

2. The SES units with their region / including details (if known) of any paid SES members within their region.
7. There are no paid SES executives or members in the Gympie Burnett Area, North Coast Region.
8. The units and groups within the Gympie Burnett Area are as follows.
9. Gympie Regional SES Unit: Boobyjan, Goomeri, Kilkivan, Gympie, Southside, Imbil, Kybong, Rainbow Beach and Tin Can Bay SES Groups.
10. Murgon/Wondai SES Unit: Murgon, Proston and Wondai SES Groups.
11. Kingaroy SES Unit: Kingaroy and Kumbra SES Groups.
12. Nanango SES Unit: Blackbutt and Nanango SES Groups.
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.
13. SES numbers fluctuate depending on the availability of volunteers, size of community, retirement and relocation for employment or study. Gympie Burnett has a total of 283 active volunteers as at 17 October 2011 – Nanango Unit 47, Kingaroy Unit 31, Murgon/Wondai Unit 67 and Gympie Unit 138.
14. The SES groups within this area have developed localised networks where they contact each other when additional resources are required. This number is usually able to manage the day-to-day operations and community events that they are asked to assist with.
15. However, there were insufficient flood boat operators and unavailable volunteers for short periods of time during the January flood events. Volunteers were unavailable due to:
 - being required to work due to limited staff numbers in their 'normal' employment role;
 - the fact that it was school holidays, as well as the Christmas period, when many volunteers take leave from their employment and travel away on holidays;
 - being victims of the event personally or with family members being victims;

This is page 2 of a statement comprising 9 page/s.

Witness (Jennifer Ann Millers):

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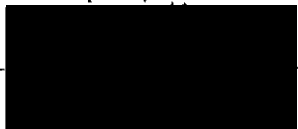
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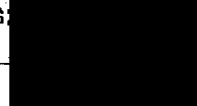
- being on deployment and unable to return to home base due to access being cut or restricted;
16. Training of SES volunteers does need consolidation to reduce the impact of continual change to the training programs. Unless there is a safety issue, training programs should be incorporated into a standardised review cycle.
 17. Gympie Burnett SES Groups are well equipped with operational equipment being supplied or replaced as needed. (NB: evidence of Mr Thomas from Kilkivan to FCOI – flood boat was old but getting a new one. Also recently took delivery of a vehicle)
 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.
 18. The request for assistance (RFA) process has undergone a change since the January floods.
 19. In January, Requests For Assistance were received by Smart Services Queensland who passed the request directly to the local SES contacts. These Requests For Assistance were also sent by email to the Request For Assistance email account which was monitored by the State Disaster Coordination Centre and designated EMQ Duty Officers — who, in turn, passed the request on to the local SES units and groups if it was indicated that they were not successfully contacted. When Requests For Assistance escalated, the process changed to enable RFAs to go directly to regions, with regions managing the allocation process.
 20. During the January floods, North Coast Region Regional Operations Centre was setup and manned by trained EMQ staff and SES volunteers, to manage the volume of Requests For Assistance received. This data was entered into Request For Assistance Online. This management system has not reached its full capability due to some smaller and more remote SES groups not yet having access to a computer and/or the Internet. As a result, those manning the Regional Operations Centre input much of the data on behalf of those SES groups.
 21. The change that has now been occurred with respect to Requests For Assistance, is that Smart Services Queensland will input details of requests for assistance directly into the system, which will enable individual groups to manage their Requests For Assistance themselves. Those groups without the capacity will still be contacted by phone, with Request For Assistance Online updates being managed by EMQ.
 22. Requests For Assistance are prioritised according to the urgency. Urgency is determined by high risk of death or injury, followed by property, environment, etc. Accessibility may also play a part in prioritisation where additional resources, e.g. air support, may be required to respond.

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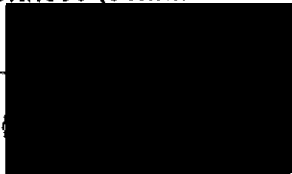
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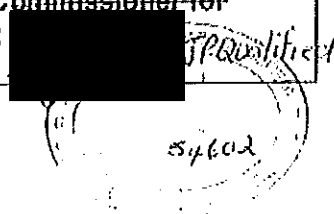
6. Their authority for, and role in, the tasking and deployment of SES members, including local controller tasking/deployment, both when a disaster is declared and at other times.
23. Under the *Disaster Management Act 2003*, the chief executive has the responsibility to (among other things) establish management and support services for the SES; ensure that Local Controllers perform their functions; and the SES safely and efficiently performs its functions. Many aspects of these roles have been delegated to the Regional Directors and Area Directors. Tasking requests can come from various sources including other emergency services. The Local Controllers will manage taskings in their area of responsibility.
24. In non-disaster times, the SES are usually tasked through the RFA system directly.
25. My role with deployments in recent events had been to seek volunteers, by phone and/or email, who are willing to deploy to other areas and who have the necessary skills identified for each specific deployment. This role also includes:
- checking skills for each individual volunteer on the SES database;
 - liaising with the State Disaster Coordination Centre;
 - production of a North Coast Region Operational Instruction;
 - arranging transport within this region or to and from the Brisbane Airport if flying to another region; and
 - appointment of a North Coast Region Liaison Officer to travel with North Coast Region volunteers, either inter-region or intra-region.
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.
26. Two deployments to Bundaberg floods from within North Coast Region were arranged:
- i) North Coast Region Task Force Alpha (25 members) – 2-6 January 2011
 - ii) North Coast Region Task Force Bravo (16 members) – 5-9 January 2011
27. I was not involved in raising any further flood deployments; however, SES volunteers from Gympie Burnett Area were deployed to SEQ during the flooding events.
28. The process for managing deployments is outlined under Question 5.

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7. Whether there are any SES units in their area with more than one Local Controller, and, where this is the case, a description of:

29. All SES Units in the Gympie Burnett Area only have one Local Controller; however, the South Burnett Regional Council has three units within the Council area – Nanango, Kingaroy and Murgon/Wondai. Each of these units has a single Local Controller.

a) the history of this arrangement and how it works in practice (in view of the combined effect of sections 84A and 85 of the Disaster Management Act 2003);

30. Cooloola and Kilkivan Shire Councils amalgamated to form Gympie Regional Council. The two original SES Units combined and, as there was a vacant Local Controller position in Kilkivan SES Unit, the Cooloola Local Controller inherited the SES Groups from Kilkivan Unit. Hence, a single Local Controller was established.

31. Nanango, Kingaroy, Wondai and Murgon Shire Councils amalgamated to form South Burnett Regional Council. The Wondai Local Controller retired. As a result, and due to Murgon SES Unit only having one group, the Murgon Local Controller agreed to manage the two SES groups attached to the Wondai Unit. There is no impetus to amalgamate these three units at this time. Currently South Burnett Regional Council maintains three Local Controllers who manage the SES within their original areas of responsibility, i.e. the old shire boundaries. These are:

- Nanango SES Unit – Blackbutt and Nanango SES Groups
- Kingaroy SES Unit – Kingaroy and Kumbia SES Groups
- Murgon/Wondai SES Unit – Murgon, Preston and Wondai SES Groups

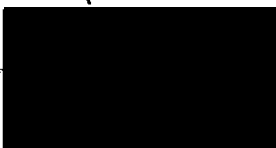
32. Cherbourg Aboriginal Shire Council is currently working with EMQ to raise an SES Unit. Murgon/Wondai Unit currently supports Cherbourg for SES functions.

33. The Local Controllers are ultimately responsible, assisted by their Group Leaders, for ensuring their members have received the appropriate training required prior to activating in specific roles. Some training programs are provided by EMQ. To my knowledge they include floodboat, vertical rescue, chainsaw operations and polesaw operations, safety at heights, work in an Emergency Operations Centre, Request For Assistance Online, team leader, land search and air observer. There could be additional courses. Other training programs are provided from within the groups and units and are supported by EMQ. To my knowledge they include core skills (conduct briefings & debriefings; introduction to incident management; emergency lighting; ladders; ropes, knots and holdfasts; casualty handling; general rescue; operate communications systems and equipment; communicate in the workplace; SES safety; working a team; volunteering in the SES; SES induction); first aid; risk management; map reading and navigation; storm damage operations; and traffic control. There could be additional courses.

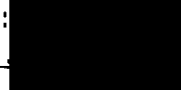
34. The Local Controllers are ultimately responsible, assisted by their Group Leaders, for ensuring the Unit's equipment is maintained in an appropriate condition. The purchase

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or replacement of equipment is supported by EMQ, Council and the SES Groups themselves.

35. The SES Units and Groups are accountable to follow EMQ policies and doctrine, as well as any Local Government policies relevant to their functions. Each group and Local Controller has a copy of the doctrine. SES Unit and Group functions are agreed to in consultation with the Local Government Mayor every 1-2 years.

b) how SES members are tasked and deployed in that unit;

36. Gympie Unit – the Duty Officer (Deputy Controller) contacts members by phone. During the floods, members who could, arrived at the SES HQ and made themselves available.

37. Murgon/Wondal Unit – the Local Controller contacts the Group Leaders by phone. The Group Leaders use SMS or mobiles to contact members.

38. Kingaroy Unit – The Local Controller contacts the Group Leaders by phone. The Group Leaders use SMS to contact members, calls a small number of members by phone, or a combination of both based on their intelligence and requirements.

39. Nanango Unit – the Local Controller contacts the Group Leaders by phone. The Group Leaders use SMS or landline phones (if mobile coverage is not good) to contact members.

c) the person ultimately responsible for that SES unit during a disaster;

40. The Local Controller or their deputy/proxy is responsible for their Unit members. As a single person cannot function for 24/7, Deputy Controllers or other delegated persons may be placed in charge of a Unit for some shifts.

41. EMQ is ultimately responsible for the SES as an organisation. EMQ have a line management function for SES as unpaid employees of the Department. EMQ also provide a tasking function of the SES where Local Disaster Management Group tasks can be managed through either the EMQ Local Disaster management Group representative or the Local Controller during disasters. Legislatively, the Local Controller is responsible for the SES members within their Unit. EMQ staff are recognised within the SES command structure and wear rank appropriate to their level.

d) how communications are coordinated among the various local controllers for SES unit during a disaster and the process of communicating with the local disaster coordinator;

42. The Local Disaster Coordinator of the Local Governments in the Gympie Burnett Area are also tasked with managing the SES from the Council's perspective. This has created a strong relationship between the LDC and the Local Controllers.

43. During a disaster, the SES can be tasked through:

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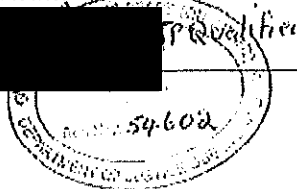
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- RFAs; and/or
 - requests received through the Local Disaster Coordination Centre.
- e) whether or not this arrangement is considered effective and/or whether or not it may be subject to review or amendment.
44. The RFA Online could be a much more effective system if all SES Groups had access to an SES computer, printer and the Internet. A fax machine would also provide some assistance during times of disaster.
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.
45. The Local Controllers attended the majority of Local Disaster Management Group meetings that were held during the floods. The only exception was the Local Controller for Murgon/Wondal who had no access to Kingaroy due to flooding. He did attend the Local Disaster Management Group debrief.
46. The Nanango Local Controller provided a coordination centre liaison officer function due to his being an employee of South Burnett Regional Council and being located in the Kingaroy office. He liaised with the Kingaroy and Murgon/Wondal Local Controllers as required.
47. As EMQ Area Director, I was flood bound in Gympie and maintained face-to-face contact with the Gympie Local Controller, and phone and email contact with the South Burnett Local Controllers.
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.
48. None, all SES activations were in accordance with their approved functions and skill sets.
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.
49. Funding of the SES is provided from:
- EMQ;
 - Local Government;
 - grants and subsidies;

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- ♦ fund raising (which is managed through SES Support Groups); and
- ♦ donations (which are managed through SES Support Groups).

50. The SES Subsidy program is offered through Local Governments on an annual basis. Local Governments consult with the EMQ Area Directors in some instances, and the SES Local Controller in most instances. This funding is managed by the Local Government representative and EMQ Grants and Subsidies Section based at Head Office.

51. Funding applications to Jupiters and Gambling Community Benefit Fund are regularly made by SES groups within the Gympie Burnett Area. Some of these groups utilise EMQ as their sponsor. However, some SES groups have support groups which are incorporated in their own right. These applications are not necessarily made known to EMQ. The equipment or training for which funding is being sought is usually equipment or training that is not available from any other source. The management of any grants received from these funds is within the Local SES Group / Unit and the fund itself.

52. Fund raising is managed wholly by the SES Unit / Group. This can be in the form of IGA raffles, local raffles, car parking at community events, etc.

53. Donations have been given to the SES from various sources over the years, including bequests, assistance at community events, following disaster or major events from members of the community, etc.

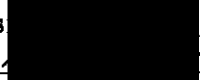
11. Whether or not issues have been raised with them directly by SES members about the level of funding provided by the State Government, including any suggestions by SES members about how the funding arrangement could be improved.

54. Several comments have been made by SES volunteers, members and executives, with regard to funding. Some members are happy with the level of funding, while others are unhappy. This could be due to the partnership arrangement with Local Governments, where there are no minimum standards currently in place.

55. There is a general acceptance at this time that all SES Groups will have access to emails, internet, social media, etc. This is actually not the case. This means that some Groups are disadvantaged with accessing up to date information with regard to doctrine and training. This has created some unrest in some groups with not being provided with appropriate technology to work more efficiently and effectively. This has come to the fore even more intensely since the introduction of RFA Online.

56. The headquarter facilities provided to the different groups vary also. Some groups have limited headquarter facilities which may include the ability to house some equipment but may not have ablutions, kitchen facilities or space for a vehicle. Other groups have a headquarter facility that houses all their equipment, their vehicle/s and provides a training space, ablutions and kitchen facilities.

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57. Volunteer comment has been to have an emergency services levee to cover not only Queensland Fire and Rescue Service, but also SES, Queensland Ambulance Service and other emergency service organisations.

12. The results of any assessment or debrief within their area relating to the performance of the SES units during the 2010/2011 floods.

58. At the Local Disaster Management Group flood debriefs for both Gympie Regional Council as well as South Burnett Regional Council, it was identified that the SES performed well within their own capability in extremely difficult circumstances.

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.

59. One observation that I see would benefit the SES is to have one Local Controller per Local Government area. This would ensure a more streamlined consultative process.

60. EMQ has an established peer support system, EMbrace, to provide support to all EMQ staff, SES volunteers and their families. This service was required during the floods following the suicide of a Group Leader on 30 January 2011. It is unknown what caused this volunteer to take his life but he was deployed during the floods. EMbrace was able to assist in this case but due to the volume of support required by EMQ and SES at this time, the service became somewhat overwhelmed.

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(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 9 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 COOLoola COVE this SEVENTEENTH day of October 2011

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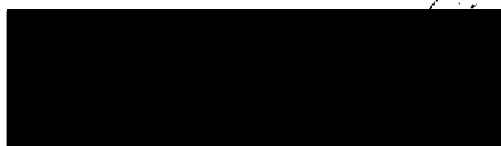
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"JM 1"

EDUCATION AND TRAINING

- ✓ Cert IV Training & Assessment – Hervey Bay TAFE (commenced 2011, not yet completed)
- ✓ Graduate Certificate In Public Sector Management (2010)
- ✓ Senior Disaster Management Officer (SEM2005) – EMQ (2009)
- ✓ Context of Recovery Management (21479VIC) – EMAI (2007)
- ✓ Australasian Incident Management System (21588VIC) – Townsville (2006)
- ✓ DES Supportive Leadership Program (2005)
- ✓ Manage Projects (PUAMAN005A) - Dept of Emergency Service (QFRS) (2004)
- ✓ Community Engagement in Emergency Management – EMAI (2004)
- ✓ Establish Context and Develop Risk Evaluation Criteria (PUAEMR001A) – EMAI (2004)
- ✓ Identify, Evaluate and Analyse Risk (PUAEMR002A) – EMAI (2004)
- ✓ Determine Treatment Strategies (PUAEMR003A) – EMAI (2004)
- ✓ Design and Manage Activities which Exercise Elements of Emergency Management (PUAEMR005A) – EMAI (2004)
- ✓ Engaging Queenslanders: Managing Community Engagement – Sunshine Coast (2004)
- ✓ Community Engagement – EMAI (2004)
- ✓ JEST Command and Control – Whyte Island (2003)
- ✓ Cultural Awareness Training – Brisbane (2002)
- ✓ Excelling as a First-Time Manager or Supervisor – Brisbane (2002)
- ✓ MSPProject Training – Brisbane (2002)
- ✓ State Purchasing Policy Training Level 2 – Caloundra (2001)
- ✓ State Purchasing Policy Training Level 1 – Gympie (2001)
- ✓ Cross Cultural Awareness – Hervey Bay (2001)
- ✓ EMO Courses 1, 2 and 3 – AEMI (2000-2001)
(including Risk Management)
- ✓ Exercise Management – AEMI (2000)
- ✓ Understanding Emergency Risk Management – AEMI (2000)
- ✓ Senior Disaster Management Course – Gympie (2000)



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EDUCATION AND TRAINING (cont)

- Emergency Coordination Centre Management – AEMI (2000)
- Recovery Management – Brisbane (1999)
- Certificate III In Business (Office Administration) 3 Units – Gympie (1999)
- Evacuation Management – Brisbane (1998)
- Vulnerability Assessment and Planning – AEMI (1998)
- Earthquake Conference – Brisbane (1997)
- Technology of Participation – Caloundra (1997)
- General Management Skills (MD3) – (1997)
- Counter Disaster Planning – Nambour (1996)
- Introduction to Accrual Accounting – Caloundra (1996)
- Queensland Financial Management Framework – Caloundra (1996)
- 2 Day Introduction to Disaster Management – Maryborough (1996)
- Introduction to Disaster Management – Gympie (1996)
- SES Local Executive Course – Gympie (1995)
- Critical Incident Stress Debriefing Workshop – Gympie (1995)
- SES Land Search Operations – Gympie (1995)
- SES Communications Course – Goomeri (1995)
- Office Refresher Course – SkillCentre, Gympie (1994)
- Office Skills Upgrade Course – Cooloola Sunshine College of TAFE, Gympie (1994)
- Secretarial Training Course – Canberra Technical College (1975)
- NSW Higher School Certificate at matriculation level – Woden Valley high School, Canberra ACT (1974)

