

File 536033/1

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To: [REDACTED] (Local Controller, Chinchilla, Western Downs Regional),

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

We would appreciate your taking the time to answer the following questions. This should take about 15 minutes. Upon completion, please forward the questionnaire by mail to: Queensland Floods Commission of Inquiry, GPO Box 178, Brisbane QLD 4001; or by way of email to [info@floodcommission.qld.gov.au](mailto: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] or [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.

Local controller, Deputy controller,  
17 active members  
4 semi-active members.  
No constituent group.

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?

12 members full-time employed.  
Various positions in district.  
5 members part-time employment  
various positions in town area.

(not paid for SES duties/activations).  
All voluntary.

## 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.

No, because the members have volunteered their time with no complaint. They understand that it is all voluntary.

Reward is appreciated by obtaining certificate in a variety of roles, ~~and~~ free from the government but 'freebies' in the way of functional equipment per member is savoured.

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

None, because each local controller knows their boundaries and are willing to assist in each others areas when requested.

## 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.

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

Yes.

2.3 Did your unit have enough equipment and resources?

Yes, at time, but realised as the water receded our floodboat was too large for shallow water, in the town area. Appropriate for the river crossings.

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

YES.

### 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).

Request for assistants.

Rescues.

Evacuations.

Transport personnel/equipment.

Food/medicine drops.

Sandbagging

Communications

Traffic control.

Welfare.

#### 4. Command and control

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

designate tasks, co-operate with Local Counter Disaster Committee/and other Local Authorities.

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

local Counter Disaster Committee + Emergency management Queensland (Toowoomba Region).

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

132500 call centre, Local Counter Disaster Committee, members of public.

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

Members who have been trained for that request were sent as a team to assist.

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, very few but most were attended to by the 2nd call. ~~and~~

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?

Requests that were not possible for our unit to attend were referred to the LCDC who arranged for the appropriate service to attend, e.g. helicopter, fire brigade, Ergon Energy.

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~~, No, but deployed to same district. (nearby towns).

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 and meetings.

b) Local Disaster Coordination Centre

Phone and meetings.

c) Local Disaster Management Group

Phone and meetings.

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

None personally but through LCDC meetings

b) District Disaster Coordination Centre

None personally but through LCDC meetings.

c) District Disaster Management Group

None personally but through LCDC meetings.

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?

Constant contact

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

Fire Brigade offering services

Assist police with evacs/traffic control/transportation

Ambulance with evacuations/medicine deliveries.



**Command and control**

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

No .

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

To assist with extra personnel and equipment as required. Information regarding legalities before operation/activity .

## 5. Communications

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

Boat radio.  
Hand-held radios, Emails  
Base radio, Internet.  
Vehicle mobile radios  
Mobile phones  
Landline phone  
Faxes

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

No, but boat radio ceased transmitting.  
~~ENO~~ (not fixed yet).

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

No, only phone contact.

## 6. Funding

6.1 Where does your unit receive funding from?

Local donations, govt grants,

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 request through State Govt funding was made.

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

Yes.

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.

Yes, we find it adequate.

## 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?

Yes, very adequate.

6.6 Does your unit undertake any additional fundraising activities? If so: No, no need to.

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

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

c) does fundraising present any difficulties?

## 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?

To retain members, especially in country areas, remove some ~~the~~ non-common sense particulars from training program. Majority of SES volunteers in the rural areas perform a number of these tasks in the personal lives and working environment e.g. knots, ladders, etc.  
(minor core skills.)

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

We found as a unit/team that our training + skills combined, worked well.

*Thank you for taking the time to complete this questionnaire*