

10/10/2011

To: Fred Reuter (Local Controller, Maroochy, Sunshine Coast Regional), [REDACTED]

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

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

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

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

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Questionnaire for SES Local Controllers

The following questionnaire is split into six sections. Each section contains a number of questions asking you to describe the nature of your SES unit/groups, and also the nature of response operations conducted by your SES unit/groups during the 2010/2011 floods. Please complete the questionnaire and return it to the Commission by Friday, 14 October 2011.

1. Structure of SES units

1.1 Please describe the structure of your unit, including the number and location of any constituent groups and the number of members in each group.

IN OUR UNIT WE HAVE 3 AREAS I AM THE LOCAL CONTROLLER FOR THE CENTRAL GROUPS (MAROOCHY), I HAVE 4 RESPONSE GROUPS. COOLM. 36, MAROOCHY/DORIS 67, MAMBOUR 46, WEMILCROFTA 11, AND A HEADQUARTERS TEAM 10. ALSO WE SPONSOR A TEMPORARY SERVICE CAREER PROGRAM.

1.2 Please indicate whether any members of your unit are employed on a paid, full-time basis. If so, how many are employed on this basis and what positions do they fill?

ALL OUR MEMBERS ARE NOW VOLUNTEERS.

Structure of SES units

1.3 Do you believe there is a need for SES members (including Local Controllers) to be employed on a paid, full-time basis? Please explain why or why not, including whether there are other ways in which SES members could be rewarded for their time.

AS I WAS A FULL TIME LOCAL CONTROLLER WITH MAROOLBY SHIRE WHEN MAROOLBY, CALOUNDRA + MOOSE COMBINED THE NEW COUNCIL APOD THE POSITION. IN THE FULL TIME PULLING THE DAY I DID LOTS OF MEETING WITH CONTRACTORS NOW VOLUNTEERS NEED TO GIVE UP THEIR TIME.

* I WAS A PAID LOCAL CONTROLLER FOR 2 YEARS THE LEVEL OF SUPPORT WAS JUST SO HIGH THEN ALSO THE HOURS OF WORK WAS LESS. AS A VOLUNTEER FOR 10 DAYS A WEEK. I GO TO WORK AT 7AM - 4PM SES 6PM - 10PM.

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

YOU ONLY KNOW WHAT IS HAPPENING IN YOUR PART OF THE UNIT AND NOT ALL THE AREA. THE MEDIA NEED TO CALL IN OUR CASE 3 LOCAL CONTROLLERS TO FIND OUT ABOUT I AREA.

2. Readiness for the 2010/2011 floods

We would like to know whether you feel that your unit was adequately prepared to cope with the demands of the 2010/2011 floods. Please provide a brief explanation in response to the following questions.

2.1 Did your unit have enough training to prepare it for the 2010/2011 floods?

YES WE TRAIN EVERY YEAR FOR THE WET SEASON.

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

YES HOWEVER WE HAD HEAPS OF SUPPORT VOLUNTEERS FROM THE PUBLIC.

2.3 Did your unit have enough equipment and resources?

NO NEED TO HIRE VEHICLES.
RUN SHORT ON SAND & SAND BAGS,
SEVERAL TIMES.

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

YES. PREPARED AS MUCH AS WE COULD TO A NORMAL WET SEASON. HOWEVER THE SEASON WAS EXTRA. DIFFERENT.

3. Operations during the 2010/2011 floods

3.1 Please describe the activities undertaken by your unit and/or its groups during the 2010/2011 floods (e.g. Requests for Assistance, rescues, evacuations).

FLOOD BOAT RESCUES, FLOOD BOAT ASSISTANCE
TO GET WORKERS INTO AND OUT OF SUPPORT HOUSING,
SAND BAGGING, TARPING, CHAIN SAW TREE REMOVALS,
TRAFFIC CONTROLS, SEARCH FOR MISSING PEOPLE,
ASSIST STRANDED HOLIDAY MAKERS FOR RESCUE AND
RESCUE AND EVALUATIONS.
INFORMATION SOURCE FLOODED ROADS AND
WIDE.

4. Command and control

4.1 Generally speaking, please describe your responsibilities as Local Controller during disaster response operations. I WAS OPERATIONAL FOR 5 WEEKS STRAIGHTS. ONE WEEK WAS 5-70 AM TILL 10.30 PM. AS A LOCAL CONTROLLER I OVER SEE OUR OPERATIONS AND ORGANIZE ALL THE SUPPLIES FOR THE 4 GROUPS

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

FMR ALSO DIRECTOR / DUTY OFFICER

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

132 500.
GENERAL PUBLIC DIRECT.
FIRE FIGHTING SERVICES, QPS, QAS, QERS.

4.4 What is the process of tasking SES members when Requests for Assistance are received by your unit? I HAVE 4 DUTY OFFICERS WHEN DUTY OFFICER GETS 10 CALL IN 2 HOUR UNIT HQ IS OPERATIONAL AND DEPUTY CONTROLLER OPERATIONS COORDINATED ALL GROUPS

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

YES HOWEVER WE MANAGE ALL REQUESTS AS A PRIORITISED RESPONSE WITH LOCAL KNOWLEDGE WE ARE ABLE TO PLAN MOST HOWEVER ITS LIKE ALL JOBS. YOUR INFORMATION IS WHAT WE WORK IT FOR PER IT JOB.

Command and control

4.6 During the 2010/2011 floods, did your unit receive any Requests for Assistance that it was unable to respond to? If so, how were these requests managed?

YES SOME IN ADJAC AREA.
SOME WOULD SERVICE.
SOME JOBS WAS JUST ADVISE,

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

YES WE ALLOWED AWAY THE
MEMBERS WE COULD SPARE AS
WELL AS DEALING WITH LOCAL
RESPONSES

4.8 During the 2010/2011 floods, what was the nature of your unit's contact and coordination (if any) with the following:

a) Local Disaster Coordinator

PHONE CALLS

b) Local Disaster Coordination Centre

PHONE CALLS

c) Local Disaster Management Group

PHONE CALLS

Command and control

4.9 During the 2010/2011 floods, what was the nature of your unit's contact and coordination (if any) with the following:

a) District Disaster Coordinator

INFORMATION EMAILS VIA HOLM, Glad.

b) District Disaster Coordination Centre

SAME AS ABOVE

c) District Disaster Management Group

SAME AS ABOVE

4.10 During the 2010/2011 floods, what was the nature of your contact (if any) with Emergency Management Queensland's Area Directors and/or Regional Directors?

PHONE CALLS WHEN NEEDED.

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

WHEN WE SPOKE ON THE PHONE.

Command and control

4.12 During the 2010/2011 floods, were the requirements or expectations of local disaster managers ever in conflict with those of Emergency Management Queensland? If so, how were these various demands resolved (if at all)?

NOT THAT I KNOW OF.

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

SHOULD BE TO RUN AND ORGANIZE
DISASTERS ITS THERE BUSINESS THEY
ARE THE TRAINED STAFF. POLICE DO IT
AS AN ADD ON TO DUTIES.

5. Communications

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

MOBILE PHONE, LAND LINE, FAX,
COMPUTER RFA ONLINE, EMAILS,
(SMS VIA TELSTRA) INTERNET. FLOOD
TELSTRA DESK TOP MESSAGING WARMING/WEATHER WATCH.
TWO WAY RADIO'S.

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

YES.
MOBILE PHONE AT KIDWILGORRA.
TWO WAY.
NEED SATELLITE PHONE WITH
DUAL SERVICES.

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

NO: WE HAVE TWO WAY RADIO.
CONTACT AT OUR UNIT HQ
OPERATIONS ROOM.

6. Funding

6.1 Where does your unit receive funding from?

~~NO~~ COUNCIL .
COMMUNITY SERVICE SUPPORT.
DONATIONS.

6.2 Has your unit applied for additional funding from the State Government in the 2009/2010 or 2010/2011 financial years? If so, what was the funding program and did you find the application process easy/difficult?

NO.

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

NO.

6.4 In your view, is the total amount of funding currently received by your unit adequate? If not, please describe how your unit would benefit from additional funding.

NO ALWAYS NEEDING TO RAISE
FUNDS TO KEEP BUILDINGS AND
EQUIPMENT UP TO ADEQUATE LEVEL

Funding

6.5 Do you think that the way in which funding is allocated and distributed to your unit is adequate? If not, how could this be improved?

NO THE LEVEL OF SUPPORT FROM COUNCIL HAS GONE DOWN AND BACKWARDS SINCE COUNCILS HAVE JOINED TOGETHER

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

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

CAR PARKING, RAFFLES, SAUSAGE SIZZLES, CHEAT AUCTIONS, COMMUNITY SUPPORT.

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

AROUND 30%.

c) does fundraising present any difficulties?

YES. TO MUCH TIME SPENT ON RAISING MONEY. SHOULD BE SPENT IN TRAINING OR WITH FAMILY HAVING QUALITY TIME.



7. Other

7.1 Do you have any suggestions as to how the SES can attract and retain members, either for your particular unit or at a state-wide level?

I HAVE GAINED AROUND 50 NEW MEMBERS SINCE FLOODING. THEY LEAVE BECAUSE OF WORK, FAMILY OR STUDY CHANGES.

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

THIS ORGANIZATION WOULD BE LOOKED UPON AS A REAL SERVICE FOR FIRM ENGINEERS IF WE HAD RED AND BLUE LIGHTS. ALSO, THE MEDIA COULD HELP BY USING MY NAME. NOT JUST SES.

Thank you for taking the time to complete this questionnaire