

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Friday, 20 May 2022 11:05:47 AM
Attachments: [SES Internal Report to Incident Controllers Defiance to the Plans 0.pdf](#)

Your details

Title	Mr
First name	James
Last name	Daniels
Email	<input type="text"/>
Postcode	2456

Submission details

I am making this submission as	Emergency services personnel
Submission type	I am making a personal submission
Your position in the organisation (if applicable)	Unit Commander - Inspector
Consent to make submission public	I give my consent for this submission to be made public

Share your experience or tell your story

Your story	I have been in NSW SES for almost 9 years, in this time I have developed as a skilled Flood Rescue Operator for both Flood Boats & In-
-------------------	--

Water Rescue. In the last 24 months, I have moved into a Volunteer Manager Role as Commander of one of the larger Regional Units in the Northern Zone, Coffs Harbour. In the latter half of 2021, I was appointed as a representative to the Mid North Coast encompassing Flood Rescue support to approx 21 Units. This had me in with a small team of SME's to support the Zone through the Zone Commander Mr Stephen [redacted] in all thing Flood Rescue. In 2021 we were the busiest Unit in NSW, with more requests from the community than anywhere else. I have attached email Correspondence that I have since escalated to the highest levels of NSW SES being the Director of People and Development as she looks after Human Resourcing & WHS. After no response despite asking many times from both myself and the NSW SES Volunteers Association, I requested an update from the Deputy Commissioner of Corporate Services who dismissed this with a lacklustre response. I offer the Flood Enquiry may find this document and its email trail of significance as it reports the Incident Controllers' understanding of what they were supposed to undertake in both pre-planning and operationally. Whilst it of course would not have fixed everything, it would have had the potential to save more lives and reduce trauma including psychosocial injuries, via having an organisationally endorsed process more responsibly engaged in supporting not only volunteer Units but their communities.

Link in the email to the NSW SES Access to Information - Northern Rivers Floods 2017 which highlights the inaction via the NSW SES Northern Zone Commander to enact significant commitments made on both the Owens Review and the Lismore Citizens Review listed here: <https://www.ses.nsw.gov.au/about-us/access-to-information-and-privacy/>

Terms of Reference (optional)

The Inquiry welcomes submissions that address the particular matters identified in its [Terms of Reference](#)

1.1 Causes and contributing factors

Evidence attached - The NSW SES Incident Controller Stephen [redacted] was oppositional to the implementation of the organisation's Flood Rescue Management Procedure, which left fellow Volunteers and their Volunteer Leadership hung out and unsupported by NSW SES Northern Zone

1.2 Preparation and planning

Evidence attached - The NSW SES Incident Controller Stephen Patterson was oppositional to the implementation of the organisation's Flood Rescue Management Procedure, which left fellow Volunteers and their Volunteer Leadership hung out and unsupported by NSW SES Northern Zone

1.3 Response to floods

Evidence attached - The NSW SES Incident Controller Stephen [redacted] was oppositional to the implementation of the organisation's Flood Rescue Management Procedure, which left fellow Volunteers and their Volunteer Leaders hung out and unsupported by NSW SES Northern Zone.

1.6 Any other matters

Evidence attached - The NSW SES Incident Controller Stephen [redacted] was oppositional to the implementation of the organisation's Flood Rescue Management Procedure, which left fellow Volunteers and their Volunteer Leaders hung out and unsupported by NSW SES Northern Zone.

Supporting documents or images

Attach files

- [SES Internal Report to Incident Controllers Defiance to the Plans 0.pdf](#)
-