

STATEMENT OF WITNESS

Prepared by: Legal Services Unit

Date: 28 November 2011

Name of Witness: Gordon Robert HEMPHREY

Address of Witness: Brigade Drive, Beenleigh, QLD 4207

Occupation: Firefighter

Position: Regional Coordinator Fire Investigation

Queensland Floods Commission of Inquiry Requirement to Provide Statement No. 1776222

I, Gordon Robert Hemphrey, Regional Coordinator Fire Investigation, South Eastern Region, Queensland Fire and Rescue Service, Department of Community Safety, state:

1. I have been a firefighter for 22 years. I currently hold the rank of Acting Inspector, and my substantive rank is Station Officer.
2. During my time working with the Queensland Fire and Rescue Service ("the QFRS"), I have undertaken numerous training courses and hold several qualifications relevant to my role within the QFRS.

A copy of my education and training history is attached and marked "GRH-1".

Background

Question 1. The Commission received a response from Queensland Fire and Rescue Service ('QFRS') signed by Commissioner Lee Johnson, dated 13 September 2011 ('QFRS submission').

Question 2. The Commission has received the following information regarding the events of 10 January 2011:

- a. You were the Duty Manager Operations ('DMO') for the South-Eastern Region;

This is page 1 of a statement comprising 7 page/s.

Witness (Gordon Robert Hemphrey):

JP/Lawyer/Commissioner for
Declarations:

- b. During the morning, Ipswich station officer, Mr. Mark Stephenson, says he called the DMO on two occasions:
- i. Some time after 7.00am, Mr. Stephenson called the DMO and explained that he believed it was going to be a bad day with regards to flooding and that he required more level 2 swift water rescue technicians ('SWT'). The DMO said that they were having a meeting later in the day and he would get back to Mr. Stephenson; and
 - ii. At about 7.30am, Mr. Stephenson contacted the DMO for a second time and again requested more staff as soon as possible. The DMO said that he appreciated Mr. Stephenson's concern but he would have to wait until the meeting with other senior personnel;
- c. QFRS's telephone records show that a call was made from Ipswich station to your mobile phone at 7.24am. The duration of the call was 1 minute and 27 seconds;
- d. QFRS advise that you do not specifically recall receiving a telephone call from Mr. Stephenson;
- e. Some time on the morning of 10 January 2011, you called the station officers at Ipswich and Beenleigh to:
- i. Monitor staffing levels; and
 - ii. Ensure that there was adequate staff on shift to respond to swift water rescue incidents.

General Matters

Question 3. Please set out whether you disagree with any of the paragraphs 2(a) to (e) above and, if so, in what way?

3. In relation to paragraph 2(a): I agree. I commenced work on 10 January 2011 as the Duty Management Officer ("DMO") at 07:45 hours.
4. In relation to paragraph 2(b)(i): As the DMO, I carry the DMO mobile phone out of hours. I regularly receive calls at the commencement of day shift (07:00 hours for Ipswich and 08:00 hours for other stations in the South-Eastern Region) regarding crewing issues. This includes calls from Station Officers regarding officer who may have called in sick and/or

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Declarations:

requests for additional staff based on specialist skills to meet operational requirements. While I cannot specifically remember taking this call on the day, I take the type of calls described by Station Officer Stevenson on a regular basis, and I do not dispute that I may have received a call from him on the morning in question.

5. In relation to paragraph 2(b)(ii): While I cannot specifically recall taking this call, I regularly take calls of this nature, and my response would be generally consistent with advising that: I need to gather further information; examine the available personnel throughout the region; and discuss those matters with Senior Management — before making a decision regarding re-positioning existing personnel and/or recalling additional staff on overtime.

[I also note that I commenced duty as the DMO at 07:45 hours – which means that, at the time of the calls stated, I would have either been at my residence or commuting to the office.]

6. In relation to paragraph 2(c): I have no reason to dispute the accuracy of the phone records. Consistent with paragraphs 3, 4 and 5 of this statement, I do not specifically remember taking this call, but I accept that I took a number of calls on 10 January 2011 and do not deny that I may have taken this call at 07:24 hours.
7. In relation to paragraph 2(d): As outlined above, I do not specifically recall receiving a telephone call from Mr. Stephenson on the day in question, nor do I deny that I received this call.
8. In relation to item 2(e): I agree.

Question 4. What are the key responsibilities and tasks of a DMO? Please provide a copy of the QFRS's job description for a DMO?

9. Attached and marked "GRH-2" is a QFRS document outlining the duties of the DMO in the South Eastern Region.

Communication with Station Officers

Question 5. If not already answered above, do you recall having a telephone conversation with Mr. Stephenson sometime shortly after 7.00am on 10 January 2011? If so, please provide details of the conversation.

10. I refer to paragraphs 4, 5, 6 and 7 of my statement in answer to this question.

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Witness (Gordon Robert Hemphrey):

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Declarations:

Question 6. Do you recall having a telephone conversation with Mr. Stephenson at about 7.30am on 10 January 2011?

- a. If yes, please provide details of the conversation.
- b. If no, do you recall receiving a voicemail message from Mr. Stephenson?
 - i. If yes, what were the contents of Mr. Stephenson's voicemail message?
 - ii. Did you return Mr. Stephenson's call?
 1. If yes, please provide details of the conversation.
 2. If no, why did you not return Mr. Stephenson's call?

11. In relation to paragraph 6(a): I refer to paragraphs 4, 5, 6 and 7 of my statement in answer to this question.

12. In relation to Item 6(b): I do not specifically recall receiving a voicemail message from Mr. Stephenson, but I do not deny that I may have received such a message.

Question 7. If you do not recall receiving a telephone call or voicemail message from Mr. Stephenson, how would you explain the call at 7.24am to your mobile phone which lasted for 1 minute and 27 seconds?

13. I refer to paragraph 6 of my statement in answer to this question.

Question 8. Did you at any time on the morning of 10 January 2011 contact the station officers at Ipswich and Beenleigh fire stations? If yes, what time did you make the calls? Who did you speak to? What was discussed? Would you please provide a copy of the telephone records (if available)?

14. On morning of 10 January 2011, I looked through the Operational Management System ("OMS") to monitor the staffing levels at each of the rescue stations (being Robina, Beenleigh and Ipswich).

15. I then contacted each of the stations by telephone, to ensure that all stations had swift water rescue personnel and vehicles available that could be tasked to respond as required. These telephone calls occurred between 08:00 hours and 08:30 hours.

16. I cannot specifically recall who I spoke to at each station, but under ordinary circumstances I would communicate with the Station Officer at each station.

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Witness (Gordon Robert Hemphrey):

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-Declarations:

17. The only specific communication that I recall on this day was my discussion with the Robina station, where I directed that a special rescue vehicle (know as a Lima vehicle) be prepared and crewed by swift water rescue technicians.
18. A copy of my telephone records for 10 January 2011 are attached and marked "GRH-3".

QFRS Management Response on 10 January 2011

Question 9. Were you involved in the operational decisions made to recall staff and allocate appliances on the morning of 10 January 2011? If so, please provide details of your involvement.

Question 10. Did Mr. Gresty direct you to recall two SWTs, Mr. Phil Paff and Mr. Nathan Chadwick, to duty? If so, what action did you take?

19. In answer to paragraphs 9 and 10: At approximately 08:30 hours I met with Acting Assistant Commissioner John Gresty, Superintendant Ewan Cayzer and Superintendent Peter Dawson. We had a discussion about recalling additional staff to duty, and at the conclusion of that discussion it was decided that we should recall sufficient swift water rescue staff to crew one additional vehicle at Ipswich and another at Robina. I then called the Station Officers at each of those stations, to advise that approval had been given to recall additional swift water technician staff and to direct them to make the necessary arrangements (as the recall of staff to duty is carried out at station level).

Question 11. Mr. Gresty has provided evidence that the DMO requested assistance from the Brisbane Duty Manager Operations for two additional rescue vehicles to be supplied, including one vehicle from Cannon Hill to Toowoomba (which was utilised in the Helidon area due to difficulty traversing the Toowoomba ranges) and a second vehicle from Roma Street in Brisbane:

- a. What were the call signs for these two rescue vehicles?
- b. Were the two rescue vehicles manned?
 - i. If yes, please provide details of the crew members including whether there were any SWTs on board.
- c. Why were these two rescue vehicles requested?
- d. When were these two rescue vehicles requested?
- e. What station did the Roma Street vehicle report to?

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- f. What time did these two rescue vehicles arrive at their destination?
- g. Please outline all incidents that these two rescue vehicles were called to attend (and provide a copy of documentation detailing these attendances).
20. I made a telephone call to [REDACTED] (the Brisbane Region DMO) at approximately 13:30 hours to ask if he could provide South Eastern Region with further resources to respond to the unfolding weather events in the western part of the South-Eastern Region. [REDACTED] called me back a short time later to advise that he had organised for a vehicle from the Roma Street station (520 Lima) to be responded into South Eastern Region.
21. In relation to paragraph 11(a): 502 Lima
22. In relation to paragraph 11(b): The vehicle (502 Lima) was manned, but I did not have a record of the crew on that vehicle. Once the vehicle reached the South Eastern Region it logged on to South Eastern FireComm and began responding to tasks as directed by FireComm.
23. In relation to paragraph 11(c): In answer to this question I refer to paragraph 20 of my statement.
24. In relation to paragraph 11(d): In answer to this question I refer to paragraph 20 of my statement.
25. In relation to paragraph 11(e): The Gatton Fire Station.
26. In relation to paragraph 11(f): As the DMO it is my responsibility to support operations on the 'Fireground'. Once I arranged for the additional vehicle to be moved from Roma Street Station to Gatton Station, I had no cause to monitor its ongoing activities, as this is the responsibility of the Incident Commander, and the vehicle would be responded by FireComm as required.
27. In relation to paragraph 11(g): As above, I do not hold this information.

Fire Vehicle 850L

28. While I did not have personal knowledge of a second fire vehicle responding as a result of my conversation with [REDACTED] I have reviewed QFRS records (Attachment 1 of the QFRS submission) which indicates that:
29. In relation to 11(a): There was a second vehicle whose call sign was 850L. This vehicle was from Cannon Hill, Special Operations.

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30. In relation to 11(b): That vehicle was manned by two swift water rescue technicians being [REDACTED] (See QFRS Submission Attachment I.)
31. In relation to 11(c): As per paragraph [20] of this statement, I contacted [REDACTED] to enquire as to what further resources were available to assist the South East Region.
32. In relation to 11(d): This matter is addressed in paragraph [20] of this statement.
33. In relation to 11(e): Not applicable to 850L.
34. In relation to 11(f): Attachment I of the QFRS submission indicates that 850L attended multiple incidents throughout day (the first of which was an incident with an incident time of 14:15). It should be noted that once the vehicle was responded to the South-East Region, tasking of that vehicle would have been the responsibility of FireCom South-East.
35. In relation to 11(g): Attached and marked "GRH-4" is an extract detailing the vehicle movements for 850L on 10 January 2011.

I make this statement of my own free will believing its contents to be true and correct.

<p>Justices Act 1886</p> <p>I acknowledge by virtue of Section 110A(6C)(c)(i)(ii) of the Justices Act 1886 that:</p> <p>(1) This written statement by me dated today and contained in the pages numbered 1 to 4 is true to the best of my knowledge and belief; and</p> <p>(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.</p> <p>..... [REDACTED] Signature</p> <p>Signed at Brisbane this 28th day of November 2011</p>
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<p>This is page 7 of a statement comprising 7 page/s.</p>

<p>Witness (Gordon Robert Hemphrey): [REDACTED]</p>	<p>JP/Lawyer/Commissioner for Declarations: [REDACTED]</p>
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"GRH-1"

Learning History

Gordon Hemphrey

Person No: 001234

Includes Profiles:

001234 26 QFRS

Region: QFRS South Eastern Region

Organisation Unit: QFRS SE Community Safety Operations Command

Qualification	Status	Completed	Expiry Date
FNA480 Senior First Aid	Acquired	11/07/2007	11/07/2010
FNA480 Senior First Aid	Acquired	22/11/2010	21/11/2013
FNA481 Cardiopulmonary Resuscitation	Acquired	11/07/2007	11/07/2008
FNA481 Cardiopulmonary Resuscitation	Acquired	31/07/2008	31/07/2009
FNA481 Cardiopulmonary Resuscitation	Acquired	23/11/2009	23/11/2010
FNA481 Cardiopulmonary Resuscitation	Acquired	22/11/2010	22/11/2011
FNA482 Advanced Resuscitation Techniques	Acquired	11/07/2007	11/07/2008
FNA482 Advanced Resuscitation Techniques	Acquired	31/07/2008	31/07/2009
FNA482 Advanced Resuscitation Techniques	Acquired	23/11/2009	23/11/2010
FNA482 Advanced Resuscitation Techniques	Acquired	22/11/2010	22/11/2011

Qualification	Status	Completed
1.26 High Angle Rescue 1	Acquired	26/08/2000
2.17D High Angle Rescue 2	Acquired	11/10/2000
21688VIC Course in Australasian Inter-Service Incident Management System (AIIMS)	Acquired	20/04/2007
BSZ40198 Certificate IV In Assessment and Workplace Training	Acquired	27/07/2002
BSZ401A Plan Assessment	Acquired	27/07/2002
BSZ402A Conduct Assessment	Acquired	27/07/2002
BSZ403A Review Assessment	Acquired	27/07/2002
BSZ404A Train Small Groups	Acquired	27/07/2002
BSZ405A Plan and Promote a Training Program	Acquired	27/07/2002
BSZ406A Plan a Series of Training Sessions	Acquired	27/07/2002
BSZ407A Deliver Training Sessions	Acquired	27/07/2002
BSZ408A Review Training	Acquired	27/07/2002
DESRAR Road Accident Rescue	Acquired	2/07/1998
FNA003 Electrical De-energising	Acquired	16/08/1992
FNA011 Introduction to Incident Control Systems - 16hrs	Acquired	1/01/1998
FNA052 Compliance and Prosecution Program	Acquired	12/06/2009
FNA450 Fire Management 1 (FM1)	Acquired	10/10/2005
FSEFSM Fire Scene Examination - Scene Management	Acquired	2/02/2001
FSEFSS Fire Scene Examination - Applied Science	Acquired	2/02/2001
FSEFUN Fire Scene Examination - Fundamentals	Acquired	31/10/2001
FSELAW Fire Scene Examination - Law	Acquired	2/02/2001
FSEREP Fire Scene Examination - Evidence Collection and Reporting	Acquired	2/02/2001
FSESPA Fire Scene Examination - Special Aspects	Acquired	2/02/2001

Learning History

Gordon Hemphrey

Person No: 001234

Includes Profiles:
001234 26 QFRS

Region: QFRS South Eastern Region

Organisation Unit: QFRS SE Community Safety Operations Command

Criteria	Status	Completion Date
HLTCPR201A Perform CPR	Acquired	31/07/2008
HLTYA301B Apply First Aid	Acquired	22/11/2010
HLTYA404A Apply Advanced Resuscitation Techniques	Acquired	31/07/2008
PSPREG403B Assess compliance	Acquired	12/08/2009
PSPREG405B Act on non-compliance	Acquired	12/08/2009
PSPREG411A Gather information through interviews	Acquired	12/08/2009
PUAEQU001A Prepare, Maintain and Test Response Equipment	Acquired	10/10/2005
PUAFIR201A Prevent Injury	Acquired	10/10/2005
PUAFIR203A Respond to Urban Fire	Acquired	27/10/2008
PUAFIR204A Respond to Wildfire	Acquired	30/07/2003
PUAFIR207B Operate breathing apparatus open circuit	Acquired	9/02/2010
PUAFIR303A Suppress Wildfire	Acquired	25/08/2007
PUAFIR307A Monitor Hazardous Atmospheres	Acquired	13/03/2009
PUAFIR501A Conduct Fire Investigation and Analysis Activities	Acquired	22/08/2008
PUAFIR507A Inspect Building Fire Safety Systems	Acquired	22/12/2005
PUAFIR509A Implement Prevention Strategies	Acquired	15/11/2005
PUAHS001B Follow Defined Occupational Health and Safety Policies and Procedures	Acquired	10/10/2005
PUAOPE002A Operate Communications Systems and Equipment	Acquired	10/10/2005
PUAOPE005A Manage A Multi Team Response	Acquired	4/04/2005
PUAOPE006A Control Multi-Agency Emergency Situations	Acquired	20/04/2007
PUAOPE007A Command Agency Personnel Within a Multi-Agency Emergency Response	In progress	
PUAOPE008A Coordinate Resources within a Multi-Agency Emergency Response	Acquired	20/04/2007
PUATEA001A Work In a Team	Acquired	10/10/2005
QFR105 Compartment Firefighting - Flashover/Backdraught	Acquired	12/06/2003
QFRFSE Diploma of Fire Scene Examination	Acquired	2/02/2001
QFSA01 Introduction to Workplace Assessment	Acquired	16/11/1998
QFSA02 Assessment Characteristics	Acquired	16/11/1998
QFSA03 Planning and Initiation of Assessment	Acquired	16/11/1998
QFSA04 Recording and Review of Procedures	Acquired	16/11/1998
QFST01 INTRODUCTION TO TRAINING	Acquired	17/02/1998
QFST02 Training Preparation	Acquired	17/02/1998
QFST03 Instruction Techniques	Acquired	17/02/1998
QFST04 ROLE OF THE MENTOR	Acquired	17/02/1998

Learning History

Gordon Hemphrey

Person No: 001234

Includes Profiles:
001234 28 QFRS

Region: QFRS South Eastern Region

Organisation Unit: QFRS SE Community Safety Operations Command

Qualification	Status	Completed
QFSWPA Short Course in Workplace Assessment	Acquired	16/11/1998
QFSWTR Certificate IV in Workplace Training	Acquired	17/02/1998
RARINC RAR INCIDENT MANAGEMENT	Acquired	2/07/1998
RARORG RAR ORGANISATION	Acquired	2/07/1998
RARRES RAR RESCUE TECHNIQUES	Acquired	2/07/1998
RARVEH RAR ROAD VEHICLE CONSTRUCTION	Acquired	2/07/1998
VBP227 Australasian Inter-service Incident Management System (AIIIMS)	Acquired	20/04/2007
Competency	Status	Completed
1.26-1 High Angle Rescue 1 course	Successful	2/10/1999
1.25-1 High Angle Rescue 1 course	Successful	25/08/2000
2.17D-1 High Angle Rescue 2 course	Successful	11/10/2000
EXTC020 Strategic Management Studies In Policing - Residential Program	Successful	10/09/2010
FPEMC03 Advanced Resuscitation	Successful	18/02/2002
FPEMC03R Advanced Resuscitation Recertification	Successful	18/02/2002
FPEMC03R Advanced Resuscitation Recertification	Successful	10/02/2005
FPEMC03R Advanced Resuscitation Recertification	Successful	11/07/2007
FPEMC06 Senior First Aid Full	Successful	19/11/2002
FPEMC06R Senior First Aid Recertification	Successful	10/02/2005
FPEMC06R Senior First Aid Recertification	Successful	11/07/2007
FSEFSM-1 Fire Scene Examination - Scene Management course	Successful	2/02/2001
FSEFSS-1 Fire Scene Examination - Applied Science course	Successful	2/02/2001
FSEFUN-1 Fire Scene Examination - Fundamentals course	Successful	31/10/2001
FSELAW-1 Fire Scene Examination - Law course	Successful	2/02/2001
FSEREP-1 Fire Scene Examination - Evidence Collection and Reporting course	Successful	2/02/2001
FSESPA-1 Fire Scene Examination - Special Aspects course	Successful	2/02/2001
FUNIT005 Electrical De-energising - Low Voltage Extraction	Successful	15/08/1992
FUNIT050 Incident Control Systems Introduction - 16 hrs	Successful	1/01/1998
FUNIT124 Urban Search & Rescue (USAR) - Category 1	Successful	3/12/2004
FUNIT128 Field Sampling	Successful	3/03/2004
FUNIT131 Unwanted Alarm Activation	Successful	7/08/2003
FUNIT140 Drug Lab Hazards Awareness	Successful	17/08/2004
FUNIT160 Flash Hood Fitting Instruction	Successful	0/02/2010
FUNIT151 4x4 Off-road Awareness	Successful	1/11/2006
FUNIT201 Chemical Detection - PID	Successful	13/03/2009

Learning History

Gordon Hemphrey

Person No: 001234

Includes Profiles:
001234 26 QFRS

Region: QFRS South Eastern Region

Organisation Unit: QFRS SE Community Safety Operations Command

Code	Course Name	Status	Complete Date
FUNIT202	Chemical Detection - RAD	Successful	13/03/2009
FUNIT203	Chemical Detection - Draeger - plus Wet Chemistry	Successful	13/03/2009
FUNIT216	Zone - Introduction to Structural Protection	Successful	24/08/2004
FUNIT228	BA Refresher	Successful	09/02/2010
FUNIT250	Chemical Detection Instructor	Successful	13/03/2009
FUNIT267A	Chemical Detection - Multiree Plus	Successful	13/03/2009
FUNIT269	Fire Warden - Permit to Light	Successful	28/09/2004
FUNIT279	Tactical Incident Management - Station Officer	Successful	18/02/2005
FUNIT282	Incident Control Radio Communication - Introduction	Successful	10/11/2004
FUNIT289	Swiftwater awareness	Successful	19/11/2004
FUNIT289	Swiftwater awareness	Successful	22/11/2004
FUNIT292	Bushfire Prepared Communities - Introduction to	Successful	21/09/2005
FUNIT295	Operations Doctrine - Introduction	Successful	4/04/2005
FUNIT300	Radio Procedures - 2005	Successful	01/03/2005
FUNIT305	Confined Space - Level 1	Successful	21/02/2006
FUNIT311	Operations Doctrine - Detail	Successful	4/04/2005
FUNIT314	Air Attack Guidelines for Fireline Personnel	Successful	12/09/2006
FUNIT333	4x4 Vehicle - Non-Recovery	Successful	1/11/2006
FUNIT342	AIMS/IMS - Awareness	Successful	20/01/2007
FUNIT387	Vector Strategic Scenario	Successful	23/10/2009
FUNIT391	AIMS/IMS Planning Officer	Successful	23/10/2009
FUNIT407	AIMS/IMS - Management	Successful	20/04/2007
FUNIT410	Portable Fireground Communications	Successful	20/02/2008
FUNIT413	4x4 Familiarisation - Medium Response (Zone Appliances	Successful	18/09/2006
FUNIT487	Mass decontamination - TENT	Successful	28/05/2007
FUNIT511	BFS Maintenance Inspection refresher training	Successful	1/07/2009
FUNIT520	Compliance and Prosecution Course	Successful	12/08/2009
FUNIT528	Prepare, Stay and Defend or Go Early	Successful	4/11/2007
FUNIT551	Greater Alarm Response System - GARS Awareness	Successful	18/02/2008
FUNIT660	Evidence Collection	Successful	27/11/2008
HLTCPR201A-1	Perform CPR-activity	Successful	31/07/2008
HLTCPR201A-1	Perform CPR-activity	Successful	23/11/2009
HLTFA301B-1	Apply First Aid - activity	Successful	22/11/2010
HLTFA404A-1	Advanced Resuscitation - activity	Successful	31/07/2008
HLTFA404A-1	Advanced Resuscitation - activity	Successful	23/11/2009

Learning History

Gordon Hemphrey

Person No: 001234

Includes Profiles:
001234 20 QFRS

Region: QFRS South Eastern Region

Organisation Unit: QFRS SE Community Safety Operations Command

Course	Status	Date
HLTFA404A-1 Advanced Resuscitation - activity	Successful	22/11/2010
PUAFIR204A-1 Respond to Wildfire-assessment	Successful	30/07/2003
PUAFIR207B-1 Operate breathing apparatus (open circuit)-activity	Successful	01/02/2010
PUAFIR303A-1 Suppress Wildfire course	Successful	25/06/2007
PUAFIR307A-1 Monitor Hazardous Atmospheres course	Successful	13/03/2009
PUAFIR501A-1 Conduct Fire Investigation and Analysis Activities-Assessment	Successful	22/08/2008
PUAFIR507A-1 Inspect Building Fire Safety Systems-assessment	Successful	22/12/2005
PUAFIR509A-1 Implement Prevention Strategies-assessment	Successful	15/11/2005
QFR105-1 Compartment Firefighting - Flashover/Backdraught course	Successful	12/06/2003
QFSA01-1 Introduction to Workplace Assessment course	Successful	16/11/1998
QFSA02-1 Assessment Characteristics course	Successful	16/11/1998
QFSA03-1 Planning and Initiation of Assessment course	Successful	16/11/1998
QFSA04-1 Recording and Review of Procedures course	Successful	16/11/1998
QFST01-1 INTRODUCTION TO TRAINING course	Successful	17/02/1998
QFST02-1 Training Preparation course	Successful	17/02/1998
QFST03-1 Instruction Techniques course	Successful	17/02/1998
QFST04-1 ROLE OF THE MENTOR course	Successful	17/02/1998
RARINC-1 RAR INCIDENT MANAGEMENT course	Successful	2/07/1998
RARORG-1 RAR ORGANISATION course	Successful	2/07/1998
RARRES-1 RAR RESCUE TECHNIQUES course	Successful	2/07/1998
RARVEH-1 RAR ROAD VEHICLE CONSTRUCTION course	Successful	2/07/1998
SHLC015 Alcohol and other drugs awareness for Supervisors	Successful	24/09/2010
SPDC110 Introduction to Privacy	Successful	23/11/2009
X_FPBF01 Building Fire Safety Level 1: 40 hour Course	Successful	26/02/1999
X_FPCH001 Chainsaw Operator: 2 Day Course	Successful	1/01/1998
X_FPDRV01 Defensive Driving Level 1: 8 hour Program Qld Transport	Successful	1/01/1998
X_FPDRV02 Defensive Driving Level 2: 16 hour Course	Successful	1/01/1998
X_FPDRV03 Defensive Driving Level 3A: 4 hour Course	Successful	1/01/1998
X_FPDRV04 Defensive Driving Level 3B: 8 hour Course	Successful	1/01/1998
X_FPHZM01 Hazardous Materials Management 16 Hour Course	Successful	19/05/1998
X_FPOTR01 Officer Training S/O: Station Officer FPO2-PP1 Theory	Successful	1/01/1998
X_FPOTR02 Officer Training S/O: Station Officer FPO2-PP1 Practical	Successful	1/01/1998
X_FPRES01 RAR Level 1 Operator: 40 Hour Course	Successful	6/07/1998
X_FQ400P1 Q4 Fire Incident Practical Assessment: Q-Step 4 Practical Assessment Fire incident	Successful	31/12/1997

Learning History

Gordon Hemphrey

Person No: 001234

Includes Profiles:
001234 28 QFRS

Region: QFRS South Eastern Region

Organisation Unit: QFRS SE Community Safety Operations Command

Course

Completed

X_FQ400P2 Q4 Emergency Incident Practical Assessment: Q-Step 4 Practical Assessment Emergency Incident / Chemical	Successful	31/12/1997
X_FQ400U1 Q4 Organisation & Management Workplace Health & Safety: Unit 1 Q-Step 4	Successful	5/05/1997
X_FQ400U2 Q4 Fire Prevention / Safety, Administration: Unit 2 Q-Step 4	Successful	6/06/1997
X_FQ400U3 Q4 Fire Investigation: Unit 3 Q-Step 4	Successful	6/05/1997
X_FQ400U4 Q4 Supervision & Workplace Communications: Unit 4 Q-Step 4	Successful	13/03/1997

"CRM-2"



Queensland Government
Working Together

Statewide Integrate Operational Planning Process

Making State Operations More Effective

Summary of the duties which are performed by the Duty Manager Operations for the South East Region of the QFRS.

1. Operational

1.1 From a strategic operational focus, the DMO may request the attendance of a senior officer to attend an emergency. Additionally due to time or distance the DMO may become a member of the incident management team at a variety of emergency incidents. From a tactical operational focus, where appropriate, they may assume command or control at large-scale multi-appliance and agency incidents.

- 1.2 They coordinate the efficient strategic placement of resources throughout the South East Region for both business and after hours.
- 1.3 They supervise, as required, appliance mobilisation, logistics and resource management through Firecom.
- 1.4 They supervise the management of media relations during all incidents which they attended.
- 1.5 They review on-call and operational procedures.
- 1.6 In accordance with approved policy, they ensure post-incident support and debriefs are conducted.
- 1.7 They are required to foster and maintain fire-fighter relationships at all times; and where required, able to assist in interpreting and applying QFRS policy, procedures and legislation.

- 1.8 They provide advice and input with an operational focus, when crews have tested building special fire services, through consultation and discussion with building owners/occupiers and the Community Safety Department staff. Additionally they provide an advisory link between operational crews/activities, training and building fire safety.
- 1.9 They visit stations across the region to review the implementation of Operations Doctrine and listen to the operational needs of the staff.
- 1.10 They monitor, counsel and support staff in the area of Operational Effectiveness providing continual improvement.
- 1.11 Monitor the BOM for potential adverse weather and ensure the appropriate resources are located and staffed as required.

2. Strategic Leadership

- 2.1 They review the service delivery between QFRS and Emergency Management Queensland (EMQ) - in particular QFRS Scientific Unit, in collaboration with Internal and external agencies to enable QFRS to enhance service delivery.

- 2.2 They engage in the strategic alliances between QFRS and other Department of Community Safety (DCS) agencies and external agencies. For example, mutual aid protocols and liaison officer with:
 - (a) Queensland Police Service, and the Joint Emergency Service Coordination Centre (JESCC)
 - (b) Queensland Ambulance Service (QAS)
 - (c) Brisbane DMO
 - (d) Coolangatta Airport Fire Service
 - (e) Australian Federal Police
 - (f) Hazardous Industries
 - (g) Queensland Higher Education Facilities (example: Griffith University)
 - (h) All local governments within their region.
 - (i) Councils for pressure and flow tests and recycled water issues.

- (j) Liaison Officer with State Emergency Services (SES) (Catering, manpower and logistic resources)
- (k) Liaison Officer for Energex
- (l) Liaison officer with the rural division within South East Region.

2.3 They ensure that regional operations, service and policies are strategically focussed on fire prevention, public safety and emergency response.

2.4 They coordinate their budget for area of responsibility.

2.5 They engage in the Mobilising Committee with Brisbane region.

2.6 They review the operational plans for QFRS involvement in Indy, Schoolies and New Years Eve events.

3. Community Safety

3.1 They are the QFRS representative when required for media issues.

- 3.2 They consult with the Rural Operations Officer, to set Wildfire Alert Levels after reviewing regional conditions and appropriate risk assessments.
- 3.3 For Major Events Management they provide the strategic overview in conjunction the QFRS Events Officer, QPS, QAS, St Johns Ambulance, EMQ, Queensland Dept Of Transport, security companies, the local government, transportation providers, and a wide range of other key stakeholders. In addition they provide QFRS requirements for event managers to consider when drafting or reviewing their Event Management Plan.
- 3.4 They provide the link between building managers or owners to enhance operational response to an emergency as a result of "Lessons Learnt". This may be in conjunction with the Community Safety Dept.

4. Response

- 4.1 They respond in accordance with procedures as developed in collaboration with Superintendents, and approved by the Assistant Commissioner.

They attend incidents where:

- There is injury, death, political interest, and media interest, and larger joint agency involvement, large or protracted circumstances.
- Response by a Superintendent or other Inspector would be longer than that of the DMO due to distance or time.
- The incident was of a significant nature or a GARS level to warrant the attendance of a number of Senior Officers to provide an efficient management of the incident.

4.2 They coordinate multi-regional response, with South West and Brisbane or cross boarder as agreed with the relevant region(s) or service through ongoing inter-region or agency cooperation and coordination

4.4 They prepare for the activation and the sustainability of the Regional Operations Co-ordination Centre (ROCC) room at Firecom during bushfire and other large emergency incidents.

They also monitor the links from ICC, ROCC and SOCC ensuring that efficiency is maintained in communications at all times.

4.5 They adopt a strategic operational focus when providing support for major incidents, including;

- The formation of interstate and intrastate strike teams and task forces, by maintaining regional coverage of on call seniors and other staff)
- Liaise with the State Operation Co-ordination Centre (SOCC) and monitor the ROCC email for logistics requests.
- Liaise with the air operations controller regarding fires and other emergencies within the S.E. Region
- Authorise workshop staff after hours in the South East Regions
- Authorise Firecom staff to be used during high risk or high activity times.
- Enhance inter-agency working relationships.

5. Management of staff

5.1 Check Vehicle Crewing and Org Crewing on OMS at the beginning of each shift, to ensure the efficient use of overtime to replace staff, and to ensure a strategic balance of qualified staff and Technical Rescue staff and resources across the region.

5.2 Manage the strategic placement of staff to maximise QFRS service delivery.

6. Audit (Emergency Incident)

6.1 Audit operational procedures at the fire ground to meet the requirements of Operational Doctrine.

6.2 Monitor word back during and after an incident and take steps to improve wordback as per the QFRS Radio Procedures Handbook.

6.3 Audit vehicles and operational equipment on a regular basis to ensure operational readiness.

7. Day-to-day staffing

7.1 Manage and review the staffing levels as agreed in the South East Region Absence Management Procedure.

7.2 Authorise removal of appliances from duty in accordance with the above procedure.

7.3 Authorise movement of fire appliances and crew from their operational area for training and maintenance.

8. Training

- 8.1 Take a strategic focus with MRT, and work with Stations Officers and Captains to provide a coordinated approach to on-shift training.
- 8.2 Ensure that all aspects of the Operational Doctrine, including all command and control roles and responsibilities are continually updated to all stations.
- 8.3 Liaise with key stakeholders with regard to Operation Protocols and Key Expectations in operational response.
- 8.4 Involved with the operations management component of Station Officer Assessments, by providing operational knowledge and expertise.
- 8.5 Provide support to the Area Directors by assisting them with a coordinated approach to exercises, including realistic scenario development.



Account



"CRH-3"
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Item MobileNet National Direct Dialed Calls - Itemised continued

Mobile: G. Humphrey (Reg. Fee Invoiced by Bond)
(Cooking Amb.)

OPERATING FROM ROC RAO Sligh.

MobileNet National Direct Dialed calls continued

	Date	Time	Origin	Number	Rate	Min:Sec	Incl GST \$
	MobileNet 0114 348 162 continued						
7258	09 Jan	08:36 pm	Up Coom Vt			3:30	1.13
7259	10 Jan	07:27 am	Stacyton			0:42 2	0.22
7260	10 Jan	07:30 am	Ormeau Ntn			1:33 Firecom SER.	0.49
7261	10 Jan	07:32 am	Ormeau			1:30 Acting AC SER.	0.24
7262	10 Jan	08:31 am	Beentleigh S			0:39 Firecom SER.	0.21
7263	10 Jan	08:49 am	Beentleigh S			1:07 SER Tech. Rescue Board.	
7264	10 Jan	10:33 am	Beentleigh S			0:44 Firecom SER.	0.23
7265	10 Jan	01:01 pm	Beentleigh S			1:52 SER Tech. Rescue Board.	
7266	10 Jan	01:49 pm	Beentleigh S			1:53 SER Tech. Rescue Board.	
7267	10 Jan	01:52 pm	Stacyton			0:27 Director Callbox	
7268	10 Jan	02:40 pm	Beentleigh S			1:34 Director Callbox	
7269	10 Jan	03:05 pm	Beentleigh S			0:65 Firecom SER.	0.30
7270	10 Jan	03:09 pm	Mossage Bank			0:17 DMD Brisbane	0.04
7271	10 Jan	03:37 pm	Beentleigh S			0:28 Firecom SER.	0.14
7272	10 Jan	03:41 pm	Beentleigh S			1:24	0.45
7273	10 Jan	03:48 pm	Beentleigh S			1:24	0.45
7274	10 Jan	03:54 pm	Beentleigh S			1:22	0.44
7275	10 Jan	05:00 pm	Beentleigh S			4:31	1.44
7276	10 Jan	05:16 pm	Beentleigh S			0:33	0.19
7277	10 Jan	05:50 pm	Beentleigh S			0:39	0.19
7278	10 Jan	07:28 pm	Beentleigh S			0:11	0.06
7279	10 Jan	07:28 pm	Beentleigh S			0:59	0.32
7280	10 Jan	07:38 pm	Beentleigh S			0:26	0.14
7281	10 Jan	07:46 pm	Beentleigh S			3:17	1.05
7282	10 Jan	08:51 pm	Beentleigh S			2:10	0.72
7283	10 Jan	09:00 pm	Beentleigh S			0:17	0.05
7284	10 Jan	10:57 pm	Coom Vt			2:38	0.84
7285	11 Jan	05:53 am	Coomera Ntn			3:18	0.63
7286	11 Jan	06:41 am	Beentleigh S			2:28	0.79
7287	11 Jan	06:51 am	Usseloigh			3:35	0.67
7288	11 Jan	06:55 am	Beentleigh S			2:26	0.77
7289	11 Jan	07:05 am	Beentleigh S			0:45	0.24
7290	11 Jan	07:09 am	Beentleigh S			0:32	0.17
7291	11 Jan	07:14 am	Beentleigh S			2:40	0.80
7292	11 Jan	07:18 am	Beentleigh S			0:26	0.13
7293	11 Jan	07:28 am	Beentleigh S			3:27	0.10
7294	11 Jan	07:37 am	Beentleigh S			0:59	0.32
7295	11 Jan	07:56 am	Beentleigh S			1:02	0.10
7296	11 Jan	08:02 am	Beentleigh S			1:52	0.60
7297	11 Jan	08:34 am	Beentleigh S			0:21	0.09
7298	11 Jan	08:36 am	Beentleigh S			1:03	0.35
7299	11 Jan	08:49 am	Beentleigh S			0:40	0.11
7300	11 Jan	08:01 am	Beentleigh S			0:23	0.13
7301	11 Jan	08:21 am	Beentleigh S			0:55	0.29
7302	11 Jan	09:34 am	Beentleigh S			0:52	0.28

