

To: Graham Radel (Local Controller, Monto, North Burnett Regional)

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

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

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

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

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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.

NORTH BURNETT REGIONAL COUNCIL
MONTE L/C (1)
" D/C (1)
SES MEMBERS (10)

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?

NIL - ALL VOLUNTEERS | ALL LOVE! NO MONEY.

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.

IN MY VIEW EACH AREA REPRESENTED BY A L/C SHOULD BE PAID/FULL-TIME BASIS
[SOME SMALLER UNITS COULD POSTER A NUMBER OF SES MEMBERS TO FILL THE NUMBER OF HRS REQUIRED FOR THE \$ ALLOCATED TO A FULL TIME POSITION]
of L/C x 1/2 hrs D/C x 1/2 hrs Admin. x 1/2 hrs TRAINING OFFICER x 1/3 hrs x \$ FULL TIME POSITION
WITH EACH MEMBER RECEIVING SOME REMUNERATION = BETTER ORGANISED GROUPS OR UNITS.
* THE PAPERWORK TRAIL FOR ACTIVATIONS OR TRAINING PROGRAMS ARE UNREAL AND FOR GOV. TO EXPECT THIS OF VOLUNTEERS IS UNREASONABLE.
* SIMPLE FUEL + OIL EXPENSES FOR MEMBERS ATTENDING TRAINING WOULD BE A GREAT WAY TO START WITHOUT VOLUNTEERS SPENDING TIME FOR GRANTS etc.

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

NORTH BURNETT REGIONAL COUNCIL HAVE 6 L/C'S
BUT OPERATIONS WOULD BE ~~OPER~~ CONTROLLED BY THE L/C
OF THE ~~AREA~~ AREA [BY 4c's CONTROL AREAS AS DEFINED
BY THE OLD SHIRE BOUNDARIES].
* HAVE NOT BEEN TRIED DURING OPS. BUT THIS IS HOW I WOULD
EXPECT IT TO WORK IN MY 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 - SES members with F/E training, SANDBAGGING

MAYBE ONE UNIT COULD HAVE DRAWN ON SOME IDEAS IF WHITE WAYER TRAINING WAS AVAILABLE BY RESCUE PERSON STUCK ON TOP OF VEHICLE IN FLOODED STREAM !!

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

SES VOLUNTEERS - NO

* SES VOLUNTEERS + PUBLIC HELPERS = YES

2.3 Did your unit have enough equipment and resources?

YES - ENOUGH FOR THE OPERATIONS WE WERE REQUESTED TO DO

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

MONTO SES UNIT WAS ADEQUATELY PREPARED FOR THE ACTIVATIONS WE WERE ASKED TO PERFORM DURING THE 2010/11 FLOODS

BUT I MUST ADD

OUR UNIT WOULD NOT HAVE COPEL IF THE CANIA + WIRUWA DAM IMPOUNDMENTS WERE ABOUT $\frac{1}{2}$ FULL WHEN THE RAINS COMMENCED [AND NEITHER WOULD HAVE MUNDUBBERA OR GAYNDAH].

AS L/C MONTO I REQUESTED OF COUNCIL TO UPDATE ME ON WHEN CANIA EMPONDMENT STARTED TO OVERFLOW - STILL WAITING !!!
OUR UNITS CONCERN WAS FOR EVACUATION OF CAMPERS AT BOTH CARUAN PARKS LOCATED WITHIN THE CANIA GORGE AREA - WE WOULD ONLY HAVE A SHORT PERIOD OF SAFE EVACUATION TIME AVAILABLE AND ALSO HAVING OUR THOUGHT OF WHERE THESE PEOPLE SHOULD GO!! IT STOPPED RAINING JUST IN TIME FOR NBRC - MAYBE NEXT TIME



NOT SO LUCKY!!

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).

- RESCUE PERSON TRAPPED ON TOP OF VEHICLE IN FLOODED STREAM
- HELPED RELOCATE PERSONAL PROPERTY TO HIGHER GROUND
- SAND BAGGED RESIDENCE ON MILL RD.
- HELPED RELOCATE CARAVAN TO HIGHER GROUND IN CARAVAN PARK.
- REQUEST / WARNING FROM TOP CARAVAN PARK AS TO SAFETY OF THEIR CUSTOMERS - 100mm RAIN IN STORM AT CARAVAN PARK - POSSIBILITY OF SAME IN LAKE CANIA CATCHMENT AREA. REQUESTED INFO FROM NBRC TO AID OUR FORMULATED EVACUATION PLAN ~ STILL AWAITING !!!
WHETHER THIS INFO NOT AVAILABLE OR NOT
FORMULATED
- STANDBY TO DELIVER MEDICATIONS TO PATIENT ~ NO ACTIVATION / SHUTDOWN.
- * FLOOD HEIGHTS study - MAYBE THE FULL TIME PAID L/C'S COULD FORMULATE A MORE USER FRIENDLY / UPDATED MAP FROM MEMBERS OF THE PUBLIC WHO HAVE BEEN KEEPING SUCH INFO FOR YEARS ||
- * CATTLE MARINED ON ISLAND IN LAKE CANIA
- * PERSONAL SCHOOL CAMP EQUIPMENT + GEAR TO BE UNDER WATER IF CANIA DAM KEPT RISING ~ PERSON TOLD TO REGISTER CONCERNS WITH QPS / BUNDABERG !

4. Command and control

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

MY RESPONSIBILITY AS LIC IS TO KEEP THE MEMBERS OF THE PUBLIC AND RESIDENTS IN MY CONTROL AREA INFORMED WITH GOOD, RELIABLE INFO AND TO FORMULATE PLANS TO HELP THEM OVERCOME DISASTER

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

NBRC
EMQ
QPS

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

EMQ -
QPS -
* Concerned PUBLIC - referred back to EMQ

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

RING SES members - Find out who is AVAILABLE AND HOW MANY !!
* IF NOT ENOUGH MEMBERS CALL EMQ FOR ASSISTANCE AND ALSO DEPENDING ON TIME FRAME CALL OTHER PEOPLE + ORGANISATIONS FOR ASSISTANCE / LOCALLY.

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

No.

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?

STRANDED CATTLE - ORGANISED SELF HELP FROM LAND HOLDERS
SCHOOL CAMP EQUIP IN LAKE CANIA TO GO UNDERWATER - RANG LANDHOLDER
FOR INFO AND TOLD CONCERNED OWNER TO RING 000 QRS SO WE COULD
RESPOND IF NEEDED !!

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

NO - KEPT AVAILABLE MEMBERS TO SERVICE MY AREA.

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

NBRC - CEO Request for INFO

b) Local Disaster Coordination Centre

NIL

c) Local Disaster Management Group

NIL

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

NIL

b) District Disaster Coordination Centre

NIL

c) District Disaster Management Group

NIL

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 CALL FROM EMQ FOR SITUATION REPORT
PHONE CALL TO EMQ re ACTIVATIONS

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

QPS ONLY

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 AM AWARE OF

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

TO GIVE AS MUCH HELP AS POSSIBLE TO THE
PEOPLE AT THE COALFACE

eg help to resupply
help with extra members
help with paperwork TRAIL !!

5. Communications

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

LANDLINE PHONE
MOBILE PHONE
UHF RADIO
SES HAND HELD RADIOS

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

No

- NBRC MAYOR + CEO HAD PHONE PROBLEMS WHICH LED TO (CAHNDAS) PROBLEMS OF NON-COMMUNICATION WITH OTHER AREAS!

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

YES - HAND HELD RADIOS (BUT NOT OFTEN USED IF AT ALL).

6. Funding

6.1 Where does your unit receive funding from?

NBRC - REQUESTS TO COUNCILLORS FOR UPDATE SINCE AMALGAMATION HAS NOT BEEN FORTHCOMING

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 - VOLUNTEERS FIND APPLICATION PROCESSES TO DIFFICULT TO SPEND TIME ON.

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

NO - DON'T KNOW HOW MUCH IF ANY IS ALLOCATED TO MONTSES UNIT

NO INPUT SINCE AMALGAMATION OF SHIRES!

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.

DON'T KNOW IF STATE GOVT STILL GIVES EACH (OLD SHIRE) \$3,000 /YEAR FOR TRAINING OR NOT ??
UNTIL SUCH TIME AS WE KNOW THE \$ FUNDED TO OUR UNIT CAN I SAY IF IT IS ADEQUATE OR NOT !!

ADDITIONAL FUNDING : • UPGRADE OLD 2ndat hnd with vehicle with more room for extra members

- TRAINING Manjims
- SHED EXTENSIONS

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 — WORKSHOP for SES Executive members
As we know — How
— WHEN
— WHERE
— WHY
NOT ON WEEKDAYS — VOLUNTEERS HAVE TO WORK TOO!

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

YES

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

PARKING at RACRE + other events
" " RODEOS
SECURITY + GATE TAKINGS RODEOS

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

20%

c) does fundraising present any difficulties?

YES — FINDING enough members to HELP OUT!

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?

WHEN RECRUITING THE YOUNGER GENERATION

1st ? How much do you pay ??

TRAINING CAMPS SO MEMBERS COULD GET ALL

RE: ACCREDITATION CERTIFICATES IN ONE GO :-

* NOT SO MANY WEEKENDS VOLUNTEERED TO SES *

eg FLOOD BOAT
TRAFFIC CONTROL
CHAINSAW
NAV
etc etc

over 2week
in house
PAID
TRAINING
FACILITY

QFRS have
WHILE IS
WHY
CAN'T
SES
HAVE

PREPARE
YOURSELF
CAMPUS

- o SOUTH
- o CENTRAL
- o WESTERN
- o NORTHERN

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

MAYBE NOW WHEN SES UNITS REQUEST INFO
ABOUT PAST FLOODS SO THEY CAN BE BETTER

PREPARED FOR FUTURE ONES DOES NOT
FALL ON DEAF EARS

* THANK YOU.

Thank you for taking the time to complete this questionnaire