

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.

Goodwin - Local Controller
- Acting Deputy Local Controller
- Group Leader
- Total members 32

Yelarbon - Deputy Local Controller
- Group Leader
- Total members 9

Talwood - Group Leader
- Total members 14

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 MEMBERS ARE VOLUNTEERS

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 FAVOUR PAID SES EMPLOYMENT AS MOST OF CALL-OUTS ARE FOR A SHORT TIME.

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

NO EFFECT AT ALL. I SUGGEST THAT ALL UNITS HAVE A LOCAL CONTROLLER.

I WOULD ALSO SUGGEST THAT EACH LOCAL GOVERNMENT REGION HAVE A PAID SES CONTROLLER SUPPLIED BY EMO. THIS POSITION COULD THEN BE RESPONSIBLE FOR ALL SES UNITS. WHERE SES HAVE ONLY ONE UNIT IN COUNCIL REGION SEVERAL COUNCIL AREAS COULD BE COMBINED.

2. Readiness for the 2010/2011 floods

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

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

YES.

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

YES

2.3 Did your unit have enough equipment and resources?

YES - MINOR AMOUNT OF ITEMS
BORROWED FROM COUNCIL.

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

YES

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
- RE-SUPPLY INCL ASSIST LOAD HELICOPTER
- RESCUES FROM MOTOR VEHICLE TYPE INCIDENTS AT FLOODED DRIVERS
- RESCUE FROM FLOOD BOUND SWELLING AT GREEN OAK RD
- TRANSPORT VIA FLOOD BOAT OF MEDICAL PERSONNEL
- SAND BAGGING
- ASSIST ELDERLY RESIDENTS RAISING FURNITURE ETC
- LIAISE WITH SINGLE ELDERLY RESIDENTS OFFERING ASSISTANCE & REASSURANCE.
- ASSIST AT EVACUATION CENTRE (GOONDIWINDI SHOWAROUNDS)
- ASSIST QPS MAINTAIN ROAD CLOSURES
- FLOOD BOAT OPERATIONS
- GATHERING FOR MOBILE HOSPITAL, EMT & HELICOPTER CREW, QAS

4. Command and control

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

OVERALL CONTROL OF SES OPERATIONS. LIAISE WITH OTHER EMERGENCY SERVICES AND COUNCIL.

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

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

- SES CALL CENTRE 132500
- LDMG
- OTHER EMERGENCY SERVICES

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

ALL MEMBERS CONTACTED BY SMS TO MEET AT SES HQ. TASKING THEN VERBALLY.

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

DURING FLOODS A NUMBER OF SIMULTANEOUS REQUESTS WERE RECEIVED. THEY ARE ALWAYS PRIORITISED WITH LIFE No1 PRIORITY.

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? *No.*

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

*DEPLOYED TO GRANTRAM AFTER FLOODS
TO ASSIST IN FINAL SEARCH.*

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

*THROUGH EMER AREA DIRECTOR WHO IS
LDMG MEMBER*

b) Local Disaster Coordination Centre

ATTENDED BRIEFINGS AT THE CENTRE

c) Local Disaster Management Group

SAME AS 4.8(a)

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

No CONTACT

b) District Disaster Coordination Centre

No CONTACT

c) District Disaster Management Group

No CONTACT

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?

NIL - MOST CONTACT THROUGH TASKING OFFICER LDUNG

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

SUPPORTING ROLE TO QPS, QFRS AND QAS.

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)?

NO CONFLICT

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

REFERENCE POINT FOR ADVICE AND TASKING. ALSO CONTACT POINT FOR PROVISION OF OUTSIDE HELP.

5. Communications

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

- MOBILE PHONE
- SES RADIO EQUIPMENT
- COMPUTER / EMAIL / INTERNET

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

No

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

DURING FLOODS NIL.
NOW HAVE INTER-OPERABLE RADIO WITH
LOCAL QFRS.

6. Funding

6.1 Where does your unit receive funding from?

GOONDIMANDI REGIONAL COUNCIL

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?

- \$6000 RECEIVED FOR SKILLION ROOF FOR VEHICLE ACCOMMODATION.
- APPLICATION PROCESS CONSIDERED TOO DIFFICULT AND COUNCIL ASSISTANCE SOUGHT TO COMPLETE APPLICATION

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, HOWEVER IT IS CONSIDERED SUFFICIENT IN THE LIGHT OF COUNCIL BUDGET CONSTRAINTS.

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?

PRESENT ARRANGEMENTS ADEQUATE.

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

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

- ASSIST LOCAL ORGANISATIONS WITH THEIR ACTIVITIES TO OBTAIN DONATIONS
- DONATIONS FROM TOW TRUCK OPERATORS ASSISTING WITH RTA ORGANISATION
- DONATIONS FROM SERVICE CLUBS
- ✓ ✓ LOCAL BUSINESSES

b) approximately what percentage of your operating budget does this account for? *25%*

c) does fundraising present any difficulties?

YES.

VOLUNTEERS ARE TIME POOR.

DIFFICULT TO ASK FOR FUNDS IN PRESENT ECONOMIC SITUATION.

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?

- MAINTAIN INTERESTING TRAINING SCHEDULE.
- PAPERWORK / RED TAPE IS ONEROUS.
- PRE REQUISITES FOR MUCH OF THE SES TRAINING IS CONSIDERED TO BE NOT WARRANTED AND AN OBSTACLE TO VOLUNTEERS.

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

SES OPERATIONS, IN GENERAL, DURING JANUARY 2011 FLOODS CONSIDERED TO BE GOOD.

Thank you for taking the time to complete this questionnaire