

To: [REDACTED] (Local Controller, Cooloola, Gympie Regional),

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

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

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

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

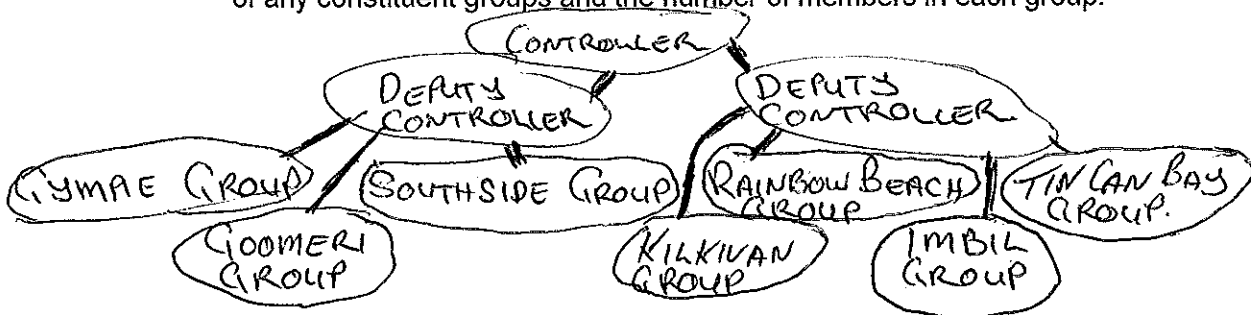
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Questionnaire for SES Local Controllers

The following questionnaire is split into six sections. Each section contains a number of questions asking you to describe the nature of your SES unit/groups, and also the nature of response operations conducted by your SES unit/groups during the 2010/2011 floods. Please complete the questionnaire and return it to the Commission by Friday, 14 October 2011.

1. Structure of SES units

1.1 Please describe the structure of your unit, including the number and location of any constituent groups and the number of members in each group.



1.2 Please indicate whether any members of your unit are employed on a paid, full-time basis. If so, how many are employed on this basis and what positions do they fill?

ALL SES MEMBER IN MY UNIT ARE VOLUNTEERS INCLUDING MYSELF.

Structure of SES units

1.3 Do you believe there is a need for SES members (including Local Controllers) to be employed on a paid, full-time basis? Please explain why or why not, including whether there are other ways in which SES members could be rewarded for their time.

I DO NOT BELIEVE IT WOULD ^{NOT} BE FINANCIALLY VIABLE TO PAY ENOUGH SES MEMBERS TO MEET THE NEED AFTER DISASTER EVENTS. AN IMPROVEMENT OF INPUT BY VOLUNTEERS MAY MAKE THEM MORE SATISFIED. IF EMQ CONTINUE WITH ~~THE~~ BOMBARDMENT OF RED TAPE AND "YES MINSTER" LOGIC THEY WILL HAVE TO PAY SES MEMBER TO STAY WITH THEM.

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

I AM THE ONLY CONTROLLER AS THE POSITION WAS VACANT IN KILKIVAN AT AMALGAMATION, I WAS THE GYMPIE CONTROLLER, SO I TOOK ON BOTH AREAS WITH AN ADDITIONAL DEPUTY CONTROLLER.

2. Readiness for the 2010/2011 floods

We would like to know whether you feel that your unit was adequately prepared to cope with the demands of the 2010/2011 floods. Please provide a brief explanation in response to the following questions.

2.1 Did your unit have enough training to prepare it for the 2010/2011 floods?

NO! WE DID NOT HAVE ENOUGH
FLOOD BOAT COXWAINS AS EMQ HAVE
NOT RUN ENOUGH COURSES AND MAKE
ELIGIBILITY TO GET ON A COURSE TOO TOUGH.

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

NO! NOT TRAINED MEMBERS.

2.3 Did your unit have enough equipment and resources?

NO! WE COULD HAVE MORE
PROGRESSIVE LOOK AT BOATS &
VEHICLES AVAILABLE.

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

NO! AND OUR UNIT ACHIEVED THE
GOOD RESULTS BY OLDER EXPERIENCED
MEMBERS. THE RESULTS WOULD HAVE
BEEN MUCH DIFFERENT WITHOUT THEM.

3. Operations during the 2010/2011 floods

3.1 Please describe the activities undertaken by your unit and/or its groups during the 2010/2011 floods (e.g. Requests for Assistance, rescues, evacuations).

- EVACUATIONS FROM FLOODED HOUSES.
- EVACUATIONS FROM HOUSES THAT MAY BE FLOODED.
- TRANSPORT OF MEDICAL PATIENTS ACROSS FLOODED ROADS.
- TRANSPORT OF FOOD ACROSS FLOODED ROADS & RIVERS
- TRANSPORT OF MEDICATIONS ACROSS FLOODED AREAS.
- TRANSPORT OF ELECTRICIANS FOR SEQEB
- TRANSPORT OF POLICE ACROSS RIVER.
- TRANSPORT OF SUPPLIES TO AGED CARE CENTRES.

4. Command and control

4.1 Generally speaking, please describe your responsibilities as Local Controller during disaster response operations. TO LIAISE WITH COUNCIL AND SES GROUPS TO SUPPLY EQUIPMENT AND MAN POWER WHERE NEEDED.

4.2 As a Local Controller, who do you report to during disaster response operations? LOCAL COUNCIL DISASTER GROUP AND EMQ

4.3 Where does your SES unit receive Requests for Assistance from?
LOCAL DISASTER CENTRE
POLICE
EMQ

4.4 What is the process of tasking SES members when Requests for Assistance are received by your unit? THE GROUP LEADERS TASK MEMBERS WHO ARE MOST CAPABLE TO COMPLETE THE TASK, GIVEN THE MEMBERS TRAINING & ABILITY.

4.5 During the 2010/2011 floods, did your unit receive any competing Requests for Assistance? If so, how were these managed or prioritised?
COMPETING REQUEST ARE PRIORITISED BY THE WIKLEY RESULTS IF THE TASK IS DELAYED.

Command and control

4.6 During the 2010/2011 floods, did your unit receive any Requests for Assistance that it was unable to respond to? If so, how were these requests managed? SOME REQUESTS WERE UNREALISTIC IN THERE NATURE, OTHERS WHERE WE WERE UNABLE TO REACH WERE REDIRECTED TO POLICE THROUGH THE LOCAL COUNCIL DISASTER CENTRE.

4.7 Were any members of your unit deployed to any other region during the 2010/2011 floods? If so, how was this managed? YES OUR UNIT SENT TEAM NORTH & SOUTH. THESE DEPLOYMENTS WERE MANAGED BY E.M.Q.

4.8 During the 2010/2011 floods, what was the nature of your unit's contact and coordination (if any) with the following:

a) Local Disaster Coordinator EITHER MYSELF OR ONE OF MY DEPUTY CONTROLLERS MEET ONCE OR TWICE PER DAY FOR BRIEFINGS AND UPDATES.

b) Local Disaster Coordination Centre
FOR THE ABOVE MEETINGS

c) Local Disaster Management Group
ALL MET AT THE ABOVE MEETINGS

Command and control

4.9 During the 2010/2011 floods, what was the nature of your unit's contact and coordination (if any) with the following:

a) District Disaster Coordinator

LITTLE TO NIL.

b) District Disaster Coordination Centre

~~LITTLE TO NIL.~~
SAME AS LOCAL DISASTER CENTRE.

c) District Disaster Management Group

LITTLE TO NIL.

4.10 During the 2010/2011 floods, what was the nature of your contact (if any) with Emergency Management Queensland's Area Directors and/or Regional Directors?

AREA DIRECTOR A FEW PHONE CALLS, AND A COUPLE OF DAYS THE AREA DIRECTOR WAS IN THE LOCAL DISASTER CENTRE BUT NOT A LOT OF INTERACTION WITH ME OR MY UNIT.

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

MY UNIT CARRIED OUT TASKS FOR Q.A.S & Q.P.S. WITH A MUTUAL DEGREE OF WILLING CO-OPERATION. NOT A LOT OF INTERACTION WITH OTHER GROUPS OUTSIDE OF DAILY MEETINGS.

Command and control

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

EXPECTATIONS WITH SES WERE MET. I DID NOT GET INVOLVED WITH EMQ AND THE EXPECTATIONS OF DISASTER MANAGERS.

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

I HOPE IF THE DISASTERS WERE WORSE THEY WOULD ASSIST IN RESUPPLY AND SUPPORT WITH RESOURCES.

5. Communications

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

SES RADIO'S
PRIVATE MOBILE PHONES
SES LAND LINE PHONES
WIRELESS INTERNET

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

INTERNET & MOBILE PHONES WERE UNUSABLE FOR SEVERAL HOURS ON ONE DAY.

WIRELESS INTERNET NOT FAST ENOUGH FOR SOME INFORMATION REQUIRED.

SES RADIO'S NOT WATER PROOF AND NOT ENOUGH IN QTY.

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

ONLY PHONES & INTERNET

6. Funding

6.1 Where does your unit receive funding from?

LOCAL COUNCIL, GYMPIE REGIONAL COUNCIL
MOSTLY. SES FINANCIAL SUPPORT GROUPS,
FUNDS RAISED IN TH COMMUNITYS.
STATE GOVERNMENT THROUGH GRANTS, STORES + TRAINING.

6.2 Has your unit applied for additional funding from the State Government in the 2009/2010 or 2010/2011 financial years? If so, what was the funding program and did you find the application process easy/difficult?

ONLY VEHICLE + ACCOMODATION GRANTS THROUGH THE
SES SUBSIDY PROGRAM.

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

YES.

6.4 In your view, is the total amount of funding currently received by your unit adequate? If not, please describe how your unit would benefit from additional funding. NO!

WE DO NOT HAVE FUNDING FOR INTERNET.
IMPROVED ACCOMODATION AND TRAINING AREAS
WOULD HELP ATTRACT AND TRAIN NEW +
MORE MEMBERS. EMQ ALWAYS CRY
POOR AND WE DO NOT GET THE QUALITY OR
QTY OF TRAINING NEEDED.

Funding

6.5 Do you think that the way in which funding is allocated and distributed to your unit is adequate? If not, how could this be improved?

COMPARED TO OTHER SERVICES WE ARE THE POOR COUSINS. I STRUGGLE TO BELIEVE E.M.Q. ARE GOOD MONEY MANAGERS AND I DO BELIEVE WE SUFFER BECAUSE OF THIS.

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

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

POKER MACHINE BUS TRIPS, MANPOWER FOR COMMUNITY EVENTS FOR DONATIONS, SALE OF FIREWOOD, COLLECTION AND SALE OF ALUMINIUM CANS, RAFFLES,

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

5 to 10%

c) does fundraising present any difficulties?

SOME MEMBERS THINK THEY HAVE DONE ENOUGH AND WHEN NEEDED FOR A TASK ARE UNAVAILABLE.

HOW AND WHERE WE FUND RAISE ALWAYS BRINGS PROBLEMS WITH PERMISSION, CONFLICT OF INTEREST AND E.M.Q DOCTRINE COMPLICATIONS. 12/13

7. Other

7.1 Do you have any suggestions as to how the SES can attract and retain members, either for your particular unit or at a state-wide level?

GET SES BACK TO COMMUNITY INTEREST;
GET SES OUT OF STATE POLITICS AND
OUT OF STATE PUBLIC SERVICE MENTALITY.
SHOW THE COMMUNITY WHAT SES CAN
OFFER WITHOUT THE RED TAPE.

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

IF SES WERE NOT MANAGED BY A BIG RED TAPE
AND BUREAUCRATIC EMQ. MEMBERS MAY STAY.
IF TRAINING WAS NOT THE ONLY AGENDA OF EMQ
MEMBERS MAY FEEL MORE COMFORTABLE ESPECIALLY
WHEN THE TRAINING IS NOT OFFERED. THERE IS
NO PLACE IN SES ANY MORE FOR MEMBERS
WITHOUT GAINING CERTIFICATES. WHEN GAINING
ACCREDITATION AND CERTIFICATE WAS OPTIONAL
MEMBERS WERE MORE LIKELY TO TAKE THE OPTION.
NOW IT IS MANDATORY BUT EMQ DO NOT OFFER
ENOUGH COURSES FOR MEMBERS TO TAKE
THAT PATH.

Thank you for taking the time to complete this questionnaire

