerald.
 - d. 16 January 2011 to 19 January 2011 to Fernvale
 - e. 22 January 2011 to 20 March 2011 to Grantham.
17. I had no role in the deployments of the SES during this time.
8. The nature of their contact and coordination with any Local Disaster Coordinator, Local Disaster Coordination Centre, Local Disaster Management Group, and other EMQ officers during the 2010/2011 floods.



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

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| Witness ([redacted]): JUSTICE OF THE PEACE QUALIFIED | JP/Solicitor/Commissioner for Declarations: <i>leg.</i> [redacted] |
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18. On the 29th December 2010 to January 2011 I was in Rockhampton based in the Local Disaster Coordination Centre. I also attended the Local Disaster Management Group meetings and worked closely with the Local Disaster Coordinator.
19. 07th January 2011 to 02 February 2011 Brisbane City, in the Local Disaster Coordination Centre and attended the Local Disaster Management Group meetings and worked closely with the Incident Controller.
20. 03 February 2011 to 05 February 2011 Palm Island, assisting Local Disaster Coordinator and Chair in restoration of power and essential services via direct contact to the Executive Officer Townsville District Disaster Management Group.
21. 05 February 2011 to 10th February 2011 Ingham, assisting in the Coordination centre and attending Local Disaster Management Group and reporting assistance with the Ingham SES.
9. Any instances, during the 2010/2011 floods, where EMQ's requirements or expectations of the SES differed from those of the Local Disaster Management Group or Local Disaster Coordinator, and how these issues were managed.
22. I have had no experience of this being the case.
10. The Government (State and State/Commonwealth) funding programs accessed by SES units within their area in the financial years 2009-10 and 2010-11, and their role in all aspects of the funding application process and administration of this funding.
23. This role is overseen by State Headquarters and the Regional Director of Brisbane.
11. Whether or not issues have been raised with them directly by SES members about the level of funding provided by the State Government, including any suggestions by SES members about how the funding arrangement could be improved.
24. SES members have discussed with me the lack of funding provided to the SES and the need for more funding is highlighted with members applying for external grants such as Jupiter's Casino Grants and requests to the Brisbane City Council to provide equipment.
25. A number of Brisbane SES Groups have Social Clubs and fund raise to purchase operational equipment.
12. The results of any assessment or debrief within their area relating to the performance of the SES units during the 2010/2011 floods.

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

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| Witness ([REDACTED]): JUSTICE OF THE PEACE (QUALIFIED) | JP/Solicitor/Commissioner for Declarations: Reg. [REDACTED] |
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26. On the 03rd of March 2011 the Regional Director, Brisbane Michael Shapland conducted a debrief for the SES executive team. Attached is a synopsis from Michael Shapland marked "DNM 2" that was sent to Regional Directors Emergency Management Queensland and myself.
13. Any other observations on the structure, funding and command and control arrangement of the SES generally and/or in relation to the 2010/2011 floods, including possible areas for improvement, and any improvements made, or proposed to be made, in any of these aspects following the 2010/2011 floods.
27. Command and Control of the SES is an ongoing issue with no clear guidelines in place of who Commands the SES with confusion in place due to the Local Government supporting the SES by employing and paying for the position of Local Controller.
28. Funding is also an issue for SES. As I stated previously Brisbane SES has a waiting list of a number of persons keen to join, however unfortunately we are limited to budget restraints for Personal Protective Equipment and infrastructure to support increased numbers.

Justices Act 1886

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


- (1) This written statement by me dated 17/10/2011 and contained in the pages numbered 1 to 8 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 *69th* this 17 day of *October* 2011

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

Witness ( :
JUSTICE OF THE PEACE (QUALIFIED)

JP/Solicitor/Commissioner for
Declarations: *Reg.* 

"DNM 1"

Volunteer Details

Reg No: [REDACTED] Appointed: 13/08/08
 District: STATE HEADQUARTERS Status: A
 Unit: STATE HEADQUARTERS Category:
 Group: STATE HEADQUARTERS Sub Category:

Linked To:

Name: MR DAVID NORMAN MAZZAFERRI
 Address: [REDACTED] ST COVET COURT
 JIMBOOMBA
 Post Code: 4280 Phone(H): [REDACTED]
 Sex: M Phone(W): [REDACTED]
 Date of Birth: [REDACTED] Phone(M): [REDACTED]

Occupation: AREA DIRECTOR - BRISBANE
 Permanently Disabled: no
 Employer: DEPARTMENT OF EMERGENCY SERVICES
 Employer Address: [REDACTED] TC BEIRNE BUILDING
 315 BRUNSWICK STREET
 FORTITUDE VALLEY
 Post Code: 4006

Position History

| Position | Appointed | Resigned | Comment |
|----------|-----------|----------|---------|
| MEMBER | 13/08/08 | | |

Member Group History

| District | Unit | Group | In Date | Out Date |
|----------|------|-------|----------|----------|
| SEST | SEST | SETO | 13/08/08 | 20/02/09 |
| SHDQ | SHDQ | SHDG | 20/02/09 | |

Training Courses

| Course | Completed | Certificate | Trainer |
|--|-----------|-------------|---------|
| WORK EFFECTIVELY IN A PUBLIC SAFETY ORGANISATION | 09/11/08 | 55268 | |
| SEM0000 SES Induction | 03/11/08 | 55226 | |
| SEM0001 Volunteering in SES | 05/11/08 | 55225 | |
| SEM0002 Provide Services To Clients | 10/11/08 | 55223 | |
| SEM0010 SES Safety | 01/11/08 | 55224 | |
| SEM0201 Perform CPR | 18/01/08 | 61608 | |

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|---|----------|------------|
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 13/11/08 | 56113 |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 08/04/09 | 69357 |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 26/03/09 | 69733 |
| SEM2002 Introduction To Emergency Risk Management | 15/09/08 | 52157 |
| SEM2004 Queensland's disaster management arrangements | 08/04/09 | 69383 |
| SEM2004 Queensland's disaster management arrangements | 26/03/09 | 69610 |
| SEM2004A Queensland's Disaster Management Arrangements | 28/07/11 | 171532 |
| SEM2004TAA QDMA Trainer Assessor Appointment | 01/08/11 | 171879 |
| SEM2005 Senior Disaster Management Officer | 30/07/09 | 88617 |
| SEM2016 Local Disaster Coordinator Induction | 26/11/10 | 159413 |
| SEM2016TAA Local Disaster Coordinator Trainer Appointment | 03/12/10 | 159395 |
| SEM3001 Australasian Inter-Service Incident Management System (AIIMS) | 25/03/10 | 130202 |
| SEM3111 Introduction to Incident Management | 25/03/10 | 130203 |
| SEM4000 Trainer Induction | 04/02/10 | 130194 |
| SEM4015 Trainer / Assessor | 11/02/10 | 125198 |
| SEM4050 Training Development Workshop | 20/02/10 | 125827 |
| SEM3110 Work In An Emergency Operations Centre | 19/01/10 | 123441 |
| CERTIFICATE IV Assessment & Workplace Training | 22/06/00 | 02000194Q4 |
| COORDINATE SEARCH AND RESCUE OPERATIONS | 17/07/06 | 1014119 |
| FOSTER A POSITIVE ORGANISATIONAL IMAGE IN THE COMMUNITY | 01/04/03 | 831235 |
| DESIGN AND MANAGE ACTIVITIES WHICH EXERCISE ELEMENTS OF EMERGENCY MANAGEMENT | 17/07/06 | 1014119 |
| GIVE EVIDENCE IN JUDICIAL OR QUASI-JUDICIAL SETTING | 01/04/03 | 831235 |
| SUPERVISE RESPONSE | 01/04/03 | 831235 |
| NAVIGATE IN URBAN AND RURAL ENVIRONMENTS | 17/07/06 | 1014119 |
| CONDUCT BRIEFINGS / DEBRIEFINGS | 17/07/06 | 1014119 |
| DRIVE VEHICLES UNDER OPERATIONAL CONDITIONS | 01/04/03 | 831235 |
| SEM0201 Perform CPR | 13/05/08 | 1783960 |
| SEM1006 Lead Manage and Develop Teams | 17/07/06 | 1014119 |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 18/02/09 | ✓ |

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|---|----------|---|
| SEM0502 Land Search | 20/09/08 | ✓ |
| SEM0000 SES Induction | 09/11/08 | ✓ |
| WORK EFFECTIVELY IN A PUBLIC SAFETY ORGANISATION | 09/11/08 | ✓ |
| SEM0010 SES Safety | 09/11/08 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 02/12/08 | ✓ |
| Flood Boat Operator | 04/10/08 | ✓ |
| NAVIGATE IN URBAN AND RURAL ENVIRONMENTS | 28/02/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 28/01/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 28/01/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 01/04/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 18/01/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 19/01/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 31/03/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 02/04/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 08/04/09 | ✓ |
| SEM2004 Queensland's disaster management arrangements | 08/04/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 28/04/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 30/04/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 06/05/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 06/05/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 07/05/09 | ✓ |
| SEM2002 Introduction To Emergency Risk Management | 12/05/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 19/05/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 18/06/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 04/07/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 07/07/09 | ✓ |

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| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 22/07/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 17/07/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 13/08/09 | ✓ |
| SEM2004 Queensland's disaster management arrangements | 17/07/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 21/10/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 22/10/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 27/10/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 15/05/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 29/10/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 29/10/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 09/12/09 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 12/01/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 12/01/10 | ✓ |
| SEM3001 Australasian Inter-Service Incident Management System (AIFMS) | 19/01/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 13/01/10 | ✓ |
| SEM3110 Work In An Emergency Operations Centre | 19/01/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 01/02/10 | ✓ |
| SEM3111 Introduction to Incident Management | 19/01/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 19/01/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 25/01/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 24/02/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 25/02/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 24/02/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 24/02/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 04/03/10 | ✓ |

"DNM 1"

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| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 29/03/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 23/03/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 05/04/10 | ✓ |
| SEM3001 Australasian Inter-Service Incident Management System (AIIIMS) | 05/04/10 | ✓ |
| SEM3110 Work In An Emergency Operations Centre | 05/04/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 04/05/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 28/05/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 24/05/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 24/06/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 24/06/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 08/07/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 06/07/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 02/08/10 | ✓ |
| SEM3111 Introduction to Incident Management | 17/08/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 14/09/10 | ✓ |
| SEM3001 Australasian Inter-Service Incident Management System (AIIIMS) | 25/08/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 17/08/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 04/10/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 30/09/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 06/10/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 06/10/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 27/10/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 25/10/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 28/10/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 27/10/10 | ✓ |

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| SEM3001 Australasian Inter-Service Incident Management System (AIIMS) | 20/10/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 13/12/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 16/03/11 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 16/12/10 | ✓ |
| SEM3111 Introduction to Incident Management | 16/12/10 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 23/03/11 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 12/04/11 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 16/04/11 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 18/04/11 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 14/04/11 | ✓ |
| SEM3111 Introduction to Incident Management | 14/04/11 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 10/05/11 | ✓ |
| SEM3000 AIIMS Awareness | 12/04/11 | ✓ |
| SEM3111 Introduction to Incident Management | 12/04/11 | ✓ |
| SEM3000 AIIMS Awareness | 15/04/11 | ✓ |
| SEM3111 Introduction to Incident Management | 15/04/11 | ✓ |
| SEM3000 AIIMS Awareness | 14/04/11 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 20/04/11 | ✓ |
| SEM3000 AIIMS Awareness | 20/04/11 | ✓ |
| SEM3111 Introduction to Incident Management | 20/04/11 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 28/04/11 | ✓ |
| SEM3000 AIIMS Awareness | 28/04/11 | ✓ |
| SEM3111 Introduction to Incident Management | 28/04/11 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 15/04/11 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 03/05/11 | ✓ |
| SEM3000 AIIMS Awareness | 03/05/11 | ✓ |
| SEM3111 Introduction to Incident Management | 03/05/11 | ✓ |
| SEM2000 Introduction to Queensland's Disaster Management Arrangements Induction (2hr) | 21/03/11 | ✓ |

<--- End of Report --->

Database: AMS PRODUCTION Database

Generated By: sarmstrong

Details - Reg No



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Procedure: dwvoldet

9DNM 1⁴

"DNM 2"

Page 1 of 2

David Mazzaferri

From: Michael Shapland
Sent: Monday, 14 March 2011 5:28 PM
To: [REDACTED]
Cc: Warron Bridson; [REDACTED]; EMQ Regional Directors; [REDACTED]; 'Dave Mazzaferri (David.Mazzaferri@[REDACTED])'
Subject: Brisbane Region SES Executive Debrief
Attachments: Brisbane Region SES Executive Debrief.doc

Mark,

I attach notes from Brisbane Region's SES Executive Debrief, carried out after the majority of our deployments.

There are a few useful lessons that emerge.

My most significant learning is about SES task force composition and structure. The comments attached suggest that we can set these up better and staff them appropriately to deliver a single package to an area that should be capable of operation autonomously. The major points are:

- More detail at the start on the task and team requirements
- A selected SES Task Force Leader
- About 20 working members PLUS
 - An Integral SES IMT
 - A dedicated safety officer
 - 1-2 Integrated Peer supporters, working for the EMQ liaison officer as welfare support initially.
- As self sufficient as possible
- Accommodated - rough if necessary - but close to the affected populations as logistics allow.
- Remaining as a composite task force; not broken down.
- With an advance party (TF leader, half the IMT and possibly the liaison officer) going up the day before to sort out tasking.

The EMQ liaison officer should stay on task and not be drawn into IMTs.

This will need greater coordination by the despatching region with Kedron, and an understanding from the requesting region of capability of the task force. But it should result in a more efficient working unit.

We will work towards this on future deployments

Peer support got a mixed reception. Looking forward, the feeling was they should be managed as part of the SES taskforce; forming up with them before departure and staying with them during ops and rest. 1-2 per task force the preferred number. Aligning peer support to the EMQ liaison officer was discussed; neutral figures doing welfare support jobs that give them the opportunity to get amongst SES vols for a different reason. Peer supporters proved useful to talk to the community as well. And they need their own welfare vehicle.

Again, We will work towards this on future deployments

Expectations in the minds of the community that SES carry out manual tasks should be changed. A media campaign emphasising that the SES is an 'Emergency Service' would help. The community needs to understand more that some elements of tasks will need follow-up once the initial issue is dealt with - disposing of all elements of cut trees, for example.

6/10/2011

"DNM 2"

Page 2 of 2

Messages for next year' SES focussed media, potentially

The local (or sector) tasking of SES flood boats by QPS was at variance from normal doctrine; however it worked well. 000 was called to get help from flood boats. QPS tasked both SLSQ and SES assets locally. RFA's for flood boat tasks worked less well.

We need to meet with QPS, SLSQ, QFRS, and SES on a state or regional basis to work out a way forward. Happy for a State lead here, or if you prefer, we'll establish some regional discussion.

Inoculations; interstate SES arrived with vaccinations. There was much discussion over whether SES deploying in Queensland should have the same – either as a matter of course or in disasters. A voucher system for a GP might be an option over the long term. QHealth advice of 'no need' was explained.

State feed back here would be useful.

Accommodation can be flexible. Volunteers would be happy to "rough it" nearer the site if that is a practical logistical arrangement. A last day in a hotel would be preferable in these circumstances and worked well in those instances where it was used.

Travel uniforms - like other states - are an aspiration.

No comments needed on these two.

Happy to have any comments.

Mike

Mike Shapland MBE | Acting Regional Director - Brisbane
Emergency Management Queensland | Department of Community Safety
61 Mary Street, Brisbane City, Queensland, 4001
T: [REDACTED] | M: [REDACTED] | Michael.Shapland@

6/10/2011

"DMM 2"

Brisbane Region SES Executive Debrief - Queensland Floods and TC Yasi

| Mounting | |
|--------------------------|--|
| Selection for deployment | Greater work on explaining what was happening with external deployments and the reason why deployments had taken place, and publicising what QLD had deployed. SES Portal as the best way of publicising the results. More prompt media releases covering SES deployments. More detail should be included at the start on what team requirements are. This will aid preparedness. Task forces should include IMT members as a matter of course. |
| Warning | 2 days notice, esp on Fri afternoons are not workable for employers. SES Portal should be used to support media information on deployments. General approval of the QPS use of Facebook. |
| Briefing/Information | Neck ties successful. Deployment bags were not so. Not enough uniform to cope with the dirt and travel. The importance of self sufficiency in the kit taken was emphasised. Wellingtons were particularly good. The issue of ration packs prompted the need for a KFS issue and the need for hot water on site. (Thermos's as a unit item of kit?) |
| Equipment | Single flights preferred. Travel uniforms - like other states - are an aspiration. The deployment T-shirt was much appreciated. |
| Travel | Deployment orders need more careful checking before release. |
| Paperwork | |

"DNM 2"

| | | |
|--|-----------------------------------|---|
| <p>Operations/Mission Achievement</p> | <p>Command and Control</p> | <p>TF should have an integral SES IMT identified Map issue was insufficient. RACQ maps are better than nothing. GPS Naumanns an option?</p> |
| <p>Team Organisation</p> | <p>Tasking</p> | <p>TF should stay as a composite task force; not broken down. 22 vols was just enough for a useful TF. An advance party to travel up and sort out tasking the day before would work very well. The EMQ Liaison officer should stay on task and not be drawn into IMTs (see above) Local Food resupply drops raised the issue of feedback. The outcomes of tasks passed up to the SIDCC for action were not always communicated back down to the originating groups and LG. The local (or sector) tasking of SES flood boats by QPS was at variance from normal doctrine; however it worked well. 000 was called to get help from flood boats. QPS tasked both SLSQ and SES assets locally. RFA's for flood boat tasks worked less well. Three way communications between SLSQ, SES and QPS and a common channel for QPS, QFRS, SES and SLSQ would improve arrangements and assist coordination over tasking. A meeting to examine options is needed An alleged insurance industry policy that claimants should call the SES in the first instance caused concern. SES felt that this was prejudicing their ability to prioritise tasks appropriately. Expectations in the minds of the community that SES carry out mental tasks should be changed. A media campaign emphasising the SES is an Emergency Service would help, and that some elements of tasks would need to be followed up by the owner or other means (- clearing away all elements of cut trees for example) SSQ do not have sufficient understanding of the skills SES have. This led to tasks with skill requirements outside SES functions.</p> |
| <p>Skills required/used</p> | <p>Reporting</p> | <p>No issues.</p> |

"DNM 2"

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| Operational Logistics/Welfare | Safety | <p>Inoculations: interstate SES arrived with vaccinations. There was much discussion over whether SES deploying in Queensland should have the same – either as a matter of course or in disasters. A voucher system might be an option over the long term. QHealth advice of 'no need' was explained.</p> <p>TFs should have a dedicated safety officer from SES. Breaches of safety should be dealt with.</p> <p>Accommodation can be flexible. Volunteers would be happy to 'rough it' nearer the site if that is a practical arrangement. A last day in a hotel would be preferable in these circumstances and worked well in those instances where it was used.</p> <p>TF should stay on task location if possible and have accommodations on site.</p> <p>Builds relationships with local inhabitants.</p> |
| | Accommodation | |
| | Communications | <p>The differences in communications N and S were not understood. Repeater channels in FMO were not the same as in SEQ; therefore the radios taken did not work.</p> |
| | Transport | <p>Initial allocation of vehicles - chainsaw team to a 2WD sedan – was not appropriate.</p> <p>Greater sharing of resources in the field with OGDs would help</p> <p>A careful pre-deployment skills audit of driving licences is needed, as occasionally drivers for busses or large commercial vehicles is needed.</p> <p>Prop-guards where fitted on flood boats proved very useful.</p> |
| | Meals | <p>No issues</p> |
| | Laundry | <p>No issues</p> |
| | Health | <p>See safety.</p> |

"ONM 2"

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| | Peer Support | <p>A mixed reaction. Some debriefs were good, others said too much presence. NB not there to drum up business. A softer, less push-approach needed in some cases.</p> <p>Greater options to align to EMQ liaison officer, peer support as a neutral figure doing welfare support jobs that gives them the opportunity to get amongst SES vops for a different reason. Peer supporters proved useful to talk to the community as well. They should be managed as part of the SES taskforce; forming up before departure and staying with them during ops and rest. 1-2 per task force the preferred number. Need their own welfare vehicle.</p> <p>Consolidated return transport by air where possible</p> |
| Recovery | Transport | Exec debriefing supported. Not debriefing each TF once arrived in Brisbane. |
| | Debriefing | Nil |
| | Equipment refurbishment | Dreamword. Much appreciated Certificates for Employers should be given to those who support SES Supporters website as an idea |
| Other | | |