

Appendix A

Callide Creek catchment area community survey

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Callide Creek Catchment Area Survey

Report

PREPARED FOR • Inspector-General Emergency Management

Date • May 2015 JOB # • 151461



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introduction

Background

MCR was commissioned by the Office of the Inspector-General Emergency Management (IGEM) in March 2015 to undertake a survey of Banana Shire residents. Results from the survey, and other investigations by IGEM, will inform the formal review into the February flooding of Callide Creek.

Objectives

The key objectives of the research were to:

- understand community engagement with general Disaster Management Arrangements, including:
 - awareness of arrangements, perceptions of the organisation(s) perceived to be responsible for disaster management and awareness and participation in community and public events about Disaster Management Arrangements;
- measure community awareness and understanding of flood risks, including:
 - the sources consulted for flood risk information and confidence in dealing with flooding events;
- understand the personal impacts experienced as a result of the recent event, including:
 - the proportion who needed to evacuate, perceptions about the potential impact that an early release of water from the Callide Dam would have had and observations about the difference between the recent and past flood events;
- understand the sources of information consulted by community members in the lead up to and during the recent event, including:
 - the warnings received, the perceived effectiveness of communication channels for distributing warnings and community suggestions for improving emergency warnings generally.

This report details the findings of the study.

summary

MCR was commissioned by the Office of the Inspector-General Emergency Management (IGEM) to undertake a telephone survey of n=406 residents living within the Callide Creek catchment area. The survey was undertaken between the 14th and 26th April 2015. A summary of results is presented below.

Community engagement

Knowledge of Disaster Management Arrangements
45% of respondents in our survey report having a good (36%) or extensive (9%) knowledge of the Disaster Management Arrangements in the Banana Shire. A similar proportion (47%) rates their knowledge as limited while 8% say they have no knowledge of such arrangements.

More than eight in ten respondents nominate the Banana Shire Council (85%) as being the entity responsible for disaster management generally. The State Emergency Service (46%) is the next most often mentioned group followed by Queensland Fire and Emergency Services (27%) or the Queensland Police Service (26%).

Six in ten respondents (61%) had heard of the Local Disaster Management Group (LDMG) prior to being surveyed. 33% of respondents believe they would know how to contact the LDMG if they needed to.

Perceptions of the role of the LDMG

The LDMG is primarily associated with coordination tasks in the lead-up to and during an event and secondarily with planning responsibilities:

- 33% (of all respondents) say the LDMG is responsible for coordinating and organising emergency services during an emergency
- 29% consider the LDMG's role to be related to coordinating and organising recovery or clean-up efforts after an emergency
- 26% nominate the broadcasting of warnings in the lead-up to and during emergencies as LDMG's role
- 17% consider the LDMG's role to be to plan for emergencies.

Public events related to Disaster Management Arrangements

Prior to our survey, four in ten respondents (40%) had heard about community events, public meetings or presentations about Disaster Management Arrangements in their local area. 5% of all respondents report attending a community event, public meeting or presentation about Disaster Management Arrangements in the past few years.

Flood risk

Enquiries made about flood risk

Four in ten (39%) respondents report they have enquired about the risks of flood to their property in the past few years. Most enquiries appear to have been informal in nature with 32% sourcing information from individuals such as family, friends or neighbours. After this, residents are most likely to have consulted Banana Shire Council (10%), SunWater (4%) or Queensland Fire and Emergency Services (4%).

57% of those who consulted Banana Shire Council about flood risk say they are satisfied with the information provided by the council (16% very satisfied, 41% quite satisfied). 10% of those who enquired with SunWater about flood risk consider the information provided to be satisfactory (all of whom were quite satisfied— this result should be treated with caution given the small sample size).

Confidence in one's understanding of flood risks

91% of respondents say they are confident in their understanding of the flood risk to them or their property (61% very confident, 30% quite confident). Reported confidence is lower than average (91%) among:

- those who had been impacted by a flood prior to the 2015 flood (84%)
- those living outside the Biloela township (86%) – particularly those in Valentine Plains (79%)
- those who reported being emotionally impacted by the February event (69%)
- those who had house/other property/agricultural property damaged or destroyed during the February event (82%)
- those who evacuated their home during the February event (57%)
- females (88%).

89% of survey respondents express confidence in regards to being prepared for and knowing how to respond to flooding events in the future (49% very confident, 40% quite confident).

39% of respondents say they are aware of how and where to seek information from river gauges within the Callide Valley.

Impact of February 2015 event

The majority of survey respondents (92%) report experiencing at least some personal impact as a result of the flooding event in February 2015. The most widespread impacts mentioned (without prompting) are power outages (68%) and telecommunications outages (51%).

Common impacts mentioned in relation to property include:

- damage to property (other than home or agricultural property) (25%)
- fencing damage (21%)
- loss of fencing (19%)
- paddock quality impacts (14%)
- damage to home (13%)
- destruction or loss of other property (11%).

Impacts related to home/other property damage/agricultural property damage are more likely than average (47%) to be found among those:

- living outside the Biloela township (70%)
- who evacuated their home (96%)
- involved in primary production (88%).

8% of survey respondents report having had to evacuate their home as a result of the recent flood event.

Perceptions of the impact of an early release of water from the Callide Dam

23% of survey respondents believe an early release of water from the Callide Dam leading up to the flooding event would have improved the situation for them and their property. 1% of respondents consider an early release would have worsened their situation. 70% of respondents consider an early release would have made no difference in their situation, while 5% are unsure.

Those living outside the Biloela township (32%) are more likely than average (23%) to believe an early release would have improved their situation. This is especially the case among those living in the combined areas of Jambin/Argoon/ Goovigen/Orange Creek/Greycliffe (39%), Mt Murchison/Dakenba/Callide (52%) or Smoky Creek (56%).

Other sub-groups more likely than average (23%) to believe an early release from the Callide Dam would have improved their situation are those:

- who feel they have been emotionally impacted by the event (55%)
- who evacuated their home (76%)
- involved in primary production (32%).

By far the most commonly perceived difference an early release of water could have made is that the amount of water arriving at once would have been reduced and the damage therefore lessened (74%).

Being on high ground (35%) or living in a flood free zone (25%) are the main reasons for believing an early release from Callide Dam would not have made a difference to the impacts personally experienced during the February event. Not being impacted by Callide Dam waters is mentioned by 16%. 11% consider that there was so much water, an early release would not have made a difference.

Previous flood experience

39% of survey respondents report having been impacted by flood waters at their current address before the February event. Of those with prior flood experience, the majority (82%) believe there was a difference between the impact experienced as a result of February 2015 event and earlier floods.

The main difference perceived was that the volume of water, the speed with which it came and the amount of flooding was greater in February 2015 than during previous flooding events (50%). 14% say there was more damage to property or infrastructure this time compared to previous floods, 13% noticed more debris/damage to crops or land this time.

Positive differences noted include a perception that they were more prepared in February 2015 than in previous floods (10%), that there was less water or flooding this time (6%) or that there was less damage or debris left over this time (5%).

Information sources used in February 2015

Two key sources of information were relied upon in the lead-up to the February event; the Bureau of Meteorology website (73%) or family/friends/neighbours (67%). During the event reliance on family, friends or neighbours was maintained (71%) while use of the Bureau of Meteorology website decreased to 46%.

46% consulted ABC News prior to the event, with a similar proportion (40%) doing so during the event.

Other key information sources that were more commonly referred to in the lead-up to, rather than during the event are:

- Banana Shire Council/LDMG (43% lead-up, 26% during)
- Landline or mobile phone (38% lead-up, 22% during)
- Other radio station (18% lead-up, 12% during)
- Other website (18% lead-up, 5% during)

Text message warnings

23% of all survey respondents received (and retained) the text message: Flood Warning from Banana LDMG. Water releasing Callide Dam. Threat to Life and Property. Jambin & Goovigen leave area now or seek higher ground. Listen to radio. Those living in Biloela township (23%) are equally as likely as those living outside this area (23%) to have received this message.

Other messages receiving 1% or fewer mentions are detailed under section 5.0 of this report.

Perceived effectiveness of communication channels for receiving warnings

Respondents were asked to rate the effectiveness of a range of communication channels in delivering warnings during times of disaster.

Calls to mobile telephone (81%), text messages to mobile telephone (79%) or radio broadcasts (77%) are the methods most likely to be considered effective. Seven in ten respondents rate a phone call to a landline (70%) or television broadcasts (70%) as effective. 58% consider Facebook to be effective while 56% rate the websites of relevant authorities as an effective way of delivering warnings during disasters. Twitter perceived as effective by 14% of respondents.

Respondent suggestions for improvement emergency warnings generally

When asked for suggestions about how to improve emergency warnings generally, the most common response given was to provide warnings to residents earlier (from any source or organisation) (25%). After this, residents called for more geographically specific warnings (14%), more text messages (13%) or more telephone calls to residents (10%).

method

Method	Computer assisted telephone interviewing (CATI), where trained interviewers read the pre-scripted survey from a computer screen and enter the responses directly into the computer at the time of interviewing.
Fieldwork partner	MCR's fieldwork partner Q&A Market Research conducted the fieldwork and data analysis tasks. Q&A Market Research has ISO 20252 quality accreditation.
Target respondent	Residents in the defined catchment area (one person (18+ years) per household).
Universe	<p>The survey universe was made up of the following areas:</p> <ul style="list-style-type: none"> • Argoon • Biloela (respondents self-selected as either living with the township or within areas surrounding the township) • Callide • Dakenba • Dululu • Goovigen • Greycliffe • Jambin • Mt/Mount Murchison • Orange Creek • Prospect • Smoky/Smoky Creek • Thangool • Valentine Plains • Wowan
Sample source	n=406 interviews were completed: n=182 within Biloela township and n=224 outside this area. See appendix B for a full sample composition.
Weighting	A two phased weighting approach was applied to take into account the age and gender profile of residents in the survey region and the number of households in the survey region.
Questionnaire	See appendix A for the questionnaire.
Fieldwork statistics	See appendix C for fieldwork statistics and dates.
Pilot	A survey pilot (a small number of interviews) and subsequent review was conducted to check for respondent comprehension and questionnaire flow.
Data analysis	<p>MCR designed a detailed analysis specification for Q&A Market Research to produce data tables. The statistical processing software SurveyCraft was used to produce these data tables.</p> <p>Results were subject to significance testing to indicate if a result is statistically significant (i.e. if a result is statistically different from the average or from another sub-group).</p>

Publication of Information

MCR is a member of AMSRO and abides by the AMSRS Code of Professional Behaviour. The Code of Professional Behaviour can be downloaded at www.amsrcs.com.au. Under the Code of Professional Behaviour – information about Client’s businesses, their commissioned market research data and findings remain confidential to the clients unless both clients and researchers agree the details of any publications.

MCR has ISO 20252 quality assurance accreditation.



AMSRO



Disclaimer

As is our normal practice, we emphasise that any market size estimates or marketing recommendations in this report can be influenced by a number of unforeseen events or by management decisions. Therefore no warranty can be given that the information included will be predictive of a desired outcome.

findings

1.0 Community engagement

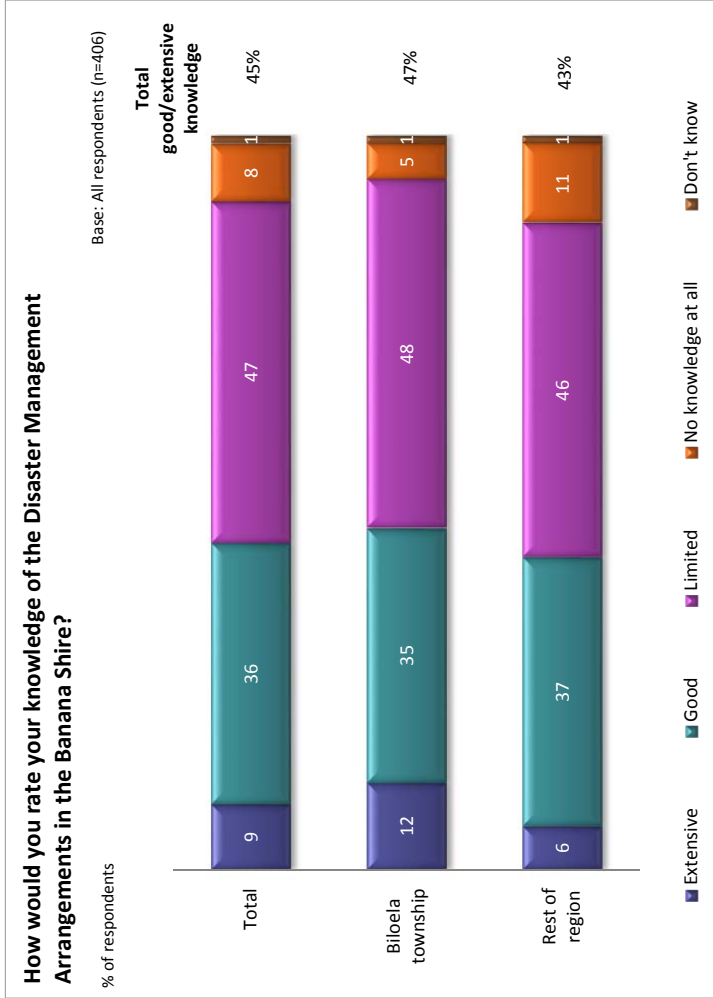
1.1 Knowledge of Disaster Management Arrangements

45% of respondents in our survey report having a good (36%) or extensive (9%) knowledge of the Disaster Management Arrangements in the Banana Shire. A similar proportion (47%) rates their knowledge as limited while 8% say they have no knowledge of such arrangements.

1.1.1 Sub-group differences

Extensive knowledge of the arrangements is more likely to be found among those living in the township of Biloela (12%), compared to those living outside this area (6%).

Those who evacuated their home during the February 2015 event (63%) are more likely than those who did not (45%) to consider their knowledge to be limited.



Q1 Firstly, how would you rate your knowledge of the Disaster Management Arrangements in the Banana Shire? Would it be...?

Table: Q1 Firstly, how would you rate your knowledge of the Disaster Management Arrangements in the Banana Shire? Would it be...?

Base: All respondents	REGION SUMMARY		EVENT IMPACT					EVACUATED HOME			PRIMARY PRODUCER			GENDER		AGE		
	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property- agri	Teico outage	Power outage	Isolated/ cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs	
																		Total
SUB-TOTAL Extensive/Good	45	43	33	46	40	48	50	48	42	32	46	44	45	39	51	50	39	
Extensive	9	6	2	9	9	9	9	9	9	12	9	3	11	7	11	11	7	
Good	36	37	31	36	40	39	41	39	33	20	37	41	34	31	41	39	32	
Limited	47	48	60	45	58	41	44	41	41	63	45	46	47	52	41	45	48	
Or do you have no knowledge at all	8	11	4	8	2	9	6	7	16	5	8	7	8	9	7	5	11	
Don't know	1	1	3	1	1	2	1	1	1	1	1	3	1	1	1	2	2	

% of respondents

Base: All respondents	REGION DETAILED																
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan	Smoky Creek	Biloela non-township	Biloela Total
SUB-TOTAL Extensive/Good	45	38	51	44	32	38	48	36	52	19	52	31	48	35	57	48	47
Extensive	9	9	4	4	5	7	7	13	8	8	8	8	8	8	8	8	8
Good	36	38	42	40	27	31	48	36	39	19	44	23	48	35	57	37	35
Limited	47	60	46	54	52	46	38	61	48	54	36	58	22	58	39	43	47
Or do you have no knowledge at all	8	2	3	3	16	16	13	3	27	27	12	11	26	7	4	8	5
Don't know	1						1					4			2	2	1

% of respondents

^ Caution: small cell size.

Bold figures are significantly different to the average at at least the 95% confidence level.

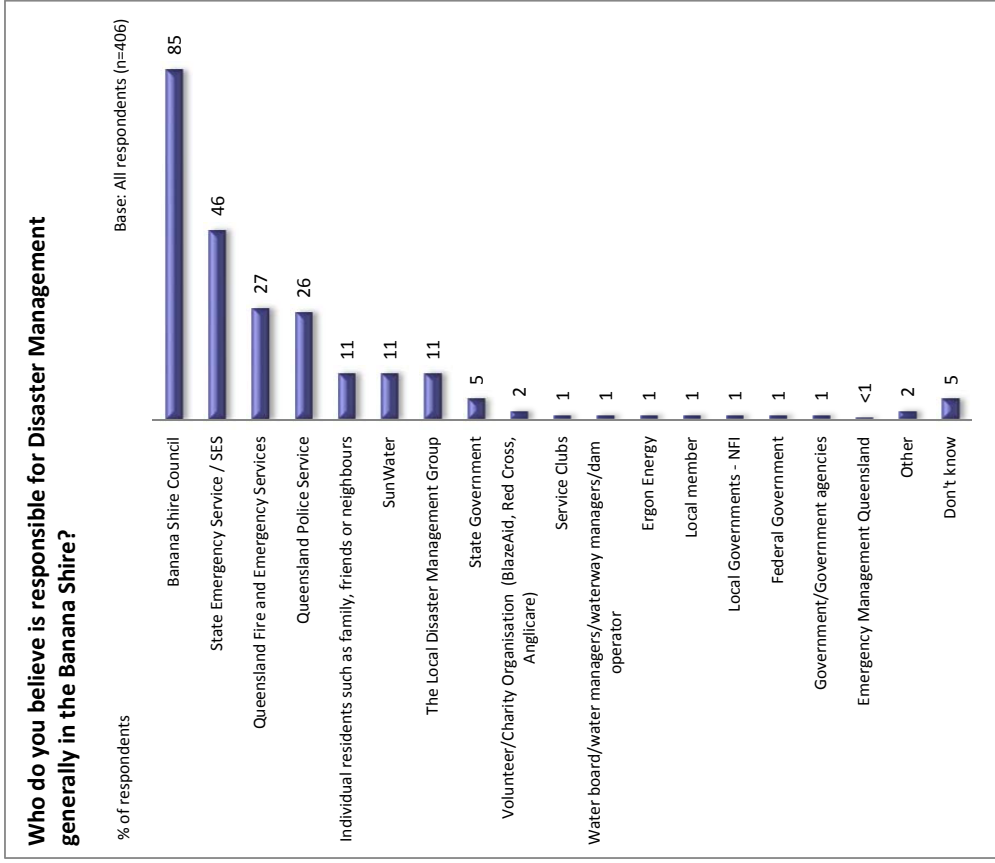
1.2 Organisation perceived to be responsible for Disaster Management Arrangements

More than eight in ten respondents nominate the Banana Shire Council (85%) as being the entity responsible for disaster management generally. The State Emergency Service (46%) is the next most often mentioned group followed by Queensland Fire and Emergency Services (27%) or the Queensland Police Service (26%).

The adjacent chart lists other organisations mentioned by respondents.

1.2.1 Sub-group differences

Primary producers (20%) are more likely than average (11%) to nominate individual residents such as family, friends or neighbours as being responsible for disaster management.



Q2 Who do you believe is responsible for disaster management generally in Banana Shire?
[Unprompted MR]

Table: Q2 Who do you believe is responsible for disaster management generally in Banana Shire? [Unprompted MR]

Base: All respondents	REGION SUMMARY			EVENT IMPACT				EVACUATED HOME			PRIMARY PRODUCER		GENDER		AGE			
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
	406	182	224															
Banana Shire Council	85	89	80	82	85	94	87	81	84	83	84	84	84	85	82	88	87	83
State Emergency Service/SES	46	48	44	27	47	39	46	52	50	47	45	44	44	46	49	42	47	44
Queensland Fire and Emergency Services	27	34	19	26	27	15	19	28	28	33	24	17	29	29	27	26	31	22
Queensland Police Service	26	34	19	33	26	16	16	28	27	34	26	17	29	29	26	26	27	25
Individual residents such as family, friends or neighbours	11	10	13	6	12	18	14	11	12	15	12	20	9	9	16	7	10	13
SunWater	11	11	12	5	12	14	15	13	12	11	25	11	12	12	12	10	12	11
The Local Disaster Management Group	11	12	9	8	11	17	11	13	12	30	9	5	13	13	10	12	13	9
State Government	5	5	5	5	5	7	7	4	5	5	6	8	5	5	5	5	7	4
Volunteer/Charity Organisation (BlazeAid, Red Cross, Anglicare)	2	3	1		2		2	3	2	2	2	1	2	2	*	4	3	1
Service Clubs	1	2	*	5	1		1	2	1	1	1		2	2	*	2	2	1
Water board/water managers/waterway managers/dam operator - no specific brand	1	2	*	10	*		*	1	1	1	1	1	1	1	1	1	1	1
Ergon Energy	1	2			1		1	1	1		1		1	1	1	1	2	
Local member	1	2	*		1		1	*	1	1	1	1	1	1	2	2	2	1
Local Governments - NFI	1		2		1		2	2	2	1	1	5	2	2	2	2	2	*
Federal Government	1	1	1		1	5	1	*	*	*	*	3	*	*	*	1	*	1
Government/Government agencies	1		1		1		*	1	1	1	1	1	1	1	*	1	*	1
Emergency Management Queensland	*		1		*		*	*	1	1	*	1	*	*	*	*	*	*
Other	2	3	1		2	3	2	3	3	1	2	2	2	2	1	3	2	2
Don't know	5	3	7	9	4	2	3	4	4	5	2	4	5	4	4	6	3	7

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at at least the 95% confidence level.

Table: Q2 Who do you believe is responsible for disaster management generally in Banana Shire? [Unprompted MR] (continued)

Base: All respondents	REGION DETAILED													Biloela non-township	Biloela Total		
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu			Wowan	Smoky Creek
	406	17^	23^	40	22^	71	50	11^	17^	13^	30	35	16^	18^	16^	41	223
	% of respondents																
Banana Shire Council	85	80	69	75	83	82	70	78	78	71	84	92	84	60	63	88	89
State Emergency Service/SES	46	71	30	53	63	44	40	88	30	66	39	42	56	40	25	34	45
Queensland Fire and Emergency Services	27	20	11	11	29	24	10	25	24	24	25	27	6	16	9	20	31
Queensland Police Service	26	7	17	11	17	20	11	9	11	24	34	15	4	9	19	28	33
Individual residents such as family, friends or neighbours	11	2	14	8	13	12	26		13	14	6	4	35	23	19	8	10
SunWater	11	5	20	11	11	13	8	6	28	5	14	15		12	13	13	12
The Local Disaster Management Group	11		3	1	6	11	1		4		20	6		5		20	14
State Government	5	5	5	5		3	13	6	7		8			7	30	5	5
Volunteer/Charity Organisation (BlazeAid, Red Cross, Anglicare)	2					1	2				2				6		3
Service Clubs	1						1							5			2
Water board/water managers/waterway managers/dam operator - no specific brand	1		3	1					4								2
Ergon Energy	1																2
Local member	1						1								4		1
Local Governments - NFI	1		5	2			9		7						26		
Federal Government	1					1					2					2	1
Government/Government agencies	1		6	3		1	3		8			2	4	5			
Emergency Management Queensland	*	5		3		1		6								2	*
Other	2	4		2			2						6				3
Don't know	5	2	20	10	6	4	9		13	10	6	3	10	12	7	6	3

^ Caution: small cell size.

* Indicates less than 1% of respondents.

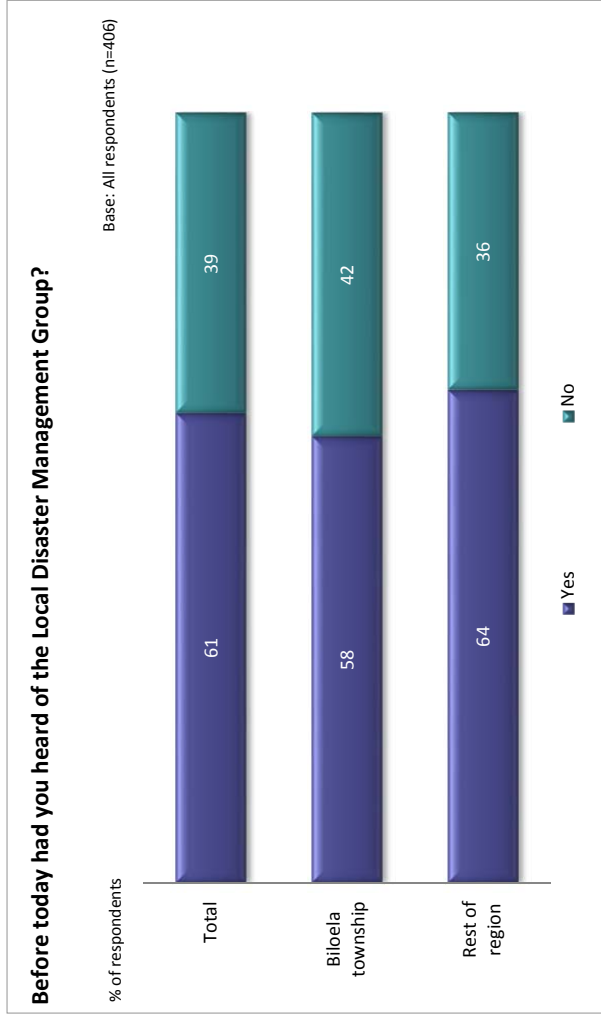
Bold figures are significantly different to the average at at least the 95% confidence level.

1.3 Awareness of the Local Disaster Management Group

Six in ten respondents (61%) had heard of the Local Disaster Management Group (LDMG) prior to being surveyed.

1.3.1 Sub-group differences

Primary producers (71%) are more likely than average (61%) to have prior awareness of the LDMG.



Q2a Before today had you heard of the Local Disaster Management Group? It may also be known as the Local Emergency Management Group?

Table: Q2a Before today had you heard of the Local Disaster Management Group? It may also be known as the Local Emergency Management Group?

	REGION SUMMARY		EVENT IMPACT				EVACUATED HOME				PRIMARY PRODUCER		GENDER		AGE		
	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Teico outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
Base: All respondents	182	224	32	374	35	201	214	275	74	33	373	109	297	155	251	110	296
	% of respondents																
Yes	58	64	64	60	80	66	61	60	70	79	59	71	58	57	65	60	61
No	42	36	36	40	20	34	39	40	30	21	41	29	42	43	35	40	39

REGION DETAILED																																
	Jambin and Argoon		Goovigen, Orange Creek, Greycliffe		Jambin, Argoon, Goovigen, Orange Creek, Greycliffe		Mt Murchison, Dakenba, Callide		Valentine Plains, Prospect, Thangool		Dululu, Wowan and Smoky Creek		Argoon		Goovigen		Mt Murchison		Valentine Plains		Thangool		Dululu		Wowan		Smoky Creek		Biloela non-township		Biloela Total	
	Total	17^A	23^A	40	22^A	71	50	11^A	17^A	13^A	35	16^A	18^A	16^A	41 <th>223 </th>	223																
Base: All respondents	406	65	35	69	31	36	64	75	68	59	44	48	79	68	41	56	52	21	32	40	39											
Yes	61	35	31	33	37	42	33	25	32	40	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41		
No	39	30	30	33	37	42	33	25	32	40	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41	41		

^ Caution: small cell size.
Bold figures are significantly different to the average at at least the 95% confidence level.

1.4 Awareness of responsibilities of Local Disaster or Emergency Management Group

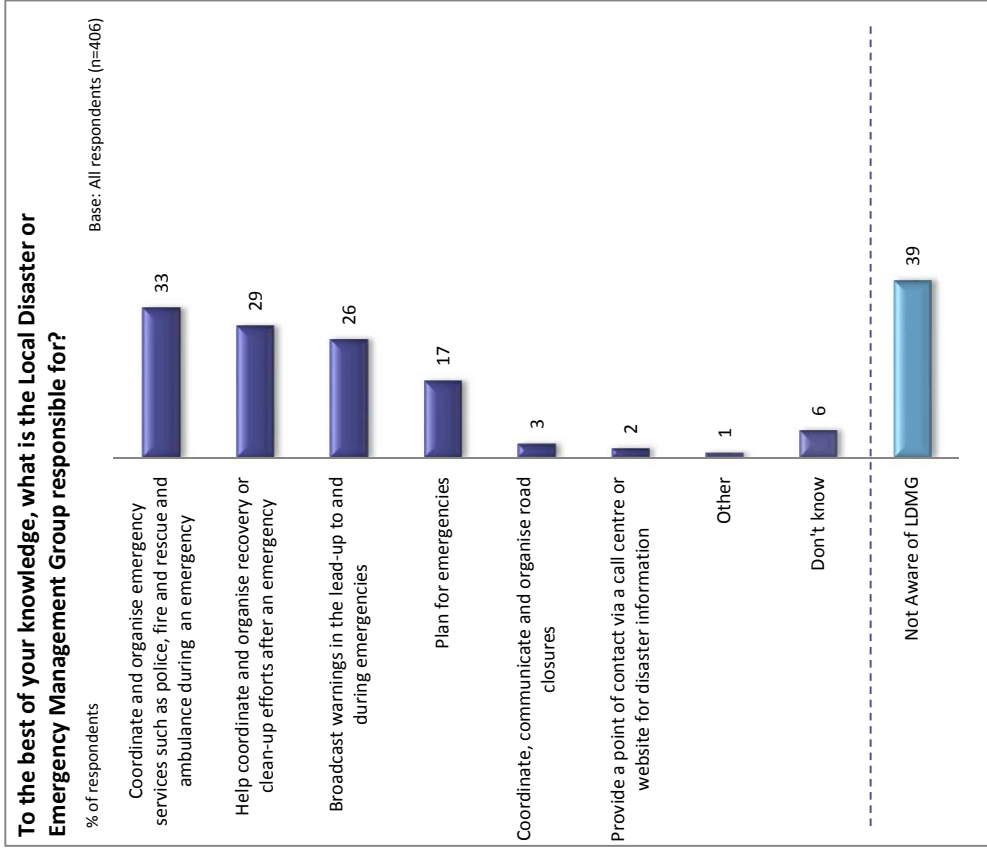
The LDMG is primarily associated with coordination tasks in the lead-up to and during an event and secondarily with planning responsibilities:

- 33% (of respondents) say the LDMG is responsible for coordinating and organising emergency services during an emergency
- 29% consider the LDMG's role to be related to coordinating and organising recovery or clean-up efforts after an emergency
- 26% nominate the broadcasting of warnings in the lead-up to and during emergencies as the LDMG's role
- 17% consider the LDMG's role to be to plan for emergencies.

1.4.1 Sub-group differences

Respondents living within the Biloela township (22%) are more likely than respondents elsewhere in the survey region (12%) to consider the LDMG is responsible for planning for emergencies.

Broadcasting warnings in the lead-up to and during emergencies is an area of responsibility more likely to be mentioned by those aged under 45 years (32%) than those aged 45 years or older (20%).



Q2b To the best of your knowledge, what is the Local Disaster or Emergency Management Group responsible for? What do they do? [Unprompted MR]

Table: Q2b To the best of your knowledge, what is the Local Disaster or Emergency Management Group responsible for? What do they do? [Unprompted MR]

	REGION SUMMARY		EVENT IMPACT				EVACUATED HOME			PRIMARY PRODUCER		GENDER		AGE				
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property- agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
Coordinate and organise emergency services such as police, fire and rescue and ambulance during an emergency	33	30	36	27	33	42	35	34	32	39	47	32	38	31	32	34	32	33
Help coordinate and organise recovery or clean-up efforts after an emergency	29	26	32	31	29	42	32	31	27	35	48	27	34	28	25	34	31	27
Broadcast warnings in the lead-up to and during emergencies	26	28	24	27	26	44	31	28	25	39	40	25	21	27	22	30	32	20
Plan for emergencies	17	22	12	30	16	8	15	14	16	18	26	16	10	19	17	17	17	17
Coordinate, communicate and organise road closures	3	4	1	2	3	9	4	4	3	4	3	3	3	3	3	3	4	1
Provide a point of contact via a call centre or website for disaster information.	2	2	2	2	2	2	2	2	2	3	2	2	2	2	0	3	2	2
Other	1	2	1	1	2	2	2	1	2	1	2	2	1	2	1	2	1	2
Don't know	6	8	5	10	6	12	6	5	3	7	7	6	10	5	7	5	6	7
Not Aware of LDMG	39	42	36	36	40	20	34	39	41	30	21	41	29	42	43	35	40	39

% of respondents

	REGION DETAILED														Total	Biloela non-township	Biloela Total	
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan				Smoky Creek
Coordinate and organise emergency services such as police, fire and rescue and ambulance during an emergency	33	32	37	34	33	35	32	33	46	26	51	32	34	16	42	41	32	
Help coordinate and organise recovery or clean-up efforts after an emergency	29	7	49	25	41	17	36	3	60	43	19	15	30	34	44	49	31	
Broadcast warnings in the lead-up to and during emergencies	26	36	14	27	25	27	13	39	13	18	14	31	7	9	22	25	27	
Plan for emergencies	17	5	12	8	16	10	12	6	16	21	17	8	6	18	13	15	21	
Coordinate, communicate and organise road closures	3				3	1			5							3	4	
Provide a point of contact via a call centre or website for disaster information.	2					6					4	7					1	
Other	1		6	3	5				8	8							2	
Don't know	6	6	5	4	4	7	4	3	2	11	2	11	5	7	7	5	7	
Not Aware of LDMG	39	35	31	33	36	37	42	33	25	32	40	41	56	52	21	32	40	

% of respondents

* Indicates less than 1% of respondents.

^ Caution: small cell size.

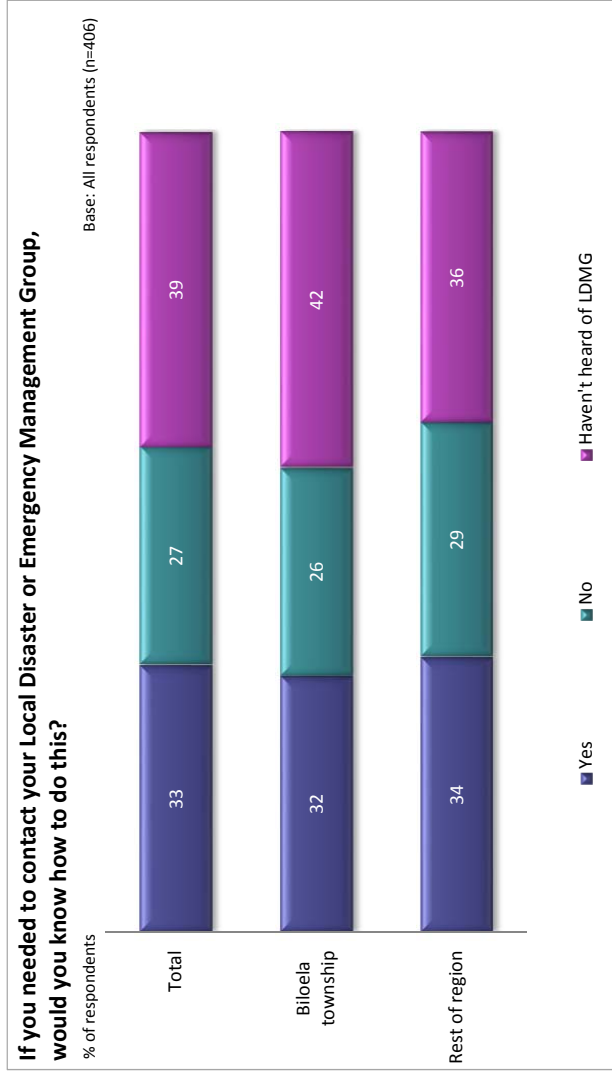
^ Indicates significantly different to the average at least the 95% confidence level.

1.5 Awareness of how to contact Local Disaster or Emergency Management Group

33% of respondents believe they would know how to contact the LDMG if they needed to.

1.5.1 Sub-group differences

Females (42%) are more likely than males (25%) to say they know how to make contact with the LDMG.



Q2c: If you needed to contact your Local Disaster or Emergency Management Group, would you know how to do this?

Table: Q2c If you needed to contact your Local Disaster or Emergency Management Group, would you know how to do this?

	REGION SUMMARY		EVENT IMPACT				EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE				
	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property- agri	Teico outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
Base: All respondents	182	224	32	374	35	201	214	275	74	33	373	109	297	155	251	110	296
	% of respondents																
Yes	32	34	29	34	45	38	39	34	39	40	33	38	32	25	42	34	32
No	26	29	35	27	35	27	22	26	31	39	26	33	26	31	23	26	29
Haven't heard of LDMG	42	36	36	40	20	34	39	40	30	21	41	29	42	43	35	40	39

	REGION DETAILED															
	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan	Smoky Creek	Biloela non-township	Biloela Total
Base: All respondents	17^	23^	40	22^	71	50	11^	17^	13^	30	35	16^	18^	16^	41	223
	% of respondents															
Yes	14	43	27	45	37	31	9	52	54	39	37	17	14	59	36	33
No	27	26	40	19	26	27	58	24	14	20	22	26	34	20	31	27
Haven't heard of LDMG	35	31	33	36	37	42	33	25	32	40	41	56	52	21	32	40

^ Caution: small cell size.

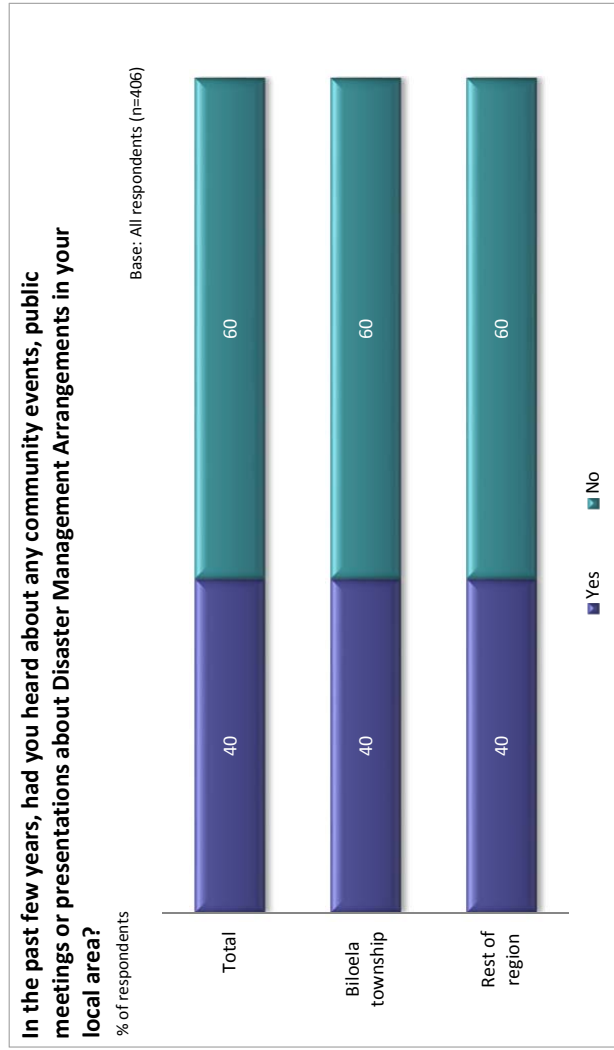
Bold figures are significantly different to the average at at least the 95% confidence level. Where totals do not equal 100%, this is due to rounding.

1.6 Awareness of community events about disaster management

Prior to our survey, four in ten respondents (40%) had heard about community events, public meetings or presentations about Disaster Management Arrangements in their local area.

1.6.1 Sub-group differences

Those living in the combined area of Valentine Plains/Prospect/Thangool (31%) are significantly less likely to be aware of Disaster Management Arrangements compared with the average (40%).



Q3 In the past few years, had you heard about any community events, public meetings or presentations about Disaster Management Arrangements in your local area?

Table: Q3 In the past few years, had you heard about any community events, public meetings or presentations about Disaster Management arrangements in your local area?

	REGION SUMMARY		EVENT IMPACT				EVACUATED HOME			PRIMARY PRODUCER		GENDER		AGE			
	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Teico outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
Base: All respondents	182	224	32	374	35	201	214	275	74	33	373	109	297	155	251	110	296
	% of respondents																
Yes	40	40	41	40	28	39	41	41	48	32	41	41	40	38	43	41	40
No	60	60	59	60	72	61	59	59	52	68	59	59	60	62	57	59	60

REGION DETAILED

	Total	REGION DETAILED										Biloela non-township	Biloela Total				
		Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains			Thangool	Dululu	Wowan	Smoky Creek
Base: All respondents	406	17^	23^	40	22^	71	50	11^	17^	13^	30	35	16^	18^	16^	41	223
	% of respondents																
Yes	40	62	46	55	34	31	45	57	52	38	23	29	51	42	42	40	40
No	60	38	54	45	66	69	55	43	48	62	77	71	49	58	58	60	60

^ Caution: small cell size.
Bold figures are significantly different to the average at at least the 95% confidence level.

1.7 Attendance at community events

Across all survey respondents, 5% report attending a community event, public meeting or presentation about Disaster Management Arrangements in the past few years.

The adjacent chart illustrates the various organisations recalled as being present at these events, Banana Shire Council (4%) being the most common.

1.7.1 Sub-group differences

Those who evacuated their home in the February 2015 event (16%) are more likely than those who did not (5%) to have attended a community event.

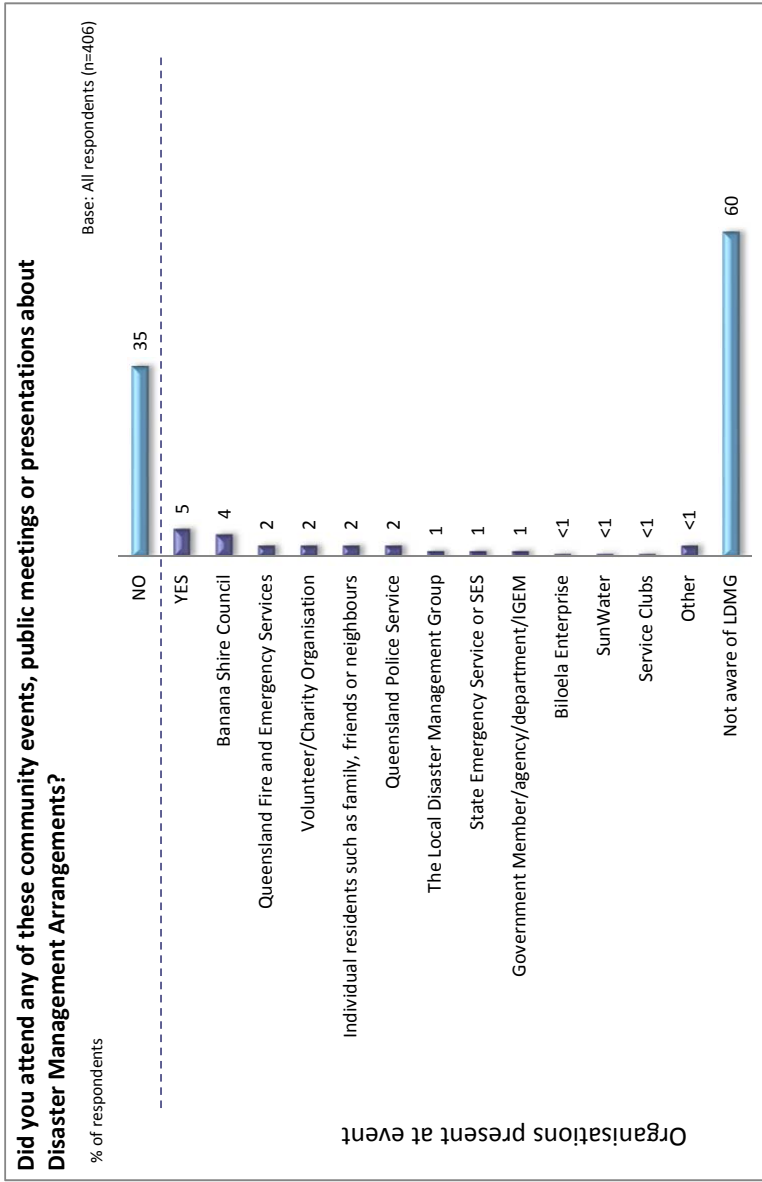


Table: Q4 Did you attend any of these community events, public meetings or presentations about Disaster Management arrangements? [Unprompted MR]

Base: All respondents	REGION SUMMARY		EVENT IMPACT						EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE			
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property- agri	Telco outage	Power outage	Isolated/ cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
SUB-TOTAL Yes	5	3	8	7	5	3	6	5	5	16	5	6	5	4	4	7	5	6
Banana Shire Council	4	3	6	5	4	2	5	3	4	14	3	5	4	3	5	4	4	4
Queensland Fire and Emergency Services	2	2	3	5	2		1	3	3		2	1	3	2	3	4	*	
Volunteer/Charity Organisation	2	2	2	5	1		2	1	3	3	2	1	2	2	2	2	2	1
Individual residents such as family, friends or neighbours	2	1	2	5	1	2	2	1	1	6	1	1	2	*	3	2	2	
Queensland Police Service	2	1	2	5	1			2	4	2	2		2	2	1	2	1	
The Local Disaster Management Group	1	1	2	5	1		1	1	1	3	1	1	2	1	2	1	2	
State Emergency Service or SES	1	1	2	7	1		1	*	1	1	1	2	1	*	2	1	1	
Government Member/agency/ department//IGEM	1		2	1	1	2	2	*	1	3	1	3	*		2	*	1	
Biloela Enterprise	*	*	1		*		*	*	1	2	*		1	*	1	1	1	
SunWater	*	1		5											1	1	1	
Service Clubs	*	*	*		*		1	*				1	*		1	1	1	
Other	2	1	3		2	2	2	4	3		2	2	2	1	2	3	1	
No	35	37	33	34	35	25	33	36	43	16	37	34	35	34	35	36	34	
Not aware of disaster management events, meetings or presentations	60	60	60	59	60	72	61	59	52	68	59	59	60	62	57	59	60	

* Indicates less than 1% of respondents.
Bold figures are significantly different to the average at at least the 95% confidence level.
 Where totals do not equal 100%, this is due to rounding.

Table: Q4 Did you attend any of these community events, public meetings or presentations about Disaster Management arrangements? [Unprompted MR] (continued)

	REGION DETAILED													Biloela Total			
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu		Wowan	Smoky Creek	Biloela non-township
Base: All respondents	406	17 [^]	23 [^]	40	22 [^]	71	50	11 [^]	17 [^]	13 [^]	30	35	16 [^]	18 [^]	16 [^]	41	223
		% of respondents															
SUB-TOTAL Yes	5	11	12	11	6	4	9	6	16	11	10	12	16	12	16	9	5
Banana Shire Council	4	11	6	9	3	2	5	6	8	5	4	7	9	7	9	9	4
Queensland Fire and Emergency Services	2		6	3		2			8		4					8	3
Volunteer/Charity Organisation	2		6	3	3	2			8	5	4					7	3
Individual residents such as family, friends or neighbours	2		12	5	6	1			16	11	2					2	1
Queensland Police Service	2					1					4					8	2
The Local Disaster Management Group	1		6	3	3	1			8	5	4					3	1
State Emergency Service or SES	1					2	1				4			5		3	1
Government Member/agency/department/I/GEM	1	5		3	3	1	1	6		5	2				4	1	*
Biloela Enterprise	*				3	1				5	4						*
SunWater	*																1
Service Clubs	*																1
Other	2		6	3		1	2		8		2				7	6	2
No	35	51	34	44	28	27	36	52	35	28	13	29	51	30	26	31	36
Not aware of disaster management events, meetings or presentations	60	38	54	45	66	69	55	43	48	62	77	71	49	58	58	60	60

[^] Caution: small cell size.

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at at least the 95% confidence level.

2.0 Flood Risk

2.1 Enquiries made about flood risk

Four in ten (39%) respondents report they have enquired about the risks of flood to their property in the past few years.

Most enquiries appear to have been informal in nature with 32% sourcing information from individuals such as family, friends or neighbours.

After this, residents are most likely to have consulted Banana Shire Council (10%), SunWater (4%) or Queensland Fire and Emergency Services (4%).

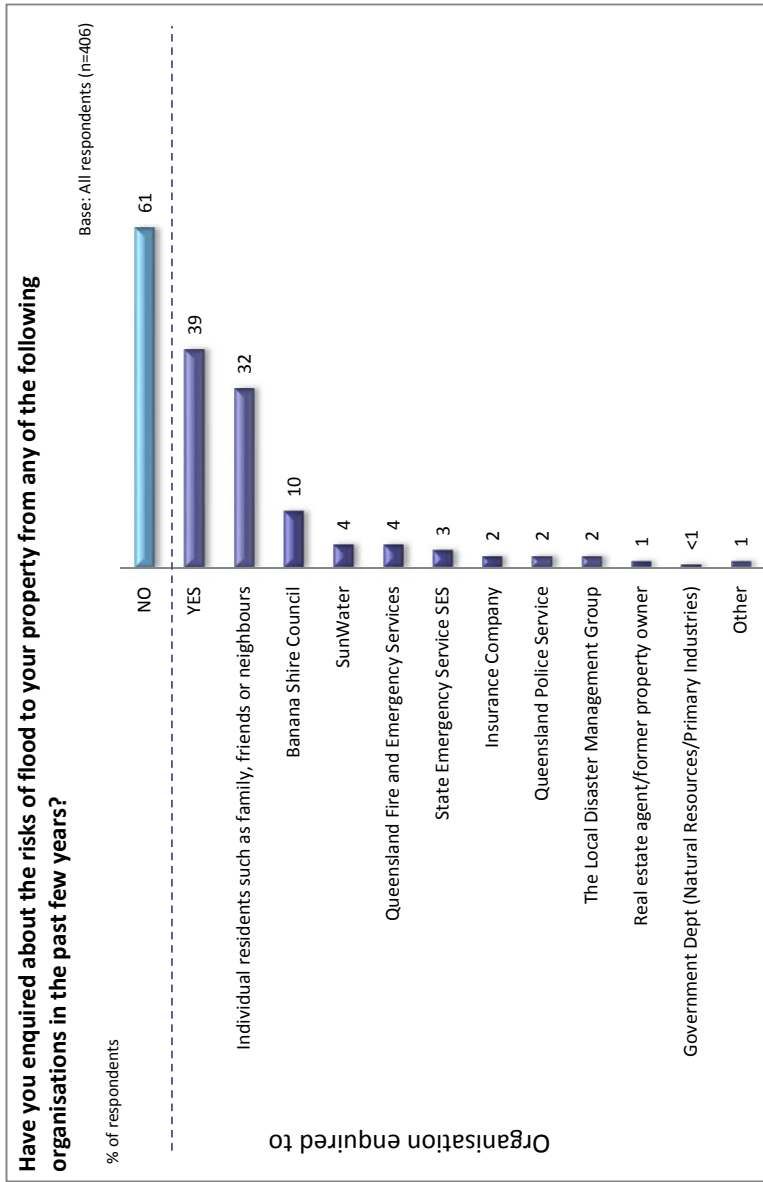
Other organisations respondents accessed for flood risk information are detailed in the adjacent chart.

2.1.1

Sub-group differences

Sub-groups more likely than average (39%) to have made enquiries about flood risk in the past few years are those:

- living outside the Biloela township (45%)
- who evacuated their home during the February event (72%)
- aged under 45 years (49%).



Q9 Have you enquired about the risks of floods to your property from any of the following organisations in the past few years?
[Read out MR]

Table: Q9 Have you enquired about the risks of floods to your property from any of the following organisations in the past few years?

Base: All respondents	REGION SUMMARY		EVENT IMPACT				EVACUATED HOME			PRIMARY PRODUCER		GENDER		AGE				
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property- agri	Telco outage	Power outage	Isolated/ cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
	406	182	224	32	374	35	201	214	275	74	33	373	109	297	155	251	110	296
		% of respondents																
SUB-TOTAL Yes	39	34	45	26	41	57	49	39	39	25	72	37	44	38	38	41	49	30
Individual residents such as family, friends or neighbours	32	30	35	23	33	38	39	33	31	21	56	30	34	32	32	33	40	24
Banana Shire Council	10	9	12	7	11	12	16	10	9	7	21	10	11	10	9	12	14	7
SunWater	4	3	4	2	4	14	6	3	3	1	13	3	5	4	4	4	4	4
Queensland Fire and Emergency Services	4	4	3	4	4	9	5	5	4	3	22	2	1	4	3	4	6	2
State Emergency Service SES	3	2	5	4	4	5	5	3	4	4	13	3	2	4	4	3	5	2
Insurance Company	2	4		3	2	2	*	2	2		2	2	2	3	2	2	3	1
The Local Disaster Management Group	2	2	2	5	2	2	2	1	1		4	2	3	2	1	3	2	1
Queensland Police Service	2	3	1	2	2	3	1	2	2		5	2	1	2	*	4	2	2
Real estate agent/former property owner	1	1	*		1	3	1	1	1		3	1	1	1		2	1	1
Government department (Dept Natural Resources/Primary Industries)	*		1		1		1	1	1	1		1	2	*		1	*	1
Other	1	1	1		1		1		*	1		1	1	1	1	1	1	1
None	61	66	55	74	59	43	51	61	61	75	28	63	56	62	62	59	51	70

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at at least the 95% confidence level.

Table: Q9 Have you enquired about the risks of floods to your property from any of the following organisations in the past few years? (continued)

Base: All respondents	REGION DETAILED													Biloela Total			
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu		Wowan	Smoky Creek	Biloela non-township
	406	17^	23^	40	22^	71	50	11^	17^	13^	30	35	16^	18^	16^	41	223
	% of respondents																
SUB-TOTAL Yes	39	61	34	49	37	41	38	70	46	39	48	46	59	40	15	56	38
Individual residents such as family, friends or neighbours	32	61	17	42	37	26	32	70	23	39	31	28	56	28	11	42	32
Banana Shire Council	10	12	17	14	3	14	3	11	23	5	11	19		7	4	16	11
SumWater	4	9	5	5	6	1		11		5	4					10	5
Queensland Fire and Emergency Services	4	2	2	1	3	2				5		3				9	5
State Emergency Service SES	3	18	6	13	3	2	2	22	8	5	4	2		7		6	3
Insurance Company	2																
The Local Disaster Management Group	2	7	4	4	3	2		6			4	2				2	2
Queensland Police Service	2	2	6	4	3		1		8	5					4		2
Real estate agent/former property owner	1					2					4						1
Government department (Dept Natural Resources/Primary Industries)	*	5		3			1	6					4			1	*
Other	1						1							5		1	1
None	61	39	66	51	63	59	62	30	54	61	52	54	41	60	85	44	62

^ Caution: small cell size.

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at at least the 95% confidence level.

2.2 Satisfaction with flood risk information

57% of those who consulted Banana Shire Council about flood risk say they are satisfied with the information provided by the council (16% very satisfied, 41% quite satisfied).

10% of those who enquired with SunWater about flood risk consider the information provided to be satisfactory (all of whom were quite satisfied). Caution should be applied given the small cell size (n=16).

2.2.1 Sub-group differences

No significant sub-group differences are evident on this question.

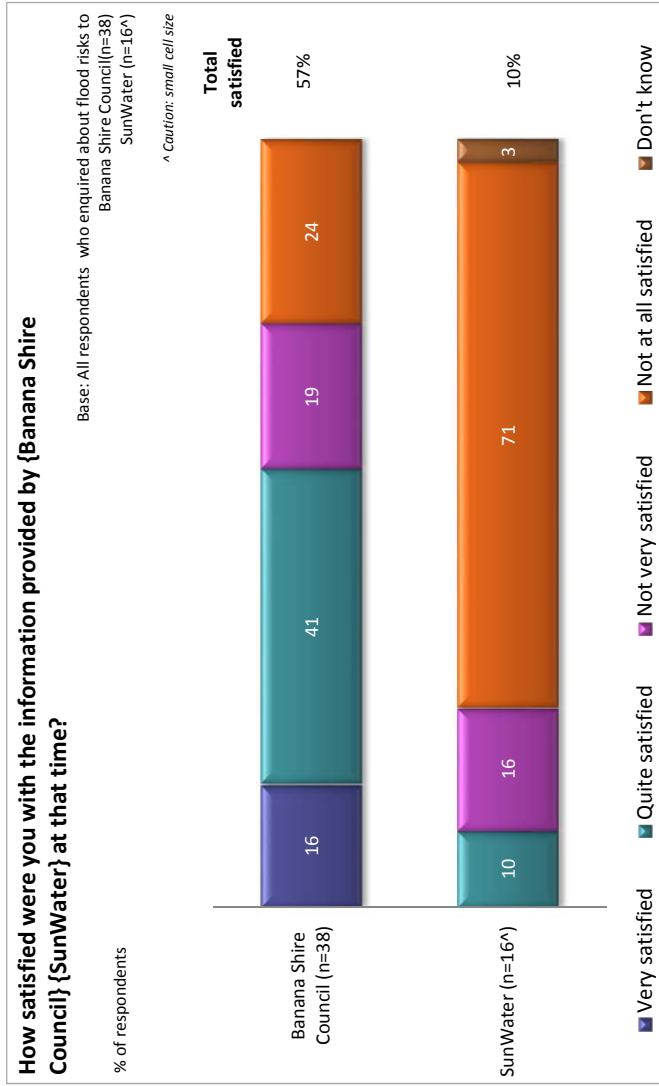


Table: Q10 How satisfied were you with the information provided by {Banana Shire Council} at that time?

Base: Respondents enquiring about the risks of flood to their property to Banana Shire Council	REGION SUMMARY			EVENT IMPACT				EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE				
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
% of respondents																		
SUB-TOTAL Satisfied	57	48	64	60	100	51	79	63	39	35	61	50	59	29	77	50	71	
Very satisfied	16	11	19	17	100	10	23	23	11	14	16	13	17	15	17	6	36	
Quite satisfied	41	37	44	43	100	41	55	40	29	21	45	37	42	15	61	44	35	
Not very satisfied	19	20	19	15	100	17	5	21	13	20	45	12	24	24	16	21	16	
Not at all satisfied	24	32	17	25	100	32	17	17	61	52	19	5	30	47	7	29	13	

Base: Respondents enquiring about the risks of flood to their property to Banana Shire Council	REGION DETAILED														Biloela Total		
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan		Smoky Creek	Biloela non-township
% of respondents																	
SUB-TOTAL Satisfied	57	61	100	81	100	54	100	50	100	79	44	100	100	100	56	50	
Very satisfied	16	30	100	16	100	27	39	30	100	37	100	100	100	100	12	11	
Quite satisfied	41	61	70	66	100	27	61	70	100	79	8	100	100	100	44	39	
Not very satisfied	19	39	100	19	100	41	61	50	100	56	100	100	100	100	14	16	
Not at all satisfied	24	39	100	19	100	6	6	50	100	21	56	100	100	100	44	36	

^ Caution: small cell size.

* Indicates less than 1% of respondents.

Where totals do not equal 100%, this is due to rounding.

Table: Q10 How satisfied were you with the information provided by {SunWater} at that time?

Base: Respondents enquiring about the risks of flood to their property to SunWater	REGION SUMMARY		EVENT IMPACT					EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE			
	Total	Biloela township	Rest of Region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs
	16 [^]	7 [^]	9 [^]	1 [^]	15 [^]	3 [^]	10 [^]	7 [^]	11 [^]	3 [^]	13 [^]	6 [^]	10 [^]	5 [^]	11 [^]	4 [^]	12 [^]
SUB-TOTAL Satisfied	10	9	11	11	11	18	6	18	6	14	9	14	14	11	9	9	20
Quite satisfied	10	9	11	11	11	18	6	18	6	14	9	14	14	11	9	9	20
Not very satisfied	16	23	11	100	12	16	18	18	10	21	14	21	14	11	21	12	20
Not at all satisfied	71	68	73	74	74	100	80	55	78	65	73	68	72	77	63	88	55
Don't know	3		6	3	3	4	4	9	5	44	4	11		7	7	6	6

Base: Respondents enquiring about the risks of flood to their property to SunWater	REGION DETAILED															
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan	Smoky Creek	Biloela non-township
	16 [^]	2 [^]	*	2 [^]	2 [^]	1 [^]	*	2 [^]	1 [^]	1 [^]	1 [^]	*	*	*	4 [^]	11 [^]
SUB-TOTAL Satisfied	10	*		*	*	*	*	*	*	*	*	*	*	*	19	13
Quite satisfied	10														19	13
Not very satisfied	16	50		50		100	50	50								13
Not at all satisfied	71	50		50		100	50	50	100	100					81	74
Don't know	3			50	50											6

* Indicates less than 1% of respondents.

[^] Caution: small cell size.

Where totals do not equal 100%, this is due to rounding.

2.3 Confidence in personal understanding of flood risk

91% of respondents say they are confident in their understanding of the flood risk to them or their property (61% very confident, 30% quite confident).

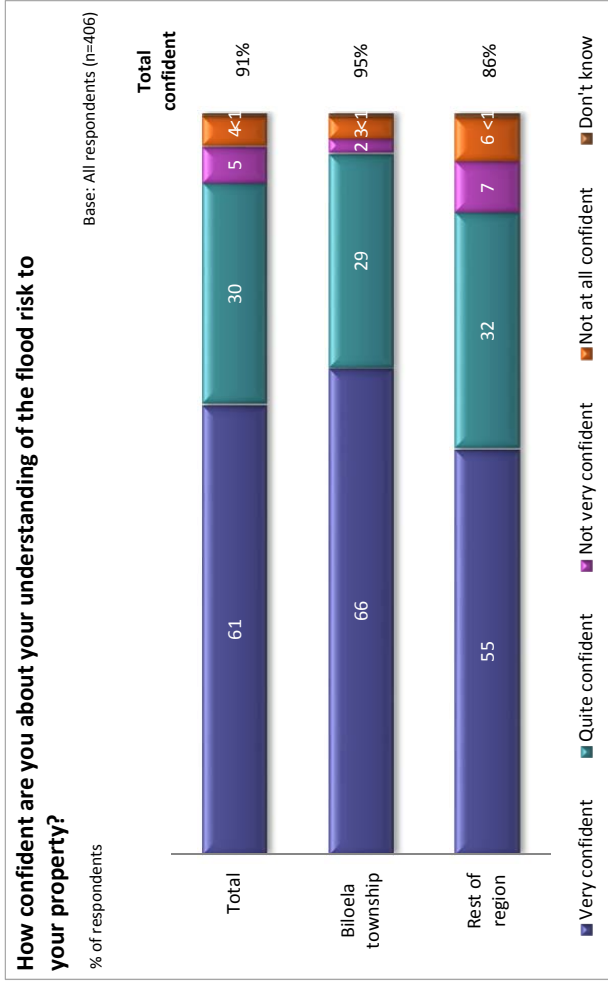
2.3.1 Sub-group differences

Confidence is higher than average (91%) among:

- those living within the Biloela township (95%)
- those who were not impacted by the February flood event (100%)
- those who did not evacuate their home during the February event (94%)
- males (94%).

Reported confidence is lower than average (91%) among:

- those who had been impacted by a flood prior to the 2015 flood (85%)
- those living outside the Biloela township (86%) – particularly those in Valentine Plains (79%)
- those who reported being emotionally impacted by the February event (69%)
- those who had house/other property/agricultural property damaged or destroyed during the February event (82%)
- those who evacuated their home during the February event (57%)
- females (88%).



Q11 How confident are you about your understanding of the flood risk to you and your property? Are you...?

Table: Q11 How confident are you about your understanding of the flood risk to you and your property? Are you...?

Base: All respondents	REGION SUMMARY			EVENT IMPACT					EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE			
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
406	182	224	32	374	35	201	214	275	74	33	373	109	297	155	251	110	296	
91	95	86	100	90	69	82	90	92	99	57	94	93	90	94	88	92	90	
Very confident	61	55	56	61	47	56	62	64	68	36	63	68	59	72	49	61	61	
Quite confident	30	29	32	44	29	27	28	28	31	21	31	24	32	22	39	31	29	
Not very confident	5	2	7	5	14	8	7	4	1	20	3	4	5	2	8	3	6	
Not at all confident	4	3	6	4	16	9	3	3		21	3	4	4	4	4	5	3	
Don't know	*	*	*	*	2	1	*	*		2	*		*		1		1	

Base: All respondents	REGION DETAILED																
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan	Smoky Creek	Biloela non-township	Biloela Total
406	17^	23^	40	22^	71	50	11^	17^	13^	30	35	16^	18^	16^	41	223	
91	93	94	93	82	88	92	94	91	85	79	91	90	88	96	77	92	
Very confident	56	73	64	59	47	63	62	64	74	52	46	66	51	70	52	63	
Quite confident	30	37	20	30	23	29	32	28	11	27	45	24	37	27	26	28	
Not very confident	5	6	3	9	9	5	6	9	10	11	9	10	12	4	11	4	
Not at all confident	4	5	3	9	3	3	6	5	5	9	9	10	12	4	11	4	
Don't know	*	2	1	*	2	1	*	*								*	

^ Caution: small cell size.
 * Indicates less than 1% of respondents.
 Bold figures are significantly different to the average at at least the 95% confidence level.
 Where totals do not equal 100%, this is due to rounding.

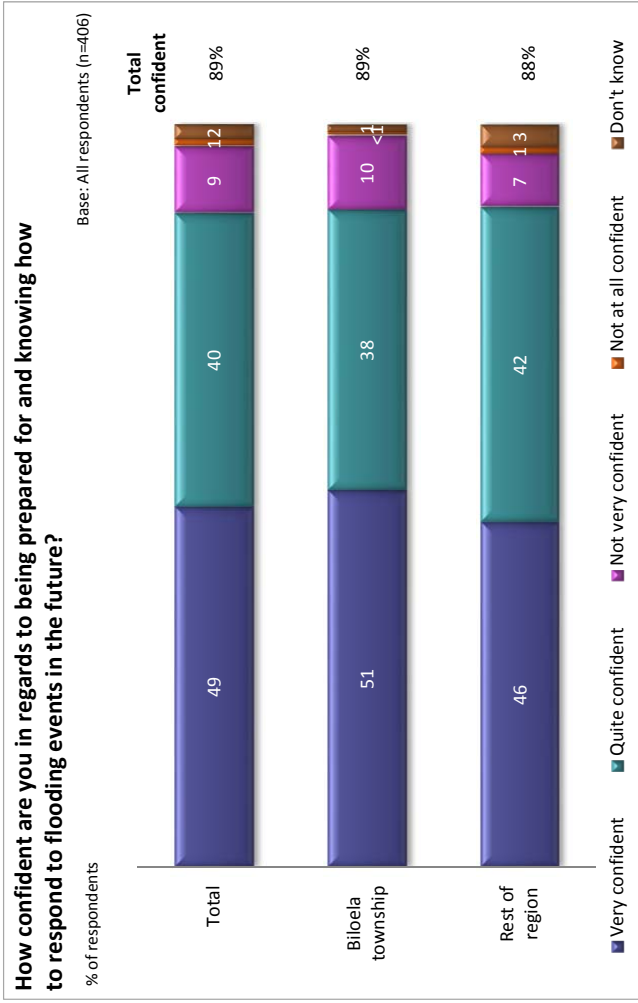
2.4 Confidence in being prepared for and knowing how to respond future flooding events

89% of survey respondents express confidence in regards to being prepared for and knowing how to respond to flooding events in the future (49% very confident, 40% quite confident).

2.4.1 Sub-group differences

Confidence levels are lower than average among those:

- who were emotionally impacted by the February event (74%)
- who evacuated their home during the February event (72%).



Q12 How confident are you in regards to being prepared for and knowing how to respond to flooding events in the future? Are you...?

Table: Q12 How confident are you in regards to being prepared for and knowing how to respond to flooding events in the future? Are you...?

Base: All respondents	REGION SUMMARY			EVENT IMPACT					EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE			
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
SUB-TOTAL Confident	89	88	88	86	89	74	89	89	90	86	72	90	89	88	90	87	92	85
Very confident	49	51	46	29	50	52	48	50	55	53	21	51	49	48	55	41	49	49
Quite confident	40	38	42	58	38	22	42	40	35	33	51	39	40	40	34	46	43	37
Not very confident	9	10	7	8	9	12	7	9	8	11	18	8	6	9	7	10	6	11
Not at all confident	1	*	1	1	1	2	1	1	*	1	1	1	1	1	*	1	1	2
Don't know	2	1	3	6	2	12	3	1	2	2	10	1	4	2	2	2	2	2

% of respondents

Base: All respondents	REGION DETAILED														Biloela Total		
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan		Smoky Creek	Biloela non-township
SUB-TOTAL Confident	89	91	94	92	78	93	95	91	91	79	83	97	100	88	96	78	87
Very confident	49	31	76	50	42	46	47	31	79	37	37	44	31	75	41	45	50
Quite confident	40	60	18	41	36	47	48	61	13	42	47	53	69	14	56	33	37
Not very confident	9	5	3	4	10	6	5	6	4	5	14	3		12	4	12	10
Not at all confident	1				3	1				5	2					3	1
Don't know	2	5	3	4	9	9	3	3	4	10	2				7	2	2

^ Caution: small cell size.

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at at least the 95% confidence level.

Where totals do not equal 100%, this is due to rounding.

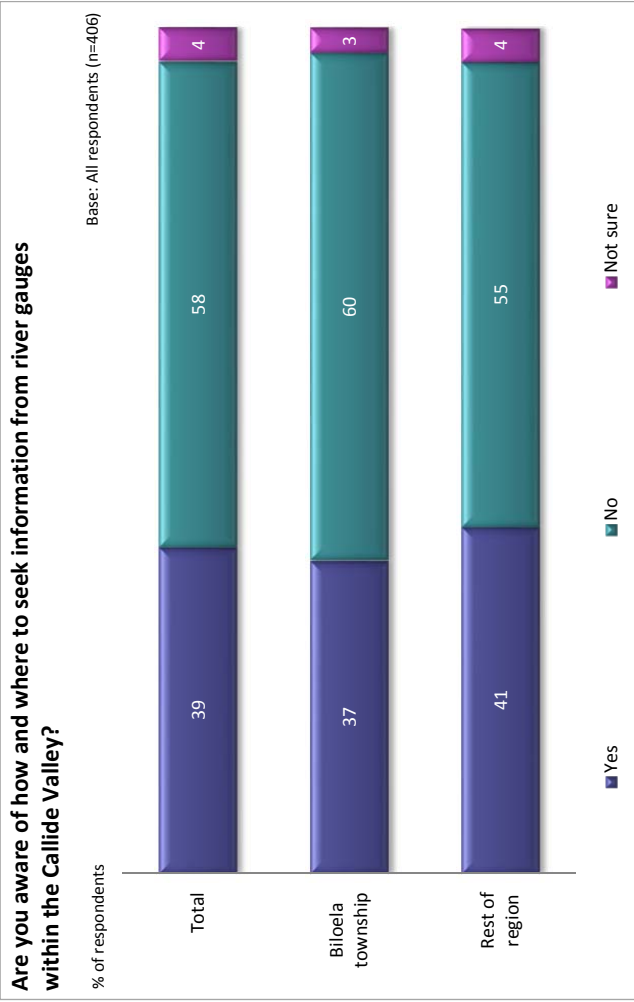
2.5 Awareness of how and where to seek information from river gauges

39% of respondents say they are aware of how and where to seek information from river gauges within the Callide Valley.

2.5.1 Sub-group differences

Awareness is higher than average (39%) among:

- those who experienced house/other property/agricultural property damage in the February event (47%)
- those involved in primary production (53%)
- males (45%)
- those from the combined areas of Jambin/Argoon/Goovigen/Orange Creek/Greycliffe (69%).



Q13 Are you aware of how and where to seek information from river gauges within the Callide Valley?

Table: Q13 Are you aware of how and where to seek information from river gauges within the Callide Valley?

Base: All respondents	REGION SUMMARY			EVENT IMPACT					EVACUATED HOME			PRIMARY PRODUCER			GENDER		AGE	
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
Yes	39	37	41	36	39	43	47	42	38	36	31	39	53	35	45	32	42	35
No	58	60	55	61	57	52	49	56	58	63	66	57	62	62	52	64	55	60
Not sure	4	3	4	3	4	5	3	2	4	1	3	4	3	3	4	3	5	
	406	182	224	32	374	35	201	214	275	74	33	373	109	297	155	251	110	296
									% of respondents									

Base: All respondents	REGION DETAILED																
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Daktenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan	Smoky Creek	Biloela non-township	Biloela Total
Yes	39	60	80	69	23	38	47	58	87	20	40	28	58	19	58	24	35
No	58	40	20	31	71	55	52	42	13	70	60	59	42	77	42	69	62
Not sure	4			6	6	7	1			10		12		5	6	4	
	406	17^	23^	40	22^	71	50	11^	17^	13^	30	35	16^	18^	16^	41	223
								% of respondents									

^ Caution: small cell size.

Bold figures are significantly different to the average at at least the 95% confidence level. Where totals do not equal 100%, this is due to rounding.

3.0 Impact of event

3.1 Personal impact of flooding event

The majority of survey respondents (92%) report experiencing at least some personal impact as a result of the flooding event in February 2015.

The most widespread impacts mentioned (without prompting) are power outages (68%) and telecommunications outages (51%).

Common mentions related to property include:

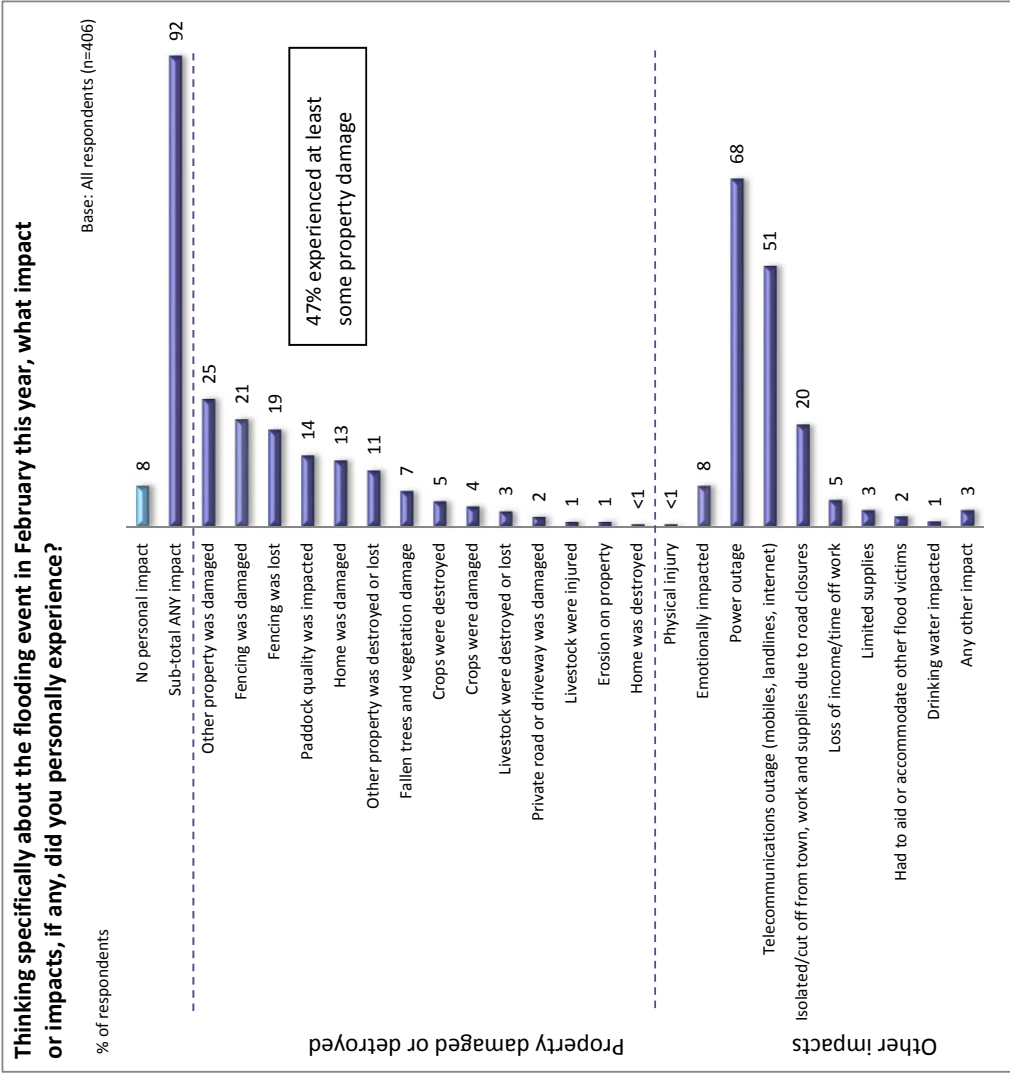
- damage to property (other than home or agricultural property) (25%)
- fencing damage (21%)
- loss of fencing (19%)
- paddock quality impacts (14%)
- damage to home (13%)
- destruction or loss of other property (11%).

See adjacent chart for more impacts.

3.1.1 Sub-group differences

Impacts related to home or other property damage/agricultural property damage are more likely than average (47%) to be found among those:

- living outside the Biloela township (70%)
- who evacuated their home (96%)
- involved in primary production (88%).



Q14 Thinking specifically now about the **flooding event** in February this year, what impact or impacts, if any, did you personally experience? [UNPROMPTED MR]

Table: Q14 Thinking specifically now about the **flooding event** in February this year, what impact or impacts, if any, did you personally experience? [Unprompted MR]

	REGION SUMMARY			EVENT IMPACT					EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE			
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
Base: All respondents	406	182	224	32	374	35	201	214	275	74	33	373	109	297	155	251	110	296
	% of respondents																	
No personal impact	8	11	4	100								8	4	8	5	10	7	8
SUB-TOTAL Impacted	92	89	96	100	100	100	100	100	100	100	100	92	96	92	95	90	93	92
SUB-TOTAL Home-property-agri	47	26	70	51	80	80	100	58	49	30	96	43	88	36	47	48	47	47
Other property was damaged	25	10	41	27	53	53	53	28	25	16	74	21	46	19	24	27	26	24
Fencing was damaged	21	4	39	22	56	44	40	23	19	14	42	19	62	9	25	16	22	19
Fencing was lost	19	2	37	20	66	40	40	24	19	4	40	17	67	5	19	18	20	18
Paddock quality was impacted	14	8	28	15	47	29	27	18	15	3	23	13	47	4	15	12	13	14
Home was damaged	13	8	18	14	27	27	27	13	12	1	70	8	10	13	13	12	12	13
Other property was destroyed or lost	11	4	18	12	43	23	23	15	11	2	33	9	25	7	9	13	11	11
Fallen trees and vegetation damage	7	8	7	8	6	6	15	10	8	12	8	8	5	8	8	6	8	7
Crops were destroyed	5	9	9	5	12	10	10	5	4	1	11	4	20	*	4	5	5	4
Crops were damaged	4	7	7	4	6	8	8	4	3	1	2	4	16	6	1	4	3	3
Livestock were destroyed or lost	3	1	6	4	15	7	7	3	3	3	4	3	13	1	4	3	5	2
Private road or driveway was damaged	2	4	4	2	6	4	4	3	2	2	6	2	7	*	1	3	1	2
Livestock were injured	1	2	2	1	9	2	2	1	1	1	7	*	3	*	1	1	*	1
Erosion on property	1	*	1	1	1	2	2	*	*	*	1	1	3	*	1	1	1	1
Home was destroyed	*	*	*	*	*	1	1	*	*	*	3	*	*	*	*	*	*	1
Physical injury	*	*	*	*	*	*	*	*	*	*	1	*	1	*	*	*	*	*
Emotionally impacted	8	5	10	8	100	13	13	8	8	5	22	6	19	4	5	10	7	8
Power outage	68	67	70	74	73	71	71	85	100	70	55	69	73	67	70	66	70	67
Telecommunications outage (mobiles, landlines, internet)	51	36	67	55	55	63	63	100	64	62	56	51	67	47	50	52	53	49
Isolated/cut off from town, work and supplies due to road closures	20	20	20	22	12	13	13	25	21	100	9	21	11	23	23	17	22	18
Loss of income/time off work	5	6	4	5	16	4	4	3	3	13	4	4	1	6	7	3	7	3
Limited Supplies	3	5	1	3	2	*	*	4	3	12	3	3	4	4	3	3	3	3
Had to aid or accommodate other flood victims	2	4	*	2	7	1	1	1	2	1	2	2	2	2	*	4	2	3
Drinking water impacted	1	1	1	1	1	2	2	1	2	1	1	1	1	1	1	2	2	*
Any other impact	3	3	4	3	3	4	4	3	2	5	5	3	5	2	1	5	4	2

* Indicates less than 1% of respondents.
Bold figures are significantly different to the average at least the 95% confidence level.

Table: Q14 Thinking specifically now about the **flooding event** in February this year, what impact or impacts, if any, did you personally experience? [Unprompted MR] (continued)

Base: All respondents	REGION DETAILED													Biloela Total			
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakinba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu		Wowan	Smoky Creek	Biloela non-township
	406	17 [^]	23 [^]	40	22 [^]	71	50	11 [^]	17 [^]	13 [^]	30	35	16 [^]	18 [^]	16 [^]	41	223
	% of respondents																
No personal impact	8				9	2	3			10				9		9	10
SUB-TOTAL Impacted	92	100	100	100	91	98	97	100	100	90	100	100	100	91	100	91	90
SUB-TOTAL Home-property-agri	47	80	52	68	79	69	80	75	55	76	86	57	90	47	96	64	33
Other property was damaged	25	64	34	51	38	43	32	61	35	30	58	29	25	18	49	39	16
Fencing was damaged	21	64	37	52	44	32	44	67	43	42	48	25	44	16	65	32	9
Fencing was lost	19	43	37	40	56	31	52	45	39	66	46	28	50	19	81	23	6
Paddock quality was impacted	14	57	20	41	24	24	42	56	16	19	37	19	37	23	61	15	3
Home was damaged	13	11	11	11	25	18	7	6	15	15	23	18	6	9	6	29	12
Other property was destroyed or lost	11	12	19	15	22	15	22	9	19	18	29	8	6	16	43	22	7
Fallen trees and vegetation damage	7	9		5		11	3	8			12	2	4	7		8	8
Crops were destroyed	5	35	8	24	12	4	14	33	11		7	2	6	7	27	2	*
Crops were damaged	4	30	8	21	6	1	13	22	4		2	2	33	5		2	*
Livestock were destroyed or lost	3	25	6	17		6	2	31	8		6	8	6			1	1
Private road or driveway was damaged	2	7	4	4	6	7	1	9			14	4	4			1	*
Livestock were injured	1			6	6	2					6					2	*
Erosion on property	1					1										3	1
Home was destroyed	*															1	1
Physical injury	*					2						3					
Emotionally impacted	8	11	3	8	17	6	7	3	4	5	15	2		7	14	18	7
Power outage	68	74	94	83	37	74	89	72	92	14	36	97	100	82	85	52	64
Telecommunications outage (mobiles, landlines, internet)	51	56	86	69	63	72	82	50	92	66	70	74	87	68	88	51	39
Isolated/cut off from town, work and supplies due to road closures	20	5	34	18	11	24	8	3	28	14	12	23	8	9	7	29	22
Loss of income/time off work	5	2	6	4	9		1		8					5		11	7
Limited Supplies	3					1	1				4			5			4
Had to aid or accommodate other flood victims	2	2		1				3									3
Drinking water impacted	1		3	1		1			4			2				3	1
Any other impact	3	14		8		6		17				11				1	2

[^] Caution: small cell size.

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at least the 95% confidence level.

3.2 Evacuation of home due to flooding in February 2015

8% of survey respondents report having had to evacuate their home as a result of the recent flood event.

3.2.1 Sub-group differences

Those living outside the Biloela township area (13%) are more likely than those living within the town (4%) to report evacuating their home during the February event. Evacuation is more likely than average (8%) to be reported by those from Valentine Plains (28%).

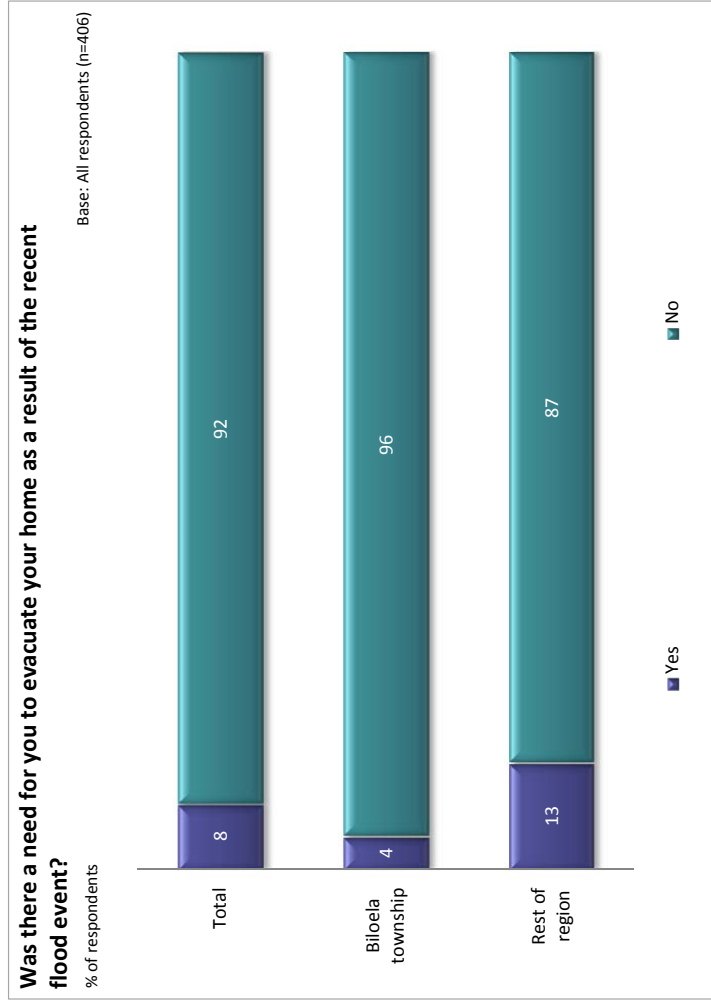


Table: Q15 Was there any need for you to evacuate your home as a result of the recent flood event?

Base: All respondents	REGION SUMMARY			EVENT IMPACT				EVACUATED HOME			PRIMARY PRODUCER		GENDER		AGE			
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property- agri	Telco outage	Power outage	Isolated/ cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
406	182	224	32	374	35	201	214	275	74	33	373	109	297	155	251	110	296	
8	4	13	9	9	23	16	9	6	3	100	6	8	8	9	7	8	8	
92	96	87	100	91	77	84	91	94	97	100	100	94	92	91	93	92	92	

REGION DETAILED

Base: All respondents	REGION DETAILED														Biloela Total		
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan		Smoky Creek	Biloela non-township
406	17^	23^	40	22^	71	50	11^	17^	13^	30	35	16^	18^	16^	41	223	
8	11	6	9	29	10	2	6	8	39	28	6	6	22	100	7		
92	89	94	91	71	90	98	94	92	61	72	100	94	100	100	78	93	

^ Caution: small cell size.
Bold figures are significantly different to the average at at least the 95% confidence level.

3.3 Perceptions about the impacts of an early release of water from the Callide Dam

23% of survey respondents believe an early release of water from the Callide Dam leading up to the flooding event would have improved the situation for them and their property. 1% of respondents consider an early release would have worsened their situation.

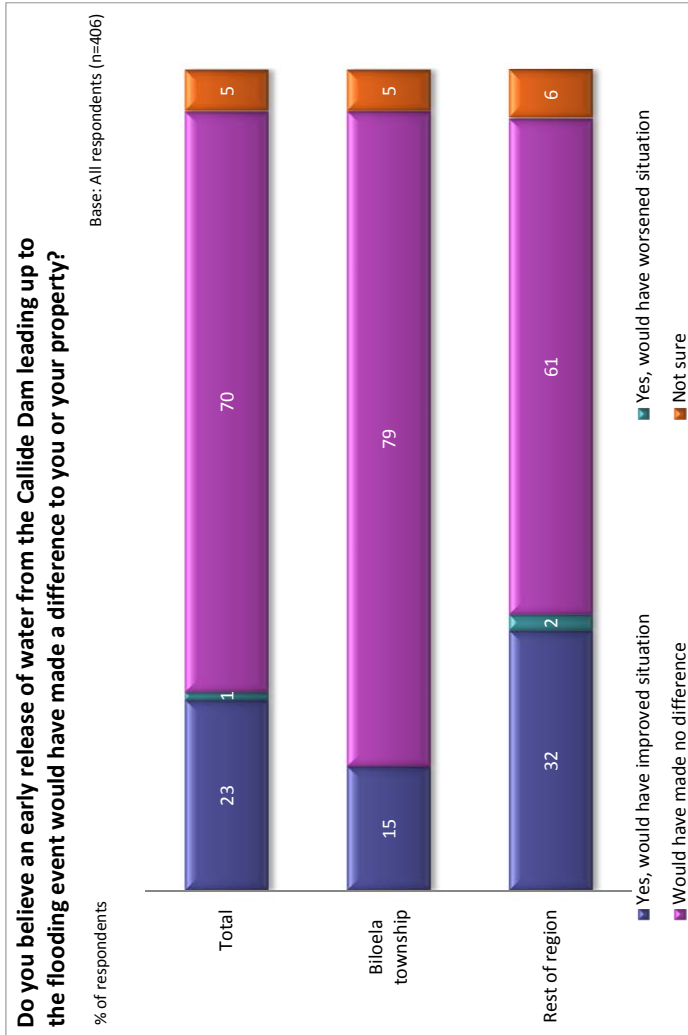
70% of respondents consider an early release would have made no difference in their situation, while 5% are unsure.

3.3.1 Sub-group differences

Those living outside the Biloela township (32%) are more likely than average (23%) to believe an early release would have improved their situation. This is especially the case among those living in the combined areas of Jambin/Argoon/Goovigen/Orange Creek/Greycliffe (39%).

Other sub-groups more likely than average (23%) to believe an early release from the Callide Dam would have improved their situation are those:

- who feel they have been emotionally impacted by the event (55%)
- who evacuated their home (76%)
- involved in primary production (32%).



Q16 Do you believe an early release of water from the Callide Dam leading up to the flooding event would have made a difference to you or your property?

Table: Q16 Do you believe an early release of water from the Callide Dam leading up to the flooding event would have made a difference to you or your property?

Base: All respondents	REGION SUMMARY			EVENT IMPACT					EVACUATED HOME			PRIMARY PRODUCER		GENDER		AGE		
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property- agri	Telco outage	Power outage	Isolated/ cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
% of respondents																		
SUB-TOTAL Yes	24	15	34	24	24	60	37	24	21	16	76	20	36	21	27	21	28	20
Yes improved situation	23	15	32	24	23	55	35	23	20	16	76	19	32	21	27	20	27	19
Yes worsened situation	1		2	1	1	5	2	1	1		1	1	4	*	*	1	1	*
Have made no difference	70	79	61	74	70	38	57	70	73	82	13	75	62	73	69	72	67	74
Not sure	5	5	6	2	6	2	6	6	6	2	12	5	2	7	4	7	5	6

Base: All respondents	REGION DETAILED														Biloela non-township	Biloela Total	
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan			Smoky Creek
% of respondents																	
SUB-TOTAL Yes	24	40	38	39	52	16	28	42	41	44	23	14	7	12	61	50	22
Yes improved situation	23	40	38	39	52	16	23	42	41	44	23	14		12	56	46	21
Yes worsened situation	1					5	5						7		6	3	1
Have made no difference	70	42	53	47	42	82	68	36	51	46	71	85	85	84	39	46	73
Not sure	5	18	9	14	6	3	4	22	8	10	6	2	8	5	4	4	5

^ Caution: small cell size.

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at at least the 95% confidence level.

3.4 Perceived difference an early release of water would have made

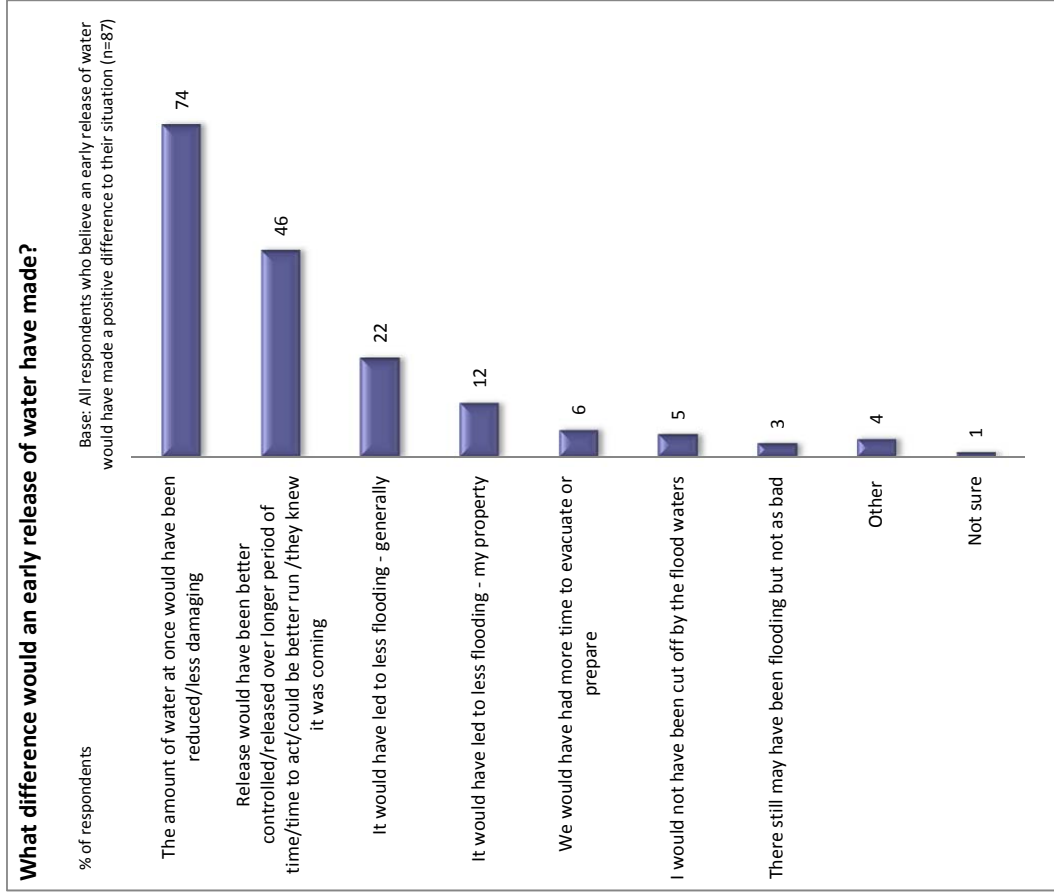
By far the most commonly perceived difference an early release of water could have made is that the amount of water arriving at once would have been reduced and the damage therefore lessened (74%).

One in two (46%) say an earlier release would have allowed for the release to have been better controlled and better communicated to residents (that authorities knew the water was coming).

After this mentions of less flooding generally (22%) or less flooding to the respondent's property (12%) are the next most common responses.

3.4.1 Sub-group differences

No significant sub-group differences are noted on this issue.



Q16a What difference would this have made? [Unprompted MR]

3.4.2 Perceived difference among those who believe an early release would have worsened their situation

Three respondents (1%) believe an early release of water from the Callide Dam would have worsened their situation. The following are the verbatim comments from respondents (each bullet point represents n=1 respondent):

- I believe it would have put more water down my end. We live right on the bottom end of Callide Creek, there are seven major creeks that feed the water that comes past our place and a bit further down there are two other major rivers from Mt Morgan way. If Callide Creek is pre-charged that's just going to back water up and add to the water. Releasing water from the dam is just going to add to the problem down the line. If they let water out early the creeks down around us will all peak at the same time.
- It would have made things a lot worse than it was. If they had released it early we would have all been flooded worse.
- I think if they had released the water earlier we would have been flooded worse here as we're on the Dee River and it would have backed up there.

Table: Q16a What difference would this have made? [Unprompted MR]

	REGION SUMMARY		EVENT IMPACT				EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE				
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs
Base: All respondents who believe an early release of water would have made a positive difference to their situation	87	23^	64^	6^	81	18^	62	47	51	12^	65	31	56	35	52	30	57
The amount of water at once would have been reduced/less damaging	74	58	82	87	73	88	77	72	69	67	88	82	71	75	72	74	73
Release would have been better controlled/released over longer period of time/they had time to act/could be better run/they knew it was coming	46	39	50	35	47	67	54	45	51	11	41	51	44	51	39	51	39
It would have led to less flooding - generally	22	22	22	41	20	28	21	7	14	24	22	19	23	23	21	24	19
It would have led to less flooding - my property	12	10	13		13	18	16	13	10	14	12	14	12	6	21	9	16
We would have had more time to evacuate or prepare	6	2	8		7	6	8	2	2	5	8	5	6	5	7	5	7
I would not have been cut off by the flood waters	5	9	3		5			9	8	34	6	3	6	6	2	7	2
There still may have been flooding but not as bad	3	4	3		3	4	1		5	5	4		4	3	3		8
Other	4	9	1		4	17	5	1	6	4	5	11		5	1	5	1
Not sure	1	3			1		1				1		1	2			2

^ Caution: small cell size.

Table: Q16a What difference would this have made? [Unprompted MR]

	Total	REGION DETAILED											Biloela Total				
		Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Snoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool		Dululu	Wowan	Snoky Creek	Biloela non-township
		7 [^]	9 [^]	16 [^]	11 [^]	9 [^]	9 [^]	49	5 [^]	7 [^]	6 [^]	7 [^]	2 [^]	7 [^]	19 [^]	42	7 [^]
		% of respondents															
The amount of water at once would have been reduced/less damaging	87	94	67	83	73	90	49	100	58	78	100	79	100	41	93	73	94
Release would have been better controlled/released over longer period of time/they had time to act/could be better run /they knew it was coming	74	21	33	26	53	81	61	13	42	43	64	100	61	60	47	42	21
It would have led to less flooding - generally	46	50	30	42	18	18	6	52	39	35	35	39	39	25	23	23	50
It would have led to less flooding - my property	22	11	7	45	5	19	19	13	34	34	34	23	10	10	10	10	11
We would have had more time to evacuate or prepare	6																
I would not have been cut off by the flood waters	5		29	12			6		20					7	18	9	
There still may have been flooding but not as bad	5				10											5	
Other specify	3		8	4											4	4	
Not sure	4								11							5	
	1															2	

[^] Caution: small cell size.

3.5 Reasons for perceiving that an early release of water would NOT have made a difference

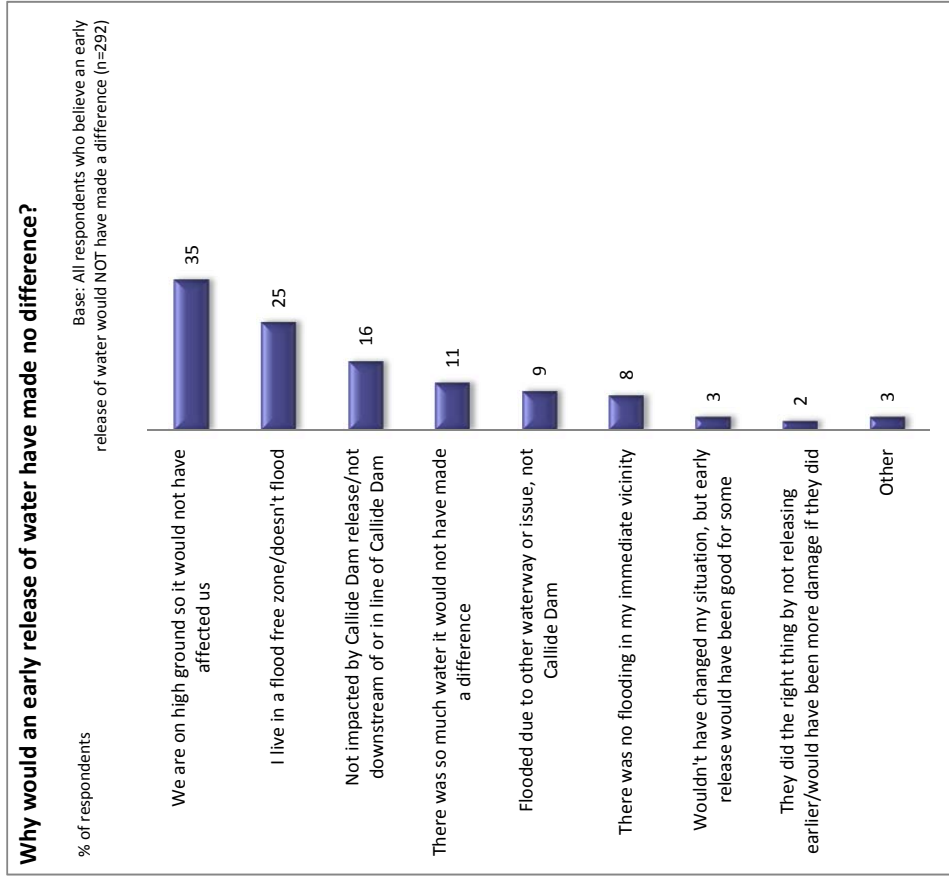
Being on high ground (35%) or living in a flood free zone (25%) are the main reasons for believing an early release from Callide Dam would not have made a difference to the impacts personally experienced during the February event. Not being impacted by Callide Dam waters is mentioned by 16%.

11% consider that there was so much water, an early release would not have made a difference.

Other responses are illustrated in the adjacent chart.

3.5.1 Sub-group differences

No significant sub-group differences are noted on this issue.



Q16b Why would this have made no difference? [Unprompted MR]

Table: Q16b Why would this have made no difference? [Unprompted MR]

	REGION SUMMARY			EVENT IMPACT					EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE			
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property- agri	Telco outage	Power outage	Isolated/ cut off from town	Yes	No	Yes	No	Male	Female	45+ yrs	45+ yrs
Base: Those who believe an early release of water would not have made a difference																		
We are on high ground so it would not have affected us	35	51	13	54	34	33	24	31	35	41		36	20	39	36	35	42	30
I live in a flood free zone/doesn't flood	25	28	22	27	25	9	16	20	28	16		26	13	28	25	26	18	32
Not impacted by Callide Dam release/not downstream of or in line of Callide Dam	16	7	30	2	17	4	26	21	16	27	50	16	28	13	16	17	15	17
There was so much water it would not have made a difference	11	10	12	7	11	9	13	9	9	2	12	11	16	10	12	9	11	11
Flooded due to other waterway or issue, not Callide Dam	9	1	19		10	24	16	14	11	12	38	8	22	6	8	9	9	9
There was no flooding in my immediate vicinity	8	11	5	15	8	14	5	6	7	10		8	3	9	6	11	12	5
Wouldn't have changed my situation, but early release would have been good for some	3	4	1		3		5	5	4	5		3		4	1	5	5	1
They did the right thing by not releasing earlier/would have been more damage if they did	2	1	2		2	7	4	2	2	1		2	4	1	1	3	2	2
Other	3	3	2	8	2		1	3	2	1		3	4	2	4	1	2	3

% of respondents

^ Caution: small cell size.

Bold figures are significantly different to the average at at least the 95% confidence level.

Table: Q16b Why would this have made no difference? [Unprompted MR] (continued)

	REGION DETAILED												Biloela Total				
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Snoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool		Dululu	Wowan	Smoky Creek	Biloela non-township
	292	9 [^]	12 [^]	21 [^]	10 [^]	59	36	5 [^]	9 [^]	6 [^]	21 [^]	32	13 [^]	15 [^]	8 [^]	18 [^]	166
		% of respondents															
We are on high ground so it would not have affected us	35	6	35	20	12	15	7	9	49	18	17	17		19		11	46
I live in a flood free zone/doesn't flood	25	42	38	40	32	15	35	61	26	37	21	21	34	42	24	7	25
Not impacted by Callide Dam release/not downstream of or in line of Callide Dam	16	15		8		29	46	13			27	24	61	25	49	38	10
There was so much water it would not have made a difference	11	6	10	8	49	13	2	9		33	9	15		5		15	11
Flooded due to other waterway or issue, not Callide Dam	9	22	11	17	8	27	11	9	16	12	25	34	4	9	27	18	3
There was no flooding in my immediate vicinity	8				14	2	2			22	5			5		15	11
Wouldn't have changed my situation, but early release would have been good for some	3															7	5
They did the right thing by not releasing earlier/would have been more damage if they did	2	9		5		3	2				6	2		5			1
Other	3		6	3		4			9		11	2					2

[^] Caution: small cell size.

Bold figures are significantly different to the average at at least the 95% confidence level.

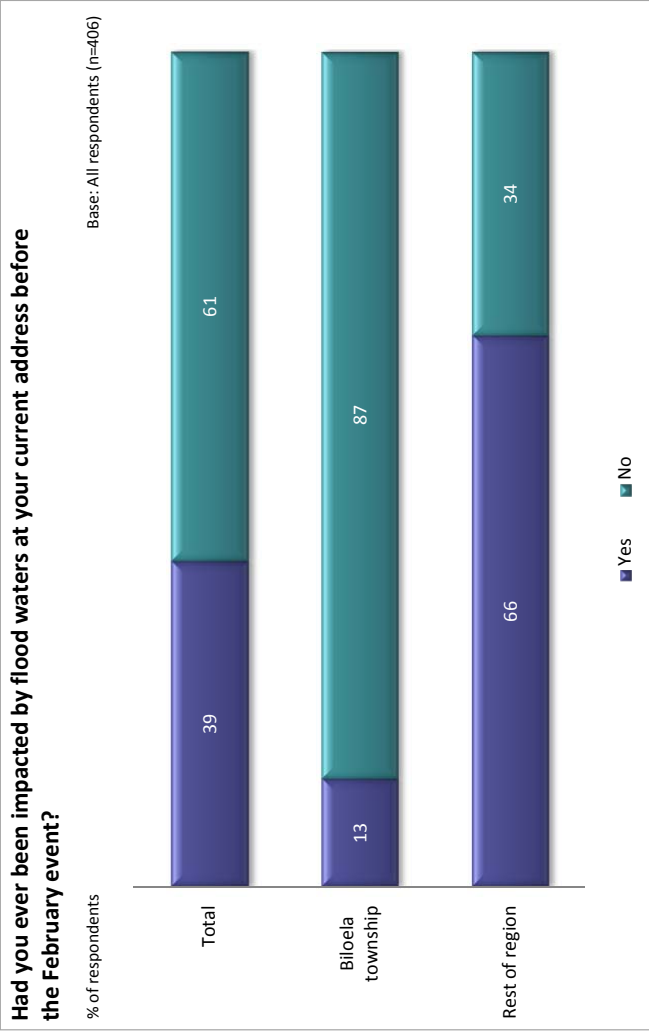
3.6 Previous flood impact

39% of survey respondents report having been impacted by flood waters at their current address before the February event.

3.6.1 Sub-group differences

Prior flooding impacts are most commonly found among those living outside the Biloela township (66%, compared to township residents 13%).

Those who have been emotionally impacted by the February event (64%) or primary producers (77%) are more likely than average (39%) to have been impacted by flood waters before 2015.



Q17 Have you ever been impacted by flood waters at your current address before the February event?

Table: Q17 Have you ever been impacted by flood waters at your current address before the February event?

Base: All respondents	REGION SUMMARY		EVENT IMPACT					EVACUATED HOME			PRIMARY PRODUCER		GENDER		AGE		
	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
406	182	224	32	374	35	201	214	275	74	33	373	109	297	155	251	110	296
% of respondents																	
Yes	13	66	9	41	64	64	47	41	31	60	37	77	28	43	34	40	37
No	87	34	91	59	36	36	53	59	69	40	63	23	72	57	66	60	63

REGION DETAILED

Base: All respondents	Jambin and Argoon		Goovigen, Orange Creek, Greycliffe		Jambin, Argoon, Goovigen, Orange Creek, Greycliffe		Mt Murchison, Dakenba, Callide		Valentine Plains, Prospect, Thangool		Dululu, Wowan and Smoky Creek		Argoon		Goovigen		Mt Murchison		Valentine Plains		Thangool		Dululu		Wowan		Smoky Creek		Biloela non-township		Biloela Total	
	Total	17^	23^	40	22^	71	50	11^	17^	13^	30	35	16^	18^	16^	41	223															
406	17^	23^	40	22^	71	50	11^	17^	13^	30	35	16^	18^	16^	41	223																
% of respondents																																
Yes	39	69	61	66	59	85	67	72	63	45	67	88	84	84	84	61	22															
No	61	31	39	35	41	15	33	28	37	55	33	12	16	16	39	78																

^ Caution: small cell size.

Bold figures are significantly different to the average at at least the 95% confidence level.

3.7 Difference of impact between 2015 and previous years

Of those with prior flood experience, the majority (82%) believe there was a difference between the impact experienced as a result of the February 2015 event and earlier floods.

The main difference perceived was that the volume of water, the speed with which it came and the amount of flooding was greater in February 2015 than during previous flooding events (50%).

14% say there was more damage to property or infrastructure this time compared to previous floods, 13% noticed more debris/damage to crops or land this time.

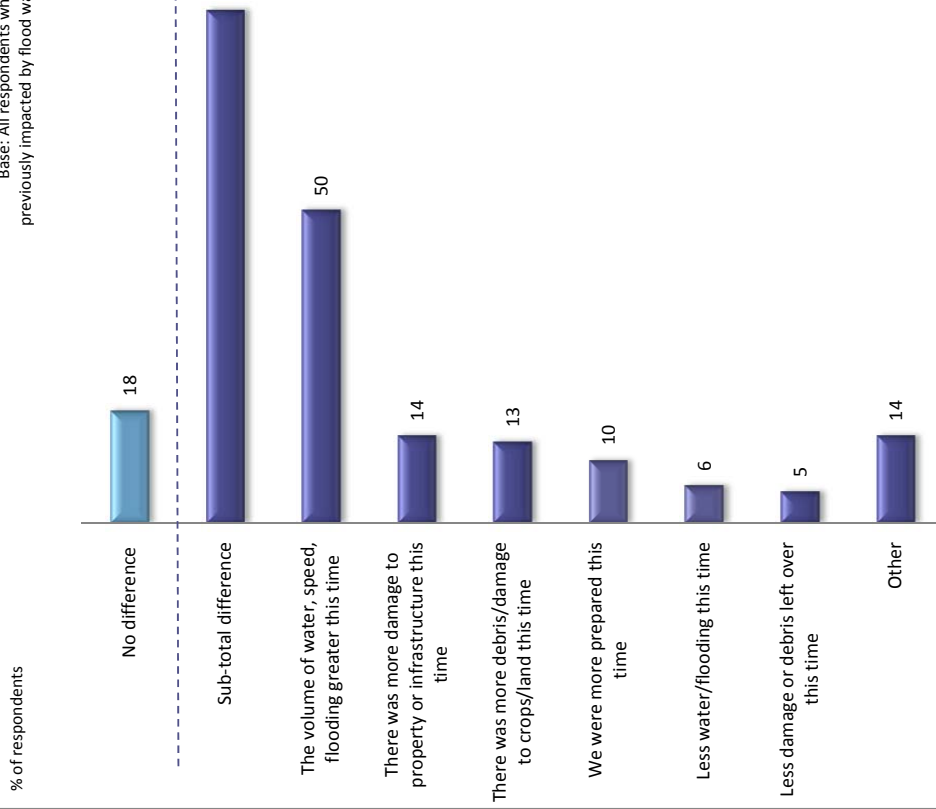
Positive differences noted include a perception that they were more prepared in February than in previous floods (10%), that there was less water or flooding this time (6%) or that there was less damage or debris left over this time (5%).

3.7.1 Sub-group differences

Those living in the combined areas of Dululu/Wowan/Smoky Creek (27%) are more likely than average (18%) to consider there to be no difference between the 2015 event and previous floods.

What, if anything, has been different in terms of this flood and previous floods?

Base: All respondents who have been previously impacted by flood waters (n=160)



Q17a What, if anything, has been different in terms of the impact of this flood and previous floods? [Unprompted MR]

Table: Q17a What, if anything, has been different in terms of the impact of this flood and previous floods? [Unprompted MR]

Base: Respondents who have been previously impacted by flood waters	REGION SUMMARY		EVENT IMPACT					EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE				
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
No Difference	18	21	17	18	2	16	14	19	41	20	18	17	14	22	13	22	13	23
SUB-TOTAL difference	82	79	83	82	98	84	86	81	59	100	80	83	86	78	87	78	87	77
The volume of water and speed higher in 2015, flooding more widespread	50	36	52	82	72	53	50	44	28	62	48	42	48	52	51	52	51	49
There was more damage to property or infrastructure this time	14	20	13	15	27	18	14	11	6	23	13	19	18	9	10	9	10	19
There was more debris/damage to crops/and this time	13	14	13	14	28	16	10	13	2	15	15	5	14	13	19	13	19	7
We were more prepared this time	10	15	9	10	10	10	9	11	8	19	8	12	8	11	8	11	8	11
Less water/flooding this time	6	4	7	6	6	5	7	7	2	7	7	4	6	6	4	6	4	8
Less damage or debris left over than last time	5	7	7	6	6	6	6	5	9	9	5	2	7	3	5	3	5	6
Other	14	17	14	15	32	12	16	18	20	14	14	10	16	13	18	13	18	10

Base: Respondents who have been previously impacted by flood waters	REGION DETAILED																
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Snoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan	Smoky Creek	Biloela non-township	Biloela Total
No Difference	18	10	38	21	77	23	27	72	28	95	5	15	34	22	23	2	11
SUB-TOTAL difference	90	62	79	100	77	73	100	72	100	95	85	66	78	77	98	89	90
The volume of water and speed higher in 2015, flooding more widespread	50	83	35	64	95	44	38	92	40	91	78	38	57	22	32	54	46
There was more damage to property or infrastructure this time	14	6	11	8	20	17	6	54	12	9	17	21	14	4	18	19	19
There was more debris/damage to crops/and this time	13	43	25	35	10	15	4	54	29	9	10	20	9	4	5	10	10
We were more prepared this time	10	6	8	7	6	6	6	21	10	9	10	10	9	9	11	19	17
Less water/flooding this time	6	6	8	7	6	6	21	18	18	18	18	18	31	9	14	2	5
Less damage or debris left over than last time	5	6	15	9	6	6	18	18	18	18	18	18	31	9	14	2	1
Other	14	4	8	6	6	20	6	5	10	22	23	17	4	4	25	4	21

^ Caution: small cell size.
Bold figures are significantly different to the average at at least the 95% confidence level.

4.0 Information sources

4.1 Information sources used

Two key sources of information were relied upon in the lead-up to the February event; the Bureau of Meteorology website (73%) or family/friends/neighbours (67%). During the event reliance on family, friends or neighbours was maintained (71%) while use of the Bureau of Meteorology website decreased to 46%.

46% consulted ABC News prior to the event, with a similar proportion (40%) doing so during the event.

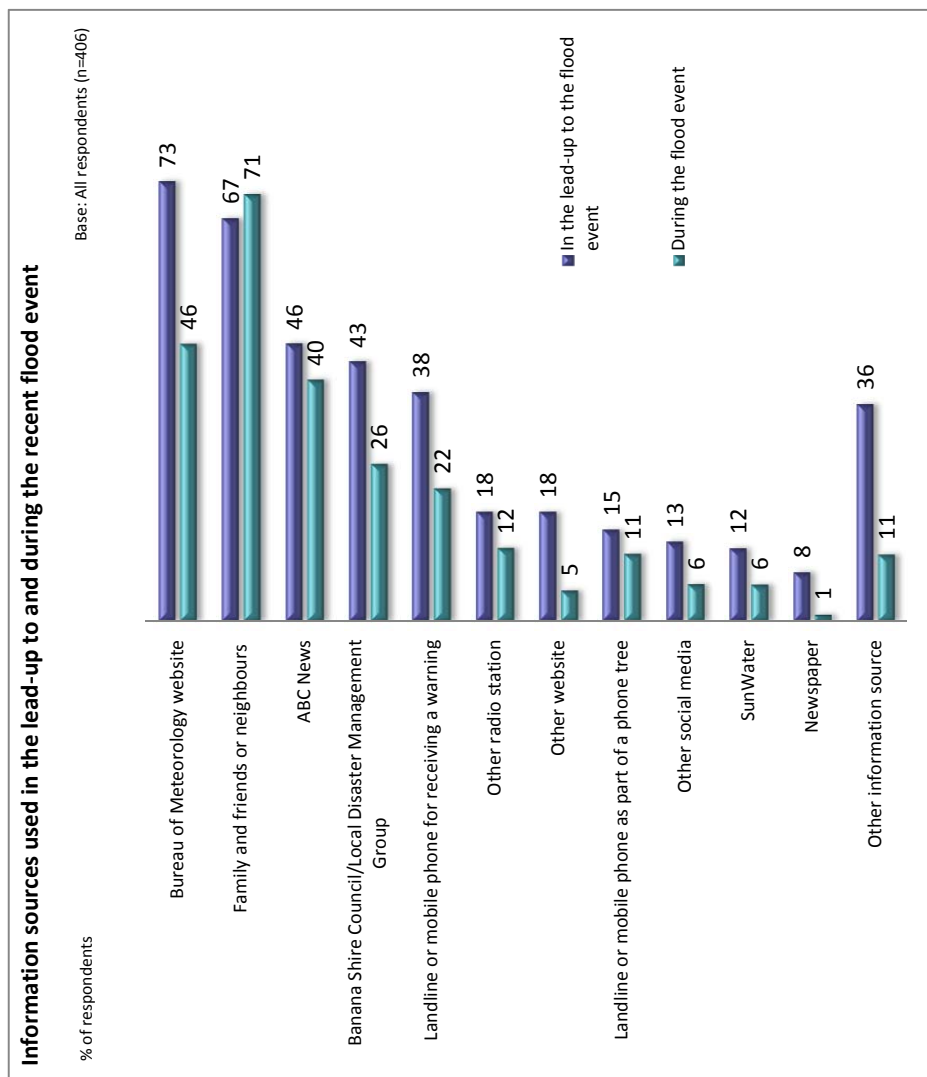
Other information sources were more commonly referred to in the lead-up, rather than during the event. See adjacent chart for more details.

4.1.1 Sub-group differences

Those who evacuated their home during the February event (37%) were more likely than average (12%) to have used **SunWater** for advice in the lead-up to the event (in particular by phoning them). They were also more likely than average to have consulted the **official Banana Shire Council Facebook page** (33%, versus 17% average) or **Bureau of Meteorology website** (88%, versus 73% average) in the lead-up to the flooding event.

Primary producers were more likely than average to have used information from **SunWater** (18%, versus 12%), **ABC News** (60%, versus 46%) or a **local phone tree** (28%, versus 15%) in the lead-up to the event.

The tables on pages 66-69 highlight these and other sub-group differences.



Q18a. In the lead-up to the recent flood event which, if any, of the following sources of information did you use?
Q18b. And during the recent flood event which, if any, of the following sources of information did you use?

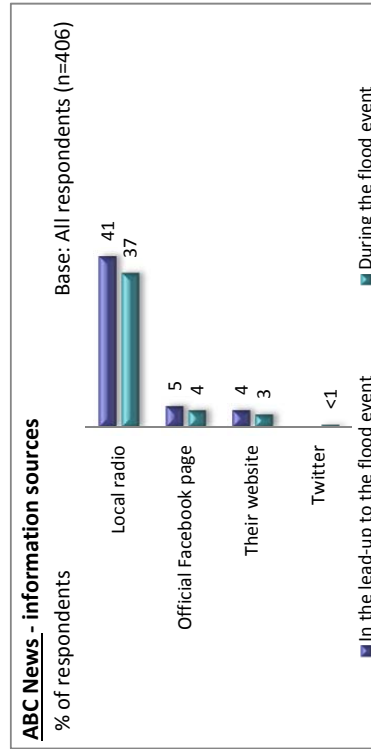
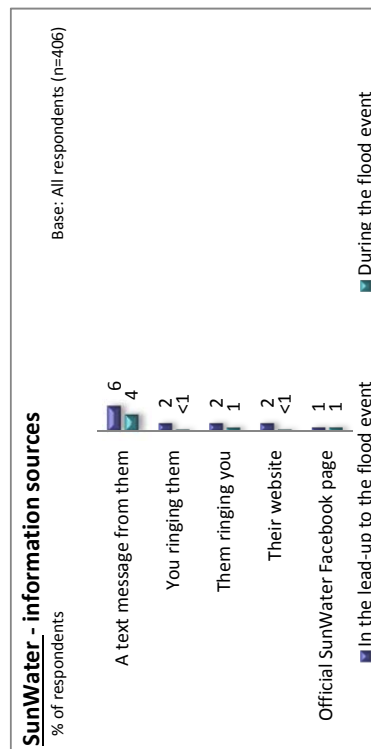
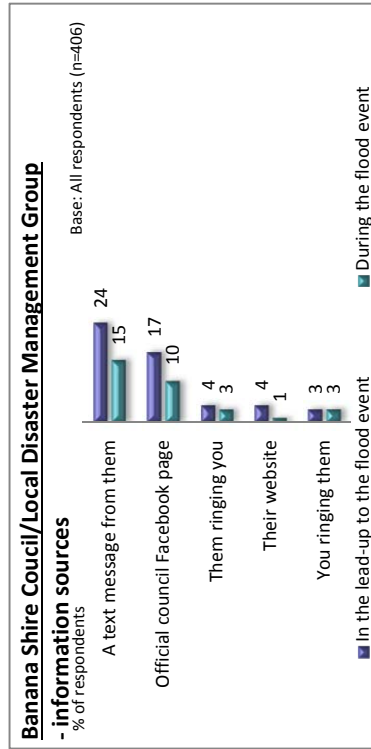
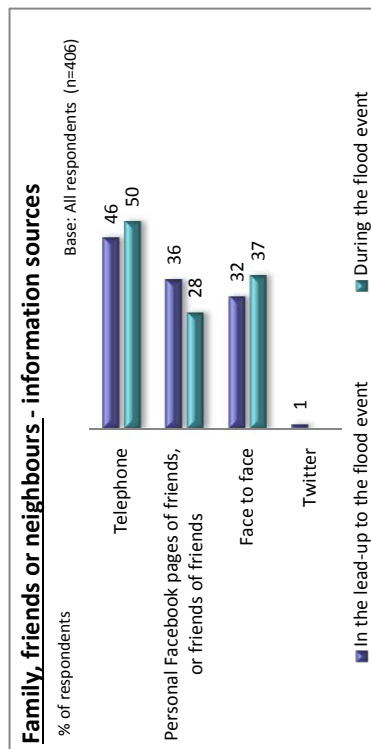
4.1.2 Information channel by source

Data presented in each of the following charts is expressed as a percentage of all respondents.

One in two respondents in the survey region (46% lead-up/50% during) consulted **family, friends or neighbours** via telephone, while one in three used personal Facebook pages (36% lead-up, 28% during) or face to face discussions with family, friends of neighbours (32% lead-up, 37% during).

Communications with **Banana Shire Council or the LDMG** were most likely to have occurred via a text message (24% lead-up, 15% during), or through the official council Facebook page (17% lead-up, 10% during).

Local radio (41% lead-up, 37% during) was the most common way people sourced information from **SunWater** (6% lead-up, 4% during) was the most common information channel used between residents and SunWater.



Q18a In the lead-up to the recent flood event which, if any, of the following sources of information did you use?

Q18b And during the recent flood event which, if any, of the following sources of information did you use?

Table: Q18a In the lead-up to the recent flood event which, if any, of the following sources of information did you use?

Base: All respondents	REGION SUMMARY		EVENT IMPACT					EVACUATED HOME			PRIMARY PRODUCER		GENDER		AGE			
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	45+ yrs	45- yrs
% of respondents																		
FAMILY, FRIENDS OR NEIGHBOURS	67	63	72	55	68	72	70	72	67	75	76	64	68	63	72	75	59	59
SUB-TOTAL Yes	32	38	26	18	33	34	29	32	31	45	26	33	37	28	37	38	26	26
Face to face	46	39	54	40	47	57	53	51	45	42	61	48	46	42	51	50	43	43
Telephone	36	39	32	37	36	33	35	34	34	42	41	35	39	33	38	54	17	17
Personal Facebook pages of friends, or friends of friends	1	1	*	1	1	*	*	1	1	1	1	1	1	1	*	1	*	*
Twitter																		
BANANA SHIRE COUNCIL/LOCAL DISASTER MANAGEMENT GROUP	43	48	37	29	44	40	44	38	40	42	49	42	44	38	48	54	31	31
SUB-TOTAL Yes	3	2	4	3	3	16	5	3	1	8	3	4	3	2	4	4	2	2
You ringing them	4	1	8	2	5	7	7	5	3	4	4	4	2	4	5	4	5	5
Them ringing you	24	31	16	19	24	20	22	20	22	19	22	24	26	25	23	29	19	19
A text message from them	17	21	13	14	18	21	19	16	17	20	33	16	18	10	25	27	7	7
Official council Facebook page	4	6	2	5	4	4	1	3	4	7	5	5	5	2	7	5	3	3
Their website																		
SUNWATER SUB-TOTAL Yes	12	9	16	7	13	15	20	12	13	11	37	10	10	14	11	15	9	9
You ringing them	2	1	3	2	2	9	4	1	1	14	1	2	2	3	1	4	*	*
Them ringing you	2	1	3	2	2	2	2	1	2	2	2	2	3	1	3	1	2	2
A text message from them	6	5	8	5	7	3	9	8	8	6	18	5	5	7	6	7	6	6
Official SunWater Facebook page	1	1	*	1	1	2	2	3	1	1	1	1	1	1	*	1	*	*
Their website	2	*	3	2	2	3	3	3	2	5	3	2	1	2	2	2	1	1
ABC NEWS SUB-TOTAL Yes	46	44	48	47	46	44	52	48	44	43	59	45	60	42	44	48	51	51
Local radio	41	38	44	45	40	29	44	42	39	39	53	40	58	36	41	40	48	48
Their website	4	6	2	4	4	5	5	4	3	3	6	4	4	4	3	6	5	5
Official Facebook page	5	8	3	7	5	14	5	4	4	9	2	6	7	2	9	8	3	3
Other radio station	18	18	18	17	18	7	17	21	19	18	3	19	19	19	16	23	12	12
Bureau of Meteorology website	73	72	74	65	74	87	78	75	73	82	88	72	71	74	74	87	59	59
Landline or mobile phone for receiving a warning	38	42	34	53	37	42	41	36	36	24	39	38	40	38	41	43	33	33
Landline or mobile phone as part of a phone tree	15	7	24	5	16	34	23	20	14	9	36	13	28	11	14	17	13	13
Newspaper	8	4	13	9	9	5	11	9	9	6	12	8	12	7	10	7	8	8
Other social media	13	12	13	9	13	14	14	18	15	13	6	13	11	13	8	18	8	8
Other website	18	20	17	3	20	42	19	22	18	16	22	18	23	17	17	20	26	11
Other information source	36	37	35	31	36	66	37	34	36	37	34	36	40	34	33	25	47	47

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at least the 95% confidence level.

Table: Q18a In the lead-up to the recent flood event which, if any, of the following sources of information did you use? (continued)

Base: All respondents	Total	REGION DETAILED												Biloela non-township	Biloela Total						
		Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu			Wowan	Smoky Creek				
	406	17 [^]	23 [^]	40	22 [^]	71	75	71	22 [^]	71	11 [^]	17 [^]	13 [^]	30	35	16 [^]	18 [^]	16 [^]	41	223	
% of respondents																					
FAMILY, FRIENDS OR NEIGHBOURS SUB-TOTAL Yes	67	71	70	71	72	75	75	71	72	75	67	78	67	66	81	41	53	41	86	67	
Face to face	32	5	28	15	29	25	25	13	29	25	6	27	25	17	30	11	16	11	43	39	
Telephone	46	67	52	60	53	44	44	38	53	44	67	57	49	49	46	33	44	33	72	46	
Personal Facebook pages of friends, or friends of friends	36	34	18	27	35	37	37	6	35	37	36	24	34	19	44	4	5	4	47	41	
Twitter	1					1									2					1	
BANANA SHIRE COUNCIL/LOCAL DISASTER MANAGEMENT GROUP SUB-TOTAL Yes																					
You ringing them	3	49	51	50	35	36	36	9	35	36	47	60	53	36	41	13	12	4	49	48	
Them ringing you	4	24	26	25	15	3	3	1	15	3	22	31	20	10				4	5	3	
A text message from them	24	37	21	30	29	11	11	5	29	11	38	24	48	14	11	6	12		8	3	
Official council Facebook page	17	14	6	11	15	20	20	2	15	20	14	8	20	9	30	7			15	20	
Their website	4		3	1	3	1	1		3	1		4	5						6	6	
SUNWATER SUB-TOTAL Yes																					
You ringing them	2	12	11	11	27	15	15	15	27	15	14	15	21	25	27	12	12	7	17	10	
Them ringing you	2	5	5	3	6	3	3	1	6	3	6	6	10	9				4	6	2	
A text message from them	6	2	11	6	3	6	6	14	3	6	3	15	5	18	27	12	12	4	8	6	
Official SunWater Facebook page	1				3				3				5	2						1	
Their website	2				12	8	8		12	8			5	2						0	
ABC NEWS SUB-TOTAL Yes																					
Local radio	46	40	57	48	55	35	35	66	55	35	39	60	34	49	28	81	47	67	50	45	
Their website	41	38	57	46	55	31	31	66	55	31	39	60	34	49	21	81	47	67	37	38	
Official Facebook page	4	2	3	3		1	1	2		1	4	4		2	2	7	7		5	6	
Other radio station	18	29	11	21	12	23	23	15	12	23	36	15	21	10	35	6	19	22	14	17	
Bureau of Meteorology website	73	85	62	75	69	77	77	50	69	77	92	67	63	70	79	42	28	75	90	75	
Landline or mobile phone for receiving a warning	38	63	55	60	17	20	20	32	17	20	63	71	28	30	15	19	32	43	40	42	
Landline or mobile phone as part of a phone tree	15	33	33	33	23	17	17	24	23	17	31	45	24	25	12	10	19	42	24	11	
Newspaper	8	35	14	26	15	5	5	13	15	5	44	19	11	10	3	19	14	6	12	5	
Other social media	13	20	17	19	5	14	14	9	5	14	22	23	17	17	16	11	5	10	14	13	
Other website	18	11	6	9	27	22	22	10	27	22	6	8	20	24	23	6	9	15	19	20	
Other information source	36	24	59	39	26	33	33	39	26	33	12	55	25	51	24	32	53	33	34	36	

[^] Caution: small cell size.
 * Indicates less than 1% of respondents.
 Bold figures are significantly different to the average at at least the 95% confidence level.

Table: Q1.8b And during the recent flood event which, if any, of the following sources of information did you use?

Base: All respondents	REGION SUMMARY				EVENT IMPACT				EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE			
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri.	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
	406	182	224	32	374	35	201	214	275	74	33	373	109	297	155	251	110	296
% of respondents																		
FAMILY, FRIENDS OR NEIGHBOURS	71	76	66	69	71	84	70	68	67	76	71	71	65	73	69	73	78	64
SUB-TOTAL Yes	37	45	29	40	37	43	33	32	33	39	28	38	27	40	37	38	41	34
Face to face	50	51	49	57	50	60	51	47	47	45	64	49	52	50	51	49	57	43
Telephone	28	29	26	32	27	35	27	23	23	35	24	28	22	29	27	29	43	11
Personal Facebook pages of friends, or friends of friends	29	24	34	31	29	16	30	32	33	24	29	29	35	27	31	27	22	36
No	26	28	24	14	27	47	27	24	25	26	37	25	21	28	18	35	34	18
BANANA SHIRE COUNCIL/LOCAL DISASTER MANAGEMENT GROUP SUB-TOTAL Yes	3	2	4	5	3	8	4	4	3	3	10	2	5	3	1	5	3	3
You ringing them	3	2	4	5	3	9	4	2	3	3	9	2	4	3	3	3	3	2
Them ringing you	15	20	9	11	15	14	14	15	15	15	7	15	9	17	10	20	20	10
A text message from them	10	10	9	14	9	17	9	8	7	13	14	9	8	10	5	15	15	5
Official council Facebook page	1	1	*	5	1	1	1	*	1	1	1	1	1	1	2	1	1	1
Their website	74	72	76	86	73	53	73	76	75	74	63	75	79	72	82	65	66	82
No	6	5	6	17	5	13	9	4	5	19	5	8	8	5	6	6	8	4
SUNWATER SUB-TOTAL Yes	*	1	1	1	1	1	1	1	1	1	3	1	3	1	1	1	1	1
You ringing them	1	1	1	1	1	1	2	1	1	1	3	1	3	1	1	2	1	1
Them ringing you	4	3	5	17	3	13	5	3	3	13	3	3	5	4	4	4	5	3
A text message from them	1	1	*	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Official SunWater Facebook page	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Their website	94	95	94	83	95	87	91	96	95	100	81	95	92	95	94	94	92	96
No	40	38	42	39	40	29	39	44	40	35	32	41	54	36	41	39	38	42
ABC NEWS SUB-TOTAL Yes	37	35	39	39	37	25	35	39	38	31	29	38	53	32	37	37	34	40
Local radio	3	5	1	5	3	5	4	4	1	4	3	3	2	3	3	3	3	3
Their website	4	4	3	5	4	4	1	2	2	4	3	4	4	5	4	4	6	2
Official Facebook page	*	1	1	*	*	*	1	1	1	1	1	1	1	1	1	1	1	1
Twitter	60	62	58	61	60	71	61	56	60	65	68	59	46	64	59	61	62	58
No	12	14	10	15	12	11	11	13	12	12	2	13	9	13	15	10	17	7
Other radio station	46	46	47	47	46	63	51	46	43	52	38	47	46	46	49	43	59	34
Bureau of Meteorology website	22	29	15	21	22	20	21	19	22	10	14	23	18	24	17	28	20	24
Landline or mobile phone for receiving a warning	11	6	17	5	12	20	17	13	12	3	27	10	18	10	11	12	15	7
Landline or mobile phone as part of a phone tree	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1
Newspaper	6	10	3	9	6	9	7	8	8	5	7	7	3	7	4	9	10	2
Other social media	5	5	5	5	5	5	5	4	4	1	3	5	4	5	5	5	6	3
Other website	11	13	9	19	11	5	7	10	8	14	3	12	7	12	10	12	6	16
Other information source																		

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at at least the 95% confidence level.

Table: Q18b And during the recent flood event which, if any, of the following sources of information did you use? (continued)

Base: All respondents	Total	REGION DETAILED													Biluela Total		
		Jambin and Argoon	Goovigen, Orange Creek, Greycliff	Jambin, Argoon, Goovigen, Orange Creek, Greycliff	Mt Murchison, Dakamba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan		Smoky Creek	Biluela non-township
	406	17^	23^	40	22^	71	50	11^	17^	13^	30	35	16^	18^	16^	41	223
% of respondents																	
FAMILY, FRIENDS OR NEIGHBOURS SUB-TOTAL Yes	71	95	70	84	53	63	50	97	78	44	78	60	44	37	67	71	75
Face to face	37	27	54	39	23	23	20	31	63	30	35	18	4	12	41	38	44
Telephone	50	66	44	56	53	41	42	66	46	44	53	37	41	25	58	58	52
Personal Facebook pages of friends, or friends of friends	28	69	18	47	12	19	2	80	24	11	7	29		7	40	31	
No	29	5	30	16	47	37	50	3	22	56	22	40	56	63	33	29	25
BANANA SHIRE COUNCIL/LOCAL DISASTER MANAGEMENT GROUP SUB-TOTAL Yes	26	18	17	18	27	29	10	19	23	21	21	27		12	18	32	29
You ringing them	3		5	2	9	6			7	10	12	3				6	3
Them ringing you	3	5	5	5	6	2		6	7		4					9	3
A text message from them	15	13		8	9	8	8	14	5	5	4	2		12	12	11	19
Official council Facebook page	10	5	12	8	6	14	2	6	16	5	9	19		7	10	10	
Their website	1					2						3				1	
No	74	82	83	82	73	71	90	81	77	79	79	73	100	88	82	68	71
SUNWATER SUB-TOTAL Yes	6	15		9	17	6		14	5	17	17					7	6
You ringing them	*	5		3	3			6	5								
Them ringing you	1	5		3		2					4					1	1
A text message from them	4	6		4	14	4		8			12					7	4
Official SunWater Facebook page	1																1
Their website	*				3					5							
No	94	85	100	91	83	94	100	86	100	95	83	100	100	100	100	93	94
ABC NEWS SUB-TOTAL Yes	40	64	58	62	35	22	65	61	65	24	28	15	71	47	74	36	38
Local radio	37	47	58	52	35	21	65	39	65	24	28	12	71	47	74	34	35
Their website	3	2		1												2	4
Official Facebook page	4	18		10		2		22				3				3	4
Twitter	*																1
No	60	36	42	38	65	78	35	39	35	76	72	85	29	53	26	64	62
Other radio station	12	8	11	10	8	15	7	10	15	5	6	24	10	5	7	8	13
Bureau of Meteorology website	46	82	34	61	29	45	37	89	35	29	49	34	33	21	53	51	47
Landline or mobile phone for receiving a warning	22	37	8	25	12	6	20	33	11		12	2	27	16	17	17	27
Landline or mobile phone as part of a phone tree	11	31	17	25	6	15	14	38	23	5	27	10		7	33	19	9
Newspaper	1					1					4					2	1
Other social media	6					2	1					4		5		7	9
Other website	5	5		3		11	3	6			7	15		5	6	2	4
Other information source	11	5	5	5	8	8	7	7	8	8	17	3	4	9	9	14	13

^ Caution: small cell size.

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at at least the 95% confidence level.

5.0 Text message warnings

To facilitate accurate respondent recall of text messages received, wherever possible, respondents were asked to read out the message(s) directly from their mobile phone to the interviewer.

Prior to checking their mobile phone, 158 respondents stated that they had received a text message from either Banana Shire Council (127 people) and/or SunWater (34 people). Of those, 74 people believed they had the message(s) retained on their mobile phone. These respondents were then asked to read-out the message(s) and the time it was received to the interviewer.

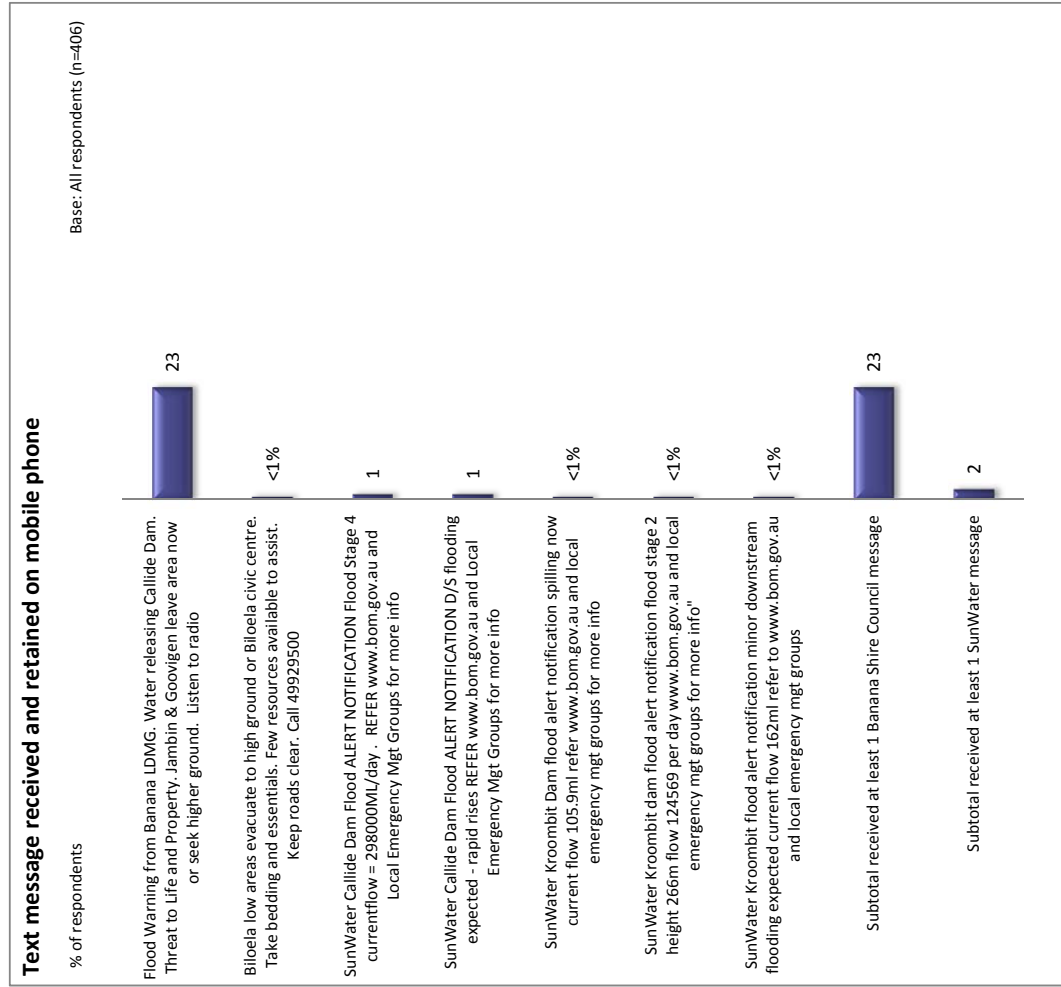
Those who had not retained the message were asked more general questions (see section 5.4).

The survey only measured text messages received from Banana Shire Council or SunWater.

5.1 Warnings received via text message – those with retained message(s) on mobile phone

23% of all survey respondents received (and retained) the text message: Flood Warning from Banana LDMG. Water releasing Callide Dam. Threat to Life and Property. Jambin & Goovigen leave area now or seek higher ground. Listen to radio. Those living in Biloela township (23%) are equally as likely as those living outside this area (23%) to have received this message.

Other messages receive 1% or fewer mentions – see adjacent chart.



Q21c/x Can you read to me the message exactly?

Table: Q21c/x Can you read to me the message exactly?

	REGION SUMMARY		EVENT IMPACT						EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE			
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
Base: All respondents	406	182	224	32	374	35	201	214	275	74	33	373	109	297	155	251	110	296
MESSAGE RECEIVED:	% of respondents																	
Flood Warning from Banana LDMG. Water releasing Callide Dam. Threat to Life and Property. Jambin & Goovigen leave area now or seek higher ground. Listen to radio	23	23	23	27	22	39	28	23	21	23	37	22	21	23	25	21	31	14
Biloela low areas evacuate to high ground or Biloela civic centre. Take bedding and essentials. Few resources available to assist. Keep roads clear. Call 49929500	*	*			*			*	*			*	*	*		*		*
SunWater Callide Dam Flood ALERT NOTIFICATION D/S flooding expected - rapid rises REFER www.bom.gov.au and Local Emergency Mgt Groups for more info	1	2	3	1	9	2	2	*	1	11	*	*	2	1	2	1	1	1
SunWater Callide Dam Flood ALERT NOTIFICATION Flood Stage 4 current flow = 298000ML/day. REFER www.bom.gov.au and Local Emergency Mgt Groups for more info	1	3	3	1	9	2	2	*	1	11	*	*	3	1	2	*	1	1
SunWater Kroombit flood alert notification minor downstream flooding expected current flow 162ml refer to www.bom.gov.au and Local Emergency Mgt Groups	*	*			*	2	*	*	*		*	*	1			*		*
SunWater Kroombit flood alert notification minor downstream flooding expected current flow 162ml refer to www.bom.gov.au and Local Emergency Mgt Groups	*	1	1		*	2	1	1	1		*	*	2			1	*	*
SunWater Kroombit dam flood alert notification flood stage 2 height 266m flow 124569 per day www.bom.gov.au and local emergency Local Emergency Mgt Groups	*	1	1		*	2	1	1	1		*	*	2			1	*	*
Received at least 1 Banana Shire Council message	23	23	23	27	22	39	28	23	21	23	37	22	21	23	25	21	31	14
Received at least 1 SunWater message	2	3	3	3	1	11	3	1	2	11	1	1	4	1	2	1	2	1

REGION DETAILED																	
Base: All respondents	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan	Smoky Creek	Biloela non-township	Biloela Total
	406	17 [^]	23 [^]	40	22 [^]	71	50	11 [^]	17 [^]	13 [^]	30	35	16 [^]	18 [^]	16 [^]	41	223
MESSAGE RECEIVED: Flood Warning from Banana LDMG. Water releasing Callide Dam. Threat to Life and Property. Jambin & Goovigen leave area now or seek higher ground. Listen to radio	23	31	11	22	30	16	14	33	15	25	8	11	27		13	35	25
Biloela low areas evacuate to high ground or Biloela civic centre. Take bedding and essentials. Few resources available to assist. Keep roads clear. Call 49929500	*																*
SunWater Callide Dam Flood ALERT NOTIFICATION D/S flooding expected - rapid rises REFER www.bom.gov.au and Local Emergency Mgt Groups for more info	1					1					4					8	1
SunWater Callide Dam Flood ALERT NOTIFICATION Flood Stage 4 current flow = 298000ML/day. REFER www.bom.gov.au and Local Emergency Mgt Groups for more info	1					1					4					9	2
SunWater Kroombit flood alert notification minor downstream flooding expected current flow 162ml refer to www.bom.gov.au and Local Emergency Mgt Groups	*						1								4		
SunWater Kroombit dam flood alert notification minor downstream flooding expected current flow 162ml refer to www.bom.gov.au and Local Emergency Mgt Groups	*					2	1				4				4		
SunWater Kroombit dam flood alert notification flood stage 2 height 266m flow 124569 per day www.bom.gov.au and Local Emergency Mgt Groups	*					2	1				4				4		
Received at least 1 Banana Shire Council message	23	31	11	22	30	16	14	33	15	25	8	11	27		13	35	25
Received at least 1 SunWater message	2					3	1				8				4	9	2

[^] Caution: small cell size.

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at at least the 95% confidence level.

5.2 Date and time message received - those with retained message(s) on mobile phone

5.2.1 MESSAGE: Flood Warning from Banana LDMG. Water releasing Callide Dam. Threat to Life and Property. Jambin & Goovigen leave area now or seek higher ground. Listen to radio

Flood Warning from Banana LDMG. Water releasing Callide Dam. Threat to Life and Property. Jambin & Goovigen leave area now or seek higher ground. Listen to radio			
What date and time did it come in? (Base: those who received and retained message n=71)	Fri 20 th Feb	8.39pm	1%
	Fri 20 th Feb	9.40pm-9.46pm	86%
	Fri 20 th Feb	10pm-10.43pm	13%
Overall, was the warning message easy or hard to understand? (Base: those who received and retained message n=71)	Easy	95%	
	Hard	5%	
Did the message refer you somewhere else for more information? (Base: those who received and retained message n=71)	Yes	75%	
	No	25%	
Did you go to this source for more information? (Base: those who believe message did refer elsewhere n=53)	YES	25%	
	NO	75%	
Was the message about where to go for more information specific enough? (Base: those who believe message did refer elsewhere n=53)	YES	55%	
	NO	45%	

5.2.2 Other messages

Given the small cell sizes for each message, the data on this page is presented as a number (n=) rather than a percentage.

	Biloela low areas evacuate to high ground or Biloela civic centre. Take bedding and essentials. Few resources available to assist. Keep roads clear. Call 49929500 n=1	SunWater Callide Dam Flood ALERT NOTIFICATION Flood Stage 4 current flow = 298000ML/day. REFER www.bom.gov.au and Local Emergency Mgt Groups for more info n=4	SunWater Callide Dam Flood ALERT NOTIFICATION D/S flooding expected - rapid rises REFER www.bom.gov.au and Local Emergency Mgt Groups for more info n=3	SunWater Kroombit Dam flood alert notification spilling now current flow 105.9ml refer www.bom.gov.au and Local Emergency Mgt Groups for more info n=2	SunWater Kroombit dam flood alert notification flood stage 2 height 266m flow 124569 per day www.bom.gov.au and Local Emergency Mgt Groups for more info n=2	SunWater Kroombit flood alert notification minor downstream flooding expected current flow 162ml refer to www.bom.gov.au and Local Emergency Mgt Groups n=1
What date and time did it come in?	Fri 20 th Feb 9.48pm: n=1	Fri 20 th Feb 10.37-10.38pm: n=4	Fri 20 th Feb 8.39-8.40pm: n=3	Fri 20 th Feb 6.28pm: n=2	Fri 20 th Feb 7.45pm: n=2	Fri 20 th Feb 1.42pm: n=1
Overall, was the warning message easy or hard to understand?	Easy: n=1	Easy: n=2 Hard: n=2	Easy: n=1 Hard: n=2	Easy: n=2	Easy: n=2	Easy: n=1
Did the message refer you somewhere else for more information?	Yes: n=1	Yes: n=4	Yes: n=3	Yes: n=2	Yes: n=2	Yes: n=1
Did you go to this source for more information?	No: n=1	Yes: n=1 No: n=3	Yes: n=2 No: n=1	Yes: n=1 No: n=1	Yes: n=1 No: n=1	No: n=1
Was the message about where to go for more information specific enough?	Yes: n=1	Yes: n=1 No: n=3	Yes: n=1 No: n=2	Yes: n=2	Yes: n=2	Yes: n=1

5.3 Reasons why message was hard to understand - those with retained message(s) on mobile phone

Those who rated a message as 'hard' to understand were asked to describe the reason for this. The following are the verbatim comments from respondents. (Each bullet point represents n=1 respondent)

Flood Warning from Banana LDMG. Water releasing Callide Dam. Threat to Life and Property. Jambin & Goovigen leave area now or seek higher ground. Listen to radio

- It didn't indicate the area that we were in - our house was flooded.
- It didn't refer to our area, we were already flooded.
- Did not tell me where to go, just to get out.
- They told us to evacuate to Jambin which is ridiculous because it's downstream. By the time we got the message we were already flooded in.

SunWater Callide Dam Flood ALERT NOTIFICATION D/S flooding expected - rapid rises REFER www.bom.gov.au and Local Emergency Mgt Groups for more info

- It didn't specifically say gates had opened. It didn't say to evacuate. I had to refer to the BOM website to see what it meant and there was no information. It didn't refer to our area - we were already flooded.

SunWater Callide Dam Flood ALERT NOTIFICATION Flood Stage 4 current flow = 298000ML/day. REFER www.bom.gov.au and Local Emergency Mgt Groups for more info

- Didn't understand what stage 4 meant. I didn't have the number for the Local Emergency Management Group. (The message) referred to (a) website and if you haven't got a computer you can't find further information.
- When I received the message you were already surrounded by water and could not get out as we were flooded in. (I) tried to get the family out but could not get them out as each road we tried to take was covered with water.

SunWater Callide Dam Flood ALERT NOTIFICATION D/S flooding expected - rapid rises REFER www.bom.gov.au and Local Emergency Mgt Groups for more info

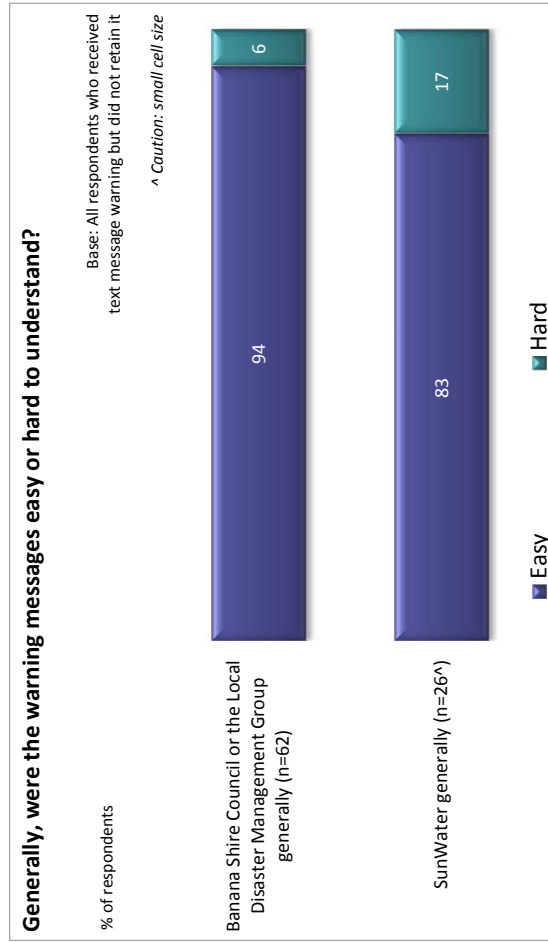
- I tried to get onto the (web)site that they had sent through with the message but could not get on, none of us could get on (to the website) from around here.

5.4 General reactions to text messages – text messages received but not retained on mobile phone

5.4.1 Ease of understanding text messages

94% of those who received (but did not retain) a text message warning from Banana Shire Council or the Local Disaster Management Group rate the message as easy to understand. 83% of those who received a message from SunWater consider the message as being easy to understand.

No significant sub-group differences are noted on this issue.



Q23a Thinking about the warning message or messages from the **Banana Shire Council or the Local Disaster Management Group**. Generally, were the warning messages easy or hard to understand?

Q24a Thinking about the warning message or messages from **SunWater**. Generally, were the warning messages easy or hard to understand?

Table: Q23a Thinking about the warning message or messages from the Banana Shire Council or the Local Disaster Management Group. Generally, were the warning messages easy or hard to understand?

Base: Respondents who received text message warning from Banana Shire Council/LDMG but did not retain it	REGION SUMMARY		EVENT IMPACT					EVACUATED HOME			PRIMARY PRODUCER		GENDER		AGE				
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs	
																			21^
Easy	94	97	87	100	94	100	90	94	95	77	95	88	95	98	90	92	96		
Hard	6	3	13		6		10	6	5	23	5	12	5	2	10	8	4		
									% of respondents										

Base: Respondents who received text message warning from Banana Shire Council/LDMG but did not retain it	REGION DETAILED														Biloela Total		
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan		Smoky Creek	Biloela non-township
62	4^	4^	8^	2^	3^	5^	2^	3^	2^	2^	1^	1^	1^	3^	1^	3^	44
94	79	100	90	46	64	100	65	100	46	54	100	100	100	100	100	100	97
6	21		10	54	36		35		54	46							3
								% of respondents									

^ Caution: small cell size.

Table: Q24a Thinking about the warning message or messages from SunWater. Generally, were the warning messages easy or hard to understand?

	REGION SUMMARY		EVENT IMPACT					EVACUATED HOME			PRIMARY PRODUCER		GENDER		AGE		
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs
Base: Respondents who received text message warning from SunWater but did not retain it	26 [^]	14 [^]	12 [^]	3 [^]	23 [^]	1 [^]	13 [^]	14 [^]	18 [^]	2 [^]	24 [^]	6 [^]	20 [^]	5 [^]	21 [^]	7 [^]	19 [^]
Easy	83	86	81	100	80	100	73	74	81	100	81	80	84	100	79	73	91
Hard	17	14	19		20		27	26	19		19	20	16		21	27	9
									% of respondents								

	REGION DETAILED																
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan	Smoky Creek	Biloela non-township	Biloela Total
Base: Respondents who received text message warning from SunWater but did not retain it	26 [^]	1 [^]	1 [^]	2 [^]	3 [^]	2 [^]	1 [^]	1 [^]	1 [^]	2 [^]	2 [^]	1 [^]	4 [^]	18 [^]	1 [^]	1 [^]	2 [^]
Easy	83	100	100	100	77	46	100	100	65	46	100	86	86	86	100	100	100
Hard	17				23	54			35	54		14	14	14			
								% of respondents									

[^] Caution: small cell size.

Those who rated a message as 'hard' to understand were asked to describe the reason for this. The following are the verbatim comments from respondents. (Each bullet point represents n=1 respondent)

Responses in relation to messages from **Banana Shire Council / LDMG** (each mentioned by one person):

- Message was not clear as it didn't refer to my local area so I had to guess if it really meant us or really just the areas mentioned.
- (Message was) incorrect because we were told to evacuate when we did not need to, we were told to go to the Jambin school but the roads were all cut and there was no way you could have done that anyway.
- The text said anyone near the Callide River and the river runs about 500 metres from our place but we're on a hill so it wasn't easy to understand if we would be affected or not.
- Although (we were) in the direct path of the water release (we) didn't know it applied to us as the areas mentioned don't apply to us, so (we) didn't know what it meant for us.

Responses in relation to messages from **SunWater** (each mentioned by one person):

Unless you understood what the technical specs meant you had no concept of the severity of it.

- Mainly because I was still half asleep - I just sort of thought "what the hell was going on?".
- Wasn't clear as to what was happening. Didn't seem to include my area and (I wasn't sure) the information was relevant.
- (The message came) 5 minutes until (we had to) immediately evacuate premises. Where do I go? How do I get there? (It) wouldn't have mattered even if we up and ran, (the) water would have got you if (you were) outside in the open. Sending a message like that - it was like dropping a bomb on someone who didn't know what was going on. (I) thought message was for Jambin people - I'm in Biloela - some people got it some people didn't - not all the right people got it. The message just wasn't clear in its direction (and there was) not enough time to act on message.

Q23b *Why were the messages hard to understand?* [**Banana Shire Council or the Local Disaster Management Group**]
Q24b *Why were the messages hard to understand?* [**SunWater**]

6.0 Perceived effectiveness of communication channels for receiving warnings

Respondents were asked to rate the effectiveness of a range of communication channels in delivering warnings during times of disaster.

Calls to mobile telephone (81%), text messages to mobile telephone (79%) or radio broadcasts (77%) are the methods most likely to be considered effective.

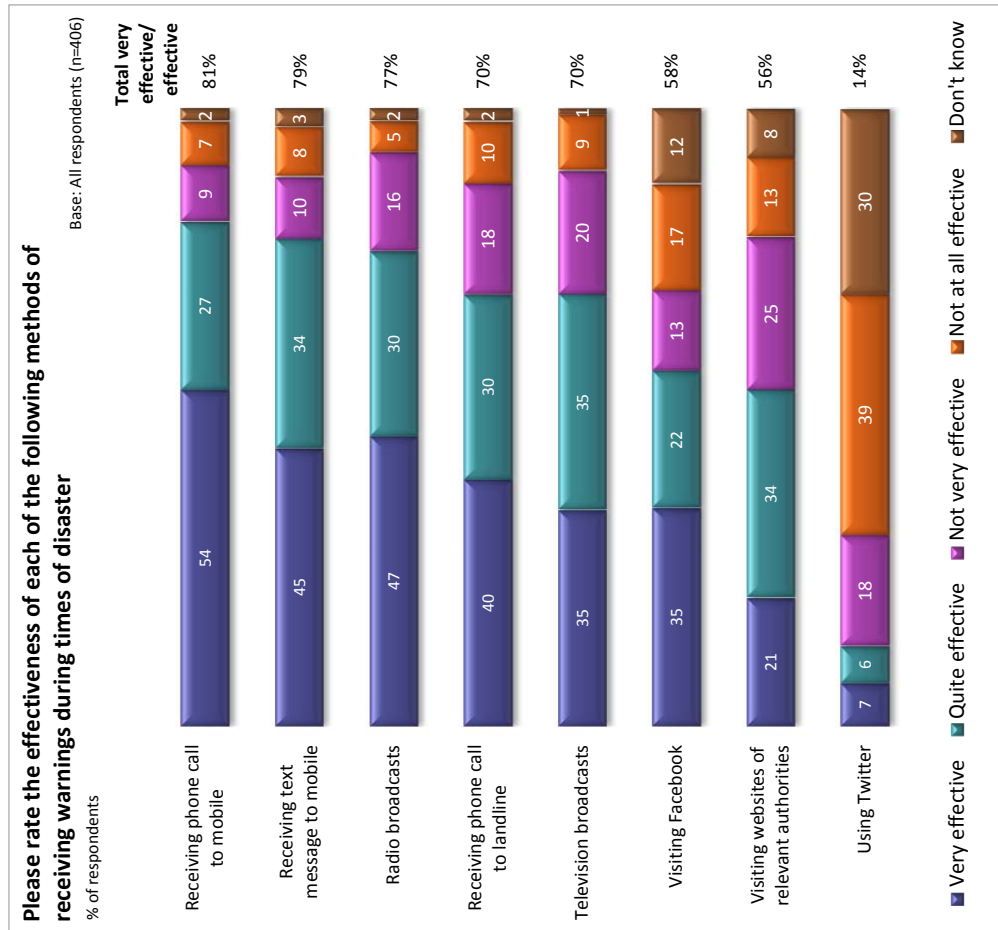
Seven in ten respondents rate a phone call to a landline (70%) or television broadcasts (70%) as effective. 58% consider Facebook to be effective, while 56% rate the websites of relevant authorities as an effective way of delivering warnings during disasters. Twitter is perceived as effective by 14% of respondents.

6.0.1 Sub-group differences

Sub-groups less likely than average (81%) to rate a phone call to a mobile phone as effective are:

- those living outside the Biloela township (77%) – especially those living in the combined areas of Dululu/Wowan/Smoky Creek (53%)
- primary producers (72%)
- those aged 45 years or older (72%).

Those living outside the Biloela township are also less likely than average to rate Facebook (54%, versus 58% average), websites of relevant authorities (53%, versus 55% average) or Twitter (10%, versus 14% average) as effective communication channels for distributing warnings during times of disaster.



Q25 Please rate the effectiveness of each of the following methods of receiving warnings during times of disaster. The first method is a, The next method is a ...

Table: Q25 Please rate the effectiveness of each of the following methods of receiving warnings during times of disaster. The first method is a, The next method is a ...

Base: All respondents	REGION SUMMARY		EVENT IMPACT					EVACUATED HOME			PRIMARY PRODUCER		GENDER		AGE			
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
	406	182	224	32	374	35	201	214	275	74	33	373	109	297	155	251	110	296
Phone call to mobile	81	85	77	83	81	81	78	80	80	80	76	81	72	84	81	81	90	72
Text message to mobile	79	81	77	79	79	85	77	79	77	79	74	80	73	81	77	82	91	67
Radio broadcasts	77	77	78	79	77	70	74	76	81	62	65	78	82	76	79	75	75	80
Phone call to landline	70	70	70	70	70	67	66	69	72	68	67	70	74	69	73	67	72	68
Television broadcasts	70	69	72	75	70	59	66	67	70	67	61	71	68	71	68	73	67	74
Facebook	58	62	54	64	57	74	61	57	57	50	73	57	48	61	52	64	74	41
The websites of relevant authorities	55	56	53	56	55	49	55	51	54	41	51	55	51	56	50	59	61	48
Twitter	14	17	10	10	14	11	11	10	12	11	5	14	9	15	16	11	17	11

Base: All respondents	REGION DETAILED																
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan	Smoky Creek	Biloela non-township	Biloela Total
	406	17^	23^	40	22^	71	50	11^	17^	13^	30	35	16^	18^	16^	41	223
Phone call to mobile	81	86	81	83	89	83	53	82	82	82	81	48	63	51	80	84	
Text message to mobile	79	93	69	82	83	85	53	94	74	92	81	53	44	61	79	81	
Radio broadcasts	77	93	92	92	71	68	91	91	100	61	69	100	82	89	72	76	
Phone call to landline	70	77	74	76	73	71	73	78	75	71	74	68	70	81	60	69	
Television broadcasts	70	67	88	76	72	72	61	69	83	86	64	75	59	72	55	77	71
Facebook	58	74	51	64	49	57	20	86	63	49	46	21	23	17	69	63	
The websites of relevant authorities	55	58	34	47	44	61	41	58	32	53	49	62	57	29	59	57	
Twitter	14	2	12	7	5	15	1	3	17	28	28	4	37	29	12	16	

^ Caution: small cell size.

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at at least the 95% confidence level.

7.0 Suggestions for improving emergency warnings

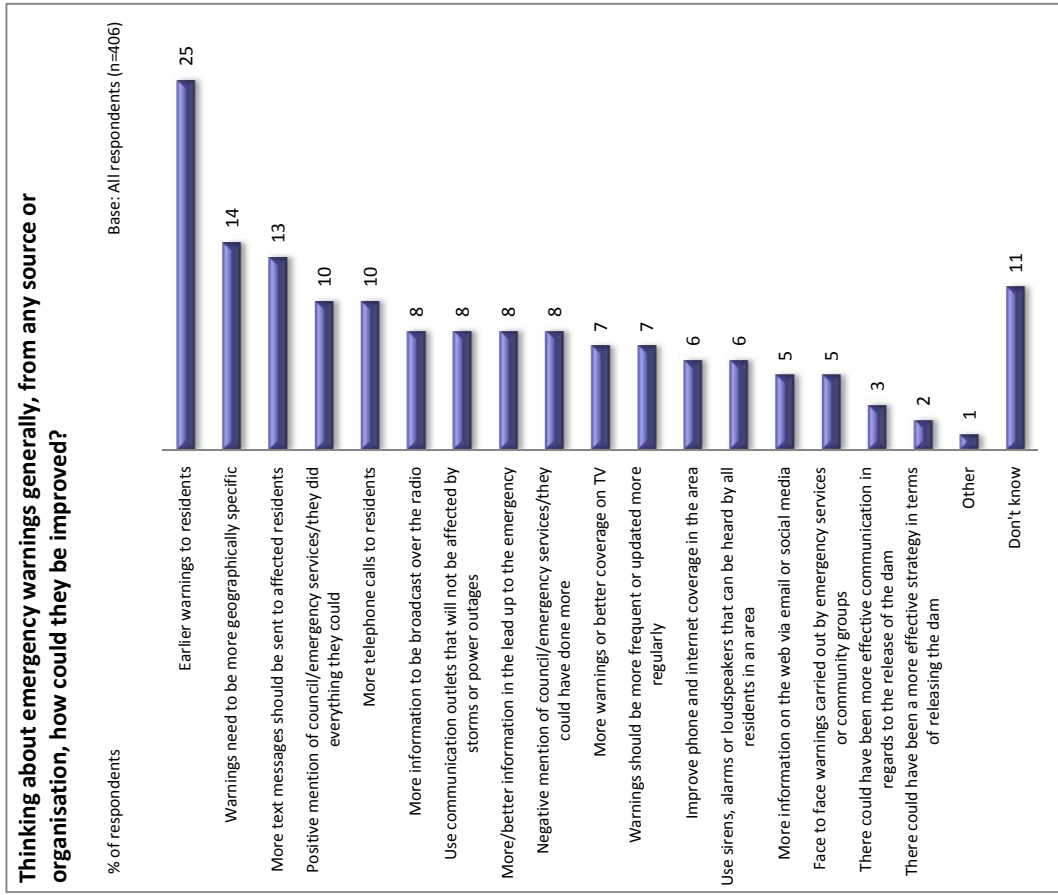
When asked for suggestions about how to improve emergency warnings generally, the most common response given was to provide warnings to residents earlier (from any source or organisation) (25%). After this, residents called for more geographically specific warnings (14%), more text messages (13%) or more telephone calls to residents (10%).

7.0.1 Sub-group differences

Those who evacuated their home in the February 2015 event are more likely than average to suggest the following improvements:

- Warnings should be more geographically specific (22%, versus 14% average)
- More information should be provided in the lead-up to an emergency (15%, versus 8% average)
- More effective communication should be provided in regards to the release of the dam (5%, versus 3% average).

Those who have been emotionally impacted by the February 2015 event (14%) are more likely than average (6%) to suggest improvements in phone and internet coverage be made in the area.



Q26 Thinking about emergency warnings generally, from any source or organisation, how could they be improved? How else? [Unprompted MR]

Table: Q26 Thinking about emergency warnings generally, from any source or organisation, how could they be improved? How else? [Unprompted MR]

Base: All respondents	REGION SUMMARY		EVENT IMPACT					EVACUATED HOME			PRIMARY PRODUCER		GENDER		AGE			
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property- agri	Telco outage	Power outage	Isolated/ cut off from town	Yes	No	Yes	No	Male	Female	45+ yrs	45- yrs
Earlier warnings to residents	25	22	29	41	24	49	31	19	20	29	35	24	31	23	21	29	28	22
Warnings need to be more geographically specific	14	15	13	22	13	16	15	12	14	7	22	13	12	15	13	14	11	17
More text messages should be sent to affected residents	13	15	11	9	13	14	12	16	13	13	18	13	15	12	13	13	14	11
Positive mention of council/emergency services/they did everything they could	10	8	12	4	11	2	10	11	11	10		11	12	10	13	7	11	9
More telephone calls to residents	10	13	6	11	10	18	7	13	12	9	2	10	13	9	10	10	12	8
More information to be broadcast over the radio	8	10	7	3	9	10	8	5	7	10	3	9	11	8	11	6	10	7
Use communication outlets that will not be affected by storms or power outages	8	12	5	5	8	11	6	9	9	11	2	9	4	9	8	9	11	6
More/better information in the lead up to the emergency	8	7	9		8	9	12	9	8	6	15	7	9	7	6	9	7	9
Negative mention of council/emergency services/they could have done more	8	5	10	12	7	11	10	6	2	23	6	6	4	8	10	5	8	7
More warnings or better coverage on TV	7	10	4	8	8	17	6	5	7	6	3	7	8	7	8	6	10	3
Warnings should be more frequent or updated more regularly	7	7	6	5	7	7	5	8	8	13	8	6	7	6	7	6	6	7
Improve phone and internet coverage in the area	6	4	9		7	14	8	9	8	5	10	6	13	5	7	5	4	9
Use sirens, alarms or a loudspeakers that can be heard by all residents in an area	6	9	4	5	7	9	3	5	6	9	3	7	2	8	6	7	7	6
More information on the web via email or social media	5	8	3		6	9	6	6	6	4		6	4	6	4	7	7	3
Face to face warnings carried out by emergency services or community groups	5	6	4	5	5	4	2	5	6	6	5	5	2	6	5	5	5	4
There could have been more effective communication in regards to the release of the dam	3	3	4		4	3	3	3	3	3	5	3	3	3	3	4	3	3
There could have been a more effective strategy in terms of releasing the dam	2	2	2		2	9	3	3	3	1	7	2	3	2	2	2	*	4
Other	1	2	1		1		1	2	2			1	1	1	*	2	1	1
Don't know	11	11	11	9	11	4	10	7	11	9	6	12	9	12	9	13	9	13

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at at least the 95% confidence level.

Table: Q26 Thinking about emergency warnings generally, from any source or organisation, how could they be improved? How else? [Unprompted MR] (continued)

Base: All respondents	REGION DETAILED													Biloela Total			
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu		Wowan	Smoky Creek	Biloela non-township
	406	17 [^]	23 [^]	40	22 [^]	71	50	11 [^]	17 [^]	13 [^]	30	35	16 [^]	18 [^]	16 [^]	41	223
		% of respondents															
Earlier warnings to residents	25	41	18	31	38	18	9	42	13	25	13	11	18	9	51	27	
Warnings need to be more geographically specific	14	9	16	12	26	13	5	6	15	29	25	6	6	7	15	15	
More text messages should be sent to affected residents	13	9	14	12	31	11	12	9	19	22	14	10	27	7	5	13	
Positive mention of council/emergency services/they did everything they could	10		29	13	3	16	13		28	5	2	26	11	12	15	9	
More telephone calls to residents	10	12	8	10	3	4	12	9	11		6	3	12	9	13	2	11
More information to be broadcast over the radio	8	18	5	12	15	2	13	22	8	7			31	7	1	8	
Use communication outlets that will not be affected by storms or power outages	8		6	3		1	8		9	4			6	14	6	8	11
More/better information in the lead up to the emergency	8	12	5	9	14	10	5	6	7	14	18	8	6	5	4	8	7
Negative mention of council/emergency services/they could have done more	8	20	5	14	5	6	2	25	8	8	8	6	7		22	8	
More warnings or better coverage on TV	7	18		10		3		22			4	3			3	9	
Warnings should be more frequent or updated more regularly	7	7	10	8	3	11	3	9	7	5	4	18	4	5	2	6	
Improve phone and internet coverage in the area	6	5	6	5		10	19		8		24	4	16		37	4	
Use sirens, alarms or a loudspeakers that can be heard by all residents in an area	6				3	6	3			5	7	6		12	5	8	
More information on the web via email or social media	5	6	3	5		4	4	3	4		6	3	6		6	6	
Face to face warnings carried out by emergency services or community groups	5		6	3		4	3		8		2	6	4	7	5	6	
There could have been more effective communication in regards to the release of the dam	3	8		5	10		3	6					4		6	5	4
There could have been a more effective strategy in terms of releasing the dam	2				6		5		5						4	2	
Other	1					2	1					3		5		1	
Don't know	11	24	10	18	15	13	15	30	13	20	14	12	17	14	13	1	9

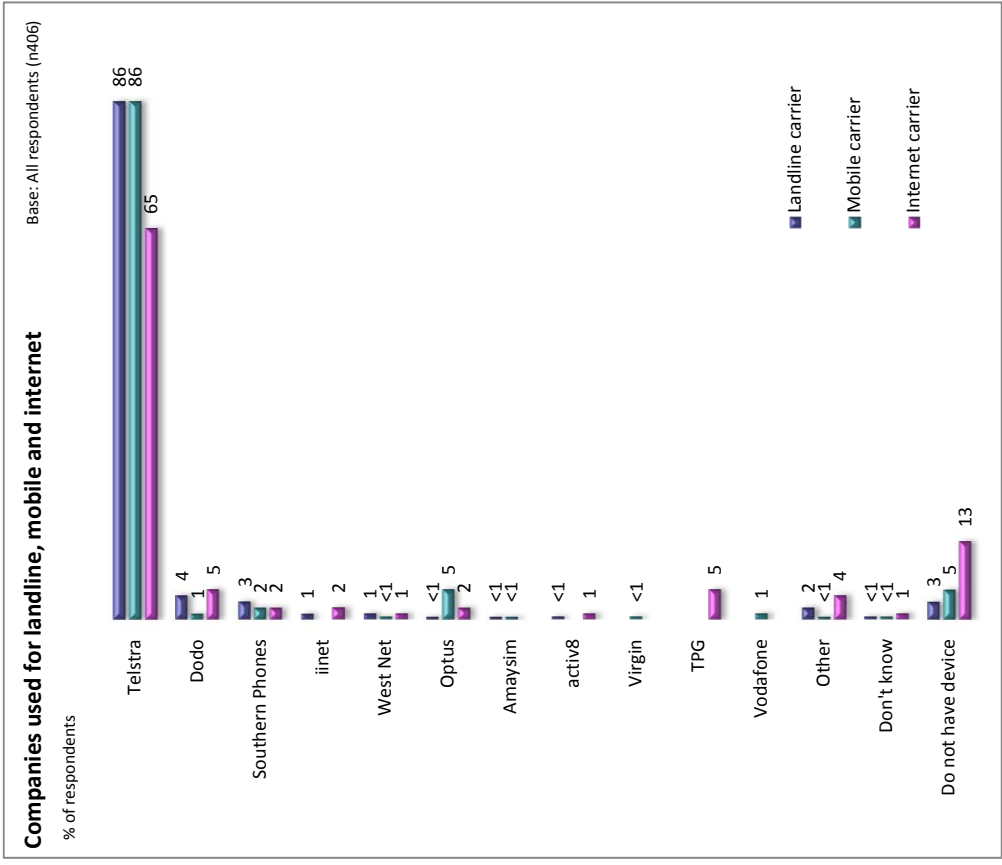
[^] Caution: small cell size.

Bold figures are significantly different to the average at at least the 95% confidence level.

8.0 Companies used for landline, mobile and internet

Telstra is by far the most common brand used for landline telephone (86%), mobile telephone (86%) and internet (65%) by those residing in the survey region. This is particularly the case among those living outside Biloela township for landline service (90% Telstra).

Other brands each receive 5% or fewer mentions.



D2a/b/c Which company do you use for your landline telephone/mobile phone/internet?

Table: D2a Which company do you use for your **landline telephone**?

Base: All respondents	REGION SUMMARY		EVENT IMPACT							EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE		
	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs	
	182	224	32	374	35	201	214	275	74	33	373	109	297	155	251	110	296	
					% of respondents													
Telstra	86	90	85	86	84	91	85	82	88	77	86	96	83	84	87	83	88	
Dodo	4	3	4	4	3	2	5	4	5	9	3	5	5	5	2	6	1	
Southern Phones	3	1	3	3	3	1	3	4	3	3	1	3	3	4	1	3	2	
inet	1		1	1	2	1	2	2	3	1	1	2	2	*	2	2	1	
West Net	1		1	1	2	1	1	1	1	1	1	1	1	*	1	1	1	
Optus	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
Amaysim	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
activ8	*	*	*	*	*	*	*	*	*	*	*	1	*	*	*	*	*	
Other	2	1	9	1	3	1	1	1	2	2	1	2	2	1	2	1	3	
Don't know	*		6								1	1	*	1			1	
Do not have device	3	3	3	3	11	3	3	5	2	11	2	1	4	3	3	4	2	

Base: All respondents	REGION DETAILED																	
	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan	Smoky Creek	Biloela non-township	Biloela Total		
	17^	23^	40	22^	71	50	11^	17^	13^	30	35	16^	18^	16^	41	223		
					% of respondents													
Telstra	86	95	88	95	95	92	78	100	100	96	93	83	100	94	81	82		
Dodo	4	18	10		1		22			2					6	4		
Southern Phones	3	5	2		2					3					2	3		
inet	1															2		
West Net	1									3						1		
Optus	*	*	*		2											1		
Amaysim	*	*	*													1		
activ8	*	*	*	5		2					7					1		
Other	2					3					4			6	1	2		
Don't know	*															1		
Do not have device	3			3	1	2			4		6			10	4	4		

^ Caution: small cell size.
 * Indicates less than 1% of respondents.
Bold figures are significantly different to the average at least the 95% confidence level.

Table: D2b Which company do you use for your mobile phone?

Base: All respondents	REGION SUMMARY		EVENT IMPACT				EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE					
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
	406	182	224	32	374	35	201	214	275	74	33	373	109	297	155	251	110	296
	% of respondents																	
Telstra	86	80	91	85	86	94	93	83	84	85	98	84	92	84	84	87	86	85
Optus	5	7	2		5	3	2	8	7			5	2	5	6	4	8	1
Southern Phones	2	2	1		1	1	1	3	2	3		2	1	2	3	1	2	2
Vodafone	1	2			1	1	1	1	1			1		1		2	2	
Dodo	1	2			1	1	1	1	1	5		1		1	1	1	2	
Virgin	*	*			*	*	*	*	*	*		*		*	*	*	*	*
West Net	*	*			*	*	*	*	*	*		*		*	*	*	*	*
Amaysim	*	1			*	*	*	*	1			*		*	*	*	1	
Other	*	*			*	*	*	*	*	*		*		*	*	*	*	*
Don't know	*	*		3									1		*	*	*	*
Do not have device	5	5	5	12	4	3	3	3	5	6	2	5	4	5	5	5		10

REGION DETAILED

Base: All respondents	REGION DETAILED														Biloela Total			
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan		Smoky Creek	Biloela non-township	
	406	17^	23^	40	22^	71	50	11^	17^	13^	30	35	16^	18^	16^	41	223	
	% of respondents																	
Telstra	86	98	79	89	97	93	81	97	82	95	96	90	71	77	94	96	83	
Optus	5	2	3	3	3	3	5	3	4			6	8	6	6		6	
Southern Phones	2		5	2		2						3				2	2	
Vodafone	1																1	
Dodo	1																2	
Virgin	*																*	
West Net	*																*	
Amaysim	*																1	
Other	*																*	
Don't know	*																*	
Do not have device	5	5	5	6	3	2	14		13	5	4	2	21	23	2	2	4	

^ Caution: small cell size.

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at at least the 95% confidence level.

Table: D2c Which company do you use for your internet?

Base: All respondents	REGION SUMMARY		EVENT IMPACT					EVACUATED HOME			PRIMARY PRODUCER		GENDER		AGE		
	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
	182	224	32	374	35	201	214	275	74	373	109	297	155	251	110	296	
	% of respondents																
Telstra	64	67	66	65	85	71	64	61	77	78	64	63	60	71	73	58	
TPG	9	2	6	6		6	2	6	2	3	6	7	8	3	5	6	
Dodo	4	6	5	5		4	8	6	5	9	4	6	6	3	9	1	
Optus	1	3	2	2	3	2	4	3	2	2	4	2	2	2	2	2	
inet	3	*	2	2		1	2	2	2	3	2	2	1	2	2	1	
Southern Phones	3	*	2	2		2	2	2	3	2	2	2	3	*	3		
West Net	2	*	1	1	2	2	1	1	1	1	1	1	1	1	1	2	
activ8	1	2	1	1	2	2	1	1	1	3	1	1	1	1	1	1	
Other	3	4	9	3	4	5	5	4	2	4	8	2	2	5	4	3	
Don't know	1	*	5	*		*	*	*	*	1	2	*	1	1	1	1	
Do not have device	11	15	20	12	6	8	11	14	9	13	10	14	14	11	2	24	

Base: All respondents	REGION DETAILED															
	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Snoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan	Smoky Creek	Biloela non-township	Biloela Total
	17^	23^	40	22^	71	50	11^	17^	13^	30	35	16^	18^	16^	41	223
	% of respondents															
Telstra	69	49	60	72	72	46	70	58	72	77	67	22	42	73	78	67
TPG	5				1						2				8	8
Dodo	18	10	10		7		22				12				8	5
Optus	2			3	2	12					3	21	7	6	1	1
inet	5		3													2
Southern Phones	2				2						3					2
West Net	1					2								6		1
activ8	1	9	4		3	2		13		4	2	7				2
Other	4	2	4		3	13	3		4	4	2	35		4	1	2
Don't know	1	5	2		3	2										1
Do not have device	13	31	17	25	12	25	5	29	15	8	8	16	51	12	6	10

^ Caution: small cell size.

* Indicates less than 1% of respondents.

Bold figures are significantly different to the average at at least the 95% confidence level.

8.1 Connection difficulties

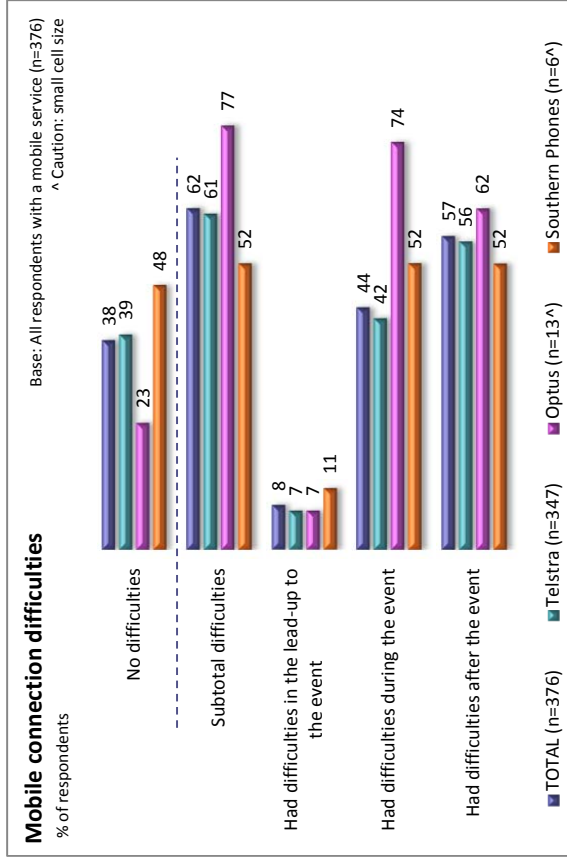
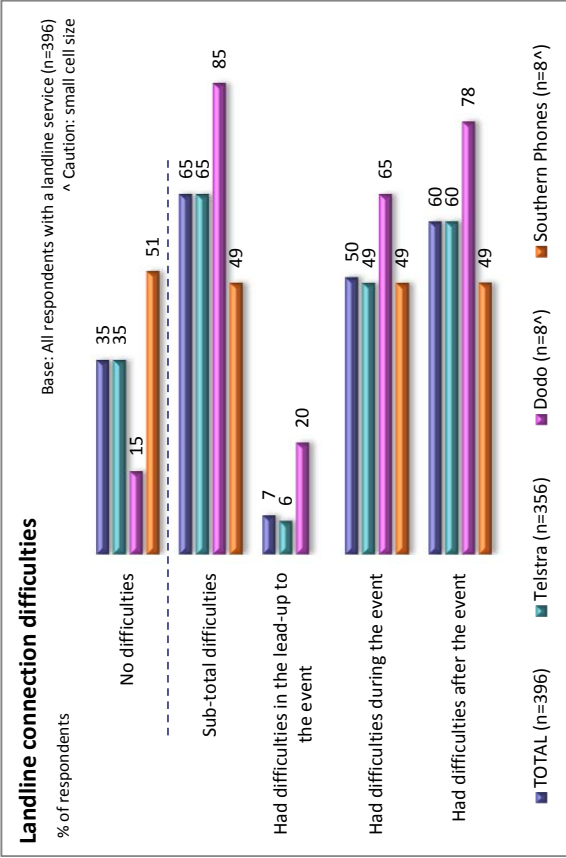
65% of residents experienced connection difficulties with their landline service with most of these difficulties being experienced during the event (50%) or after the event (60%), as opposed to in the lead-up to the event (7%).

Results are similar when analysing mobile phone connection difficulties – 62% experienced difficulties, again most occurred during the event (44%) or after the flood (57%), rather than in the lead-up to the event (8%).

Cell sizes are too small to declare differences between providers.

8.1.1 Sub-group differences

Reported connection difficulties are more widespread among those living outside the Biloela township (75% landline, 67% mobile difficulties) than those living within the town (56% landline, 57% mobile difficulties).



D2aa/bb in the lead-up to and during the recent flood event did you have any problems getting a connection on your landline telephone/mobile phone?

Table: D20a In the lead-up to and during the recent flood event did you have any problems getting a connection on your landline telephone...

Base: All respondents with a landline telephone	REGION SUMMARY			EVENT IMPACT						EVACUATED HOME		PRIMARY PRODUCER		GENDER		AGE		
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri.	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
SUB-TOTAL Yes	65	56	75	49	67	77	76	85	68	63	75	65	85	59	63	68	67	64
In the lead-up to the event	7	6	7	3	7	12	7	8	6	9	7	7	7	6	7	7	6	
During the event	50	42	58	34	51	60	57	66	54	49	29	51	68	44	48	51	50	
After the event	60	50	72	47	62	72	72	81	64	58	67	60	84	54	57	64	58	
No	35	44	25	51	33	23	24	15	32	37	25	35	15	41	37	32	33	
									% of respondents									

Base: All respondents with a landline telephone	REGION DETAILED														Total	Biloela non-township	Biloela Total	
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains	Thangool	Dululu	Wowan				Smoky Creek
SUB-TOTAL Yes	65	78	100	87	59	66	97	72	100	47	58	81	100	88	100	64	58	
In the lead-up to the event	7	9	6	8	3	6	3	6	8	6	6	7	10	7	10	11	7	
During the event	50	65	90	76	31	53	72	67	91	28	41	68	90	60	66	48	43	
After the event	60	78	100	87	53	65	93	72	100	47	58	79	100	77	100	58	51	
No	35	22	13	13	41	34	3	28	19	53	42	19	12	36	42	36	42	
									% of respondents									

^ Caution: small cell size. Bold figures are significantly different to the average at at least the 95% confidence level.

Table: D2bb In the lead-up to and during the recent flood event did you have any problems getting a connection on your mobile phone...

Base: All respondents with a mobile phone	REGION SUMMARY		EVENT IMPACT					EVACUATED HOME			PRIMARY PRODUCER		GENDER		AGE			
	Total	Biloela township	Rest of region	Not Impacted	Sub-total Impacted	Emotionally impacted	Home-property-agri	Telco outage	Power outage	Isolated/cut off from town	Yes	No	Yes	No	Male	Female	<45 yrs	45+ yrs
	376	169	207	26 [^]	350	34	192	203	256	67	32	344	104	272	143	233	110	266
% of respondents																		
SUB-TOTAL Yes	62	57	67	49	63	66	67	77	66	74	68	62	68	61	63	62	69	55
In the lead-up to the event	8	6	9	3	8	16	9	9	7	10	18	7	11	7	8	7	7	9
During the event	44	43	45	31	45	42	45	53	45	55	30	45	51	42	47	40	48	39
After the event	57	51	63	49	58	66	62	71	61	71	57	57	65	55	56	59	64	49
No	38	43	33	51	37	34	33	23	34	26	32	38	32	39	37	38	31	45

REGION DETAILED

Base: All respondents with a mobile phone	REGION DETAILED											Biloela non-township	Biloela Total				
	Total	Jambin and Argoon	Goovigen, Orange Creek, Greycliffe	Jambin, Argoon, Goovigen, Orange Creek, Greycliffe	Mt Murchison, Dakenba, Callide	Valentine Plains, Prospect, Thangool	Dululu, Wowan and Smoky Creek	Argoon	Goovigen	Mt Murchison	Valentine Plains			Thangool	Dululu	Wowan	Smoky Creek
	376	17 [^]	19 [^]	36	21 [^]	69	41	11 [^]	14 [^]	12 [^]	29 [^]	34	11 [^]	14 [^]	16 [^]	40	209
% of respondents																	
SUB-TOTAL Yes	62	45	69	55	42	78	86	40	63	60	70	87	95	88	77	59	58
In the lead-up to the event	8	12	6	10	3	6	7	12	7	6	6	7	15	6	6	17	8
During the event	44	42	64	51	17	51	58	40	63	23	49	53	74	67	41	31	41
After the event	57	45	66	53	42	72	86	40	58	60	51	87	95	88	77	53	51
No	38	55	31	45	58	22	14	60	37	40	30	13	5	12	23	41	42

[^] Caution: small cell size.

Bold figures are significantly different to the average at at least the 95% confidence level.

appendices

appendix a – questionnaire

INTRODUCTION / SCREENERS

Good morning/afternoon/evening. This is <name> calling from Q&A Market Research on behalf of the Office of the Inspector-General Emergency Management. The Inspector-General has asked us to undertake a survey of residents living in the Callide Valley to gather community feedback in relation to disaster management. The survey will take approximately 20 minutes and your answers will remain anonymous. Would you be able to help us out?

If no, ask: Would there be another adult in your household who would be interested in providing feedback?

If agreed to interview:

Thank-you. Throughout the interview I'll be following a standard questionnaire to keep the interview as brief as possible and ensure that questions are consistent from interview to interview. Because I'm following the questionnaire, it may sometimes seem like I'm being too formal or mechanical. Please be assured your opinions are very important to us and I want to be sure I record them accurately.

Firstly I need to ask a few demographic type questions to ensure we're talking with a good cross section of the Callide Valley Community.

AA Just confirming, do you live in or very close to {*computer insert locality*}?

1. Biloela, {interviewer classify as...}
 - a. Within the actual township
 - b. Or in areas surrounding the town of Biloela
2. Argoon
3. Callide
4. Dakenba
5. Dululu
6. Goovigen
7. Greycliffe
8. Jambin
9. Mt/Mount Murchison
10. Orange Creek
11. Prospect
12. Smoky/Smoky Creek
13. Thangool
14. Valentine Plains
15. Wowan

- CC Are you a primary producer? ...
1. NO
 2. Yes:
If yes ask Is that... READ OUT
 3. Livestock
 4. Cropping such as cotton, grain or hay
 5. Horticulture
 6. All of the above

- DD Record gender
1. Male
 2. Female

- DD And are you aged 18 years or older?
1. Yes
 2. No TERMINATE

EE What is your postcode?

Direct numeric entry: _____

READ OUT:

This survey is about disaster management arrangements. Disaster management arrangements refer to the arrangements for preventing or reducing the impact of, preparing for, responding to and recovering from a disaster.

The first section of this survey asks about your general experience with disaster management arrangements in your area. Later in the survey there will be questions specifically about the most recent flooding event that occurred in February this year.

COMMUNITY ENGAGEMENT

Q1 Firstly, how would you rate your knowledge of the Disaster Management Arrangements in the Banana Shire? Would it be...? (READ OUT) (SR)

1. Extensive
2. Good
3. Limited
4. Or do you have no knowledge at all
5. Don't know (do not read out)

Q2 Who do you believe is responsible for Disaster Management generally in Banana Shire? (UNPROMPTED) (MR)

1. Banana Shire Council
2. The Local Disaster Management Group
3. SunWater
4. Queensland Police Service
5. Queensland Fire and Emergency Services
6. State Emergency Service / SES
7. Individual residents such as family, friends or neighbours
8. Service Clubs
9. Other (please specify) _____
10. Don't know

Q2a Before today had you heard of the Local Disaster Management Group? It may also be known as the Local Emergency Management Group?

1. Yes
2. No

Ask those aware of LDMG code 1 at Q2a

Q2b To the best of your knowledge, what is the Local Disaster or Emergency Management Group responsible for? What do they do? UNPROMPTED MR

1. DON'T KNOW
2. Plan for emergencies
3. Coordinate and organise emergency services such as police, fire and rescue and ambulance during an emergency
4. Broadcast warnings in the lead-up to and during emergencies
5. Help coordinate and organise recovery or clean-up efforts after an emergency
6. Other (specify) _____

Q2c If you needed to contact your Local Disaster or Emergency Management Group, would you know how to do this?

1. Yes
2. No

Ask all

Q3 In the past few years, had you heard about any community events, public meetings or presentations about Disaster Management arrangements in your local area?

1. Yes
2. No

Ask those aware of community events code 1 at Q3

Q4 Did you attend any of these community events, public meetings or presentations about Disaster Management arrangements?

1. NO
2. YES – if yes *ask*:
Which organisation or organisations were present at such events? (UNPROMPTED) (MR)
3. Banana Shire Council
4. The Local Disaster Management Group
5. SunWater
6. Queensland Police Service
7. Queensland Fire and Emergency Services
8. State Emergency Service or SES
9. Individual residents such as family, friends or neighbours
10. Service Clubs
11. Other (please specify) _____

There is no Q5, Q6, Q7, Q8

Ask all

Q9 Have you enquired about the risks of flood to your property from any of the following organisations in the past few years? READ OUT MR

1. Banana Shire Council
2. The Local Disaster Management Group
3. SunWater
4. Queensland Police Service
5. Queensland Fire and Emergency Services
6. State Emergency Service SES
7. Individual residents such as family, friends or neighbours
8. Other (please specify) _____
9. NONE

If enquired to Banana Shire Council or SunWater – LOOP FOR THESE TWO ONLY

Q10 How satisfied were you with the information provided by {Banana Shire Council} {SunWater} at that time?

1. Very satisfied
2. Quite satisfied
3. Not very satisfied
4. Not at all satisfied
5. Don't know (do not read)

Ask all

Q11 How confident are you about your understanding of the flood risk to you and your property? Are you...
READ OUT SR

1. Very confident
2. Quite confident
3. Not very confident
4. Not at all confident
5. Don't know (do not read out)

Q12 How confident are you in regards to being prepared for and knowing how to respond to flooding events in the future? Are you... READ OUT SR

1. Very confident
2. Quite confident
3. Not very confident
4. Not at all confident
5. Don't know (do not read out)

Q13 Are you aware of how and where to seek information from river gauges within the Callide Valley?

1. Yes
2. No
3. Not sure

IMPACT OF EVENT

Q14 Thinking specifically now about the **flooding event** in February this year, what impact or impacts, if any, did you personally experience? UNPROMPTED MR

1. NONE
2. Physical injury
3. Emotionally impacted
4. Home was damaged
5. Home was destroyed
6. Other property was damaged
7. Other property was destroyed or lost
8. Crops were damaged
9. Crops were destroyed
10. Livestock were injured
11. Livestock were destroyed or lost
12. Fencing was damaged
13. Fencing was lost
14. Paddock quality was impacted
15. Telecommunications outage (mobiles, landlines, internet)
16. Power outage
17. Any other impact (specify) _____

Q15 Was there a need for you to evacuate your home as a result of the recent flood event?

1. Yes
2. No

There is no Q15a

Ask all

Q16 Do you believe an early release of water from the Callide Dam leading up to the flooding event would have made a difference to you or your property?

- 1. Yes
- 2. No
- 3. Not sure

Ask yes code 1 at Q16

Q16a What difference would this have made?

Ask no code 2 at Q15

Q16b Why would this have made no difference?

UNPROMPTED MR

Ask all

Q17 Had you ever been impacted by flood waters at your current address before the February event?

- 1. Yes
- 2. No

Ask those who have been previously impacted by flood waters code 1 at Q17

Q17a What, if anything, has been different in terms of the impact of this flood and previous floods?

- 1. No difference
- 2. Difference: _____

ASK ALL

Q18a In the lead-up to the recent flood event which, if any, of the following sources of information did you use?

Q18b And during the recent flood event which, if any, of the following sources of information did you use?

READ OUT MR

- a) Family friends or neighbours
 - 1. No
 - 2. Yes – was that via (MR)
 - 1. Face to face
 - 2. Telephone
 - 3. Personal Facebook pages of friends or friends of friends
 - 4. Twitter
- b) Banana Shire Council/Local Disaster Management Group
 - 1. No
 - 2. Yes – was that via (MR)
 - 1. You ringing them
 - 2. Them ringing you
 - 3. A text message from them
 - 4. Official council Facebook page
 - 5. Twitter
 - 6. Their website
- c) SunWater
 - 1. No
 - 2. Yes – was that via (MR)
 - 1. You ringing them
 - 2. Them ringing you
 - 3. A text message from them
 - 4. Official SunWater Facebook page
 - 5. Twitter
 - 6. Their website
- d) ABC News
 - 1. No
 - 2. Yes – was that (MR)
 - 1. Local radio
 - 2. Their website
 - 3. Official Facebook page
 - 4. Twitter
- e) Other radio station (specify) _____
- f) Bureau of Meteorology website
- g) Landline or mobile phone for receiving a warning
- h) Landline or mobile phone as part of a phone tree
- i) Newspaper (specify) _____
- j) Other social media (specify) _____
- k) Other website (specify) _____
- l) Other information source (specify) _____

TEXT MESSAGE WARNINGS

Ask all

Q19 In the lead-up to or during the recent flooding event, did you receive any WARNINGS via TEXT MESSAGE from either the **Banana Shire Council or the Local Disaster Management Group or SunWater**? READ OUT MR

1. Banana Shire Council or the Local Disaster Management Group
2. SunWater
3. None of the above

Ask those who received text warnings – code 1 or 2 at Q19

Q19a I'd now like to ask some specific questions about the text messages you received. Did you save any or all of those messages/are they still on your phone?

1. Yes
2. No SKIP to Q23

READ TO THOSE BEING INTERVIEWED ON LANDLINE

Q20 Do you have your mobile phone close by to refer to?

If no: Are you able to access your mobile phone while we talk? If not, I can hang up and call you back once you have access to your phone.

READ TO THOSE BEING INTERVIEWED ON MOBILE

Q20 I'd like you to refer to the warning text messages on your mobile phone while we talk – do you have another phone number (landline or mobile) that I could call back on so that you can look at your mobile while we talk?

If yes, gather details and phone back, confirm phone number

If no, say

I can hang up and give you some time to write down the text messages and the date and time each came in and then call you back? *If yes gather details and phone back as appropriate*

FOR EACH TEXT MESSAGE – REPEAT Q21 a-h

Q21 Please note it's very important that I accurately record each message and the date and time it came in. Let's go back to the very first warning you received – can you locate that warning?

Interviewer note: if there are multiple messages on the one date, record each separately by time

a) Who was it from?

1. Banana Shire Council OR the Local Disaster or Emergency Management group
2. SunWater

b) What date and time did it come in?

If necessary – this information should appear above or beside the text message

1. Thursday 19th February, time __: __ am/pm
2. Friday 20th February, time __: __ am/pm
3. Saturday 21st February, time __: __ am/pm
4. Sunday 22nd February, time __: __ am/pm
5. Other (specify) _____

c) Can you please read to me the message exactly:

Banana Shire Council or LDMG

1. Flood Warning from Banana LDMG. Water releasing Callide Dam. Threat to Life and Property. Jambin & Goovigen leave area now or seek higher ground. Listen to radio
2. OTHER - Record verbatim: _____

SunWater

3. SunWater Callide Dam Flood ALERT NOTIFICATION: D/S flooding expected – rapid rises REFER www.bom.gov.au and Local Emergency Mgt Groups for more info
4. SunWater Callide Dam Flood ALERT NOTIFICATION: Flood Stage 4 current flow = 298000ML/day . REFER www.bom.gov.au and Local Emergency Mgt Groups for more info
5. OTHER - Record verbatim: _____

d) Overall, was the warning message easy or hard to understand?

1. Easy
2. Hard

If hard to understand, ask

e) Why was the message hard to understand?

Record verbatim: _____

Ask all message recipients

f) Did the message refer you somewhere else for more information?

1. Yes
2. No

g) *If yes at (f)* - Did you go to this source for more information?

1. Yes
2. No

h) *If yes at (f)* - Was the message about where to go for more information specific enough?

1. Yes
2. No

OK, let's go on to the next text message now *Go back to Q21 (a)*

If no more messages skip to Q25

If there were more messages but they were deleted– probe with:

Q22 Were the deleted messages from...

1. Banana Shire Council or the Local Disaster Management Group
2. SunWater
3. None of the above SKIP TO Q25

Ask code 1 at Q19 OR code 1 at Q23X

Q23 Thinking about the warning message or messages from the **Banana Shire Council or the Local Disaster Management Group**

a) Generally, were the warning messages easy or hard to understand?

1. Easy
2. Hard

If hard ask

b) Why were the messages hard to understand?

Record verbatim: _____

Ask code 2 at Q19 OR code 2 at Q23X

Q24 Thinking about the warning message or messages from **SunWater...**

a) Generally, were the warning messages easy or hard to understand?

1. Easy
2. Hard

If hard ask

b) Why were the messages hard to understand?

Record verbatim: _____

Ask all

Q25 Please rate the effectiveness of each of the following methods of receiving warnings during times of disaster. The first method is a, the next method is a ...

ROTATE

- a) Phone call to landline
- b) Phone call to mobile
- c) Text message to mobile
- d) The websites of relevant authorities
- e) Television broadcasts
- f) Radio broadcasts
- g) Facebook
- h) Twitter

Would you rate this as ... READ OUT

- 1. Very effective
- 2. Quite effective
- 3. Not very effective
- 4. Not at all effective
- 5. Don't know (do not read out)

Q26 Thinking about emergency warnings generally, from any source or organisation, how could they be improved? How else? UNPROMPTED MR

DEMOGRAPHICS

Ask all

D1 Which of the following do you have (or will have once it is repaired)?

1. Landline
2. Mobile phone
3. Internet connection

Ask those who have relevant service

D2a Which company do you use for your landline telephone?

D2b Which company do you use for your mobile phone?

D2c Which company do you use for your internet?

If use more than one, ask for main brand

1. Telstra
2. Optus
3. TPG
4. inet
5. Virgin
6. Vodafone
7. Dodo
8. Other (specify)
9. Don't know

D2aa In the lead-up to and during the recent flood event did you have any problems getting a connection on your landline telephone... READ OUT

D2bb In the lead-up to and during the recent flood event did you have any problems getting a connection on your mobile phone... READ OUT

Interviewer note – problems are regarding connection issues not flat batteries or lost phones

1. NO
2. Yes, Was that... *specify MR*
 - a. In the lead-up to the event
 - b. During the event
 - c. After the event

Ask all

D3 To which of the following age categories do you belong? Are you under or over 40 years of age?

READ OUT SR

1. 18 to 24 years
2. 25 to 29 years
3. 30 to 34 years
4. 35 to 39 years

5. 40 to 44 years
6. 45 to 49 years
7. 50 to 54 years
8. 55 to 59 years
9. 60 to 64 years
10. 65 years or over

D3a Which of the following categories, best describes your household type? READ OUT SR

1. Lone person household
2. Couple with no children
3. Single or couple with dependent children (mostly aged under 13 years)
4. Single or couple with dependent children (mostly aged over 13 years)
5. Single or couple with adult children (aged over 18 years)
6. Couple whose children have left the family home
7. Group household (non related individuals)
8. Other/specify _____

D4 Do you have any people aged 75 years or older living in your household?

1. Yes
2. No

D5 How long have you lived in the Callide Valley area?

Direct numeric entry _____ (years) _____ (months)

D6 Are you an active member of...? READ OUT MR

1. Service club
2. SES
3. Rural fire brigade
4. Church groups
5. Sporting groups

D7 Which of the following describes your work status? READ OUT SR

1. You work full time
2. You work part time
3. You do home duties
4. You are a student
5. You are currently in between jobs
6. You are on a pension/benefit
7. Other /specify

Display if codes 1 or 2 at D7

D8 What is your occupation?

Record verbatim and then code as follows:

1. "On-site" or "hands-on" job without formal qualifications or with a basic licence (e.g. general labourer, fruit picker, manufacturing or factory workers, truck/fork-lift driver, machine operator).
2. "On-site" or "hands-on" job, but with a formal qualification (TAFE, completed apprenticeship, certificate etc) (e.g. qualified trades people such as electricians/plumbers/carpenters/ sign-writers, mechanics etc) as well as some small goods or services industries (e.g. butcher, baker, hairdresser, florist etc). Also includes defence force members (non-officer level).
3. Office, or non-manual job, not necessarily requiring qualifications (e.g. hospitality, retail, administration, sales representative, office clerk etc.)
4. A professional job, requiring a completed formal degree (e.g. accountant, lawyer, engineer, scientist, architect, marketing/advertising, most managers,/senior managers etc), plus teachers and most health professionals (nurses, physiotherapists, dentists, naturopaths etc).
5. Other / type in.....

D9 Apart from the recent flood event, have you ever been impact by another disaster?

1. NO
2. Yes,
if yes ask: What type of disaster have you been impacted by before? MR
3. Storm damage
4. Flood
5. Cyclone
6. Earthquake
7. Fire
8. Drought
9. Health epidemic
10. Failure of essential services such as water or power
11. Other (specify _____)

Thank you for your time today.

Some people may find the topic of this research distressing. If you do feel upset or distressed in any way, you may like to contact Lifeline on: 13 11 14.

Privacy statement

The information you have provided today will be used only by the Office of the Inspector-General Emergency Management for research purposes. Your answers will be combined with those of other participants to provide feedback to the Office on the needs and views of the community. Your name and responses to this survey will always remain anonymous.

appendix b – sample composition

TOTAL RESPONDENTS	n = 406	% = 100
GENDER		
Male	155	38%
Female	251	62%
AGE		
18 to 24 years	6	1%
25 to 29 years	14	3%
30 to 34 years	20	5%
35 to 39 years	30	7%
40 to 44 years	40	10%
45 to 49 years	43	11%
50 to 54 years	49	12%
55 to 59 years	44	11%
60 to 64 years	42	10%
65 years or over	118	29%
Under 40 years	70	17%
40+ years	336	83%
PRIMARY PRODUCER		
No	297	73%
Livestock	102	25%
Cropping such as cotton, grain or hay	45	11%
Horticulture	5	1%
LOCATION		
Biloela township	182	45%
Biloela no-township (i.e. live within Biloela boundary but outside Biloela township)	41	10%
Jambin	6	1%
Argoon	11	3%
Goovigen	17	4%
Orange Creek	5	1%
Greycliffe	1	0%
Mt/Mount Murchison	13	3%
Dakenba	6	1%
Callide	3	1%
Valentine Plains	30	7%
Prospect	6	1%
Thangool	35	9%
Dululu	16	4%
Wowan	18	4%
Smoky/Smoky Creek	16	4%
HOUSEHOLD TYPE		
Lone person household	56	14%
Couple with no children	26	6%
Single or couple with dependent children (mostly aged under 13 years)	91	22%
Single or couple with dependent children (mostly aged over 13 years)	49	12%
Single or couple with adult children (aged over 18 years)	50	12%
Couple whose children have left the family home	126	31%
Group household (non-related individuals)	5	1%
Other	3	1%
RESIDENCY IN CALLIDE VALLEY AREA		
< 5 years	33	8%
5-10 years	49	12%
11-91 years	63	16%
20+ years	261	64%
MEMBERSHIP OF GROUPS		
Service club	45	11%
SES	3	1%
Rural fire brigade	37	9%
Church groups	72	18%
Sporting groups	87	21%
None of the above	212	52%
WORK STATUS		
Full time	188	46%
Part time	57	14%
Home duties	46	11%
Student	2	*
Between jobs	2	*
Pensioner	74	18%
Other	37	9%

Sample composition (cont'd)

TOTAL RESPONDENTS	n = 406	% = 100
IMPACTED BY OTHER DISASTER		
NO	140	34%
Flood	214	53%
Cyclone	68	17%
Failure of essential services such as water or power	59	15%
Storm damage	54	13%
Drought	52	13%
Fire	17	4%
Earthquake	6	1%
Mini tornado	6	1%

appendix c – fieldwork statistics

Field dates:		14/4/2015 - 26/4/2015
Sample disposition:		
Completes		406
Virgin		641
Refusals		234
Language		5
No Answer		104
Appointment		275
Disconnected		21
Fax		9
Quota not available		53
Business number		4
Dead		165
Quota Full		0
Interview length average:		23:18 minutes
Response rate:		63%

appendix d – ‘other’ responses

Q2 – Who do you believe is responsible for Disaster Management generally in the Banana Shire?	
Weather bureau	1
The army if necessary	1
Everyone is represented within Disaster Management Group/has representatives	1
A lot of it seems to be directed from Brisbane or groups within Brisbane	1
Coordinating team/they have a committee	1
Locals, community officials, people who own businesses and have some sort of status in the town are kept in the know	1
Mt Morgan mines, Telstra and Optus telecommunications	1
Local schools	1
ABC radio	1

Q2b – To the best of your knowledge, what is the Local Disaster or Emergency Management Group responsible for? What do they do?	
Liaising with other communities who want to give to the disaster-affected community	1
Open evacuation centres	1
Check on whether or not it is safe for people to build their houses in certain areas	1
Coordinate with SunWater to find out what they are doing with the flood gates	1
Review their performance in previous emergencies	1
Help prevent damage	1
Apply for grants after disasters	1

Q4a – Did you attend any of these community events, public events or presentations about Disaster Management arrangements? If yes, which organisations were present at such events?	
Community health organisations	1
Local business people	1
Authority figures within the community/EBAI/group within Biloela	1
School	1
Cannot remember	1
Local Area Coordinator	1

Q9 – Have you enquired about the risks of flood to your property from any of the following organisations in the past few years?	
Have looked at topographical maps	1
Local map	1
Community recovery group	1

D2a – Which company do you use for your landline telephone?	
Club Telco	1
Total Telecom	1
AAPT	1
Telecom	1
Liacom/backpackers mobile service	1
Foxtel	1
Teleos	1
Spriall	1
Telus	1

D2b – Which company do you use for your mobile phone?	
Liacom/backpackers mobile service	1

'Other' responses (cont'd)

D2c – Which company do you use for your internet?	
Club Telco	2
Netspace	1
CQNET	1
Satelite through clearworks	1
AAPT	1
Harvoursat	1
Skymesh	1
ANT	1
Reachnet	1
Ipstar	2
AA Net	1
Foxtel	1
Bordernet	1

D3a – Which of the following categories best describes your household type?	
My brother and myself	1
Refused/85 year old female	1
3 adult siblings/all single	1

D9 – Apart from the recent flood event, have you ever been impacted by another disaster?	
Mouse plague in the township	1
Blizzards	1
Possibly a car accident	1

Q16a – What difference would this [early water release] have made?	
I don't believe they should have released the water early as if the cyclone had turned around they would have been left with an empty dam	1
Only half the people received texts	1

Q16b – Why would this [early water release] have made no difference?	
Should have released the dam water earlier	1
They should not have released the dam	1
If they had done a little bit more homework they could have evacuated people during the day instead of night time/the risk that people were exposed to could have been reduced	1
I believe the Callide Dam saved everything downstream from a worse disaster	1
Some trees were washed away	1
Releasing Dam caused floodwaters to peak	1
They should have released the Dam sooner	1

Q26 – Thinking about emergency warnings generally, from any source or organisation, how could they be improved?	
A reply function to say you have received or noticed the message	1
Stop building houses in flood prone areas	1
Maybe letters	1
Be prepared. Get extra food and buy basics	1
We need to do our part as well	1

appendix e – sampling error chart

All sample surveys and polls, whether or not they use probability sampling, are subject to multiple sources of error which are most often not possible to quantify or estimate, including sampling error, coverage error, error associated with non-response, error associated with question wording and response options and post survey weighting and adjustments. Therefore MCR avoids the words “margin of error” as they are not able to be verified. All that can be calculated are different possible sampling errors with different probabilities of pure, unweighted, random samples with 100% response rates. These are only theoretical because no published surveys come close to this ideal. Respondents for this survey were randomly selected (using probability sampling) from the available telephone number database. Because the sample is based on those who agreed to be invited to participate in the online panel, accurate estimates of theoretical sampling cannot be definitively calculated. At the absolute minimum, sampling error based on various cell sizes for this survey could fall within the following ranges.

(at the 95% confidence level)

Sample size	10%/90%	20%/80%	30%/70%	40%/60%	50%/50%
5	±27.0	±36.0	±41.0	±44.0	±45.0
10	±19.0	±25.0	±29.0	±31.0	±32.0
15	±15.0	±21.0	±24.0	±25.0	±26.0
20	±13.0	±18.0	±20.0	±22.0	±22.0
25	±12.0	±16.0	±18.0	±19.5	±20.0
30	±11.0	±15.0	±16.7	±17.9	±18.0
35	±10.0	13.5	±15.5	±16.6	±16.9
40	±9.0	±12.6	±14.5	±15.5	±15.8
50	±8.0	±11.3	±13.0	±13.9	±14.1
60	±7.7	±10.3	±11.8	±12.6	±12.9
70	±7.2	±9.6	±11.0	±11.7	±12.0
80	±6.7	±8.9	±10.2	±11.0	±11.1
90	±6.3	±8.4	±9.7	±10.3	±10.5
100	±6.0	±8.0	±9.2	±9.8	±10.0
150	±4.8	±6.5	±7.5	±8.0	±8.2
160	±4.7	±6.3	±7.2	±7.7	±7.9
170	±4.6	±6.1	±7.0	±7.5	±7.7
200	±4.2	±5.6	±6.5	±6.9	±7.0
220	±4.0	±5.4	±6.2	±6.6	±6.7
240	±3.9	±5.2	±5.7	±6.3	±6.5
250	±3.8	±5.1	±5.8	±6.2	±6.3
260	±3.7	±5.0	±5.7	±6.1	±6.2
280	±3.6	±4.8	±5.5	±5.9	±6.0
300	±3.5	±4.6	±5.3	±5.7	±5.8
320	±3.4	±4.5	±5.1	±5.5	±5.6
340	±3.3	±4.3	±5.0	±5.3	±5.4
350	±3.2	±4.3	±4.9	±5.2	±5.3
360	±3.2	±4.2	±4.8	±5.2	±5.3
380	±3.1	±4.1	±4.7	±5.0	±5.1
400	±3.0	±4.0	±4.6	±4.9	±5.0
420	±2.9	±3.9	±4.5	±4.8	±4.9
440	±2.9	±3.8	±4.4	±4.7	±4.8
450	±2.8	±3.8	±4.3	±4.6	±4.7
460	±2.8	±3.7	±4.3	±4.6	±4.7
480	±2.7	±3.7	±4.2	±4.5	±4.6
500	±2.7	±3.6	±4.1	±4.4	±4.5
550	±2.6	±3.4	±3.9	±4.1	±4.3
600	±2.4	±3.3	±3.7	±4.0	±4.1
650	±2.4	±3.1	±3.6	±3.8	±3.9
700	±2.3	±3.0	±3.5	±3.7	±3.8
750	±2.2	±2.9	±3.3	±3.6	±3.7
800	±2.1	±2.8	±3.2	±3.5	±3.5
850	±2.1	±2.7	±3.1	±3.4	±3.4
900	±2.0	±2.4	±3.1	±3.3	±3.3
950	±1.9	±2.6	±3.0	±3.2	±3.2
1000	±1.9	±2.5	±2.9	±3.1	±3.2

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