

**QUEENSLAND FIRE AND RESCUE SERVICE**  
**RESPONSE TO QUEENSLAND FLOODS COMMISSION**  
**OF INQUIRY – Interim Report – Paragraph 5.3.2**

**Introduction:**

The Queensland Fire and Rescue Service ("QFRS") is committed to providing the Queensland Floods Commission of Inquiry ("the Commission") with all information that may assist in considering the role that QFRS played in preparing and responding to the flooding events that are the subject of the Commission.

QFRS has obtained additional information to inform the Commission regarding the matters raised in paragraph 5.3.2 of the interim report, including:

- i) Obtaining further information from QFRS officers, including the Assistant Commissioners, Inspectors and other QFRS officers from the relevant regions;
- ii) Manually reviewing recordings (approximately 25 hours) from the Fire Communications Centre in the South Eastern and South Western Regions;
- iii) Requesting telephone records of key telephone numbers during the relevant period; and
- iv) Re-organising and updating spreadsheets to clearly communicate relevant QFRS operational data for the relevant period.

In addition to the written material, the QFRS reiterates its offer to provide a Senior Officer to explain and assist with interpreting the accompanying spreadsheets.

It should be noted that numerous planning and preparation activities were undertaken in both the South-Eastern and South-Western Regions to prepare for the wet-season from October 2011. A schedule detailing the specific actions taken in each region was attachment "DCS-08" of the *State of Queensland Submission to the Queensland Floods Commission of Inquiry (Part 3-Community Safety 1-of-3)*.

## **South-Eastern Region**

### **Question 1:**

#### ***Whether management staff of the Queensland Fire and Rescue Service responded promptly to station officer requests for more staff on 10 January 2011?***

If a Station Officer has a request for more staff, the request can either be made directly to the Fire Communications Centre (who would pass on the request to senior management) or directly to a member of the senior management team.

On the 10 January 2011, the relevant Senior Managers within the South Eastern Region were the Duty Manager Operations (Gordon Hemphrey) and the Acting Assistant Commissioner (John Gresty).

A review of telephone records include a record that the following calls were made from the Ipswich Fire Station to the following officer's mobiles on the morning of 10 January 2011:

- Duty Manager Operations (Gordon Hemphrey) at 07:24am (call duration 1 minute 27seconds);
- Acting Assistant Commissioner (John Gresty) at 08:50am (call duration 1 minute, 53 seconds);
- South East Region Rescue Coordinator (Scott Beasley) at 08:57Aam (call duration (2 minutes, 3 seconds).

While the content of these calls is not known, the call times are generally consistent with those outlined by Station Officer Mark Stevenson in his Addendum Statement to the Commission dated 29/04/2011.

A complete copy of these records is held by QFRS and can be made available.

While the records do not indicate whether the relevant calls were connected or were diverted to voice mail, neither Mr Hemphrey, nor Mr Gresty can specifically recall receiving a telephone call from Station Officer Stevenson (or any other Station Officers) requesting more staff on the morning of 10 January 2011. However, at approximately 08:30am on the morning of 10 January 2011, Acting-Assistant Commissioner John Gresty made a decision to recall 2 (Level 2) swift water rescue technicians to duty. Phil Paff and Nathan Chadwick subsequently reported for duty and later responded to incidents as the events of the day unfolded.

For completeness QFRS have also reviewed the recordings of the Fire Communications Centres in both the South-Eastern and South-Western regions for the morning of 10 January 2011 and advise that there is no record of any requests from station officers to the Fire Communications Centres requesting more staff. An electronic copy of the Fire Communications recordings for both the South-Eastern and South-Western Regions (capturing communications made between 6:00am and 2:00pm on 10 January 2011) is held by the Department and can be made available.

**Question 2:**

***Whether management staff of the Queensland Fire and Rescue Service took all reasonable steps to recall staff to ensure operational preparedness for the events of 10 January 2011.***

**State of preparedness as at 10 January 2011**

There are sixteen permanent fire stations in the South-Eastern Region, and eighteen auxiliary stations.

Of the permanent stations, three stations have specialist technical rescue vehicles and were staffed as follows on the 10 January 2011:

- Ipswich Fire Station had a full complement of 6 staff (to crew one fire-fighting appliance and one rescue truck), including 1 Level Two swift water technician.
- Beenleigh Fire Station had a full complement of 6 staff (to crew one fire-fighting appliance and one rescue truck), including 1 Level Two swift water technician.
- Robina Fire Station had a full complement of 6 staff (to crew one fire-fighting appliance and one rescue truck), including 2 Level Two swift water rescue technicians.

At approximately 8:30am operational decisions based on the prevailing weather conditions, were made resulting in management in the South-Eastern Region:

- Moving Rescue Vehicle **645M** (and its crew) from Ipswich to Gatton to ensure a QFRS response capability in Gatton (and generally the Lockyer Valley) in the event that QFRS vehicles from Toowoomba might be prevented from travelling down the Toowoomba Range. (This vehicle responded and the first recorded response for this vehicle was incident QF6-11-002658 – Incident time 10:49am);
- Moving Fire Appliance **635K** (the Beenleigh Rescue Truck) to Ipswich to ensure continued coverage and response from the Ipswich Fire Station. (This vehicle responded and the first recorded response for this vehicle was incident QF6-11-002630 – Incident time 10:15am);
- Moving Rescue Vehicle **640M** (crewed by two swift water technicians) from Robina to Beenleigh to provide support to either the South or the West of the Region as required;

### **Staff Recalled**

At approximately 08:30am, as a result of a conversation between the Acting Assistant Commissioner, South-Eastern Region and the Assistant Commissioner South-Western Region, Acting Assistant Commissioner John Gresty directed the Duty Management Officer ("DMO") to recall 2 Level Two swift water rescue technicians to duty (Phil Paff and Nathan Chadwick) to crew an additional rescue vehicle which was to be sent to Gatton so that it would be in a position to respond to incidents as they arose. Technicians Paff and Chadwick reported as directed and the first recorded response for these technicians was incident QF6-11-002658 – Incident time 10:49am.

These additional technicians were (Phil Paff and Nathan Chadwick) over and above the 4 technicians already rostered on in the South East Region.

All incidents identified above are captured in "**Attachment 1**".

### **Question 3:**

***Whether management staff of the Queensland Fire and Rescue Service communicated weather forecasts and warnings to station officers in order to give stations some forewarning of what local conditions were likely to be and ensure that stations were as prepared as possible for the events of 10 January 2011.***

Management in the South East Region communicated with QFRS personnel at all levels (Permanent Stations, Auxiliary Stations and Rural Brigades) to discuss their brigade's capacity to respond in light of the unfolding weather conditions. The specific details of those communications are as follows:

#### **Permanent Stations**

On the morning of 10 January 2011, Duty Operations Manager (Gordon Hemphrey) contacted Station Officers at both Ipswich and Beenleigh Fire Stations to monitor staffing levels (in light of the prevailing weather conditions) and ensure that there were adequate staff on shift to respond to swift-water rescue incidents (if required). As outlined in Question 2, Mr Hemphrey also arranged for the movement of resources and staff to respond to incidents arising as a result of the prevailing weather conditions.

### **Auxiliary Stations**

On the morning of 10 January 2011, the Gatton Area Commander, Inspector David Caughley, telephoned auxiliary brigades in Helidon, Forest Hill, Esk, Lowood, Toogoolawah, Rosewood, Marburg and Laidley to ascertain how the prevailing weather conditions might affect each brigade's access and ability to properly respond. Inspector Caughley also conducted a physical check on the Gatton Fire Station.

(See "**Response to Commission Requirement 1616112, filed in the Commission on 3 June 2011 at Q2**" – Extract of the Sworn statement of David Caughley as previously provided to the Commission in response to Requirement 1616112.)

### **Rural Brigades**

Rural Brigades were contacted by telephone in Central Lockyer, Mulgowie, Lockyer Waters, Blenheim, Hattonvale, Summerholm, Pine Mountain, Marburg, Mount Forbes, Flinders Peak, Mutdapilly, Lower Mount Walker, Grandchester, Ripley Valley, Mont Mort, Roadvale, Rosevale, Kalbur, Mount Alford, Aratule, Warril View and Mount Walker.

(See "**Response to Commission Requirement 1616112, filed in the Commission on 3 June 2011 at Q2.**" – Email from [REDACTED] dated 10 January 2011 at 12:19pm.)

Management in the South-Eastern Region were proactive in ensuring that there were sufficient resources based on the weather data available on the evening of 9 January and the morning of 10 January 2011. It should be noted that there was no specific intelligence to suggest that such a severe weather event was expected.

### **Incident Action Guide 3.5**

In addition, in QFRS, the Officer in Charge has a responsibility to maintain situational awareness which includes the monitoring of weather conditions.

This is reflected at paragraphs 3(b) and 3(c) of Incident Action Guide 3.5 where it provides:

*(b) The Officer-in-charge should ensure that planning occurs for local response to a swiftwater rescue. This may be achieved by identifying potential rescue sites previous rescue sites and then identifying site risks and local procedures. Where sites have been identified, undertake familiarisation activities, including training and simulated exercises, to identify equipment required, natural anchors, access and site specific hazards. Plan access to potential sites taking into account road and bridge closures from flooding.*

*(c) Anticipate potential rescues by monitoring weather situations such as prolonged heavy rain, impending storm activities or flooding. Liaise with local State Emergency Service (SES) groups and Queensland Ambulance Service (QAS) to promote interoperability for rescue operations. Ascertain what resources are available to assist within the area.*

It is noted that this directive provides for a broad responsibility for Officers in Charge at all levels to maintain an awareness of prevailing weather conditions and to take

appropriate action. At the station level, the 'Officer in Charge' is the Station Officer and officers working at this level are expected to monitor weather conditions (by direct observation and accessing the Bureau of Meteorology "BOM" website) to maintain situational awareness as required by the Incident Action Guide.

A copy of Incident Action Guide 3.5 is attached and marked "**Attachment 2**")

## **South-Western Region**

### **Question 1:**

***Whether management staff of the Queensland Fire and Rescue Service responded promptly to station officer requests for more staff on 10 January 2011?***

As with the South-Eastern Region, a Station Officer who wishes to request more staff can do so either by contacting the Fire Communications Centre (who will seek approval from a member of the region's senior management team) or by directly contacting a member of the senior management team.

As at 10 January 2011, the members of the senior management team were the Assistant Commissioner Tom Dawson, Chief Superintendent of the South-Western Region Lindsey Hacket and Inspector Wally Rye.

Statements provided by Station Officers Stewart Dundas and Mark Haddow indicate that they had made attempts to contact Inspector Wally Rye by calling his mobile telephone for the purpose of requesting additional staff, but were unable to contact him.

Telephone records indicate that there were two calls made from the mobile phone of fire vehicle 311A to Mr Rye's Mobile at approximately 11:50AM and it is noted that Station Officer Dundas was on the crew of that vehicle on 10 January 2011.

A complete copy of these records is held by QFRS and can be made available.

While the records do not indicate whether the relevant calls were connected or diverted to voicemail, neither Mr Rye, nor any other member of the senior management team can recall having a conversation with either Station Officer Dundas or Station Officer Haddow regarding a request for more staff on the morning of 10 January 2011.

Inspector Rye has been on a long absence due to a serious illness. Inspector Rye has advised that he was at the Toowoomba LDMG meeting on the morning of 10 January 2011, before relocating to the Fire Communications Centre at approximately 1:30pm when the severe weather event commenced. Mr Rye has also advised that he does not have a written record of his activities on the day.

In the event that Station Officers needed to contact management to make a request for more staff and were unable to contact Mr Rye, they had the option of contacting the Fire Communications Centre (who would pass on the request to other senior management), or directly contacting another member of the senior management team.

In addition (as outlined in the response to Question 1 for the South-East Region) QFRS have reviewed the recordings of the Fire Communications Centre in both the South-Eastern and South-Western regions for the morning of 10 January 2011 (between 6:00am and 2:00pm) and advise that there is no record of any requests from station officers to the Fire Communications Centres requesting more staff. An electronic copy of the Fire Communications recordings for both the South-Eastern and South-Western Regions is held by the Department and can be made available.

**Question 2:**

***Whether management staff of the Queensland Fire and Rescue Service took all reasonable steps to recall staff to ensure operational preparedness for the events of 10 January 2011.***

The South-Western Region is made of up of three permanent fire stations (Kitchener Street Toowoomba, Anzac Avenue Toowoomba, and Warwick), and forty auxiliary stations.

**Permanent Stations**

On 10 January 2011:

- The Kitchener Street Fire Station had a full complement of 6 staff, including 2 Level Two swift water rescue technicians;
- The Anzac Avenue Fire Station had a full complement of 4 staff;
- The Warwick Fire Station had a full complement of 4 staff, including 1 Level Two swift water rescue technician.

To ensure the constant availability of staff during the prevailing weather conditions, a direction was given by the Assistant Commissioner that any absence or leave was to be backfilled (through overtime) to ensure that there was always a full contingent of staff to respond if necessary. This direction was in place from 22 December 2010 until early February 2011 and was in place (and followed) on 10 January 2011.

In addition, a cache of swift water rescue equipment and 3 additional support vehicles had also been moved to the Kitchener Street Station on 23 and 24 of December 2010, to provide for additional regional swift water rescue capacity if required.

**Auxiliary Stations**

At approximately 12:30pm, based on the unfolding weather conditions, Assistant Commissioner Tom Dawson, directed Firecom to inform and prepare those Auxiliary stations located in the Toowoomba Command and east of Dalby to ensure that they were aware of the existing conditions and ready to respond if their assistance was required.

In response to the Assistant-Commissioners direction, the following stations were contacted and it was confirmed that:

- Toowoomba Command Auxiliary Station (at Highfields) had sufficient staffing to crew 2 vehicles (and were subsequently utilised).
- Oakey Station was fully crewed and on standby.
- Pittsworth Station had sufficient staff to crew two vehicles and all crews were placed on standby.
- Millmerran Station was placed on standby and kept at the station to provide response to Millmerran, Pittsworth, Oakey or further support to Toowoomba if required.
- Auxiliary crews from Anzac Avenue were assembled and crewed their own appliance, as well as making up additional crews on all available spare appliances that were kept at Anzac Avenue Fire Station.

**“Attachment 3”** details the various incidents attended by crews in the South-Western Region on 10 January 2011.

#### **Staff Recalled**

As directed on the 24 December 2010, Kitchener Street Station was directed to ensure 2 Level Two swift water rescue technicians on each shift, until further notice from the Assistant Commissioner.

On the evening of 9 January 2011, there was a flooding event at Grantham and staff were called back and responded to this incident.

Those staff included:

- A Level Two swift water technician Senior Firefighter [REDACTED] was called back for the entire shift commencing at 1700pm to 0700am hours. This resulted in one additional staff member being on duty, making for a total of 7 officers on duty at the Kitchener Street Fire Station.
- Station Officer Stewart Lange (Level Two swift water rescue technician and Technical Rescue Regional Co-ordinator) was recalled and responded at 00:06am on the 10/01/2011.
- Senior Firefighter Scott Frame and Station Officer Steve Horvath (both Level Two swift water rescue technicians) were recalled and responded at 00:36am on the 10/01/2011. It should also be noted that these officers responded in one of the additional rescue vehicles that was on stand-by at the Kitchener Street Fire Station.

**“Attachment 4”** provides a record of the incident and the attending QFRS staff.

On the completion of this incident on the morning of 10 January 2011, all vehicles were refurbished and made ready for operational service. Due to the intense physical workloads experienced throughout the night, the additional staff (that were recalled) were directed to go home and rest (to manage fatigue), but to remain on stand-by to be called back in the event that they were required.



In addition, Station Officer Stewart Lange (the Technical Rescue Regional Co-ordinator) handed over his role to his prearranged second in command, Senior Firefighter David Crighton. "**Attachment 5**" is a record of the conversation between Station Officer Lange and the Fire Communications Centre advising same.

This ensured that there were adequate Level Two swift water rescue technicians available to respond in the event of an incident requiring their expertise.

**Question 3:**

***Whether management staff of the Queensland Fire and Rescue Service communicated weather forecasts and warnings to station officers in order to give stations some forewarning of what local conditions were likely to be and ensure that stations were as prepared as possible for the events of 10 January 2011.***

The South West Region took steps to confirm that brigades throughout the region were aware of the unfolding weather conditions and prepared to respond if necessary.

Management in the South Western Region activated the Regional Operational Coordination Centre ("ROCC") in late December 2010 and it remained in operation on Monday 10 January 2011. On 10 January 2011 the Regional Fire Commander, the Director of Regional Operations and the ROCC Duty Manager were all monitoring weather patterns.

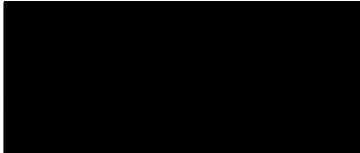
On the morning of 10 January 2011, a weather alert was broadcast for Dalby and the Assistant Commissioner (South West Regions) directed that this information be communicated to the Toowoomba Fire Station. In response to this direction the Fire Communications centre communicated this information to (by telephone) to Fire-Fighter Mark Haddow who was crewing the 311K rescue vehicle. ("**Attachment 6**"). This warning was also communicated to the Kitchener Street Fire Station ("**Attachment 7**").

The Assistant Commissioner also contacted the Dalby Command Centre to confirm that they were aware of the weather report from the BOM and that their auxiliary station was ready to respond if necessary. It should be noted that there were already 4 Level Two swift water technicians that were pre-deployed to Dalby, prior to 10 January 2011.

The South Western Region was not forewarned of the extraordinary and disastrous flash flooding that impacted on Toowoomba or the Lockyer Valley on 10 January 2011. As indicated in attachments the weather data indicated heavy rainfall in the Dalby area, and the decisions made by management in the South-Western region were in response to the weather data being provided and observations of the unfolding weather conditions. Once it became apparent that a severe weather event was unfolding, the management team in the South Western Region moved quickly to place all available resources in a position including recalling all available staff (both operational and FireComm) and placing two senior officers (Inspector Wally Rye and Superintendent [REDACTED]) in the Fire Communications Centre to assist in the operational response to the unfolding events of the day.

As indicated in the response to Question 3 for the South-Eastern Region, paragraphs 3(b) and 3(c) of Incident Action Guide 3.5 provide that all officers in charge (including Station Officers) should be proactive in monitoring prevailing weather conditions and taking action as appropriate.

QFRS again reiterates the offer to meet with the Commission to answer any further questions that the Commission may have and to provide an update of the initiatives and improvements that have been undertaken since the flooding events of 2010/2011.



**Lee A Johnson** AFSM MIFireE  
**Commissioner, Queensland Fire and Rescue Service**

**13 September 2011**

Escad Incident Number	Incident Date	Incident Time	Property Number	Street Name	Suburb	OMS Incident Type Code	OMS Incident Type Description	A43_Responding_Rigade	Responding Station Name	Callsign	Crew Members	Comment
QF6-11-002630	10/01/2011	10:15:36	null	0-0 OLD ROSEVALE	Warrill View, Ipswich	363	Swift Water Rescue	360304	Harrisville	671A	Betzold, Mark Joseph; Sardie, Desmond George (SWRL1); Kirchner, Travis (SWRL2); Weir, Kerry John (SWRL2); Stephenson, Mark (SWRL1)	Vehicle in floodwater with (1) person inside
								360305	Ipswich	645M	Staples, Kim (SWRL2); Fletcher, Robert James (SWRL1)	
								360203	Beenleigh	635K	Prest, Darren (SWRL1); Burns, Michael John (SWRL1); Browning, Jeffrey Paul (SWRL1); Jones, Ashley John (SWRL1)	
QF6-11-002658	10/01/2011	10:49:41	null	0-0 UNDULLAH	Undullah	360	Water and ice-related rescue; insufficient information to classify further	360303	Bundamba	643A	Staples, Kim (SWRL2); Fletcher, Robert James (SWRL1)	Vehicle in floodwater with (1) person assist
								360203	Beenleigh	635K	Weir, Kerry John (SWRL2); Stephenson, Mark (SWRL1)	
								360305	Ipswich	645Y	Chadwick, Nathan Cole (SWRL2); Paff, Philip Karl (SWRL2)	
QF6-11-002735	10/01/2011	13:32:15	null	MURPHYS CREEK	Upper Lockyer, Lockyer West	363	Swift Water Rescue	360404	Helidon	678A	Mullins, Gregory Brian (SWA); Steere, Shane Andrew (SWRL1); Nash, Keith Brian (SWRL1); Gierke, Danny (SWRL1); Norman; Wedrat, Adrian (SWRL1)	Vehicle in floodwater with (1) person assist
								330109	Toowoomba	311K	Noble, Karl Maxwell (SWRL2); Haddow, Mark Jon (SWRL1)	
								330109	Toowoomba	311A	Ryan, John Haydn (SWRL2); Beard, Shaun Douglas (SWRL1); Dundas, William Stewart (SWRL1); Ott, Shane Ian (SWRL1)	
								360305	Ipswich	645M	Weir, Kerry John (SWRL2); Stephenson, Mark (SWRL1)	
								360305	Ipswich	645Y	Chadwick, Nathan Cole (SWRL2); Paff, Philip Karl (SWRL2)	
								330109	Toowoomba	311Y	Noble, Karl Maxwell (SWRL2); Haddow, Mark Jon (SWRL1)	
QF6-11-002788	10/01/2011	14:15:31	null	SWANBANK	Swanbank, Ipswich	363	Swift Water Rescue	360305	Ipswich	645A	MacKay, Evan Laurence, Harris, James Edward, Tonscheck, Lyle Ian, Lethbridge, David George, De Vere, Anthony (Tony) Peter	Vehicle stuck in floodwater no persons reported
								300093	Tech Rescue	850L	Winks, Dale Colin (SWRL1); Graves, Robert Lennard (SWRL1); Lambourne, Bradley Alexander (SWRL1); Litzow, David Clive (SWRL1)	
QF6-11-002797	10/01/2011	14:20:55	89	MURPHYS CREEK	Postmans Ridge, Lockyer West	369	Water and ice-related rescue not classified above	360405	Laidley	675Y	Tozer, Troy Shaun (SWA); McGrath, John Michael (SWRA); Ilka, Clint Russell ((SWRA), Adamski, Mark Leslie	Report of house washed away with (1) person inside...unable to access
QF6-11-002806	10/01/2011	14:25:03	8618	WARREGO	Helidon, Lockyer West	363	Swift water rescue	360405	Laidley	675A	Eyre, Eric Bruce (SWRA); Capner, Shane Andrew (SWRA); Byrnes, Mark Stanley Robert, Barrett, Craig	Assist multiple persons on vehicles in floodwaters and other locations
								360402	Forest Hill	676A	Marsh, Robert Richard; Soderquist, Stephen Roy (SWRA);	
								300093	Tech Rescue	850L	Mills, Bradley Peter (SWRL2); Neil, Andrew Kenneth (SWRL2)	
QF6-11-002820 (associated incident numbers: 2741;2826;2874)	10/01/2011	14:32:39	null	13-23 DIANA	Postmans Ridge, Lockyer West	363	Swift water rescue	360403	Gatton	677E	McCrackan, Simon John (SWRA); Dixon, Thomas John (SWRL1); Carsburg, Gary Ray (SWRA); Dixon, Geoffrey Mervyn James (SWRL2)	Reported multiple persons requiring assistance
								360405	Laidley	675Y	Tozer, Troy Shaun (SWA); McGrath, John Michael (SWRA); Ilka, Clint Russell ((SWRA), Adamski, Mark Leslie	
								360203	Beenleigh	635K	Caughley, David (SWRL2); Fletcher, Robert James (SWRL1)	
QF6-11-002886	10/01/2011	15:50:48	null	TURNER	Helidon, Lockyer West	342	Water search	360405	Laidley	675Y	McCrackan, Simon John (SWRA); Dixon, Thomas John (SWRL1); Carsburg, Gary Ray (SWRA); Dixon, Geoffrey Mervyn James (SWRL2)	Report of family of roof top
								360408	Rosewood	673A	Mullins, Gregory Brian (SWA); Steere, Shane Andrew (SWRL1); Nash, Keith Brian (SWRL1); Gierke, Danny (SWRL1)	
								360303	Bundamba	643A	Skellern, Daniel James (SWRA)	Investigate report of possible missing person
QF6-11-002906	10/01/2011	16:37:09	1472	MURPHYS CREEK	Murphys Creek, Lockyer West	363	Swift water rescue	360408	Rosewood	673A	Prest, Darren (SWRL1); Burns, Michael John (SWRL1); Browning, Jeffrey Paul (SWRL1); Jones, Ashley John (SWRL1)	
								360405	Laidley	675Y	Tozer, Troy Shaun (SWA); McGrath, John Michael (SWRA); Ilka, Clint Russell ((SWRA), Adamski, Mark Leslie	
								360403	Gatton	677E	McCrackan, Simon John (SWRA); Dixon, Thomas John (SWRL1); Carsburg, Gary Ray (SWRA); Dixon, Geoffrey Mervyn James (SWRL2)	
QF6-11-002964	10/01/2011	18:00:46	null	MCCORMACK	Murphys Creek, Lockyer West	363	Swift water rescue	360404	Helidon	678A	Mullins, Gregory Brian (SWA); Steere, Shane Andrew (SWRL1); Nash, Keith Brian (SWRL1); Gierke, Danny (SWRL1); Norman; Wedrat, Adrian (SWRL1)	Recover (2) deceased persons
								360403	Gatton	677E	McCrackan, Simon John (SWRA); Dixon, Thomas John (SWRL1); Carsburg, Gary Ray (SWRA); Dixon, Geoffrey Mervyn James (SWRL2)	
								360405	Laidley	675A	Eyre, Eric Bruce (SWRA); Capner, Shane Andrew (SWRA); Byrnes, Mark Stanley Robert, Barrett, Craig Alan (SWRA); Jackwitz, Craig Douglas	



## **1. PURPOSE**

- (a) To provide information and guidance for swiftwater rescues.

## **2. APPLICATION**

- (a) Applies to fire officers who may respond to incidents involving swiftwater rescue.

## **3. PRE-INCIDENT PLANNING**

- (a) Fire officers are to receive appropriate training and maintain their competency before undertaking any swiftwater rescues. QFRS has three levels of training, swiftwater awareness, Level 1 Technician (dry rescue only) and Level 2 Technician (dry and wet rescue). Only Level 2 trained personnel are to enter the water. Refer also to Incident Directive 24.1.5.
- (b) The Officer-in-charge should ensure that planning occurs for local response to a swiftwater rescue. This may be achieved by identifying potential rescue sites previous rescue sites and then identifying site risks and local procedures. Where sites have been identified, undertake familiarisation activities, including training and simulated exercises, to identify equipment required, natural anchors, access and site specific hazards. Plan access to potential sites taking into account road and bridge closures from flooding.
- (c) Anticipate potential rescues by monitoring weather situations such as prolonged heavy rain, impending storm activities or flooding. Liaise with local State Emergency Service (SES) groups and Queensland Ambulance Service (QAS) to promote interoperability for rescue operations. Ascertain what resources are available to assist within the area.
- (d) When regional resources are unable to meet response demands due to the scale, intensity and duration of operations, assistance from other regions and/or the Special Operations Unit may be requested. Support for additional Level 2 swiftwater rescue technicians and resources (beyond regional capability) can be arranged by contacting the State Operations Coordination Centre and coordinated with the Special Operations Unit Duty Officer (refer Incident Directive 25.1). This may occur prior to a response to a swiftwater rescue incident, or to standby at areas identified as having a risk of a swiftwater rescue occurring.
- (e) Fire officers must be aware of the importance these activities can have on familiarisation (e.g. hazard recognition and reinforcement of operational practices), and developing the Incident Action Plan (IAP) when an emergency does arise.

## 4. INCIDENT RESPONSE

### 4.1 Determine Tactical Response

- (a) Each swiftwater incident presents many variables (e.g. risks, exposures, available resources). The Incident Controller must adapt knowledge (e.g. pre-incident planning, training, previous experiences and innovative approaches) and obtain incident information to safely resolve the situation with the most effective and efficient use of available resources.
- (b) The Incident Controller will determine the appropriate response using RECEO and PACT to continuously identify hazards, assess the risks, prioritise objectives and apply tactics to control and manage the incident (refer Incident Action Guide 1.3).
- (c) The Incident Controller will identify the incident objectives, which begins from the initial response, so that the Incident Action Plan can be established, implemented and communicated using the SMEACS briefing format.

### 4.2 Specific Incident Information

- (a) Under the State Rescue Policy QFRS is the lead agency for swiftwater rescue incidents. Depending on the incident circumstances and conditions (e.g. swiftwater, floodwater or floodwater with swiftwater) the Officer-in-charge may either be the Incident Controller or the QFRS Commander.
- (b) The following table provides a list of given hazards and other issues associated with swiftwater rescues that may influence tactical priorities.

<b>SPECIFIC HAZARDS FOR: SWIFTWATER RESCUE</b>
<b>Firefighter Safety and Operational Issues</b>
<ul style="list-style-type: none"><li>• Personnel not trained or equipped to perform rescues safely.</li><li>• Structural firefighting gear being worn during rescue.</li><li>• Rescuer being secured by tying rope around waist as safety line.</li><li>• Debris being swept into rescue area.</li><li>• Risk of personnel being swept down stream and becoming a victim during rescue activities.</li><li>• Temperature of water - low temperature will restrict exposure time.</li><li>• Initiate IAP rapidly due to time restraints.</li><li>• Losing sight and position of casualty.</li><li>• Electrical hazards (e.g. powerlines being down in storm conditions).</li><li>• Double the water speed (e.g. quadruple the force exerted).</li><li>• Potential infections from water.</li><li>• SES flood boat crews operation.</li><li>• Unguarded propellers used on flood rescue boats.</li><li>• Rescuers being drowned by panicked casualty climbing on top of them.</li><li>• Low light conditions reducing visibility due to night time rescues and storms.</li><li>• Weather conditions (e.g. storm activity increasing or tidal effects).</li><li>• Immediate medical treatment required for casualty and possibly rescuer.</li><li>• Critical incident stress affecting rescue personnel.</li><li>• Riverbanks becoming unstable and collapsing.</li></ul>
<b>Community Safety and Environmental Concerns</b>
<ul style="list-style-type: none"><li>• Confusion, panic and curiosity of members of the public trying to gain access and assist rescue.</li><li>• Additional rescue due to members of the public attempting rescues.</li><li>• Health and safety of non-QFRS support agencies involved in the incident.</li></ul>

### 4.3 Tactical Implementation

- (a) The Incident Controller (or QFRS Commander) will continuously monitor and review the tactics until the incident objectives are achieved and the incident is resolved. The following tactics specifically apply to swiftwater incidents:
- Assess the situation.
  - Respond level 2 swiftwater rescue technicians.
  - Identify type of swiftwater rescue:
    - Person/persons being swept away by current,
    - Motor vehicle with occupants being swept away into waterways,
    - Person/persons entrapped at a static location.
  - Assess if it is a recovery or rescue mode of operations.
  - Secure any witnesses or responsible parties to provide information.
  - Establish incident control zones and clearly identify the zones with barrier tape (or other visual marker) to restrict the public from entering the water.
  - Determine suitable tactics to effect the rescue with least risk to the rescuer/s (from low to high):
    - **Yell** - stabilise the situation, i.e. give the casualty instructions that will prevent the situation from becoming worse.
    - **Reach** - the rescuer is attached to a safety line with quick release mechanism and attempts to use boat hooks, ceiling hooks or ladders to reach casualty and recover.
    - **Throw** - if victim is out of reach, a throw bag or a secured flotation device is thrown to the casualty and then is hauled in or swung downstream to be recovered.
    - **Wade** - it is sometimes possible to effect a rescue by a rescuer/s wading out to a casualty and bring them back,
    - **Row** - if available boat based operations to have boat tethered and anchored on both banks.
    - **Go-Tow** - a rescuer will approach the casualty with a flotation device and assist the person to be extracted.
    - **Helo** - direct extraction assisted by crewman and pilot to have final say on use of aircraft given weather conditions and access.
  - All personnel working in the rescue area to wear PPE relevant to swiftwater rescues. Do not wear SCBA when entering the water (refer Incident Directive 5.6) and do not wear firefighting PPE (including boots and helmet). Station-wear is acceptable.
  - Appoint an upstream spotter to warn of any floating debris that may impact entrapped casualties.
  - Appoint a downstream safety spotter as a back up for rescuers and casualty/s.
  - Assess the need for additional resources (e.g. helicopters and flood boats) and anticipate with an early request.
  - If casualties are trapped on or in motor vehicle, stabilise vehicle to prevent any movements.
  - Use of thermal imaging camera to locate persons during low light level operations.
  - Verbal and visual contact with the rescuer to be maintained.
  - Before rescuer enters water to have sufficient personnel suitable equipped to be a safety team.
  - Condition of the rescuer is monitored at all time during the rescue (fatigue and hypothermia).
  - Areas near bridges or roads to have traffic safety measures in place.
  - Instructions are provided to non-QFRS support agencies (including PPE requirements).
  - Continually assess and manage the risks for the duration of the incident.

## 5. POST-INCIDENT RECOVERY

(a) The Incident Controller (or QFRS Commander) will:

- Ensure that overhaul is conducted (refer Incident Action Guide 1.4) and de-mobilisation of resources and de-escalation of the Incident Management System occurs.
- Ensure that the integrity of evidence at the scene is preserved and record all relevant information and observations.
- Liaise with the relevant agency/s to ascertain the impact of the hazard and if further QFRS involvement is required, before handing the situation to relevant authority (as required).
- Conduct an incident debrief and then a post-incident analysis, to identify improvements to procedures, training and equipment (refer Incident Management System 2.10).
- Initiate the Critical Incident Stress Management (CISM) de-briefing process as necessary (refer Incident Directive 13.1).
- Ensure that all equipment to be checked for damage cleaned and/or replaced.

## 6. TACTICAL SUMMARY

### TACTICAL SUMMARY: SWIFTWATER RESCUE

- Assess situation (e.g. rescue or recovery mode).
- Request relevant/additional resources including Level 2 swiftwater rescue technicians.
- Establish incident control zones and clearly identify with barrier tape (or other visual marker).
- Identify type of swiftwater rescue:
  - person/s being swept away by current,
  - motor vehicle with occupants being swept away into waterways,
  - person/s entrapped at a static location.
- Determine suitable tactics to reduce risk to rescuers - Yell, Reach, Throw, Wade, Row, Go-Tow, Helo
- Wear assessed level of PPE for water rescue duties
- SCBA and structural firefighting PPE must not be worn when entering the water.
- Appoint upstream spotter to warn of any floating debris.
- Appoint downstream safety spotter as a back up for rescuers and casualty/s.
- Before rescuer enters water to have sufficient personnel suitable equipped to be a safety team.
- If casualties are trapped on or in motor vehicle, stabilise vehicle to prevent any movements.
- Areas near bridges or roads to have traffic control measures in place.
- Use thermal imaging camera to locate persons during low light level operations.
- Verbal and visual contact with the rescuer to be maintained.
- Continuously monitor the condition of the rescuer.
- Continually assess and manage the risks for the duration of the incident.

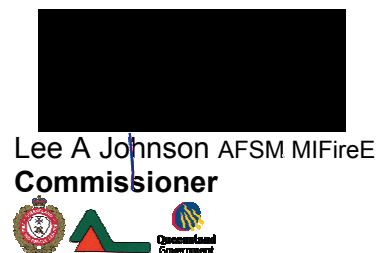
## 7. QFRS RELEVANCY

IAG 3.5	URBAN		RURAL OPERATIONS	RURAL FIRE BRIGADES				
	Full time	Part time	Full time	Special	iZone	Village	Rural	Primary Producer
Applicable	✓	✓	✓					
Not Applicable				✓	✓	✓	✓	✓
May Apply *								

\* This document may apply to some Rural brigades. Check with your Senior Officer for additional information.

## REFERENCES

The Australasian Inter-service Incident Management System  
 Fire and Rescue Service Act 1990  
 QFRS Training Material  
 QFRS Operational Guides  
 State Rescue Policy



**SOUTH WEST REGION INCIDENTS 10 JANUARY 2011 (Final copy 09 08 2011)**

Line #	Incident Number	Incident date	Incident Time	Dispatch Time	Mobile Time	Arrival Time	Off Incident time (K4)	Property Number	Street Name	Locality	Notification Method	OMS Incident Description	Responding Station	Station	Callsign	Crew Members	Comments
1	QF3-11-002541	10/01/2011	6:50	6:51	6:52	6:56	8:16		Moloney St	North Toowoomba	000 Phone call	Fire Structure	11	Kitchener St	311A	John Ryan (SWR1) William Dundas (SWR1) Shaun Beard (SWR1) Shane Ott (SWR1)	Fire located in unit 3/12 Moloney St, fire in kitchen power point transferring to outside power board. 3 dcs/co2 extinguisher used. 4 men in BA. 1K9MA and 1K (FA treated with smoke inhalation transported to TBA). FIU not required. Multi-rae, TIC used. QAS
2				6:53	6:53	6:57	8:03					11	Kitchener St	311K	Karl Noble (SWR2) Mark Haddow (SWR1)		
3				6:51	6:53	6:59	7:40					11	Kitchener St	312A	Glen Englart (SW1); Iain Cockburn (SW1); Gervase Pauli (SW1); Graham Cheers (SW1);		
4				7:49	7:49	K40	7:58						Area Commander	WA1	Snr Officer-Tmba Area Commander		
5	QF3-11-002554	10/01/2011	07:21:00 (07:22)	7:23	7:30	7:32	7:56		Crows Nest Primary School	Crows Nest	000 Phone call	Alarm Private Security	16	Crows Nest	316A	Jack Thorpe (SWA) Ashley Rosetreter (SWA) Paul Pelling (SWA) John Hislop (SWA) Warren Fowler (SWA) Bruce Bell (SWA) David Asher (SWA)	Alarm activated due to extreme weather conditions.
6	QF3-11-002581	10/11/2011	08:43:00 (08:44)	8:44	8:49	8:52	9:59		Park Rd	Crows Nest	000 Phone call	Hazard Power Arcing Short	16	Crows Nest	316A	Jack Thorpe (SWA) Ashley Rosetreter (SWA) Paul Pelling (SWA) John Hislop (SWA) Warren Fowler (SWA) Bruce Bell (SWA) David Asher (SWA)	Stand by at incident making scene safe waiting for Ergon
7	QF3-11-002639	10/01/2011	10:30:00 (10:31)	10:31	10:36	10:45	10:59		McHugh Rd	Southbrook	000 Phone call	Alarm Private Security	13	Pittsworth	313A	Jamie Beil (SWA) Rodney Kahler (SWA) Michel Rule (SWA) Stephen Allen (SWA) Jason Huggins (SWA)	Nothing in evidence, investigating further.
8	QF3-11-002660	10/01/2011	10:54:00 (10:57)	10:57	11:02	11:04	11:36		Cass Ct	Oakey	Call direct call to authority	Alarm Private Security	14	Oakey	314A	Steven Toms (SWA) Rodney Mason (SWA) Michael Williamson (SWA) Christopher Back (SWA)	Flood assist. Conducted inspection of property. Owner did not request QFRS but 000 calls shows [redacted] of same address called. All seems OK.
9	QF3-11-002733	10/01/2011	13:25:00 (13:26)	19:07	19:08	K40	19:11		Merroll Street	Highfields	000 Phone call	Assist Water Smoke	17	Highfields	317A	Evan MacKay (SWA); James Harris (SWA); Lyle Tonscheck (SWA); David Lethbridge (SWA); Anthony De Vere (SWA);	Water backing up from easement. Coming over road. Handicapped daughter. Water stating to come into house. 1 story house. SES advised, unable to resond; SES actually do attend & provided assistance; Road blockage prevented QFRS initial attendance; No acti
10				19:09	19:18	19:44	19:49						12	Anzac Ave	312Y	Ashley Oliver (SWA); Michael Solomon (SWA);	
11	QF3-11-002736	10/01/2011	13:29:00	18:58	Not Given	Not Given	19:38		Post Office Road	Ravensbourne	Call direct	Assist Water	RFS	Rural Ops	RAVE41	AJ Somerville (SWA);	Water inundation under house. No action by QFRS. Crews retasked by FireCom
12					Not Given	Not Given							RFS	Rural Ops	RAVE=		
13					Not Given	Not Given							RFS	Rural Ops	MALL41		
14	QF3-11-002734	10/01/2011	13:30	13:31	13:39	21:53	21:53		St Andrews Hospital	Rockville	Direct alarm connection	FCA 31206-01	12	Anzac Ave	312A	Glen Englart (SW1); Iain Cockburn (SW1); Gervase Pauli (SW1); Graham Cheers (SW1);	Alarm activation. Unable to attend due to flooding. Incident reopened at 21:16:10 Redeployed by FireCom



Line #	Incident Number	Incident date	Incident Time	Dispatch Time	Mobile Time	Arrival Time	Off Incident time (K4)	Property Number	Street Name	Locality	Notification Method	OMS Incident Description	Responding Station	Station	Callsign	Crew Members	Comments
15	QF6-11-002735	10/01/2011	13:31	13:34	13:40	OI	13:50		Murphys Creek Road & Thomas Road	Upper Lockyer	Direct contact from FireCom SER	Rescue Water All Types	11	Kitchener St	311A	David Crighton (SW2); John Ryan (SW2); Shaun Beard (SW1); William Dundas (SW1); Shane Ott (SW1);	Car in water; SER fireCom attempted to call Tmba FireCom - engaged; 1348hrs - 311A cannot proceed major flooding over New England Hway, divert 317A to this incident; 678A arrived at scene, nothing in evidence, investigation further; 678A unable to proceed
16				13:33	13:40	OI	13:52					11	Kitchener St	311K	John Burrows (SW1); Peter McCarron (SW2);		
17				13:44	13:44	OI	13:51					11	Kitchener St	311Y	Karl Noble (SWR2); Mark Haddow (SWR1)		
18				13:55	14:00	OI	14:04					17	Highfields	317A	Evan MacKay (SWA); James Harris (SWA); Lyle Tonscheck (SWA); David Lethbridge (SWA); Anthony De Vere (SWA);		
19				13:35	13:35		14:32					45	Ipswich	645M	A Staples (SW2); R Fletcher (SW1);		
20				13:36	13:36		13:48					45	Ipswich	645Y	G Mullins (SWA); S Steere (SW1); K Nash (SW1); D Gierke (SW1);		
21				14:18			14:23					75	Laidley	675Y	S McCracken (SWA); T Dickson (SW1); G Carsburg (SWA);		
22				13:33	13:39	14:05	14:50					78	Helidon	678A	W Norman (SW1);		
23	QF3-11-002738	10/01/2011	13:37:00 (13:38)	13:54	13:54	13:57	14:03		Holberton Street	Newtown	000 Phone call	Rescue Water All Types	12	Anzac Ave	312A	Glen Englart (SW1); Iain Cockburn (SW1); Gervase Pauli (SW1); Graham Cheers (SW1);	Occupant out of vehicle on arrival. No action by QFRS; Redeployed by FireCom;
24				13:51	13:52	K40	14:04					11	Kitchener St	311Y	Karl Noble (SWR2); Mark Haddow (SWR1)		
25				13:52	13:52	K40	14:00					11	Kitchener St	311A	David Crighton (SW2); John Ryan (SW2); Shaun Beard (SW1); William Dundas (SW1); Shane Ott (SW1);		
26				13:52	13:52	K40	13:58					11	Kitchener St	311K	John Burrows (SW1); Peter McCarron (SW2);		
27	QF6-11-002741	10/01/2011	13:38	13:43			13:55				Direct contact from FireCom SER		17	Highfields	317A	Evan MacKay (SWA); James Harris (SWA); Lyle Tonscheck (SWA); David Lethbridge (SWA); Anthony De Vere (SWA);	1341hrs Tmba FireCom engaged; FF Crighton cancel response same job as QF6-11-002735 317A redployed by FireCom SWR;
28				13:43	13:46	K40	13:49					35	Beenleigh	635K	K Weir (SW2);		
29				14:32	14:32	14:39	18:21					45	Ipswich	645M	A Staples (SW2); R Fletcher (SW1);		
30				13:48	13:55		15:05					45	Ipswich	645Y	G Mullins (SWA); S Steere (SW1); K Nash (SW1); D Gierke (SW1);		
31				14:07		OI	14:56					77	Gatton	677A	TBA		
32				14:18	14:18	15:33	15:38					77	Gatton	677E	M Geoffries (SW2); T Tozer (SWA); J McGrath (SWA); C Ilka (SWA); M Adamskiu (SWA);		
33				14:50	14:50		14:58					78	Helidon	678A	W Norman (SW1);		
34	QF3-11-002742	10/01/2011	13:40	18:20	18:21	18:27	18:37		Hawker Street	Wilsonton	000 Phone call	Assist Water Smoke	12	Anzac Ave	312A	David Crighton (SW2); Chriss Sullivan (SW1); John Burrows (SW1); Paula Douglas (SW1);	Water in premises power isolated; no further action by QFRS; attend 1820hrs.
35	QF3-11-002745	10/01/2011	13:44:00 (13:45)	19:07	Not Given	Not Given	19:24		Reushle Road	Cabarlah	000 Phone call	Assist Water Smoke	RFS	Rural Ops	CABA=	Gary Patzwald (SWA);	occupants self evacuated no further assistance required.
36	QF3-11-002752	10/01/2011	13:51	18:46	18:49	18:53	18:58		Phyllis Street	Harristown	000 Phone call	Assist Water Smoke	17	Highfields	317C	Peter Bradow (SW1); Michael Shannon (SWA); Jason Spies (SWA); Kim Jones (SWA);	Water entering house investigated; no action QFRS; attended 1846hrs;

Line #	Incident Number	Incident date	Incident Time	Dispatch Time	Mobile Time	Arrival Time	Off Incident time (K4)	Property Number	Street Name	Locality	Notification Method	OMS Incident Description	Responding Station	Station	Callsign	Crew Members	Comments
37	QF3-11-002753	10/01/2011	13:52:00 (13:53)	14:00	14:02	14:09	15:11		Dent Street	Toowoomba	Call direct to authority	Rescue Water All Types	11	Kitchener St	311A	David Crighton (SW2); John Ryan (SW2); Shaun Beard (SW1); William Dundas (SW1); Shane Ott (SW1);	311K unable to get to James St-vehicle could not respond; Spt on site; 311A onsite; Extricating 1 male QAS required; 311A leaving scene available.
38				Mobile from ROCC	Not Given	15:04	Not Given							Toowoomba Command	SW1	Snr Officer-Bruce Smith (SW1);	
39				14:00	14:02	.	14:08						11	Kitchener St	311K	John Burrows (SW1); Peter McCarron (SW2);	
40	QF3-11-002755	10/01/2011	13:54:00 (13:55)	18:24	18:24	18:28	18:42		James Street	Harristown	000 Phone call	Assist Water Smoke	17	Highfields	317C	Michael Shannon (SWA); Jason Spies (SWA); Kim Jones (SWA);	Investigation only. 1358hrs all occupants stuck in units. Caller told to get everyone up as high as possible. 1824hrs further investigations indicate 1 metre though premises; all occupants safe.
41	QF3-11-002757	10/01/2011	13:55:00 (13:57)	18:27	18:27	18:43	18:43		North & Ruthven Street	North Toowoomba	000 Phone call	Assist Water Smoke	17	Highfields	317A	Evan MacKay (SWA); James Harris (SWA); Lyle Tonscheck (SWA); David Lethbridge (SWA); Anthony De Vere (SWA);	Car swept down road, from QPS Brisbane, 3 persons trapped inside vehicle, has been hit by trailer, water over bonnet and rising. QPS unable to contact QPS Toowoomba Comms; QFRS unable to access initially; Redeployed by FireCom; QFRS investigation, scen
42	QF3-11-002759	10/01/2011	13:58	14:15	14:15	14:17	15:39		James & Kitchener Sts	Rangeville	000 Phone call	Rescue Water All Types	11	Kitchener St	311Y	Karl Noble (SWR2) Mark Haddow (SWR1)	Incoherent occupant in vehicle taking in water;
43				14:12	14:13	14:39	15:30						17	Highfields	317A	Evan MacKay (SWA); James Harris (SWA); Lyle Tonscheck (SWA); David Lethbridge (SWA); Anthony De Vere (SWA);	2 children hanging on lamp post about to be washed away. 311Y Swiftwater Rescue L2 attempting to reach persons; 317A cannot gain access , from Swiftwater L2 officers persons completely unreachable, require
44				14:36	14:36	15:09	15:51						13	Pittsworth	313A	Rodney Kahler (SWA); John Lissimore (SWA); Jamie Beil (SWA); Michael Rule (SWA); Peter French (SWA); Jason Huggins (SWA); Douglas Maxwell (SWA);	
45				15:11	15:11	15:11	15:47							CSO Snr Officer	WC1	Snr Officer-Paul Evans (SW1); Christopher Maritial (SW1); Anthony Guse (SW1);	
46	QF3-11-002763	10/01/2011	13:57:00 (14:01)	14:19	14:20	Not Given	14:27		Northam Street	Toowoomba	Call direct to authority	Rescue Water All Types	11	Kitchener St	311K	John Burrows (SW1); Peter McCarron (SW2);	Called off en route, No actual incident no action by QFRS.
47	QF3-11-002765	10/01/2011	13:59:00 (14:01)	14:12	14:12	OI- Diverted to higher priority	14:15		Tollbar Road	East Toowoomba	000 Phone call	Rescue Road Traffic Crash	11	Kitchener St	311Y	Karl Noble (SWR2) Mark Haddow (SWR1)	Trying to get to scene. 1415hrs diverted by FireCom to higher priority
48	QF3-11-002764	10/01/2011	14:00:00 (14:01)	14:03	14:03	14:07	14:38		Long & Mackenzie Sts	Centenary Heights	000 Phone call	Rescue Water All Types	12	Anzac Ave	312A	Glen Englart (SW1); Iain Cockburn (SW1); Gervase Pauli (SW1); Graham Cheers (SW1);	Airport flyer bus, 8 persons on board, unable to gain access, flagged down by other person on Mackenzie st. Cannot get across east Creek at Long and Mackenzie sts. No sign of bus. Available for redeployment 1438hrs.
49	QF3-11-002766	10/01/2011	14:02:00 (14:03)	18:48	18:48	18:53	19:04		Hume Street	Kearney's Spring	000 Phone call	Assist Water Smoke	12	Anzac Ave	312B	John Wensley (SW1) Mark Crighton (SW1); Chris Sullivan (SW1); Peter Robinson (SW1);	Investigation, water in back room. No further action required by QFRS (K4) available
50	QF3-11-002771	10/01/2011	14:03:00 (14:04)	14:06	14:06	14:07	14:28		James & West Sts	Harristown	000 Phone call	Rescue Water All Types	12	Anzac Ave	312B	Sheldon Reimann (SWA); Christopher McCallum (SWA); Mark Crighton (SW1); John Wensley (SW1);	SB with vehicle unable to attend water over bonnet, water levels dropping in QPS on site; 312B able to respond elsewhere 1428hrs to another incident
51	QF3-11-002773	10/01/2011	14:04:00 (14:05)	18:50	18:50	19:01	19:05		Neil Street	Toowoomba	000 Phone call	Assist Water Smoke	11	Kitchener St	311A	Shane McErlean (SW1); Athonl Knox (SW1); Dean McEwen (SW1); Allan Morris (SW1);	Request for flood assist late call, no incident in evidence on arrival; no action by QFRS;

Line #	Incident Number	Incident date	Incident Time	Dispatch Time	Mobile Time	Arrival Time	Off Incident time (K4)	Property Number	Street Name	Locality	Notification Method	OMS Incident Description	Responding Station	Station	Callsign	Crew Members	Comments
52	QF3-11-002778	10/01/2011	14:05:00 (14:08)	16:26	16:28	16:30	16:38		Hume & Church Sts	East Toowoomba	000 Phone call	Rescue Water All Types	11	Kitchener St	311A	David Crighton (SW2); John Ryan (SW2); Shaun Beard (SW1); William Dundas (SW1); Shane Ott (SW1);	Attended scene no incident in evidence; No action by QFRS
53	QF3-11-002779	10/01/2011	14:06	18:33	18:33	18:42	19:37		Tame Street	South Toowoomba	000 Phone call	Assist Water Smoke	ROCC	Rural Ops	ICC103	Snr Officer-Wayne Waltisbuhl (SWA); Paul Storrs (SWA); Neil Kelso (SWA);	Non incident-OMS report was cancelled.
54	QF3-11-002780	10/01/2011	14:09:00 14:10	16:12	16:13	16:42	18:52		Ruthven & Chalk Drive	Toowoomba	000 Phone call	Assist Water Smoke	ROCC	Rural Ops	ICC103	Snr Officer-Wayne Waltisbuhl (SWA); Paul Storrs (SWA); Neil Kelso (SWA);	This incident number seems only to contain wordback applicable to other incidents occurring concurrently. No involvement by 317A - report required to be completed as Code 2 had been assigned to 317A. Supt Smith and Supt Waltisbuhl setting up staging point
55				16:49	22:52	16:52	17:09	17					Highfields	317A	Evan MacKay (SWA); James Harris (SWA); Lyle Tonscheck (SWA); David Lethbridge (SWA); Anthony De Vere (SWA);		
56				16:58	16:58	16:58	17:25	12					Anzac Ave	312B	John Wensley (SW1) Mark Crighton (SW1); Chris Sullivan (SW1); Peter Robinson (SW1);		
57				16:11	16:12	17:01	17:06	11					Kitchener St	311Y	Karl Noble (SWR2) Mark Haddow (SWR1)		
58				16:11	16:13	17:22	17:22	Snr Officer					Regional Training	WS1	Snr Officer-Bruce Smith (SW1);		
59	QF3-11-002787	10/01/2011	14:13:00 (14:14)	14:53	14:53	15:07	16:03		Neil Street & Chalk Drive	Toowoomba	000 Phone call	Rescue Water All Types	12	Anzac Ave	312A	Glen Englart (SW1); Iain Cockburn (SW1); Gervase Pauli (SW1); Graham Cheers (SW1);	Swift water rescue - car being pushed away. Adv 1 occ is pregnant. 317a Walked out 4 occ-6 occ at rear of building to leave; 1513hrs 312Z diverted to new incident;
60			15:30	15:34	15:34	16:49						17	Highfields	317A	Evan MacKay (SWA); James Harris (SWA); Lyle Tonscheck (SWA); David Lethbridge (SWA); Anthony De Vere (SWA);		
61				15:39	15:48	15:48	15:51					11	Kitchener St	311Y	Karl Noble (SWR2) Mark Haddow (SWR1)		
62				14:57	15:07	OI- Diverted to higher priority	15:13					12	Anzac Ave	312Z	Peter Lukes (SWA); Ross Harrison (SWA); Gay Hold (SWA);		
63				15:10	15:10	K40	15:25						CSO	WI1	Matthew Kendall (SW2); Scott Frame (SW2); Shane Rankin (SW2);		
64	QF3-11-002790	10/01/2011	14:14:00 (17:17)	18:51	18:51	18:58	19:05		Hursley Road	Glensvale	000 Phone call	Assist Extreme Weather	12	Anzac Ave	312Z	David Zimmerle (SWA); Peter Lukes (SWA); Christopher McCallum (SWA); Gay Hold (SWA);	Water entering building, occupants safe; No action by QFRS
65	QF3-11-002791	10/01/2011	14:16:00 (14:17)	16:02	16:02	16:05	16:10		Burstow & Margaret Sts	East Toowoomba	Call direct to authority	Assist Water Smoke	12	Anzac Ave	312Z	Peter Lukes (SWA); Ross Harrison (SWA); Gay Hold (SWA);	Nothing found on either occasion pumper called out. No action by QFRS.
66				16:04	16:05	16:32	16:32						12	Anzac Ave	312A	Glen Englart (SW1); Iain Cockburn (SW1); Gervase Pauli (SW1); Graham Cheers (SW1);	Available for further incidents;
67	QF3-11-002793	10/01/2011	14:18	18:12	18:12	18:20	18:24		Drayton Road	Harristown	000 Phone call	Assist Water Smoke	17	Highfields	317C	Peter Bradow (SW1); Michael Shannon (SWA); Jason Spies (SWA); Kim Jones (SWA);	Water entering premises; No action by QFRS; available for further incidents;



Line #	Incident Number	Incident date	Incident Time	Dispatch Time	Mobile Time	Arrival Time	Off Incident time (K4)	Property Number	Street Name	Locality	Notification Method	OMS Incident Description	Responding Station	Station	Callsign	Crew Members	Comments
68	QF3-11-002795	10/01/2011	14:18:00 (14:20)	15:26	15:26	15:28	18:09		Ruthven Street	Toowoomba	000 Phone call	Rescue Water All Types	11	Kitchener St	W11	Matthew Kendall (SW2); Scott Frame (SW2); Shane Rankin (SW2);	Several people trapped on roof of car, search for deceased person in area; trapped person now in hands of QAS& QPS; W11 leaving for Herries St incident;
69				14:38	14:38	15:28	16:14						ROCC	Rural Ops	ICC103	Snr Officer-Wayne Waltisbuhl (SWA); Paul Storrs (SWA); Neil Kelso (SWA);	
70	QF3-11-002796	10/01/2011	14:19:00 (14:20)	18:19	18:30	18:31	18:34		Ruthven Street	Kearney's Spring	000 Phone call	Assist Water Smoke	12	Anzac Ave	312B	John Wensley (SW1) Mark Crighton (SW1); Chris Sullivan (SW1); Peter Robinson (SW1);	1 male trapped in house, no way out, up to waist. Water receding, on arrival occupant safe; No action by QFRS
71	QF3-11-002799	10/01/2011	14:21	18:35	18:35	18:41	18:46		Cortess Street	Kearney's Spring	000 Phone call	Assist Water Smoke	12	Anzac Ave	312B	John Wensley (SW1) Mark Crighton (SW1); Chris Sullivan (SW1); Peter Robinson (SW1);	Water is knee deep, will attempt to get to high ground; on arrival occupant safe; No action by QFRS
72	QF3-11-002800	10/01/2011	14:20:00 (14:21)	18:54	18:54	19:06	19:07		Hodgson St & Woodward Lane	Toowoomba	000 Phone call	Assist Water Smoke	17	Highfields	317A	Evan MacKay (SWA); James Harris (SWA); Lyle Tonscheck (SWA); David Lethbridge (SWA); Anthony De Vere (SWA);	Water in premises, occupants safe; No further action by QFRS
73	QF3-11-002813	10/01/2011	14:27:00 (14:28)	16:18	16:18	16:21	16:21		Blue Care Village Garden Settlement	Middle Ridge	000 Phone call	Alarm Firecom P3	17	Highfields	317C	Peter Bradow (SW1);	Vehicle at scene, incident in evidence; False alarm due to weather;
74	QF3-11-002821	10/01/2011	14:30:00 (14:32)	18:50	18:52	18:56	18:57		Stephen Street	South Toowoomba	000 Phone call	Assist Water Smoke	11	Kitchener St	311L	Allan Morris (SW1); Stewart Lange (SW2);	2 people trapped in building 50cm of water in building, 1 metre outside of building; on arrival no sign of occupants; no action by QFRS; 311L available
75	QF3-11-002822	10/01/2011	14:30:00 (14:33)	15:15	15:15	15:30	15:34		South & Water Street South	South Toowoomba	000 Phone call	Rescue Water All Types	17	Highfields	317C	Michael Shannon (SWA); Jason Spies (SWA); Kim Jones (SWA);	Car washed away, bridge has also washed away; Arrived investigating; No acting by QFRS; available
76	QF3-11-002824	10/01/2011	14:32:00 (14:34)	15:01	15:09	15:11	15:12		Warrego Highway	Redwood	000 Phone call	Rescue Water All Types	11	Kitchener St	WU3	Stewart Lange (SW2) Regional Tech Rescue Coord;	Car washed away; Occupants rescued by passer by; No action by QFRS;
77	QF3-11-002825	10/01/2011	14:32:00 (14:34)	14:35	14:35	14:35	14:47		Dent Street	Toowoomba	000 Phone call	Rescue Water All Types	11	Kitchener St	311K	John Burrows (SW1); Peter McCarron (SW2);	Attempted rescue of 2 females on car; swept away as well as 2 females persons; 7 persons required assistance, need access from Victoria St; 311K moving to Jellico St; Fleet 935 going to North St; (note all involved eventually located and all pe
78	QF3-11-002827	10/01/2011	14:34:00 (14:36)	18:30	18:35	18:40	18:49		Water Street South	South Toowoomba	000 Phone call	Assist Water Smoke	11	Kitchener St	311L	Allan Morris (SW1); Stewart Lange (SW2);	Building damaged by flood water, no persons in structure; No further action by QFRS
79	QF3-11-002829	10/01/2011	14:39:00 (14:40)	18:45	18:45	18:52	19:01		Dent Street	Toowoomba	000 Phone call	Assist Water Smoke	11	Kitchener St	311K	Anthony Guse (SW1); David Crighton (SW2);	10 people inside building, partial collapse building primary search completed, No persons found, previous occupants have moved to safety; No further action by QFRS;
80	QF3-11-002837	10/01/2011	14:42	15:11	15:12	15:27	15:34		Dent & Hill Sts	Toowoomba	000 Phone call	Rescue Water All Types	11	Kitchener St	311A	David Crighton (SW2); John Ryan (SW2); Shaun Beard (SW1); William Dundas (SW1); Shane Ott (SW1);	Grand Central Shopping Centre-unknown if persons are inside; 1522hrs AD Smith advises 2 persons missing, Hill St; 311A indicates available with SWR L2 crews to respond and proceed to Hill St; 311A after arrival at Hill St confirm that 2 persons now accoun
81	QF3-11-002838	10/01/2011	14:42:00 (14:44)	15:13	15:16	15:40	16:01		Ruthven & Campbell Sts	Toowoomba	000 Phone call	Rescue Water All Types	12	Anzac Ave	312Z	Peter Lukes (SWA); Ross Harrison (SWA); Gay Hold (SWA);	Gas leak; delayed arrival due to flood waters; leak on LPG containers, switched off at main valve; 311Z available;

Line #	Incident Number	Incident date	Incident Time	Dispatch Time	Mobile Time	Arrival Time	Off Incident time (K4)	Property Number	Street Name	Locality	Notification Method	OMS Incident Description	Responding Station	Station	Callsign	Crew Members	Comments
82	QF3-11-002839	10/01/2011	14:43:00 (14:46)	14:47	14:50	14:50	14:57		Jellicoe Street	North Toowoomba	FireCom	Rescue Water All Types	11	Kitchener St	311K	John Burrows (SW1); Peter McCarron (SW2);	Arrived no clear indication of rescues required; Officer in Charge describes scene "311K located on Jellicoe St & Gowre; Debris large trees in water, enter impossible require helicopter with winch; 311K leaving scene and available; No rescue recorded;
83	QF3-11-002841	10/01/2011	14:51	16:30	16:33	16:33	16:34		One A Kitchener Street	Toowoomba	Direct alarm connection	FCA 31162-01	11	Kitchener St	311K	David Zimmerle (SW1); Peter Robinson (SW1);	Vehicle at scene, nothing in evidence, investigation further.
84	QF3-11-002845	10/01/2011	14:52	18:02	18:02	18:11	18:41		Baillie Henderson Hospital	Cranley	000 Phone call	FCA 31204-01	12	Anzac Ave	312Z	David Zimmerle (SW1); Peter Lukes (SWA); Ross Harrison (SWA); Gay Hold (SWA);	This was a delayed response to FCA after major flooding in Toowoomba. After inspecting zone found detector was damaged by water and suspected it cause it to activate. Informed staff at site that we were isolating the alarm and they needed to get Tech to i
85	QF3-11-002847	10/01/2011	14:54:00 (14:55)	15:18	15:18	15:29	15:49		James & West Sts	South Toowoomba	000 Phone call	Fire Structure	12	Anzac Ave	312B	Sheldon Reimann (SWA); Christopher McCallum (SWA); Mark Crighton (SW1); John Wensley (SW1);	Electrical fire, extinguished by QFRS; Water in electrical room; Made safe;
86	QF3-11-002849	10/01/2011	14:55	16:00	16:04	16:15	16:17		Blue Care Village Kareelah Hostel	Middle Ridge	Direct alarm connection	FCA 31084-01	17	Highfields	317C	Peter Bradow (SW1);	Age care facility alarm activated due to weather; Alarm isolated; 317C available;
87	QF3-11-002853	10/01/2011	15:01:00 (15:04)	18:43	18:44	18:46	18:49		Stephen Street	South Toowoomba	000 Phone call	Assist Water Smoke	11	Kitchener St	311A	Shane McErlean (SW1); Athonl Knox (SW1); Dean McEwen (SW1); Allan Morris (SW1);	approx 10 persons in building Humphrey Motors and Photo Electrics, on arrival all safe; Building secured; No action by QFRS; 311A available;
88	QF3-11-002857	10/01/2011	15:05	15:08	15:08	15:08	15:34		Scholfield St & Russell St	Toowoomba City	000 Phone call	Rescue Water All Types	11	Kitchener St	311K	John Burrows (SW1); Peter McCarron (SW2);	On arrival all occupants relocated to Freedom Fuels, now safe; 311K available;
89	QF3-11-002859	10/01/2011	15:07	21:48	21:48	Not Given	21:54		Allied Mills Toowoomba	Toowoomba City	Direct alarm connection	FCA 31087-01	12	Anzac Ave	312Z	David Zimmerle (SW1); Peter Lukes (SWA); Ross Harrison (SWA); Gay Hold (SWA);	Alarm activation, alarm reset
90	QF3-11-002864	10/01/2011	15:12:00 (15:13)	18:07	18:07	18:19	18:26		North St	Harlaxton	000 Phone call	Hazard Power Arcing Short	12	Anzac Ave	317A	Evan MacKay (SWA); James Harris (SWA); Lyle Tonscheck (SWA); David Lethbridge (SWA); Anthony De Vere (SWA);	Street light power pole damaged by flood waters. No action taken as area already inside severely flood damaged area inaccessible.
91	QF3-11-002876	10/01/2011	15:35	16:22	16:22	16:31	17:19		University of Southern Qld	Darling Heights	Direct alarm connection	FCA 31209-01	17	Highfields	317C	Peter Bradow (SW1);	Vehicle at scene, nothing in evidence, investigation further.
92	QF3-11-002880	10/01/2011	15:33:00 (15:40)	15:41	15:41	15:41	17:20		Station St	Wyreema	FireCom	Assist Water Smoke	RFS	Rural Ops	CAMB52	David Payne (SWA); Rohan Greer (SWA);	Called to house flooding in Wyreema when arrived no flooding happened at this address. This was the second call to this place. Code 6. Will let QPS know of this problem.

Line #	Incident Number	Incident date	Incident Time	Dispatch Time	Mobile Time	Arrival Time	Off Incident time (K4)	Property Number	Street Name	Locality	Notification Method	OMS Incident Description	Responding Station	Station	Callsign	Crew Members	Comments
93	QF3-11-002882	10/01/2011	15:44:00 (15:45)	15:48	15:49	15:49	17:14		Kitchener St & Herbert St	East Toowoomba	FireCom	Rescue Water All Types		CSO	WC1	Snr Officer-Paul Evans (SW1); Anthony Guse (SW1); Christopher Martial (SWA?);	311Y on scene when WS1 arrived, Wu3 arrived shortly after. Fire Commander SO Haddow. Unable to gain immediate access to vehicle due to floodwater, searches carried out upstream and downstream. Access was eventually gained and primary search conducted. Pol
94				15:45	15:46	15:49	17:01						11	Kitchener St	WU3	Stewart Lange (SW2) Regional Tech Rescue Coord;	
95				15:51	15:52	15:52	16:11						11	Kitchener St	311Y	Karl Noble (SWR2) Mark Haddow (SWR1)	
96				15:46	15:46	16:07	16:11						11	Kitchener St	311K	David Zimmerle (SW1); Christopher Robinson (SW1);	
97				16:09	16:09	16:09	16:11						MRT	Regional Training	WS1	Snr Officer-Bruce Smith (SW1);	
98				16:59	16:59	17:00	17:22						13	Pittsworth	313A	Rodney Kahler (SWA); John Lissimore (SWA); Jamie Beil (SWA); Michael Rule (SWA); Peter French (SWA); Jason Huggins (SWA); Douglas Maxwell (SWA);	
99	QF3-11-002900	10/01/2011	16:25:00 (16:28)	18:42	18:43	18:55	19:00		Payne St	Wilsonton	000 Phone call	Assist Water Smoke	12	Anzac Ave	312A	John Burrows (SW1); Paula Douglas (SW1);	Vehicle at scene, incident in evidence
100	QF3-11-002901	10/01/2011	16:27:00 (16:28)	16:32	16:34	16:37	16:50		James Street	Harristown	Phone call from QPS	Hazard Gas Domestic	12	Anzac Ave	312A	Glen Englart (SW1); Iain Cockburn (SW1); Gervase Pauli (SW1); Graham Cheers (SW1);	Occupants not found, couple of cars have been washed up adjacent to gas metre, no gas leak detected, made safe; 312A available;
101	QF3-11-002925	10/01/2011	17:01:00 (17:04)	17:11	17:12	17:18	17:34		Gowrie St	Kingsthorpe	000 Phone call	Rescue Water All Types	14	Oakey	314A	Shane Williamson (SWA); Michael Williamson (SWA); Steven Toms (SWA); Rodney Mason (SWA); Christopher Back (SWA);	Responded to reports of a vehicle in the creek. Further investigation discovered that it was large steel drums. QFRS investigate only.
102				17:14	17:16	K40	17:22						12	Anzac Ave	312A	David Crighton (SW2); John Burrows (SW1); Paula Douglas (SW1);	
103	QF3-11-002928	10/01/2011	17:05:00 (17:06)	17:11	17:11	17:11	17:44		Kitchener St & Margaret St	East Toowoomba	FireCom	Rescue Water All Types	11	Kitchener St	WU3	Stewart Lange (SW2) Regional Tech Rescue Coord;	Locating securing of missing person from flood damaged vehicle. K9C located by Pittsworth aux. This incident is a continuation of Herbert St control incident.
104				17:14	17:14	17:14	17:51							CSO	WC1	Snr Officer-Paul Evans (SW1); Anthony Guse (SW1);	
105				17:27	17:27	17:29	17:51						11	Kitchener St	311A	Shane McErlean (SW1); Athonl Knox (SW1); Dean McEwen (SW1); Allan Morris (SW1);	
106	QF3-11-002934	10/01/2011	17:15:00 (17:16)	17:18	17:18	K40	18:40		Back Creek Rd	Severnlea	FireCom	Assist Extreme Weather	RFS	Rural Ops	GLAP41	Michael Thompson (SWA);	Vehicle responding, vehicle not required.
107	QF3-11-002938	10/01/2011	17:20:00 (17:21)	17:22	17:22	17:41	17:41		Boland Rd	Ramsay	FireCom	Assist Public Service	RFS	Rural Ops	CAMB52	Christopher Kunde (SWA); David Payne (SWA); Rohan Greer (SWA);	No action by QFRS
108	QF3-11-002948	10/01/2011	17:33:00 (17:34)	17:37	17:39	17:45	18:16		Dent St & Herries St	Toowoomba City	Call direct to authority	Rescue Water All Types	11	Kitchener St	311K	Anthony Guse (SW1); David Crighton (SW2);	Multiple searches of vehicles lodged against bridges and in creek area.
109				17:49	17:49	17:49	18:16						11	Kitchener St	311Y	Shane Rankine (SW2);	
110				18:09	18:09	18:09	18:17							CSO	WI1	Matthew Kendall (SW2); Scott Frame (SW2);	
111	QF3-11-002952	10/01/2011	17:34:00 (17:37)	18:16	18:16	18:31	18:45		Victoria Street	Toowoomba City	FireCom	Rescue Water All Types	11	Kitchener St	311K	Anthony Guse (SW1); David Crighton (SW2);	Searched multiple vehicles past Victoria along Schoefield lane area through to Allied Mills Ruthven St.
112				18:17	18:18	18:31	20:38						11	Kitchener St	311Y	Shane Rankine (SW2);	
113				18:17	18:18	18:31	20:36							CSO	WI1	Matthew Kendall (SW2); Scott Frame (SW2);	

Line #	Incident Number	Incident date	Incident Time	Dispatch Time	Mobile Time	Arrival Time	Off Incident time (K4)	Property Number	Street Name	Locality	Notification Method	OMS Incident Description	Responding Station	Station	Callsign	Crew Members	Comments
114	QF3-11-002953	10/01/2011	17:36:00 (17:38)	17:43	17:44	17:59	18:13		Toowoomba-Cecil Plains Rd	Wellcamp	000 Phone call	Rescue Water All Types	12	Anzac Ave	312A	John Burrows (SW1); Paula Douglas (SW1);	Owner of Honda motorbike had attempted to cross a flooded causeway that was 1.5m deep and stalled. A truck driver then drove in a effected a rescue.
115				17:52	17:52	K40	18:00					12	Anzac Ave	312B	John Wensley (SW1) Mark Crighton (SW1); Chris Sullivan (SW1); Peter Robinson (SW1);		
116				17:54	17:55	K40	18:00					13	Pittsworth	313A	Rodney Kahler (SWA); John Lissimore (SWA); Jamie Beil (SWA); Michael Rule (SWA); Peter French (SWA); Jason Huggins (SWA); Douglas Maxwell (SWA);		
117	QF3-11-002968	10/01/2011	18:13	18:16	18:16	21:05	21:06		Cunningham Highway	Greymare	000 Phone call	Assist Water Smoke	RFS	Rural Ops	GREY41	Kieran Coherty (SWA); David Cox (SWA);	Attending Sandy Creek - poss closure of Cunningham Hwy
118	QF3-11-003002	10/01/2011	19:03:00 (19:04)	19:05	19:05	19:05	20:30		Neil St	Toowoomba City	FireCom	Assist Water Smoke	11	Kitchener St	311A	Shane McErlean (SW1); Athol Knox (SW1); Dean McEwen (SW1); Allan Morris (SW1);	Assist to lower water level in underground car park
119	QF3-11-003014	10/01/2011	19:33	19:34	19:36	19:43	19:53		Blue Care Minna Murra Lodge	Middle Ridge	Direct alarm connection	Alarm Operation	12	Anzac Ave	312A	John Burrows (SW1); Paula Douglas (SW1);	Vehicle at scene, nothing in evidence, investigation further. Water damaged alarm
120				19:36	19:36	19:44	19:48						12	Anzac Ave	312Z	David Zimmerle (SW1); Christopher McCallum (SWA); Peter Lukes (SWA); Gay Hold (SWA);	
121	QF3-11-003026	10/01/2011	20:05:00 (20:07)	20:08	20:08	K40	20:15		Murray St	Pittsworth	FireCom	Assist Water Smoke	13	Pittsworth	313A	John Lissimore (SWA); Jamie Beil (SWA); Michael Rule (SWA); Jason Huggins (SWA); Douglas Maxwell (SWA);	Flood effected road investigation - disaster
122	QF3-11-003035	10/01/2011	20:36:00 (20:37)	20:38	20:38	20:43	21:11		Campbell St	Toowoomba City	000 Phone call	Fire Structure	11	Kitchener St	311A	Shane McErlean (SW1); Athol Knox (SW1); Dean McEwen (SW1); Allan Morris (SW1);	Vehicle at scene, nothing in evidence, investigation further.
123	QF3-11-003037	10/01/2011	20:38	20:42	20:42	20:48	21:13		Toowoomba Grammar School	East Toowoomba	Direct alarm connection	FCA 31053-01	17	Highfields	317A	Evan MacKay (SWA); James Harris (SWA); Lyle Tonscheck (SWA); David Lethbridge (SWA); Anthony De Vere (SWA);	Vehicle at scene, incident in evidence. Reset alarms, public assist; pump out basement. Recovery Ops
124				20:42	20:42	20:49	21:06						12	Anzac Ave	312B	Peter Bradow (SW1); Ross Harrison (SWA); Michael Shannon (SWA); Jason Spies (SWA);	
125				20:50	20:51	21:06	21:07						11	Kitchener St	311K	Anthony Guse (SW1); David Crighton (SW2);	
126	QF3-11-003049	10/01/2011	21:15:00 (21:16)	21:18	21:18	21:21	21:46		Herries St & Dent St	Toowoomba City	Not reported	Assist Water Smoke	12	Anzac Ave	312B	Peter Bradow (SW1); Ross Harrison (SWA); Michael Shannon (SWA); Jason Spies (SWA);	Standby while Sowerbys towing remove vehicle from water.
127	QF3-11-003053	10/01/2011	21:27:00 (21:30)	21:30	21:30	21:30	22:43		Kitchener St	East Toowoomba	FireCom	Assist Water Smoke	12	Anzac Ave	312A	David Crighton (SW2); Chris Sullivan (SW1); John Burrows (SW1); Paula Douglas (SW1);	Attempted to pump out 1 & 1B Kitchener St with moderate success. Recovery Ops
128				21:51	21:53	22:28	22:29							Rural Ops	CAMB61		
129	QF3-11-003056	10/01/2011	21:31:00 (21:36)	21:55	21:55	21:55	23:40		Kitchener St	East Toowoomba	FireCom	Assist Water Smoke	21	Warwick	321Z	Sheldon Reimann (SWA); Jodie Lingard (SWA);	Vehicle at scene, incident in evidence. Pump out basement. Recovery Ops.
130				22:29	22:29	22:29	0:40							Rural Ops	CAMB61		
131	QF3-11-003059	10/01/2011	21:43:00 (21:45)	21:46	21:46	22:01	22:01		Boyett St	Centenary Heights	000 Phone call	Alarm Firecom P3	12	Anzac Ave	312Z	David Zimmerle (SW1); Christopher McCallum (SWA); Anthony Biggin (SWA); Gay Hold (SWA);	Incident occurred during major flood of Toowoomba CBD. Battery was removed by QFRS as detector was malfunctioning. Occupant had 2 other smoke detectors present.

Line #	Incident Number	Incident date	Incident Time	Dispatch Time	Mobile Time	Arrival Time	Off Incident time (K4)	Property Number	Street Name	Locality	Notification Method	OMS Incident Description	Responding Station	Station	Callsign	Crew Members	Comments
132	QF3-11-003079	10/01/2011	23:03	23:04	23:06	23:11	23:28		Downlands College Harris House	Harlaxton	Direct alarm connection	FCA 31089-01	11	Kitchener St	311A	Shane McErlean (SW1); Athonl Knox (SW1); Dean McEwen (SW1); Allan Morris (SW1);	Alarm activation believed to be caused by moisture entering premises through open window.
133				23:04	23:06		K40						11	Kitchener St	311J	Shane Rankine (SW2); David Zimmerle (SW1); Peter Robinson (SW1); Peter Bradow (SW1);	
134	QF3-11-003087	10/01/2011	23:37:00 (23:40)	23:40	23:40	23:40	0:49		Kitchener St	East Toowoomba	FireCom	Assist Water Smoke	21	Warwick	321Z	Sheldon Reimann (SWA); Jodie Lingard (SWA);	Vehicle at scene, incident in evidence; Investigation; Children near water; no action by QFRS
135	QF3-11-003092	10/01/2011	23:54	23:55	23:57	0:06	0:14		Tor St	Wilsonton	Direct alarm connection	Alarm Operation	11	Kitchener St	311J	Peter Bradow (SW1); David Zimmerle (SW1); Shane McErlean (SW1);	Vehicle at scene, checking with QFRS OIC. Activation caused by weather.
136				23:55	23:57	0:09	0:12						11	Kitchener St	311A	Athonl Knox (SW1); Dean McEwen (SW1); Allan Morris (SW1);	

K40 Called off incident  
 OI diverted to higher priority  
 Yellow cells indicate fatality  
 Purple cells indicate incident with SER



DENTS 09 JANUARY 2011 (Final copy 09 08 2011)

Line #	Incident Number	Incident date	Incident Time	Dispatch Time	Mobile Time	Arrival Time	Off Incident time (K4)	Property Number	Street Name	Locality	Notification Method	OMS Incident Description	Responding Station	Station	Callsign	Crew Members	Comments
1	QF3-11-002336	9/01/2011	16:57	16:58	17:04	17:06	18:56	█	York Street	Oakey		Assist Water Smoke	14	Oakey	314A	Shane Williamson (SWA); Michael Williamson (SWA); Steve Toms (SWA); Rodney Mason (SWA); Christopher Back (SWA); Jeffrey Williams (SWA); Geoffrey Bennett (SWA); Pamela Hill (SWA);	Pump out house ; Contact SES sand bagging required;
2	QF3-11-002363	9/01/2011	18:21	18:21	18:30	18:31	19:45	█	King Street	Goombungee	Fire Service personnel	Assist Water Smoke	15	Goombungee	315A	Matthew Kendall (SW2); Shane Rankin (SW2); Anthony Guse (SW1); Scott Teakle (SW1); Darryl Williamson (SW1); Peter Robinson (SW1); Peter Werder (SW1);	Minor flooding in house; pumped water from ponds at back of house; no further assistance required; Car off road persons in vehicle
3	QF6-11-002366	9/01/2011	18:24	18:26	18:28	18:38	18:53	█	Shoreland Drive	Withcott	Call direct to authority	Rescue Water All Types	11	Kitchener St	311A	Matthew Kendall (SW2); Shane Rankin (SW2); Anthony Guse (SW1); Scott Teakle (SW1); Darryl Williamson (SW1); Peter Robinson (SW1); Peter Werder (SW1);	
5				18:30	18:30	18:37	18:54						11	Kitchener St	311Y		
6				18:32	18:34	K40	18:44						45	Ipswich	645M	Sean Toohill; Geoffrey Dixon;	
7				18:37	18:38	18:42	18:52						11	Kitchener St	WU3	Stewart Lange (SW2) SW Regional Tech Rescue Coord;	
8	QF3-11-002389	9/01/2011	19:14	19:15	19:16	19:19	19:36		Acute Mental Health	Toowoomba City	Direct alarm connection	FCA 31067-11	11	Kitchener St	311A	Matthew Kendall (SW2); Shane Rankin (SW2); Anthony Guse (SW1); Scott Teakle (SW1); Darryl Williamson (SW1); Peter Bradow (SW1); Peter Grimes ; Remco Speekenbrink ; Kim Jones ;	Alarm activated due to extreme weather conditions
9				19:15	19:16	19:21	19:35						12	Anzac Ave	312A		
10	QF3-11-002398	9/01/2011	19:32	19:37	19:38	19:46	19:56	█	Lemway Street	Kearneys Spring	000 Phone call	Assist Water Smoke	12	Anzac Ave	312A	Peter Bradow (SW1); Peter Grimes ; Remco Speekenbrink ; Kim Jones ;	Nothing in evidence, investigation further; SES activated for this incident; No further action by QFRS ;
11	QF3-11-002399	9/01/2011	19:38	19:42	19:43	19:49	20:14		Bridge & Mcdougall Sts	Wilsonton	Call direct to authority	Rescue RTC Unknown Entrapped	11	Kitchener St	311A	Matthew Kendall (SW2); Shane Rankin (SW2); Anthony Guse (SW1); Scott Teakle (SW1); Darryl Williamson (SW1); Peter Robinson (SW1); Peter Werder (SW1);	2 vehicle head on; 1 injured female, unknown all other; QPS in attendance;QAS in attendance; Searches completed, all persons transported by QAS: No further assistance required;
12				19:42	19:44	19:51	20:08						11	Kitchener St	311K		
13	QF3-11-002409	9/01/2011	20:12	20:18	20:18	21:23	21:48		Warrego Highway	Bowenville	Fire Service personnel	Rescue Water All Types	RFS	Rural Ops	JOND51	Brian McCulkin (SWA); Russell Whitby (SWA); Colin Whitby (SWA);	311K crew changed to 311Y; Car in water; Nothing in evidence, search undertaken;
14				20:14	20:14	K40	20:30						11	Kitchener St	311A	Matthew Kendall (SW2); Shane Rankin (SW2); Anthony Guse (SW1); Scott Teakle (SW1); Darryl Williamson (SW1); Peter Robinson (SW1); Peter Werder (SW1);	
15				20:16	20:16	K40	20:31						11	Kitchener St	311K		
16				20:16	20:31	K40	20:34						11	Kitchener St	311Y		
19	QF3-11-002417	9/01/2011	20:42	20:44	20:44	20:44	20:44	21:05	Warrego Highway	Oakey	Fire Service personnel	Rescue Water All Types	11	Kitchener St	311A	Matthew Kendall (SW2); Shane Rankin (SW2); Anthony Guse (SW1);	311A advised enough resources to attend, no further resources required; Persons recovered from vehilce, standing by

DENTS 09 JANUARY 2011 (Final copy 09 08 2011)

Line #	Incident Number	Incident date	Incident Time	Dispatch Time	Mobile Time	Arrival Time	Off Incident time (K4)	Property Number	Street Name	Locality	Notification Method	OMS Incident Description	Responding Station	Station	Callsign	Crew Members	Comments	
20	QF6-11-002443	9/01/2011	22:28	22:38	22:38	22:38	23:13						Gatton Rural	Rural Ops	GATT1	TBA	Incident divided into Western Sector (678A + SES folldboat) and Eastern sector (311A, 311Y, WU3, WI1, GRANT51, 1 SES	
21				22:28	22:35	22:54	23:10						78	Heldon	678A	A Wedrat (SWA); S Steere 9SWA);		
22				23:13	23:14	23:14	3:49						Grantham Rual	Rural Ops	GRAN41	TBA		
23				22:33	22:33		3:34						11	Kitchener St	311A	Matthew Kendall (SW2); Anthony Guse (SW1); Scott Teakle (SW1); Darryl Williamson (SW1);		
26				22:43	22:43		23:11						11	Kitchener St	311Y	Peter Robinson (SW1); Peter Werder (SW1);		
28				0:06	0:07	0:31	3:33						11	Kitchener St	WU3	Stewart Lange (SW2) SW Regional Tech Rescue Coord;		
29				0:36	0:37	1:08	3:34							CSO	WI1	Scott Frame (SW2); Steve Horvath (SW2);		
30				3:07	3:08	3:08	3:49						Grantham Rual	Rural Ops	GRAN51	TBA		
31				2:33	2:33		2:50							Lockyer Somerset Command	EA4	TBA		
32	QF3-11-002450	9/01/2011	23:01:37	23:02	23:09	23:14	23:14		Oakey Pittsworth Road	Oakey			14	Oakey	314A	Shane Williamson (SWA); Michael Williamson (SWA);		Responded to suspected vehicle in creek. Vehicle found broken down on other side of flooded road;
33	QF6-11-002454	9/01/2011	23:07:00 (23:09)	23:11	23:11	23:11	23:24		Harris Street	Grantham		Rescue Water All Types	11	Kitchener St	311Y	Peter Robinson (SW1); Peter Werder (SW1);		incident divided into Western Sector (678A + SES folldboat) and Eastern sector (311A, 311Y, WU3, WI1, GRANT51, 1 SES
34				23:10	23:10	23:11	2:56						78	Heldon	678A	A Wedrat (SWA); S Steere 9SWA); K Nash (SWA); G Mullins (SWA); D Gierke (SWA);		
35				23:14	23:14	23:14	3:51						Grantham Rual	Rural Ops	GRAN42	TBA		

K40 Called off incident  
 OI diverted to higher priority  
 Yellow cells indicate fatality  
 Purple cells indicate SER

Please note that attachments 5 to 7 of this statement are audio files and cannot be published.