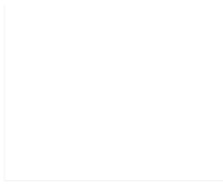


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Saturday, 4 June 2022 9:41:42 PM



Your details

<hr/>	
Title	Mr
First name	Jason
Last name	Cocchietto
Email	<input type="text"/>
Postcode	2227

Submission details

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I am making this submission as	Emergency services personnel
Submission type	I am making a personal submission
Consent to make submission public	I give my consent for this submission to be made public

Share your experience or tell your story

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Your story	<p>I have been a member of The NSW State Emergency Service for over 15 years, and a flood Rescue operator for more then 14 years.</p> <p>I have never seen the NSW SES be so disorganized and under prepared for a flood then it was for the 2022 floods all up and down the east coast.</p>

In years past I have been per deployed to zones that are expecting flooding days before the event happened. This made it easy to not only get resources into the area, but also gave the operator the the ability to see the impact zones before the flood arrived. By doing this it made the operator safer as they had a idea of what was around.

After the SES had all the staff and management changes it has become more of a reactive service rather than a proactive service. The gap between staff and volunteers has never been greater. Staff that have been in the service for a matter of months ignoring volunteers advice that have been in the service for decades.

The NSW SES has some amazing flood rescue operators including some that have won international awards for the work they have done in the field of flood rescue. but for some reason the attitude of the service is unless you are staff your say means little to nothing.

Terms of Reference (optional)

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

1.2 Preparation and planning

Preparation and planning was non existent in the NSW SES for the floods along the east coast. This is a biproduct of the SES loosing staff and volunteers that have experience in planning for large events, the service is reactive instead proactive.

1.3 Response to floods

There was questions asked by operators including myself that live in Sydney about being deployed to the northern rivers before Lismore was flooded. the response that was received from our zone office was that they didn't want to send any resources north, as they were expecting the cell to hit Sydney in a weeks time.

A week later the cell did hit Sydney, and there was so called flood rescues. The majority of them would be classed as puddle rescue, where the casualty would be walked out of a location in water no higher the knee.

The zone office flood desk struggled to task jobs. On more then one occasion had flood rescues sitting untasked for tens of minutes whilst they had teams able to respond. A lot of the time the rescue crews would self respond to jobs and just let the flood desk know.

If the desk had any more then four jobs come in, it would be chaos and jobs would be missed.

The people that work on the flood desk need to be highly trained in both operations and tasking. Not just whom ever puts their hand up for the job on the night.

Radio operators need to be able to communicate affectively and be understood the first time, not need to be asked to "say again" a number of times before the message is understood. Having the Flood Rescue Coordinator yelling instructions to radio operators is not a affective way to communicate.

This is happening as the staff members don't trust the volunteers to make a decision and want to micro manage the volunteers. If they had adequately trained people in the positions this would not happen.

As it stands the NSW SES have some amazing field operators, but do not have the people or logistical support behind them that is needed. The SES is incapable of coordinating flood rescue and to deal with mutable life threating jobs.

matters

the NSW SES to where it needs to be. It kills me to say that for the safety of the NSW community, The NSW SES need to step away from Flood rescue coordination and only supply the personnel to complete flood rescue tasks.

Supporting documents or images
