

# 2019 Paradise Dam Review

## Research with Community Members

### FINAL Report

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**Prepared for:** The Office of the Inspector-General Emergency Management  
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Queensland Government

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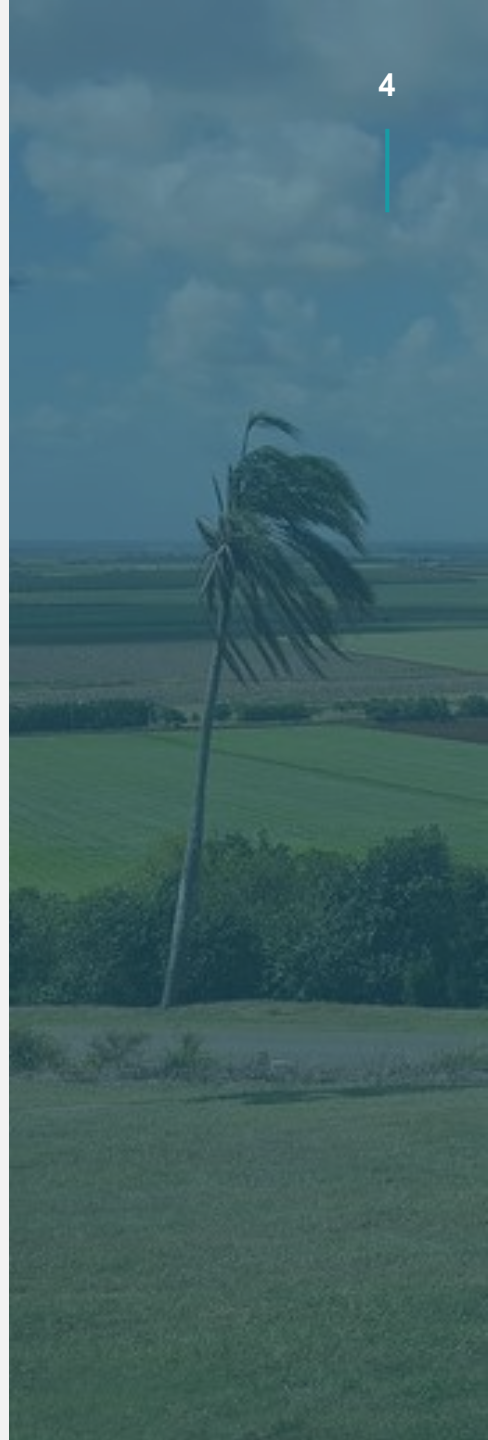
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# Introduction

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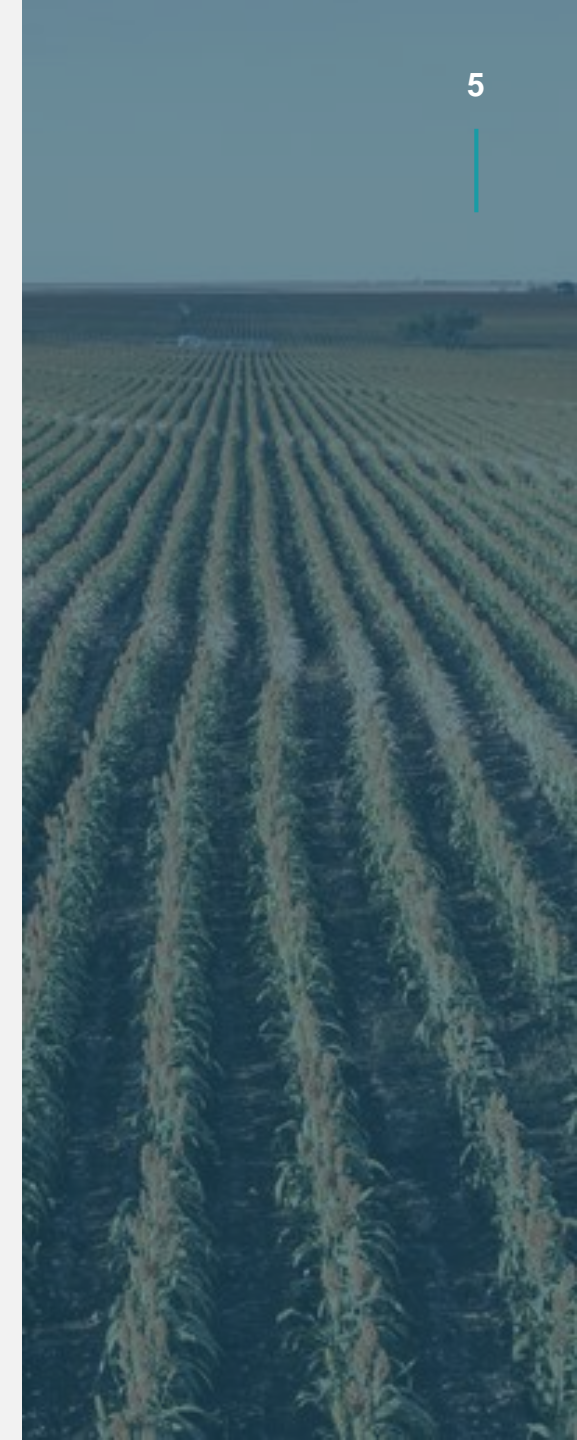
## BACKGROUND & OBJECTIVES

In 2019, the Office of the Inspector-General Emergency Management (IGEM) was tasked with undertaking the Paradise Dam Preparedness Review. The review will provide recommendations to guide preparedness for a future significant flood event affecting the Paradise Dam in the Burnett River system.

To help inform the review, MCR was commissioned by IGEM in October 2019 to gather feedback from community members via a telephone survey. The objectives of the research were to:

- measure community awareness and understanding of local disaster risks, including:
  - perceived likelihood of a range of disasters occurring in the community and past experience with a range of disasters
- understand community knowledge of local disaster management arrangements, including:
  - awareness of arrangements, perceptions of which organisation(s) are responsible for disaster management, awareness of the Local Disaster Management Group and the Local Disaster Management Plan
- determine preparations undertaken by community members, including:
  - whether they have an Emergency Plan, Emergency Kit, Evacuation Plan or Evacuation Kit prepared
  - what information or sources they have consulted or received preparation advice from in the last 12 months
- understand information seeking behaviours and preferred warning sources/types in the event of a forecast disaster event or in the case of an immediate threat of disaster
- Determine community confidence levels in regards to:
  - their own ability to prepare for and respond to an event, and
  - the adequacy of official warnings and response to an event.

This report details the findings to this study.



# Method

## QUANTITATIVE SURVEY

A quantitative survey was undertaken via computer assisted telephone interviewing (CATI). This is where a trained live interviewer reads the pre-programmed questions from a computer screen and enters responses into the computer as they are given by the respondent.

Respondents to the survey were people aged 18 years and over living downstream of the Paradise Dam and within the flood mapping zone. A list of streets within the flood mapping zone was provided by IGEM and the sample was drawn from these streets. The survey universe was divided into four sub-regions and included the following localities:

1. **Greater Bundaberg:** Greater Bundaberg: Bundaberg North, Avoca, Bundaberg East, Kepnock, Walkervale, Bundaberg South, Kalkie, Norville, Bundaberg West, Millbank, Svensson Heights, Ashfield, Bundaberg Central
2. **Burnett Heads**
3. **Moore Park Beach**
4. **Other:** Branyan, Sharon, Gooburru, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanne, Wallaville.

A total of 300 interviews was collected. A profile of the respondents surveyed can be found at Appendix C.

## QUESTIONNAIRE

In consultation with IGEM, MCR designed the questionnaire, which is included at Appendix A.

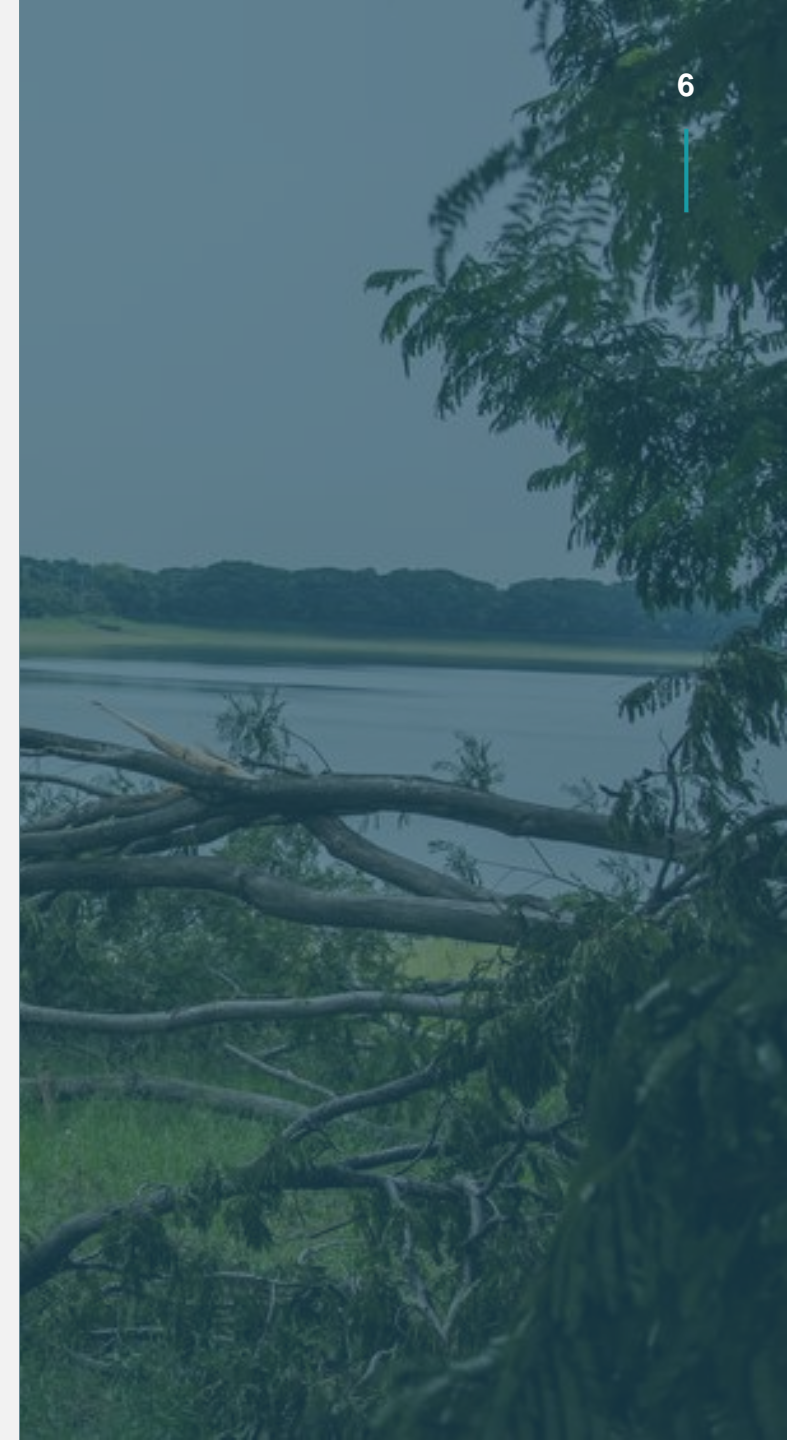
## WEIGHTING and ANALYSIS

Post enumeration, the data were weighted to represent the age and gender profile of each the sub-regions sampled in that study area. Data analysis was conducted by MCR using the data analysis package Q-Software. On columns with at least n=30 respondents, significance testing (using z-test, Bessel's correction on and false discovery rate off) was applied at the 95% confidence level.

## FIELDWORK PARTNER

MCR's fieldwork partner Q&A Market Research conducted the fieldwork. Q&A is a member of AMSRO and has ISO 20252 quality accreditation.

Interviewing was conducted between 31<sup>st</sup> October and 6<sup>th</sup> November 2019. The average survey length was 16.59 minutes and the response rate was 46%.



# SUMMARY



## Background

As part of the broader Paradise Dam Preparedness Review, the Office of the Inspector-General Emergency Management (IGEM) commissioned MCR to gather feedback from the community via a telephone survey.

300 residents (18+ years) living downstream of the Paradise Dam, in streets identified as being within the flood zone, were interviewed between the 31st October and 6th November 2019.

The survey universe was divided into four sub-regions and included the following localities:

- **Greater Bundaberg:** Greater Bundaberg: Bundaberg North, Avoca, Bundaberg East, Kepnock, Walkervale, Bundaberg South, Kalkie, Norville, Bundaberg West, Millbank, Svensson Heights, Ashfield, Bundaberg Central
- **Burnett Heads**
- **Moore Park Beach**
- **Other:** Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville.

# Summary

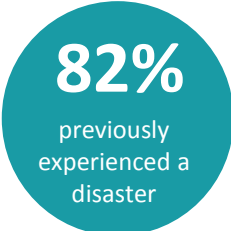
## ► Risk awareness

### Top of mind perceived risks

Respondents were asked to describe in their own words the disaster events or hazards they believe are most likely to impact their community. Floods were by far the most commonly mentioned disaster risk (83%). After this, cyclones were identified as a likely event by 34% of respondents. Other risks were nominated by fewer than one in five respondents, the most common being bushfire (19%), fire (13%) or storms (7%). 3% nominated tornados while 2% mentioned risks associated with the dam wall or a water release from the dam.

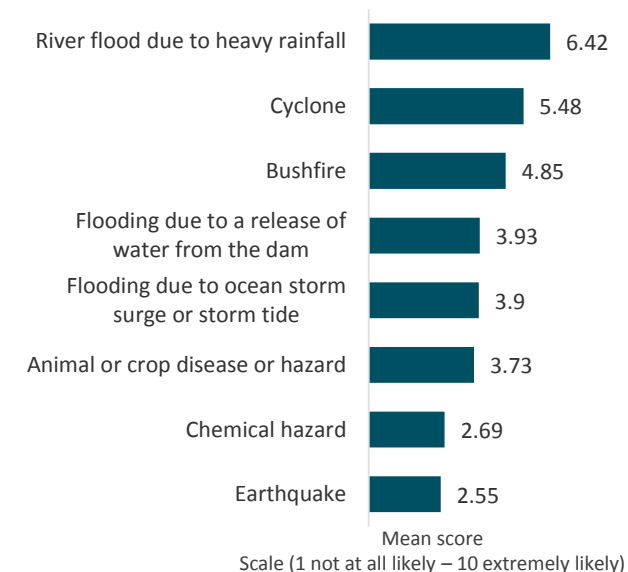
### Previous experience of disaster

Most respondents (82%) had experienced a disaster in the community where they currently reside. Two thirds (66%) reported experience of river flooding due to heavy rainfall. Other less prevalent disaster events experienced included cyclones (18%), flooding due to the release of dam water (15%) or flooding due to ocean storm surge of storm tide (13%).



### Perceived likelihood of disaster events

Respondents were asked to rate the likelihood of a range of disaster events occurring in their community. The disaster perceived as being most likely to occur was river flooding due to heavy rainfall, which received an average likelihood rating of 6.42. The perceived likelihood of other disaster events occurring are detailed in the chart below.



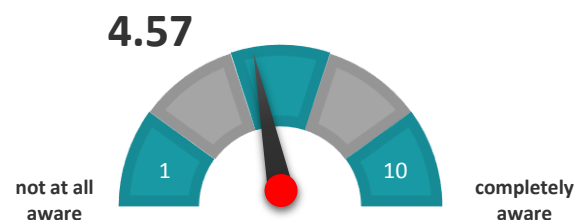


# Summary (continued)

## ► Awareness and knowledge of local arrangements

### Awareness of local disaster management arrangements

On average, respondents rated their level of awareness of the local disaster management arrangements at 4.57 out of 10 (on a ten point scale).



### Agency responsible for responding to and recovering from a disaster event

Respondents were asked to nominate, without prompting, the official agency they believed would take the lead in responding to and recovering from a local disaster event.

Most commonly, the State Emergency Service/SES was mentioned (45%), followed by the local council (19%), Queensland Fire and Emergency Services (QFES) (8%), Queensland Police Service (QPS) (5%) and the Local Disaster Management Group (LDMG) (3%).

### Awareness of LDMG

57% of respondents had heard of the Local Disaster Management Group (LDMG) prior to taking part in the research.

Community awareness of and engagement with the LDMG's activities was as follows:

% aware that the LDMG is the **lead agency** for managing the response and recovery from a local disaster event **30%**

% aware LDMG is **responsible for preparing the Local Disaster Management plan** **39%**

% aware of where to **find a copy of Local Disaster Management Plan** **27%**

% who have **read Local Disaster Management Plan** **11%**

## ► Disaster preparation information

In the past 12 months, nearly one third of respondents (30%) had sought or received disaster preparedness information about getting ready for a local disaster event in their area.

The most frequently recalled key messages of this information were to:

- prepare supplies (water, food, radio etc.) (26%)
- clear the property of potential debris (25%)
- have an evacuation plan (17%)
- be prepared (no further information supplied) (12%).

Information was most commonly received or gathered via:

- television (21%)
- mailbox flyers (19%)
- radio (18%)
- council (17%).



# Summary (continued)

## ► Disaster preparation behaviours

Of all the disaster preparation behaviours tested, respondents were most likely to report having prepared (either in part or in full) an emergency kit for responding to a local disaster event (64%).

Around one in two reported having prepared the following:

- An Evacuation Plan (56%)
- A household Emergency Plan (54%)
- A plan for what to do with family pets or other animals in the event of an evacuation (48%)
- An Evacuation Kit (46%).

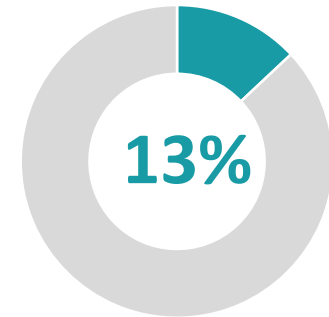
## ► Disaster advice and alerts

Most respondents (72%) indicated that they would know where to access accurate and reliable information during a disaster situation. 19% said they would not know where to access disaster information, while 9% were unsure.

Four in ten respondents (44%) reported that they have registered to receive at least one emergency information or alert system. 25% of all respondents have registered to receive emergency information or alerts from the Bureau of Meteorology, 17% from other weather apps or forecasters, 13% from utility providers and 12% from their insurance company.

## ► Evacuation assistance

13% of respondents reported having someone in their household with a level of mobility that would require assistance from a carer to help evacuate.



## ► Confidence



**93%**

were confident they are prepared for and know how to respond to and recover from a local disaster event.



**89%**

were confident in their understanding of the local disaster risk to themselves and their property.



**87%**

were confident they would receive adequate information or warnings about a potential local disaster event.



**85%**

were confident that the official local response to a disaster event would be effective and coordinated.



# Summary (continued)

## ► Information sources would go to in the event of a disaster

In the event that a disaster was about to occur, respondents reported that they would be most likely to seek information from local radio (79%), followed by the Bureau of Meteorology website (75%), emergency services websites/Facebook (e.g. police, fire and rescue) (71%) or television (67%).

Council websites (56%) and local council Facebook pages (52%) were the next most commonly mentioned likely information sources, followed by information from utility providers (32%) or newspapers (19%).

When asked which source they would be most likely to go to, top preferences were shared evenly between three sources:

- Local radio (25%)
- Bureau of Meteorology website (23%)
- Emergency services websites or Facebook pages (20%).

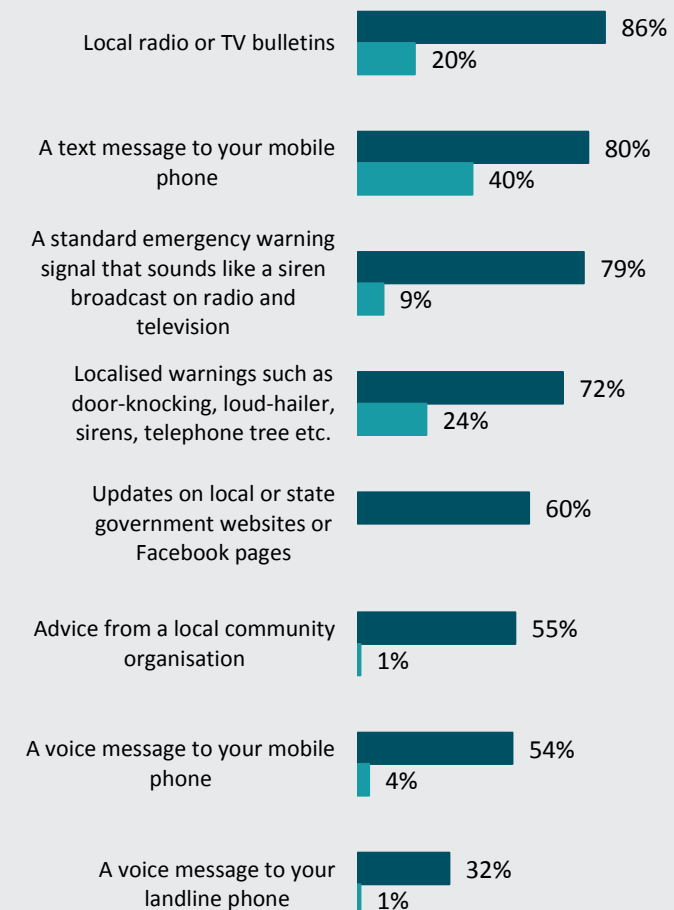
## ► Expected warnings

Respondents were read out a list of warning types and asked to choose which they would expect to receive, firstly in the lead-up to a forecast event and secondly during an immediate threat of danger. Most respondents expected to receive a range of warnings both in the lead-up and during times of immediate threat. Local radio or TV bulletins, text messages to mobiles and the standard emergency warning signals are expected by at least eight in ten. Expectations for localised warnings such as door-knocking or loud-hailer are higher during times of immediate threat than in the lead-up to a forecast event.

Lead-up to forecast event



Immediate threat of disaster



# Summary (continued)

## ► Sub-group differences

Survey data were analysed across a range of criteria such as location, age of respondent, past experiences with disasters and the need for evacuation assistance. Significant differences found via these analyses are detailed below.

### Sub-region

Among respondents in the Greater Bundaberg region, river flood due to heavy rainfall was the disaster considered most likely to potentially impact their community.

In the coastal areas of Moore Park Beach and Burnett Heads, both river flood due to heavy rainfall and cyclone were seen as relevant risks.

In other downstream areas (outside Greater Bundaberg, Moore Park Beach or Burnett Heads), river flood due to heavy rainfall and bushfire were the top two perceived risks.

Of all sub-regions, respondents from the Burnett Heads sub-region were the most likely to be aware of the disaster management arrangements in their area.

### Age

Respondents aged between 18 and 44 years were more likely than those aged 45 years or older to:

- nominate QFES as being the lead agency responsible for responding to and recovering from a disaster
- go to Emergency Services websites or Facebook pages to seek information in the event of a disaster
- expect warnings from a range of channels – especially text message to mobile phone.

Those aged 45 years or older were more likely than those younger than this to:

- nominate council as being the lead agency responsible for responding to and recovering from a disaster
- be aware of local disaster management arrangements
- use local radio to seek information in the event of a disaster
- expect warnings via radio or TV bulletins.

### Past experience

Those who had previously experienced a disaster in their community were more likely than those who had not to:

- perceive a range of disaster risks to be likely
- be aware of the LDMG
- nominate council or the LDMG as being the lead agency responsible for responding to and recovering from a disaster
- be aware that the LDMG is responsible for preparing an emergency plan
- have developed an evacuation plan for their household
- have registered to receive alerts or notifications in the event of a disaster.

### Evacuation assistance

Those with a household member who would need help to evacuate during an emergency were more likely than average to:

- have prepared an Emergency Plan or Emergency Kit
- be confident in their understanding of the local risks.



# FINDINGS



**Definitions/abbreviations**

<b>IGEM</b>	The Office of the Inspector-General Emergency Management
<b>LGA</b>	Local Government Area
<b>QPS</b>	Queensland Police Service
<b>QFES</b>	Queensland Fire and Emergency Services
<b>LDMG</b>	Local Disaster Management Group
<b>SES</b>	State Emergency Service
<p><b>Sub-regions</b>                      (The sample was drawn from streets that were downstream of the Paradise Dam and within the flood mapping zone. The adjacent localities were included under four sub-regions.)</p>	<ol style="list-style-type: none"> <li><b>1. Greater Bundaberg:</b> Bundaberg North, Avoca, Bundaberg East, Kepnock, Walkervale, Bundaberg South, Kalkie, Norville, Bundaberg West, Millbank, Svensson Heights, Ashfield, Bundaberg Central</li> <li><b>2. Burnett Heads</b></li> <li><b>3. Moore Park Beach</b></li> <li><b>4. Other:</b> Branyan, Sharon, Gooburru, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville.</li> </ol>



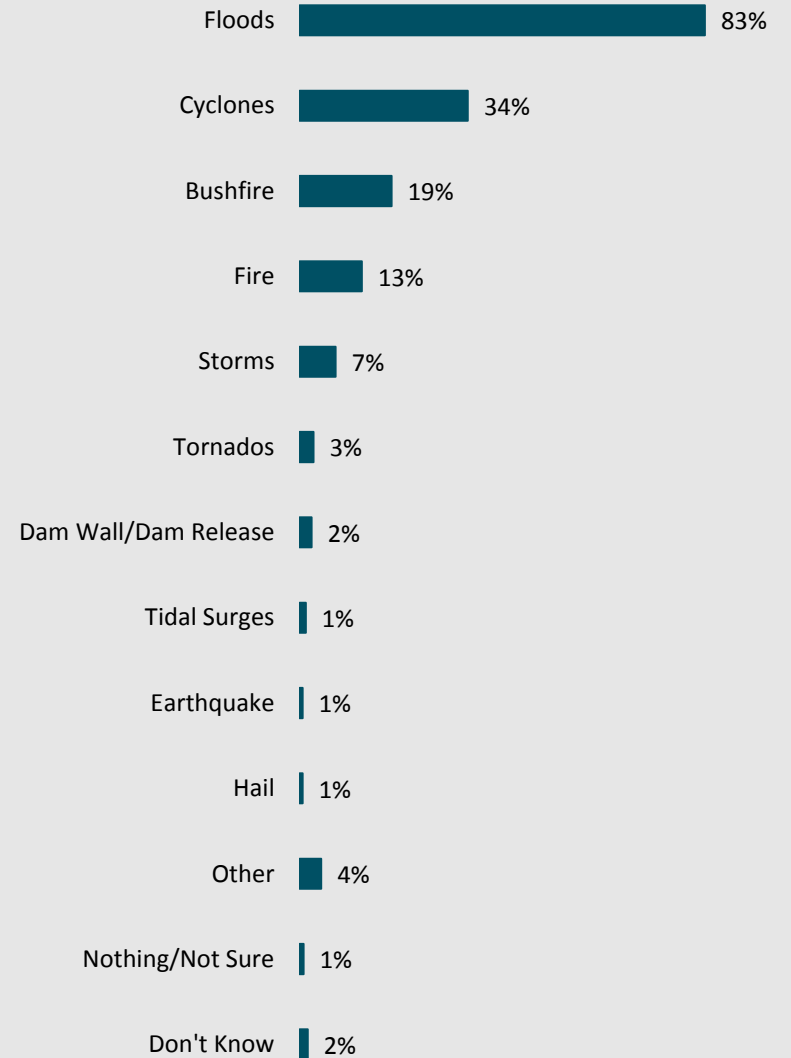
# 1.0 Risk awareness and knowledge of local arrangements

## 1.1 Perceived risks

Respondents were asked to describe in their own words the disaster events or hazards they believe are most likely to impact their community. Floods were by far the most commonly mentioned disaster risk (83%). After this, cyclones were identified as a likely event by 34% of respondents. Other risks were nominated by fewer than one in five respondents, the most common being bushfire (19%), fire (13%) or storms (7%). 3% nominated tornados while 2% mentioned risks associated with the dam wall or water release from the dam.

### Q1. What local disaster events or local disaster hazards do you think are most likely to impact your local community? (unprompted)

Base: all respondents (n=300)



## 1.1 Perceived risks (cont'd)

### 1.1.1 Sub-group differences

Respondents in the survey sub-region of Greater Bundaberg were more likely than average to nominate floods as risk in their local community (86%, average of 83%).

Moore Park Beach respondents were more likely than average to cite the following hazards or disasters that could impact on their community:

- Cyclones (59%, average of 34%)
- Bushfire (39%, average of 19%)
- Tidal surges (19%, average of 1%).

Among those in Burnett Heads, cyclones (59%, average of 34%) or tornados (33%, average of 3%) were mentioned more frequently than average as possible disaster events.

The risk of bushfire (34%, average of 19%) was more likely than average to be cited by respondents living in other downstream areas (outside Greater Bundaberg, Moore Park Beach or Burnett Heads). Mention of dam wall or dam water release risks were higher than average among respondents living within specific localities of the other downstream area, namely in Sharon (33%) and Branyan (8%).

Those who had previously experienced a disaster in their community (86%) were more likely than those who had not (67%) to nominate floods as a potential risk.





**Q1. What local disaster events or local disaster hazards do you think are most likely to impact your local community?**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
Floods	83%	86%	60%	50%	85%	82%	84%	89%	79%	86%	67%	77%	85%	84%	82%	83%
Cyclones	34%	37%	59%	59%	16%	36%	33%	31%	37%	37%	24%	38%	37%	25%	32%	35%
Bushfire	19%	14%	39%		34%	17%	21%	32%	11%	20%	14%	15%	16%	28%	18%	19%
Fire	13%	12%	15%		19%	9%	16%	12%	13%	12%	14%	24%	11%	9%	11%	13%
Storms	7%	7%	17%	7%	6%	6%	8%	5%	9%	6%	12%	8%	8%	6%	13%	7%
Tornados	3%	1%		33%	2%	3%	2%	1%	4%	3%	1%	3%	3%	3%	1%	3%
Dam Wall/Dam Release	2%	<1%		3%	9%	4%	1%	3%	2%	3%		2%	2%	2%		3%
Tidal Surges	1%		19%	7%		2%	1%	<1%	2%	1%	2%	2%	2%	1%	1%	1%
Earthquake	1%	1%				1%			1%	<1%	2%		1%		3%	<1%
Hail	1%	<1%			2%	1%		1%	1%	1%			1%	1%		1%
Other	4%	6%			2%	7%	2%	6%	3%	5%	2%	4%	3%	7%	4%	5%
Nothing/Not Sure	1%	1%	3%			1%	1%		1%		5%	1%	1%		1%	1%
Don't Know	2%	2%		4%		2%	1%	2%	1%	1%	3%		1%	4%		2%

Figures in red/blue are significantly different to the average at the 95% confidence level

Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburru, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville

Within other downstream areas (outside Greater Bundaberg, Moore Park Beach or Burnett Heads) mentions of “dam wall/dam release” were most common among residents in the localities of Branyan (8%) and Sharon (33%).

Caution should however be taken in interpreting these results given the small sample size in these localities (n=13 Branyan and n=9 in Sharon).



## 1.2 Awareness of disaster management arrangements

Respondents were asked to rate their awareness of the local disaster management arrangements in their community on a scale that ranged from 1 (not at all aware) to 10 (completely aware). On average, respondents rated their level of awareness at 4.57 out of 10.

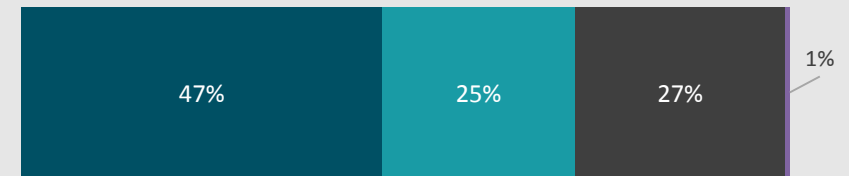
### 1.2.1 Sub-group differences

Higher than average (4.57) awareness was found among residents of Burnett Heads (6.21) or those aged 45 years or older (4.89).

### Q2. To what extent are you aware of the local disaster management arrangements in your community?

(Scale of 1 to 10 where 1 is not at all aware and 10 is completely aware)

Base: all respondents (n=300)



AVERAGE = 4.57

■ SUB-TOTAL 1-4 ■ SUB-TOTAL 5-6 ■ SUB-TOTAL 7-10 ■ Don't know



**Q2. To what extent are you aware of the local disaster management arrangements in your community? (Scale of 1 to 10 where 1 is not at all aware and 10 is completely aware)**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
1 - Not at all aware	25%	28%	42%	14%	15%	23%	27%	29%	22%	23%	32%	30%	26%	21%	22%	25%
2	9%	8%	6%		12%	8%	9%	6%	10%	8%	10%	4%	11%	8%	8%	9%
3	6%	6%		7%	5%	5%	6%	6%	5%	6%	7%	6%	6%	6%	9%	5%
4	8%	7%	3%	7%	11%	8%	7%	13%	4%	7%	9%	2%	9%	9%	9%	7%
5	20%	20%	19%	9%	21%	25%	15%	22%	19%	21%	15%	25%	18%	20%	14%	21%
6	5%	4%		13%	8%	2%	8%	5%	5%	5%	5%	4%	4%	7%	3%	5%
7	7%	7%	9%	4%	7%	5%	8%	7%	7%	7%	3%	9%	2%	12%	10%	6%
8	8%	8%	7%	24%	5%	7%	9%	4%	10%	7%	10%	13%	7%	6%	10%	7%
9	4%	4%	6%	6%	3%	7%	2%	2%	6%	5%			6%	3%	4%	4%
10 - Completely aware	9%	8%	3%	16%	10%	10%	7%	6%	10%	9%	8%	7%	10%	6%	10%	9%
SUB-TOTAL 1-4	47%	49%	51%	28%	44%	44%	49%	55%	42%	45%	57%	42%	51%	45%	49%	47%
SUB-TOTAL 5-6	25%	24%	19%	23%	29%	27%	24%	27%	24%	26%	19%	29%	22%	28%	17%	26%
SUB-TOTAL 7-10	27%	27%	26%	50%	25%	29%	26%	18%	33%	29%	21%	29%	25%	28%	34%	26%
Don't know	1%		3%		2%		1%		1%	<1%	2%		1%			1%
Average (mean)	4.57	4.43	3.88	6.21	4.80	4.77	4.39	4.05	4.89	4.70	3.99	4.49	4.48	4.64	4.78	4.54

Figures in red/blue are significantly different to the average at the 95% confidence level

Base: all respondents (don't know response removed for mean calculation)

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



## 1.3 Perceived likelihood of disasters

Respondents were asked to rate the likelihood of a range of disaster events occurring in their community on a scale that ranged from 1 (not at all likely) to 10 (extremely likely).

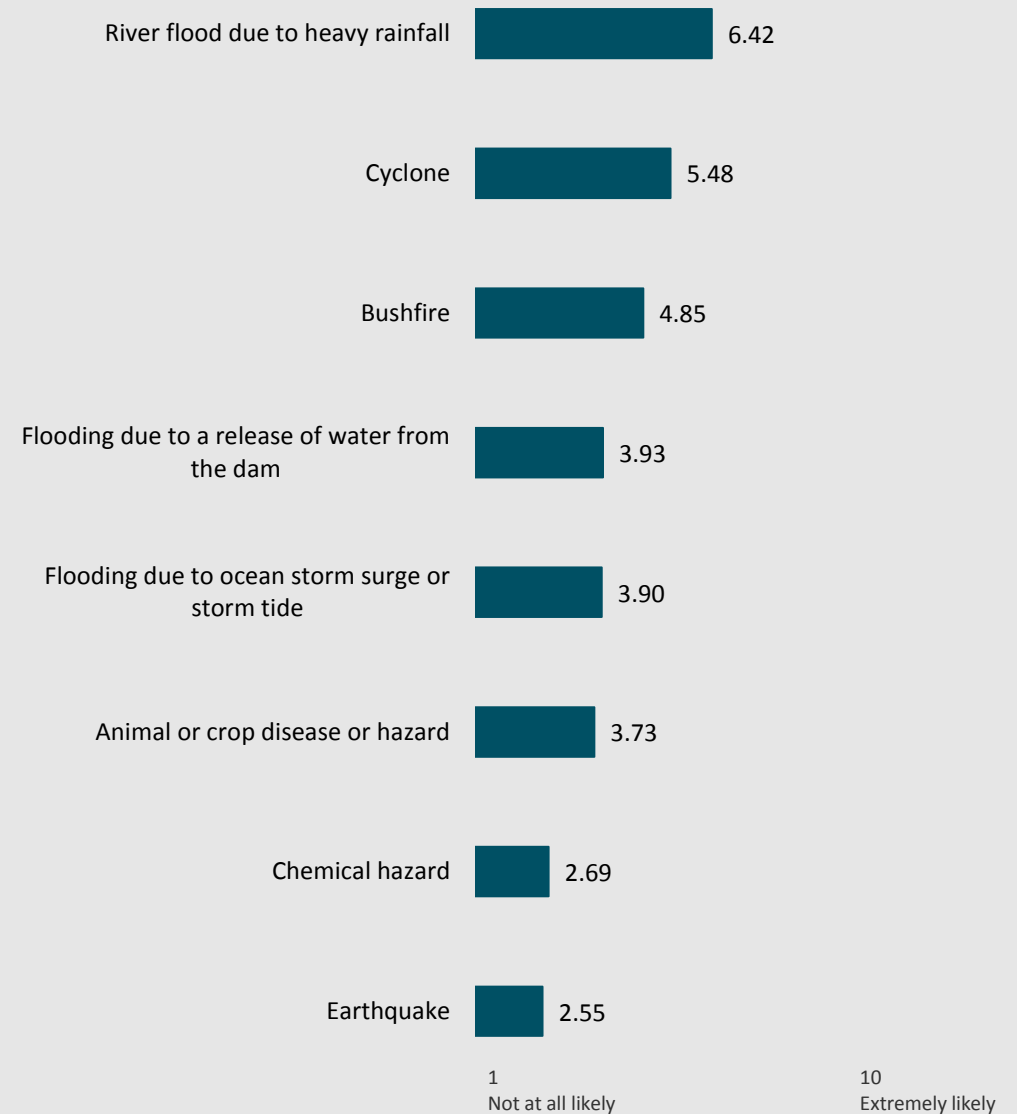
The disaster perceived as most likely to occur was river flooding due to heavy rainfall, which received an average likelihood rating of 6.42. The average perceived likelihood of other disaster events occurring in the community was as follows:

- Cyclones (5.48)
- Bushfire (4.85)
- Flooding due to a release of water from the dam (3.93)
- Flooding due to ocean storm surge/storm tide (3.90)
- Animal or crop disease or hazard (3.73)
- Chemical hazard (2.69)
- Earthquake (2.55).

### Q3. How likely are each of the following disasters to occur in your community?

Average (mean) on a scale of 1 to 10 where 1 is not at all likely and 10 is extremely likely – don't know responses removed

Base: all respondents (n=300)



## 1.3 Perceived likelihood of disasters (cont'd)

### 1.3.1 Sub-group differences

River flooding due to heavy rainfall (6.57) or cyclones (5.60) were, on average, rated as the most likely disaster risks among residents of Greater Bundaberg. The perceived likelihood of bushfire in this area was lower than average (4.62, average of 4.85).

In Moore Park Beach, cyclones (6.39) were rated as the most likely disaster to occur in the community, followed by:

- River flooding due to heavy rainfall (6.16)
- Flooding due to ocean storm surge or storm tide (5.60, higher than the average of 3.90).

Among residents in Burnett Heads, disaster events viewed as most likely to occur were:

- Cyclones (5.77)
- River flooding due to heavy rainfall (5.11, lower than the average of 6.42)
- Flooding due to ocean storm surge or storm tide (4.64).

The disaster rated as being most likely among respondents living in other downstream areas (outside Greater Bundaberg, Moore Park Beach or Burnett Heads) was river flooding due to heavy rain (6.34). Other potential hazards viewed as likely disaster events among these respondents were:

- Bushfire (6.06, higher than the average of 4.85)
- Cyclones (4.83, lower than the average of 5.48)
- Animal or crop disease or hazard (4.46, higher than the average of 3.73).

Those who had previously experienced a disaster were more likely than those who had not to perceive a range of disaster events to be likely, including being more likely to nominate flooding due to a release of water from the dam (4.14, compared to 3.93 on average).



**Q3. How likely are each of the following disasters to occur in your community? (Scale of 1 to 10 where 1 is not at all likely and 10 is extremely likely)**

Average	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
River flood due to heavy rainfall	6.42	6.57	6.16	5.11	6.34	6.12	6.71	6.78	6.21	6.66	5.33	6.01	6.54	6.41	6.25	6.45
Cyclone	5.48	5.60	6.39	5.77	4.83	5.35	5.60	5.05	5.73	5.56	5.11	5.53	5.59	5.07	6.00	5.41
Bushfire	4.85	4.62	5.21	2.34	6.06	4.64	5.05	5.57	4.44	5.02	4.11	5.31	4.66	4.97	4.30	4.93
Flooding due to a release of water from the dam	3.93	4.13	2.68	3.22	3.77	3.86	4.00	4.21	3.76	4.14	3.00	4.52	3.66	4.07	3.63	3.98
Flooding due to ocean storm surge or storm tide	3.90	4.08	5.60	4.64	2.79	3.46	4.31	4.05	3.81	4.08	3.10	4.14	3.75	3.87	3.61	3.94
Animal or crop disease or hazard	3.73	3.56	3.05	3.50	4.46	3.70	3.77	3.99	3.58	3.88	3.06	3.93	3.57	3.96	3.82	3.72
Chemical hazard	2.69	2.79	1.44	2.41	2.70	2.42	2.93	2.50	2.79	2.66	2.80	3.16	2.67	2.35	2.54	2.71
Earthquake	2.55	2.60	2.22	2.15	2.55	2.34	2.74	2.58	2.53	2.61	2.26	2.49	2.32	3.00	2.19	2.60

Figures in red/blue are significantly different to the average at the 95% confidence level

Base: all respondents (don't know responses removed for mean calculation)

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville

Within other downstream areas (outside Greater Bundaberg, Moore Park Beach or Burnett Heads) average likelihood scores for “flooding due to a release of water from the dam” were highest among respondents in the localities of Sharon (4.92) and South Bingera (6.75).

Caution should however be taken in interpreting these results given the small sample size in these localities (n=9 in Sharon, n=3 in South Bingera).



## 1.4 Previous experience of a disaster event

Most respondents (82%) had experienced a disaster in the community where they currently reside. Two thirds (66%) reported experience of river flooding due to heavy rainfall. Other less prevalent disaster events experienced included cyclones (18%), flooding due to the release of dam water (15%) or flooding due to ocean storm surge or storm tide (13%).

### 1.4.1 Sub-group differences

Moore Park Beach residents were more likely than average to have experienced flooding due to ocean storm surge or storm tide (30%, average of 13%).

Residents of Burnett Heads were more likely than average to have experienced tornados (35%, average of 4%).

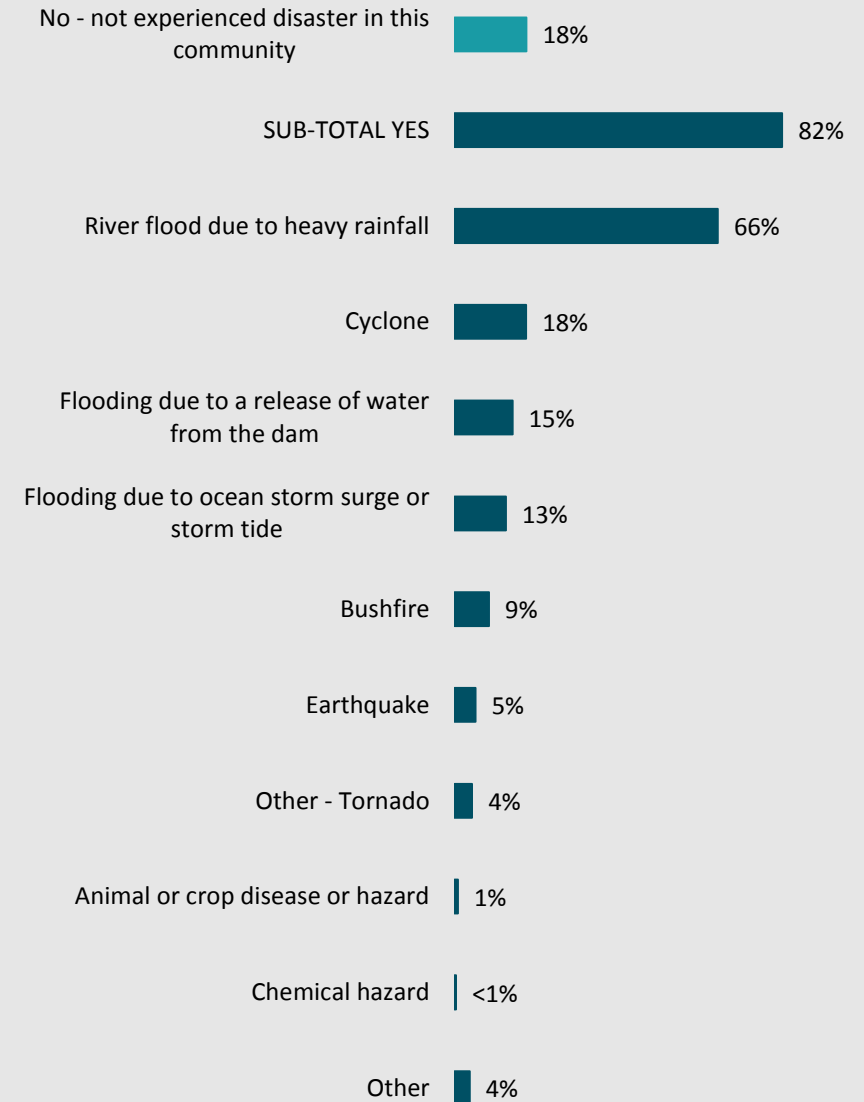
Respondents living in other downstream areas (outside Greater Bundaberg, Moore Park Beach or Burnett Heads) were more likely than average to have experienced bushfire (30%, average of 9%) or earthquake (16%, average of 5%).

Those aged between 18 and 44 years (88%) or males (87%) were more likely than average (82%) to report having experience of a disaster event in their local community.

Sub-groups more likely than average (15%) to mention experience of flooding due to a release of water from the dam were males (20%), those aged between 18 and 44 years (22%) or those who would not require assistance for a household member to evacuate (16%).

### Q4. Have you experienced a disaster event in the community you are living in now? If so, what type of disaster/s have you experienced? (unprompted)

Base: all respondents (n=300)



**Q4. Have you experienced a disaster event in the community you are living in now?**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
No - not experienced disaster in this community	18%	19%	13%	24%	14%	13%	22%	12%	22%		100%	30%	20%	6%	19%	18%
SUB-TOTAL YES	82%	81%	87%	76%	86%	87%	78%	88%	78%	100%		70%	80%	94%	81%	82%
River flood due to heavy rainfall	66%	67%	53%	39%	73%	70%	62%	71%	63%	80%		61%	62%	77%	67%	66%
Cyclone	18%	15%	29%	23%	23%	18%	18%	16%	19%	22%		20%	16%	19%	29%	16%
Flooding due to a release of water from the dam	15%	13%	6%	7%	23%	20%	10%	22%	10%	18%		17%	13%	16%	5%	16%
Flooding due to ocean storm surge or storm tide	13%	11%	30%	10%	15%	14%	12%	15%	12%	16%		11%	14%	12%	14%	13%
Bushfire	9%	3%	3%		30%	9%	9%	16%	5%	11%		8%	8%	10%	11%	8%
Earthquake	5%	3%			16%	2%	8%	6%	5%	6%		6%	3%	8%	5%	5%
Other - Tornado	4%	4%	3%	35%		3%	5%	4%	5%	5%		3%	4%	6%	1%	5%
Animal or crop disease or hazard	1%				4%	1%	1%	1%	1%	1%			2%			1%
Chemical hazard	<1%				2%	1%			1%	<1%			1%			<1%
Other	4%	3%	16%	7%	3%	4%	3%	4%	4%	5%		7%	4%	2%		4%

Figures in red/blue are significantly different to the average at the 95% confidence level

Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville





## 1.5 Agency responsible for responding to and recovering from a disaster event

Respondents were asked to nominate, without prompting, the official agency they believed would take the lead in responding to and recovering from a local disaster event. Most commonly, the State Emergency Service/SES was mentioned (45%), followed by the local council (19%), Queensland Fire and Emergency Services (QFES) (8%), Queensland Police Service (QPS) (5%) and the Local Disaster Management Group (LDMG) (3%).

### 1.5.1 Sub-group differences

Respondents living in other downstream areas (outside Greater Bundaberg, Moore Park Beach or Burnett Heads) (20%) were more likely than average (8%) to name QFES as the agency responsible for taking the lead in responding to and recovering from a local disaster.

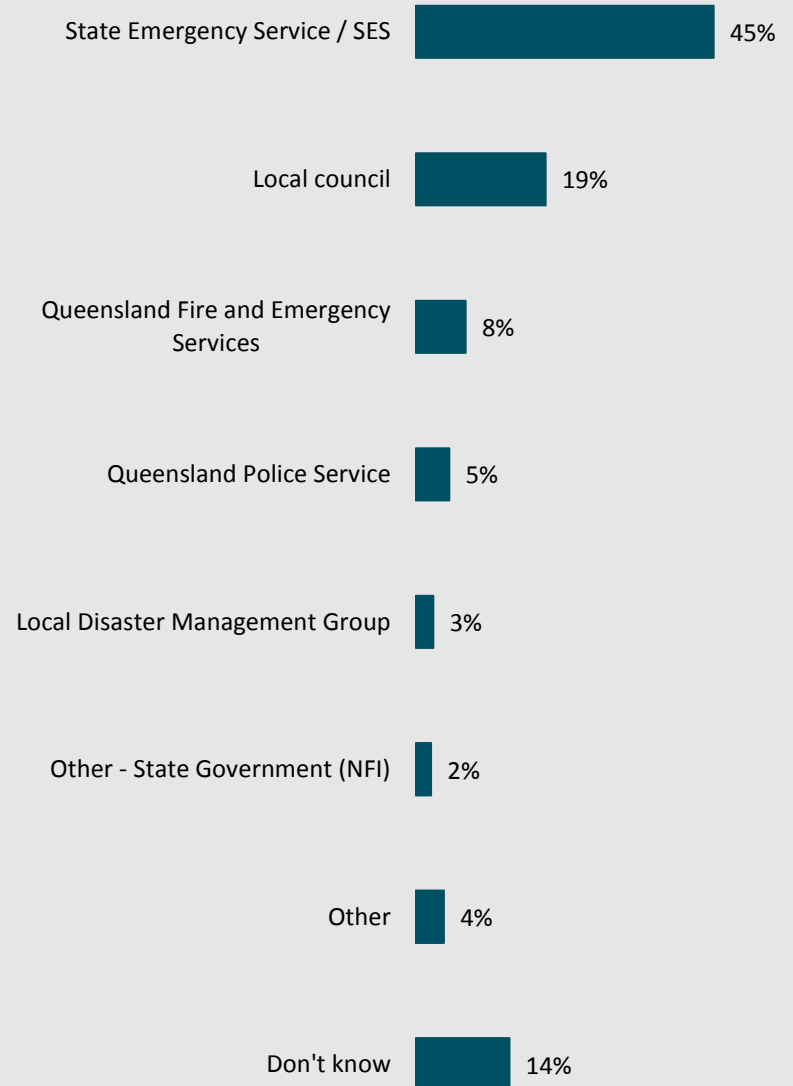
Those aged between 18 and 44 years (13%) were more likely than those aged 45 years or older (4%) to nominate QFES. In contrast, those aged 45 years or older (23%) were more likely than their younger counterparts (13%) to name the local council as being the lead agency.

Those who had previously experienced a disaster in their community (22%) were more likely than those who had not (7%) to view the local council as being responsible.

Respondents who would require assistance to evacuate (6%) were less likely than average (19%) to nominate the local council as being the lead agency.

### Q5. Which official agency do you believe takes the lead in responding to and recovering from a local disaster event? (unprompted)

Base: all respondents (n=300)



**Q5. Which official agency do you believe takes the lead in responding to and recovering from a local disaster event?**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
State Emergency Service / SES	45%	47%	55%	46%	34%	43%	47%	49%	42%	44%	48%	42%	42%	52%	52%	44%
Local council	19%	20%	13%	27%	17%	22%	17%	13%	23%	22%	7%	21%	19%	17%	6%	21%
Queensland Fire and Emergency Services	8%	4%	9%	4%	20%	7%	8%	13%	4%	7%	10%	2%	11%	4%	9%	7%
Queensland Police Service	5%	6%	3%	3%	2%	5%	5%	6%	4%	5%	7%	2%	6%	5%	6%	5%
Local Disaster Management Group	3%	3%	3%		2%	2%	3%	4%	2%	3%	2%	3%	2%	4%		3%
Other - State Government (NFI)	2%	3%	3%			4%	1%	3%	2%	2%	4%	3%	3%			3%
Other	4%	2%	10%	10%	10%	5%	3%		7%	4%	7%	11%	4%	1%	10%	3%
Don't know	14%	15%	3%	10%	16%	12%	16%	12%	15%	14%	15%	18%	12%	16%	17%	14%

Figures in red/blue are significantly different to the average at the 95% confidence level

NFI – no further information provided

Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



## 1.6 Awareness of the Local Disaster Management Group

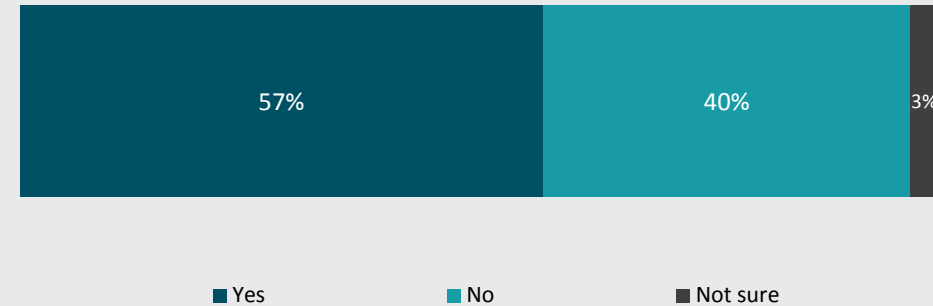
57% of respondents had heard of the Local Disaster Management Group (LDMG) prior to taking part in the research.

### 1.6.1 Sub-group differences

Respondents who had previously experienced a disaster in their community (60%) were more likely than those who had not (41%) to be aware of the LDMG.

### Q6. Before today had you heard of the Local Disaster Management Group?

Base: all respondents (n=300)



### Q6. Before today had you heard of the Local Disaster Management Group?

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
Yes	57%	55%	59%	56%	61%	61%	53%	55%	58%	60%	41%	53%	56%	62%	67%	55%
No	40%	40%	41%	41%	39%	37%	43%	43%	38%	36%	58%	47%	40%	35%	33%	41%
Not sure	3%	5%		4%		3%	4%	2%	4%	4%	1%		4%	3%		4%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents  
 ~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



# 1.7 Knowledge regarding the Local Disaster Management Group

Among all respondents:

- 30% were aware that the LDMG is the lead agency for managing the response and recovery from a local disaster event
- 39% were aware that the LDMG is responsible for preparing a Local Disaster Management Plan
- 27% knew where to find a copy of their Local Disaster Management Plan
- 11% had ever read their Local Disaster Management Plan.

## 1.7.1 Sub-group differences

Respondents living in other downstream areas (outside Greater Bundaberg, Moore Park Beach or Burnett Heads) (53%) were more likely than average (39%) to be aware that the LDMG is responsible for preparing a Local Disaster Management Plan.

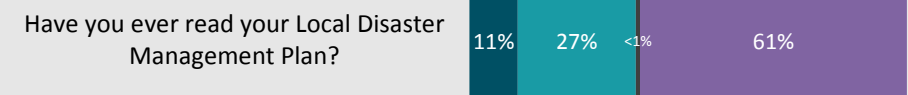
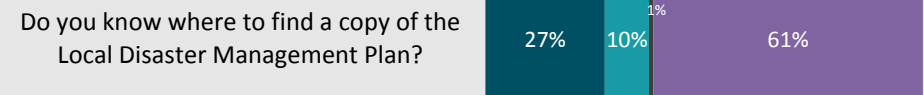
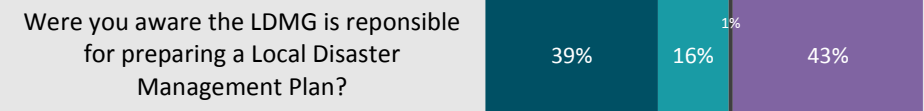
Males (16%) were more likely than females (7%) to report having ever read their Local Disaster Management Plan.

Those who had experienced a disaster in their community in the past were more likely than those who had not to report knowing that:

- the LDMG is the lead agency for dealing with local disaster events (32% for those with prior disaster experience, 18% for those without)
- the LDMG is responsible for preparing a Local Disaster Management Plan (42% for those with prior disaster experience, 27% for those without).

## Q7/8/9a/9b. Knowledge of LDMG activities

Base: all respondents (n=300)



■ Yes ■ No ■ Not sure ■ Not aware of LDMG/or plan



**Q7. Before today, did you know the lead agency for managing the response and recovery from a local disaster event in your community is the Local Disaster Management Group?**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
Yes	30%	28%	26%	19%	39%	34%	25%	34%	27%	32%	18%	29%	25%	40%	37%	29%
No	25%	27%	30%	36%	17%	25%	26%	21%	28%	26%	22%	23%	28%	22%	30%	25%
Not sure	2%	1%	3%		5%	1%	2%		3%	2%	1%	1%	3%			2%
Not aware of LDMG	43%	45%	41%	44%	39%	39%	47%	45%	42%	40%	59%	47%	44%	38%	33%	45%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburru, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville

**Q8. Were you aware that the Local Disaster Management Group is responsible for preparing a Local Disaster Management plan that considers risks and community preparedness?**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
Yes	39%	36%	25%	32%	53%	42%	36%	39%	39%	42%	27%	33%	36%	48%	52%	37%
No	16%	18%	30%	20%	6%	18%	15%	16%	16%	17%	13%	20%	17%	13%	15%	17%
Not sure	1%	1%	3%	4%	2%	1%	2%		2%	2%			3%			2%
Not aware of LDMG	43%	45%	41%	44%	39%	39%	47%	45%	42%	40%	59%	47%	44%	38%	33%	45%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburru, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



**Q9a. Do you know where you would find a copy of the Local Disaster Management Plan?**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
Yes	27%	28%	6%	22%	32%	31%	23%	29%	26%	29%	18%	26%	25%	33%	38%	25%
No	10%	7%	12%	10%	20%	10%	11%	9%	11%	11%	9%	4%	10%	14%	14%	10%
Not sure	1%	1%	7%		2%	1%	2%	1%	2%	2%	1%	4%	1%	1%		2%
Not aware of LDMG or Plan	61%	64%	75%	68%	47%	58%	64%	61%	61%	58%	73%	67%	64%	52%	48%	63%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville

**Q9b. Have you ever read your Local Disaster Management Plan?**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
Yes	11%	11%	3%	19%	12%	16%	7%	11%	11%	12%	6%	11%	9%	14%	19%	10%
No	27%	25%	22%	13%	41%	26%	28%	27%	28%	29%	21%	22%	27%	33%	34%	27%
Not sure	<1%	1%					1%	1%		1%				2%		1%
Not aware of LDMG or Plan	61%	64%	75%	68%	47%	58%	64%	61%	61%	58%	73%	67%	64%	52%	48%	63%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



## 2.0 Preparations

### 2.1 Disaster preparation information

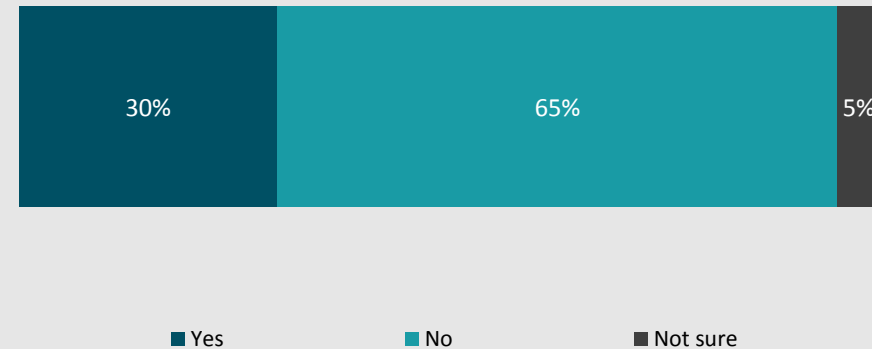
In the past 12 months, nearly one third of respondents (30%) had sought or received disaster preparedness information about getting ready for a local disaster event in their area. Most (65%) had not.

#### 2.1.1 Sub-group differences

Those living on their own (44%) were more likely than average (30%) to have sought or received disaster preparedness information. Those from households with dependent children (19%) were less likely to have done so.

Q10. Have you sought or received any disaster preparedness information in the last 12 months about getting ready for a local disaster event in your area?

Base: all respondents (n=300)



Q10. Have you sought or received any disaster preparedness information in the last 12 months about getting ready for a local disaster event in your area?

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
Yes	30%	30%	33%	45%	27%	32%	29%	26%	33%	31%	28%	44%	32%	19%	25%	31%
No	65%	64%	64%	55%	72%	62%	68%	65%	65%	64%	67%	56%	63%	74%	75%	64%
Not sure	5%	6%	3%		2%	6%	3%	9%	2%	5%	5%		5%	6%		5%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



## 2.2 Key message of disaster information

Respondents who had accessed disaster preparation information in the last 12 months were asked to describe in their own words the key message of this information.

The most frequently mentioned key messages were to:

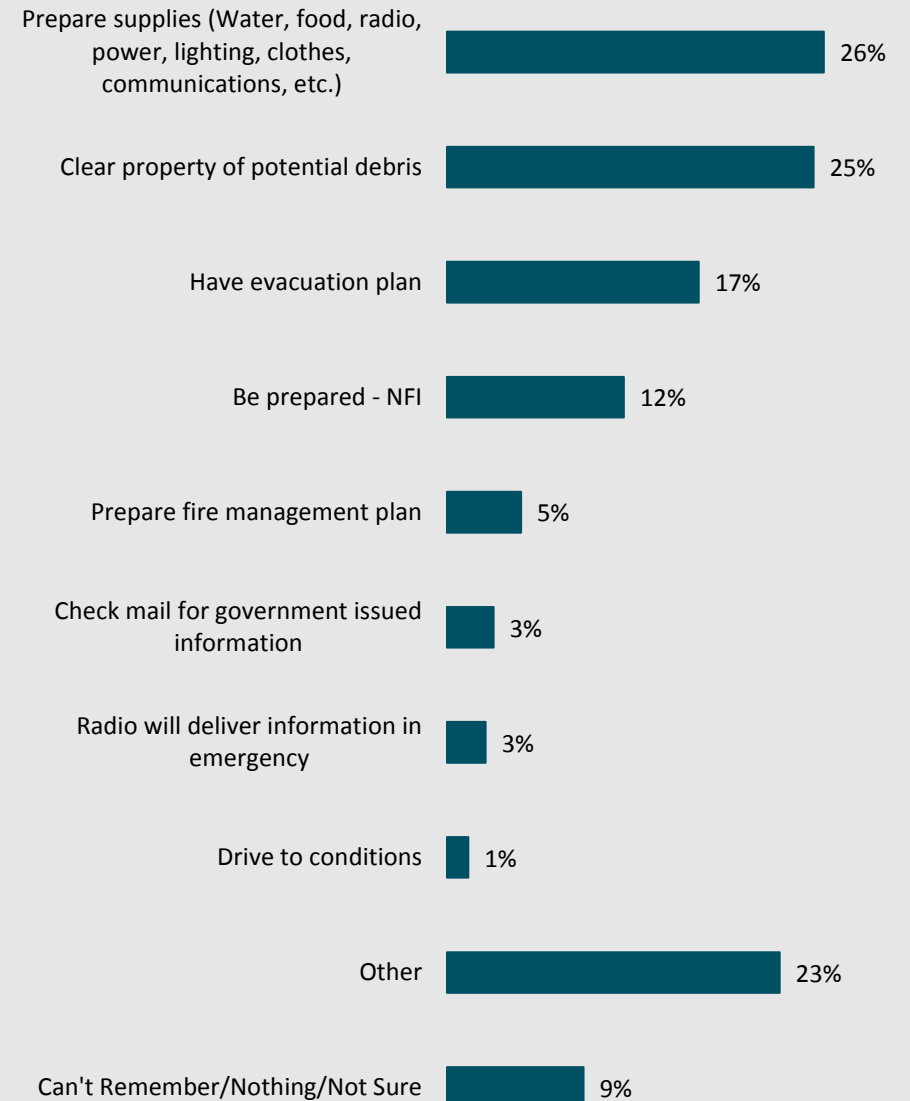
- prepare supplies (water, food, radio etc.) (26% recall among those who have accessed disaster preparedness information)
- clear the property of potential debris (25% recall)
- have an evacuation plan (17% recall)
- be prepared (no further information supplied) (12%).

### 2.2.1 Sub-group differences

Respondents in the Greater Bundaberg sub-region (18%) were more likely than average (12%) to nominate the generic 'be prepared' theme as the key message of disaster preparation information they had received.

### Q10a. What was the key message of this information/what message was it trying to get across? (unprompted)

Base: those who sought/received information (n=96)



NFI – no further information provided





Q10a. What was the key message of this information/what message was it trying to get across?

Column %	Total n = 96	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 58	Moore Park Beach n = 10^	Burnett Heads n = 14^	Other ~ n = 14^	Male n = 46	Female n = 50	18-44 years n = 23^	45+ years n = 73	Yes n = 80	No n = 16^	Lone person household n = 23^	Two or more adults in household n = 53	Households with dependent children n = 18^	Yes n = 10^	No n = 86
Prepare supplies (Water, food, radio, power, lighting, clothes, communications, etc.)	26%	23%	40%	41%	27%	24%	28%	29%	25%	30%	7%	26%	28%	23%	12%	28%
Clear property of potential debris	25%	25%	29%	67%	11%	20%	31%	21%	28%	25%	28%	26%	22%	39%	51%	22%
Have evacuation plan	17%	11%	40%	15%	34%	19%	16%	21%	16%	19%	10%	10%	17%	29%	16%	18%
Be prepared - NFI	12%	18%				16%	9%	11%	13%	14%	6%	14%	14%	6%		14%
Prepare fire management plan	5%	2%			21%	7%	3%	5%	5%	4%	10%		7%	7%		6%
Check mail for government issued information	3%	2%		6%	9%	2%	4%	7%	2%	4%			2%	12%		4%
Radio will deliver information in emergency	3%	3%		6%		2%	3%	5%	2%	3%		5%	2%	3%		3%
Drive to conditions	1%	2%					3%	5%		2%			3%			2%
Other	23%	17%	41%	14%	42%	22%	24%	20%	25%	18%	49%	21%	27%	12%	26%	23%
Can't Remember/Nothing/Not Sure	9%	12%	20%	6%		8%	11%	11%	8%	7%	23%	22%	4%	3%		10%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: have sought or received information in the last 12 months; ^ Caution: small cell size

NFI – no further information provided

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



## 2.3 Source of disaster information

Among those who had sought or received disaster preparedness information in the last 12 months, the most commonly nominated sources of this information were:

- Television (21%)
- Mailbox flyers (19%)
- Radio (18%)
- Council (17%).

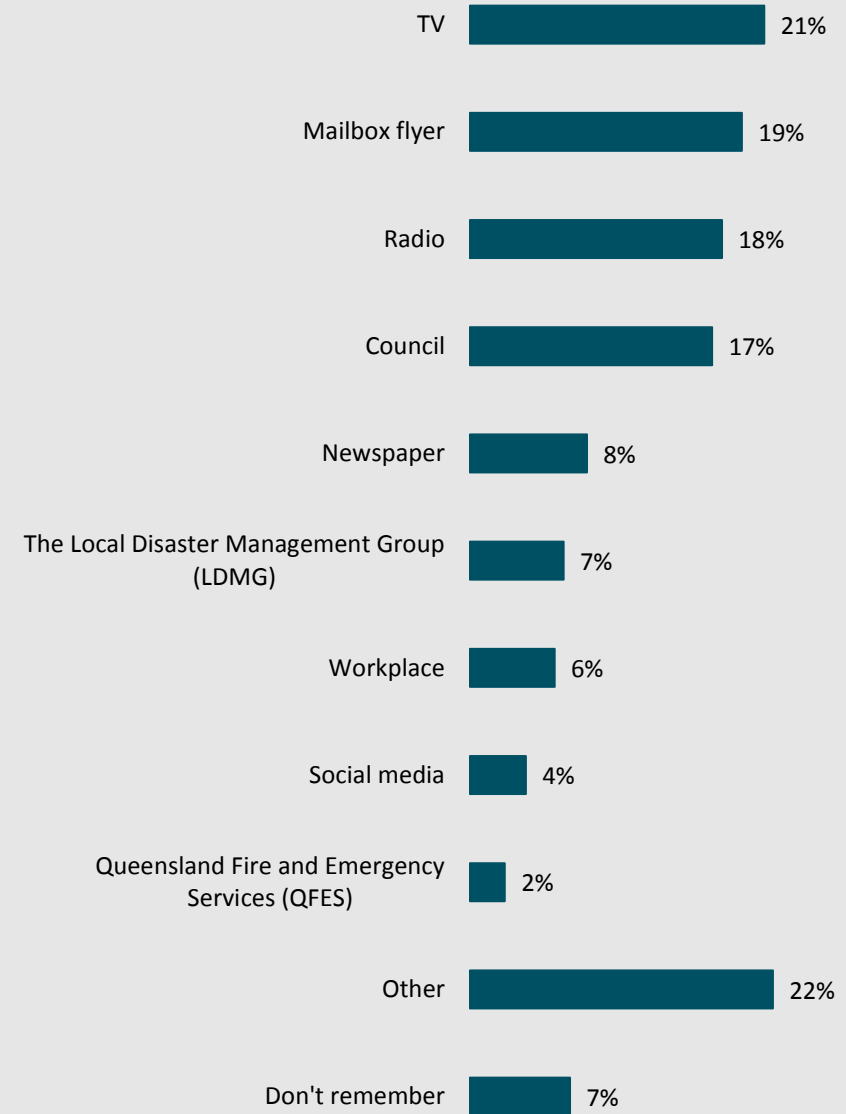
See adjacent chart for all responses.

### 2.3.1 Sub-group differences

Households with two or more adults (25%) were more likely than average (18%) to nominate the radio as the source of information.

### Q11x. Where did you get the information from? (unprompted)

Base: those who sought/received information (n=96)



Q11x. Where did you get the information from?

Column %	Total n = 96	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 58	Moore Park Beach n = 10^	Burnett Heads n = 14^	Other ~ n = 14^	Male n = 46	Female n = 50	18-44 years n = 23^	45+ years n = 73	Yes n = 80	No n = 16^	Lone person household n = 23^	Two or more adults in household n = 53	Households with dependent children n = 18^	Yes n = 10^	No n = 86
TV	21%	23%	18%	13%	16%	21%	21%	32%	16%	21%	21%	35%	17%	14%	10%	22%
Mailbox Flyer	19%	19%	30%	50%	6%	23%	15%	19%	19%	22%	6%	14%	19%	28%	17%	20%
Radio	18%	16%		21%	30%	23%	13%	24%	15%	18%	17%	7%	25%	12%	31%	16%
Council	17%	17%		6%	25%	19%	16%	20%	16%	19%	7%	10%	19%	24%		19%
Newspaper	8%	7%	11%	13%	12%	7%	10%		12%	7%	14%	14%	7%	6%		9%
The Local Disaster Management Group (LDMG)	7%	5%	11%		14%	2%	11%	9%	6%	7%	7%	9%	2%	16%	15%	6%
Workplace	6%	6%			11%	2%	10%	5%	7%	7%		5%	7%	7%	22%	4%
Social media	4%	4%		7%	6%	1%	7%	6%	3%	5%			4%	11%	11%	3%
Queensland Fire and Emergency Services (QFES)	2%	2%			7%		5%		4%	3%			2%	8%		3%
Other	22%	27%	21%	8%	9%	22%	21%	32%	17%	20%	29%	24%	19%	24%	31%	20%
Don't remember	7%	6%	21%	8%	6%	8%	7%		10%	3%	26%	6%	7%	3%		8%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: have sought or received information in the last 12 months; ^ Caution: small cell size

TV, mailbox flyer and workplace were collected under 'other specify' and subsequently coded.

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



## 2.4 Disaster preparation behaviours

Of all the disaster preparation behaviours tested, respondents were most likely to report having prepared (either in part or in full) an Emergency Kit for responding to a local disaster event (64%).

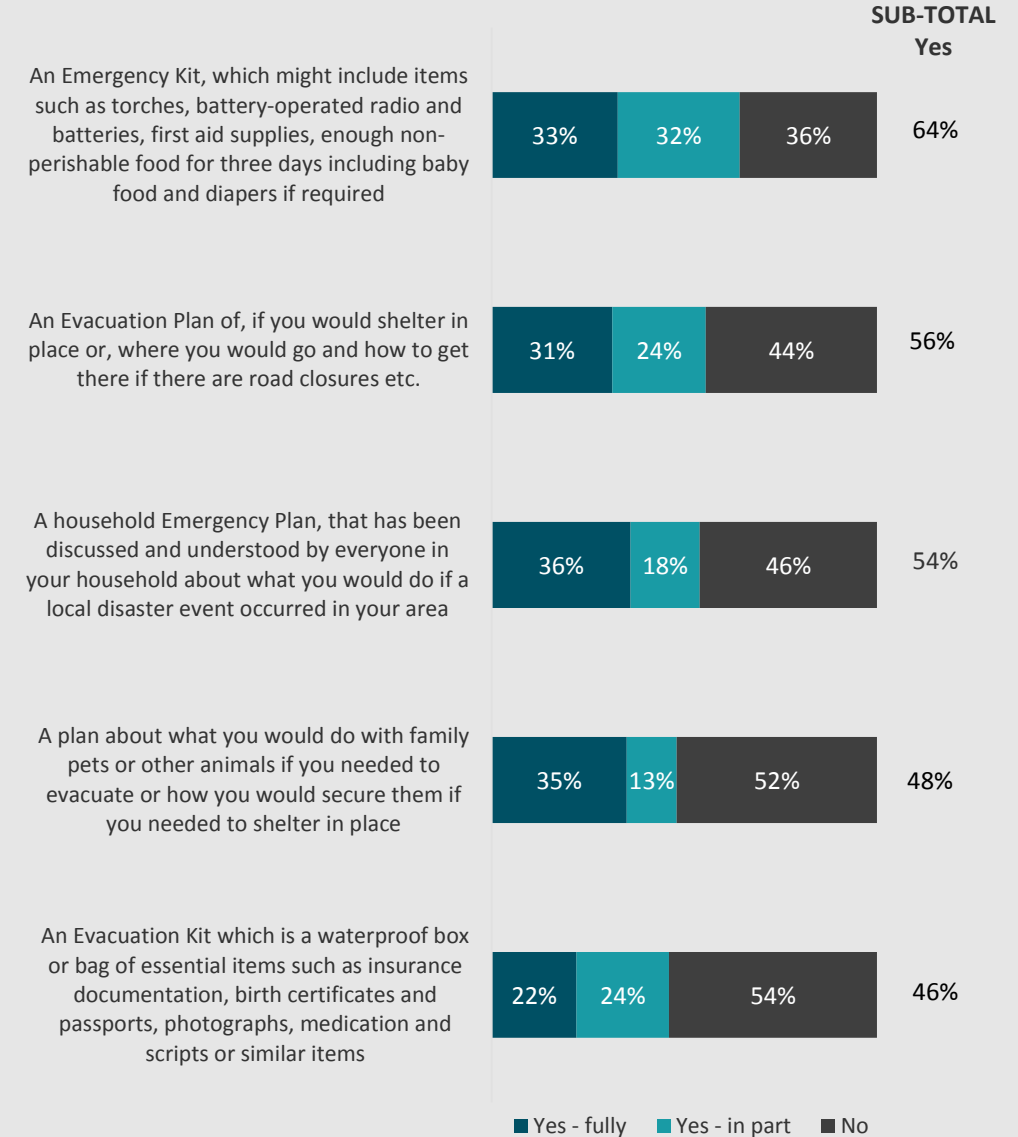
Around one in two reported having prepared the following:

- An Evacuation Plan (56%)
- A household Emergency Plan (54%)
- A plan for what to do with family pets or other animals in the event of an evacuation (48%)
- An Evacuation Kit (46%).

### Q10x. Have you taken any of the following steps to prepare your family and property for a local disaster event?

Base: all respondents (n=300)

Have you prepared...



## 2.4 Disaster preparation behaviours (cont'd)

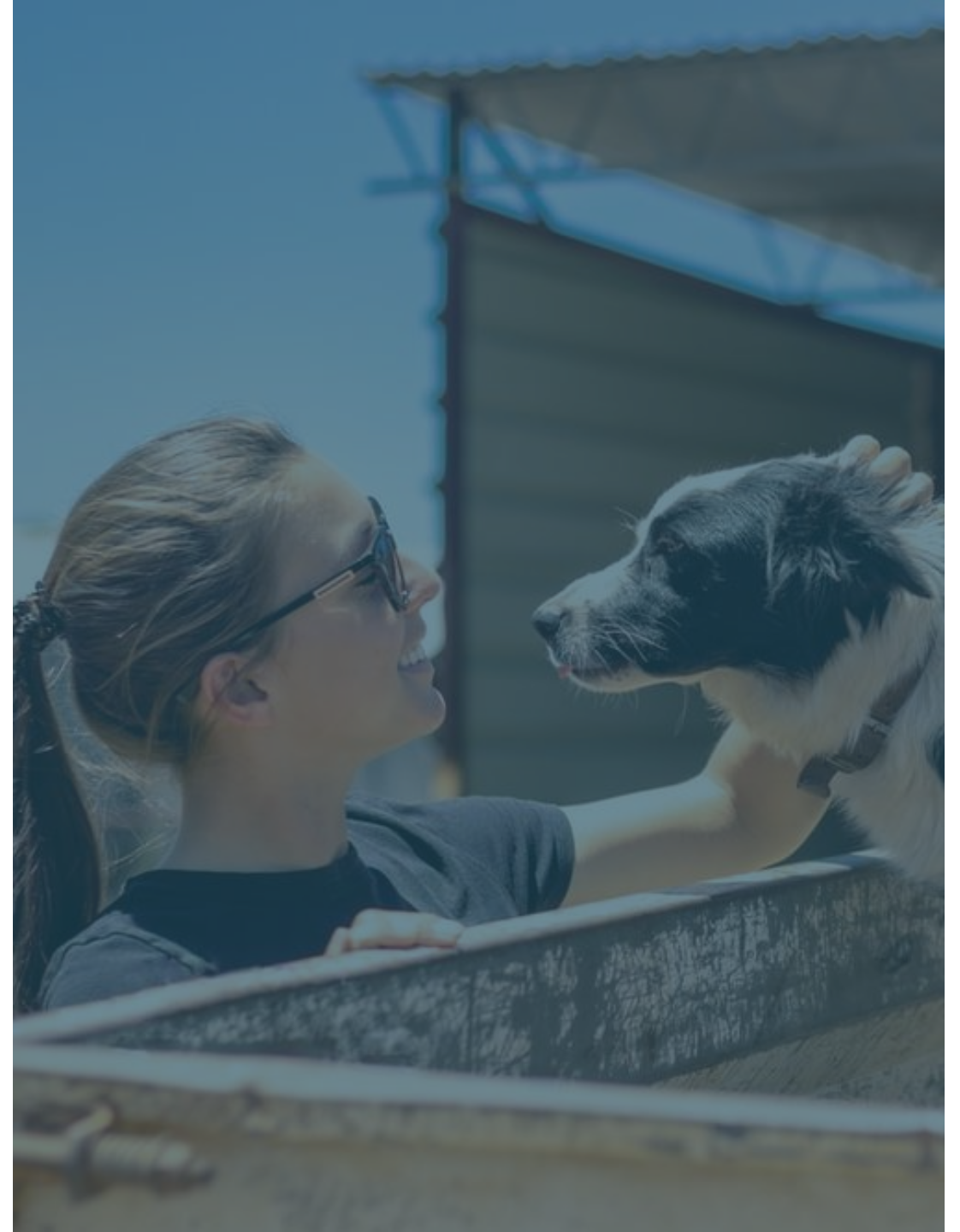
### 2.4.1 Sub-group differences

Respondents living in Moore Park Beach or other downstream areas (outside Greater Bundaberg, Moore Park Beach or Burnett Heads) were more likely than average to have prepared specific disaster plans or kits, while those living in the Greater Bundaberg or the Burnett Heads sub-regions were less likely to have done so.

Those aged 18 to 44 years (63%) were more likely than those aged 45 years or older (38%) to have made plans for evacuating family pets or other animals.

Respondents who had previously experienced a disaster in their community (59%) were more likely than those who had not experienced a disaster (39%) to have developed an Evacuation Plan.

Those with a household member requiring assistance to evacuate (73%) were more likely than average (54%) to have prepared a household Emergency Plan or to have prepared an Emergency Kit (77%, average of 64%).



Q10x. Have you taken any of the following steps to prepare your family and property for a local disaster event?

Column %		Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
			Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Household s with dependent children n = 75	Yes n = 37	No n = 263
An Emergency Kit, which might include items such as torches, battery-operated radio and batteries, first aid supplies, enough non-perishable food for three days including baby food and diapers if required	Yes - fully	33%	29%	40%	38%	43%	39%	27%	29%	35%	32%	37%	37%	36%	24%	37%	32%
	Yes - in part	32%	32%	32%	23%	30%	29%	34%	30%	32%	34%	20%	33%	31%	34%	41%	30%
	SUB-TOTAL YES	64%	61%	72%	61%	74%	68%	61%	59%	68%	66%	57%	70%	67%	58%	77%	63%
	No	36%	39%	28%	39%	26%	32%	39%	41%	32%	34%	43%	30%	33%	42%	23%	37%
An Evacuation Plan of, if you would shelter in place or, where you would go and how to get there if there are road closures etc.	Yes - fully	31%	26%	22%	42%	48%	38%	25%	30%	32%	34%	19%	26%	31%	33%	28%	32%
	Yes - in part	24%	28%	21%	13%	16%	21%	27%	25%	24%	25%	20%	19%	26%	26%	23%	24%
	SUB-TOTAL YES	56%	54%	43%	55%	65%	60%	52%	56%	55%	59%	39%	45%	57%	59%	51%	56%
	No	44%	46%	57%	45%	35%	40%	48%	44%	45%	41%	61%	55%	43%	41%	49%	44%
Prepared a household Emergency Plan, that has been discussed and understood by everyone in your household about what you would do if a local disaster event occurred in your area	Yes - fully	36%	31%	48%	19%	52%	32%	39%	29%	40%	35%	38%	36%	39%	29%	45%	34%
	Yes - in part	18%	19%	23%	26%	12%	21%	16%	20%	17%	20%	11%	10%	20%	20%	28%	17%
	SUB-TOTAL YES	54%	50%	70%	45%	63%	53%	55%	48%	57%	55%	49%	46%	59%	48%	73%	51%
	No	46%	50%	30%	55%	37%	47%	45%	52%	43%	45%	51%	54%	41%	52%	27%	49%
A plan about what you would do with family pets or other animals if you needed to evacuate or how you would secure them if you needed to shelter in place	Yes - fully	35%	30%	43%	26%	51%	36%	34%	44%	30%	36%	29%	14%	39%	41%	43%	34%
	Yes - in part	13%	11%	14%	20%	14%	11%	14%	19%	9%	14%	8%	15%	10%	16%	15%	12%
	SUB-TOTAL YES	48%	41%	57%	45%	65%	47%	48%	63%	38%	50%	37%	29%	49%	58%	58%	46%
	No	52%	59%	43%	55%	35%	53%	52%	37%	62%	50%	63%	71%	51%	42%	42%	54%
An Evacuation kit which is a waterproof box or bag of essential items such as insurance documentation, birth certificates and passports, photographs, medication and scripts or similar items	Yes - fully	22%	21%	29%	26%	25%	23%	22%	14%	28%	22%	26%	29%	23%	18%	34%	21%
	Yes - in part	24%	21%	24%	20%	34%	25%	23%	27%	23%	24%	25%	17%	25%	23%	24%	24%
	SUB-TOTAL YES	46%	42%	54%	46%	59%	48%	45%	40%	50%	46%	50%	46%	49%	41%	58%	45%
	No	54%	58%	46%	54%	41%	52%	55%	60%	50%	54%	50%	54%	51%	59%	42%	55%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



## 2.5 Access to disaster advice

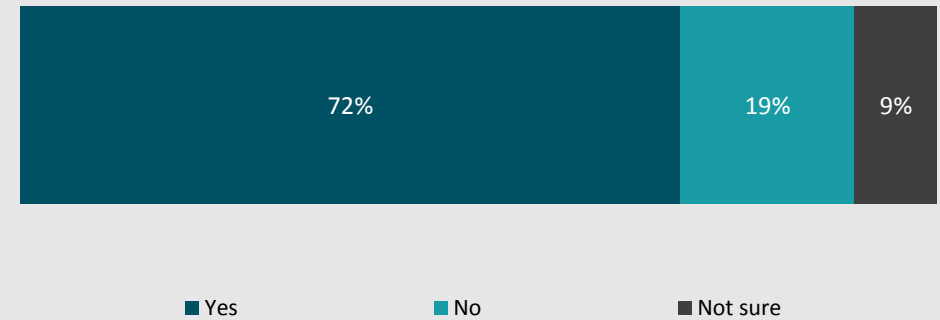
Most respondents (72%) indicated that they would know where to access accurate and reliable information about whether to shelter or stay in place or the safest route to an evacuation centre during a disaster situation. 19% said they would not know where to access disaster information, while 9% were unsure.

### 2.5.1 Sub-group differences

There were no significant sub-group differences on this issue.

**Q10ay. During a disaster situation, would you know where to go to get accurate and reliable information about whether to shelter or stay in place or the safest route to an evacuation centre?**

Base: all respondents (n=300)



**Q10ay. During a disaster situation, would you know where to go to get accurate and reliable information about whether to shelter or stay in place or the safest route to an evacuation centre?**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
Yes	72%	71%	70%	76%	74%	74%	73%	71%	73%	69%	74%	69%	76%	70%	72%	
No	19%	18%	14%	20%	21%	16%	18%	19%	18%	23%	19%	21%	14%	21%	18%	
Not sure	9%	11%	16%	3%	5%	10%	9%	10%	9%	8%	7%	10%	10%	9%	9%	

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



## 3.0 Event information and warnings

### 3.1 Disaster information seeking – disaster event about to impact

In the event that a disaster was about to occur, respondents reported that they would be most likely to seek information from local radio (79%), followed by the Bureau of Meteorology website (75%), emergency services websites/Facebook pages (e.g. police, fire and rescue) (71%) or television (67%).

Council websites (56%) and local Council Facebook pages (52%) were the next most commonly mentioned likely information sources, followed by information from utility providers (32%) or newspapers (19%).

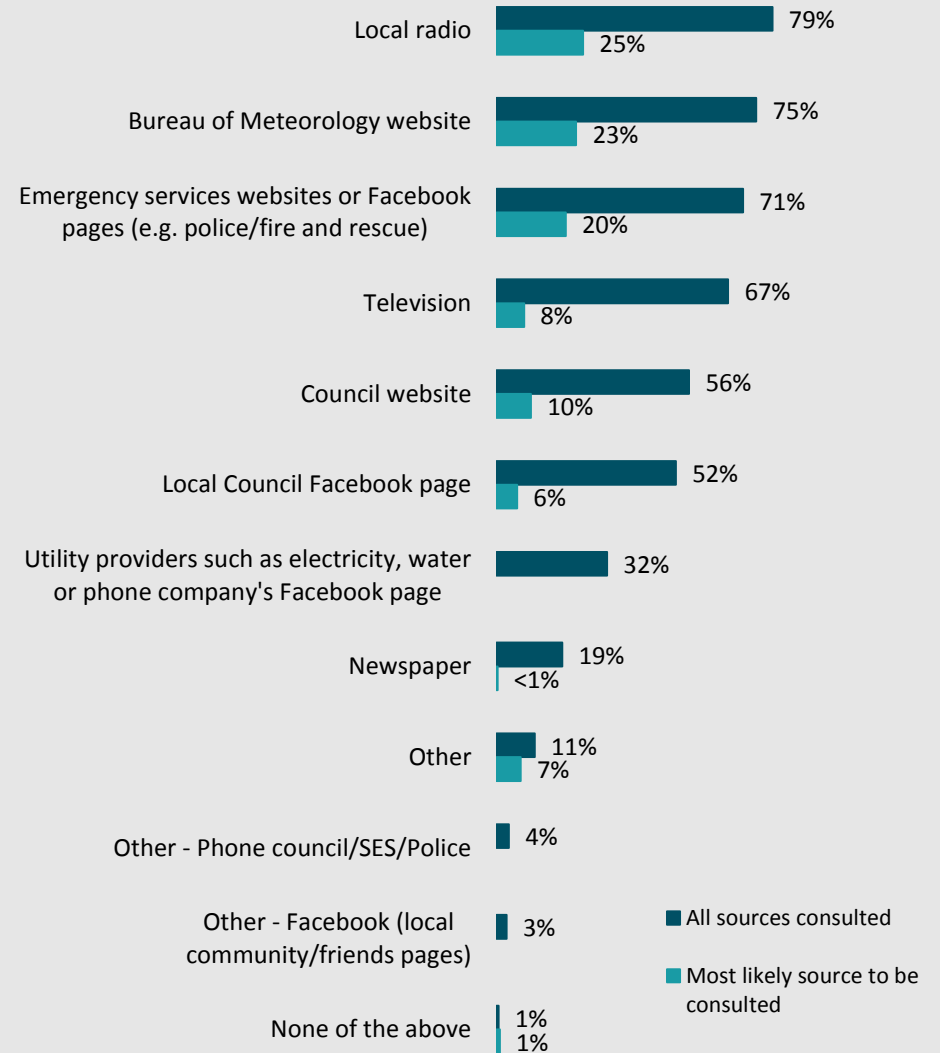
When asked which source they would be most likely to go to, top preferences were shared evenly between three sources:

- Local radio (25%)
- Bureau of Meteorology website (23%)
- Emergency services websites or Facebook pages (20%).

Q11. If you heard that a disaster event was about to impact you, which of the following would you go to for more information?

Q11a. And of these, which would you be most likely to go to?

Base: all respondents (n=300)





## 3.1 Disaster information and warnings – disaster event about to impact (cont'd)

### 3.1.1 Sub-group differences

Respondents in the Greater Bundaberg region were more likely than average to say they would seek disaster information from the council website (61%, average of 56%) or newspapers (22%, average of 19%).

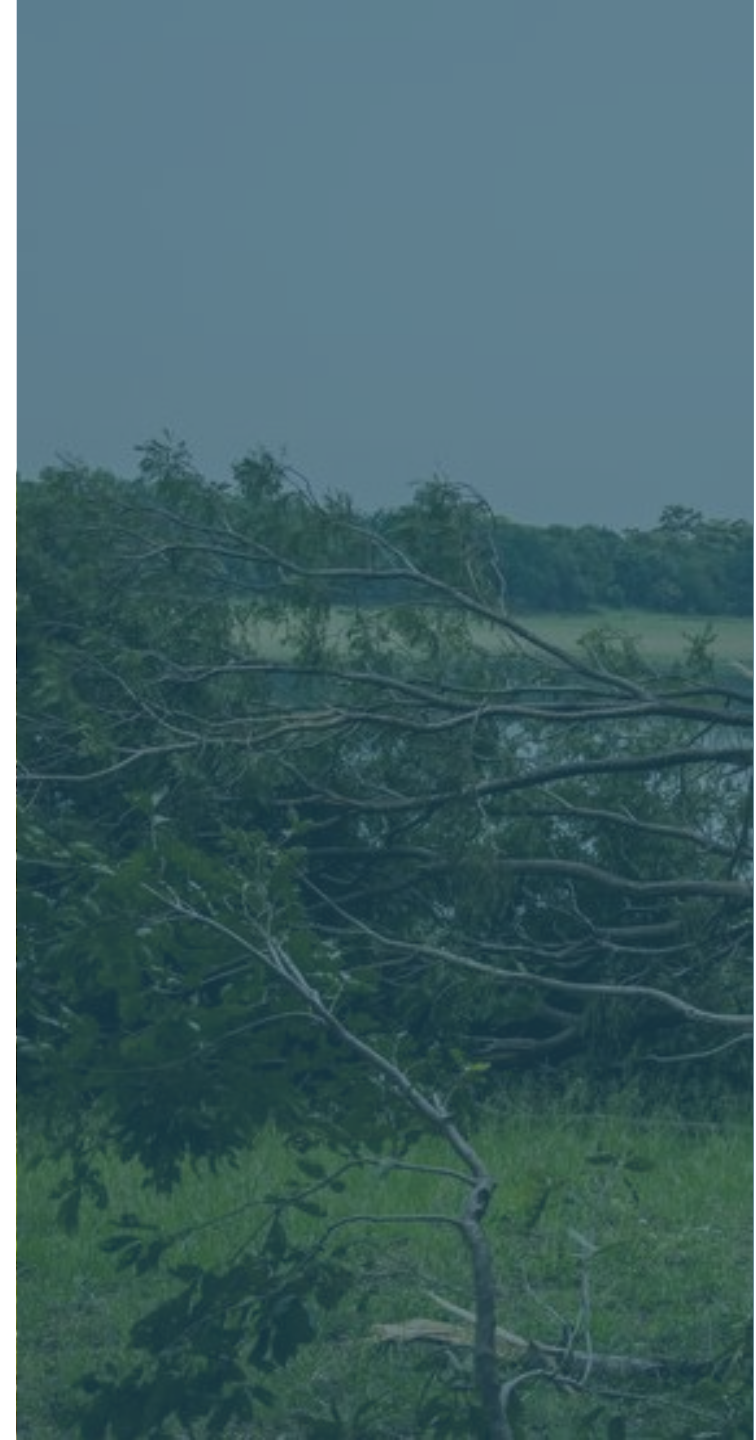
Those aged 18 to 44 years were more likely than those aged 45 years or older to seek disaster information from the following sources:

- Bureau of Meteorology website (90% 18-44 years compared with 66% 45+ years)
- Emergency services websites or Facebook pages (87%, 61%)
- Local Council Facebook page (64%, 44%)
- Other Facebook pages (local community/friends pages) (7%, 1%).

Respondents with no prior experience of a disaster event in their community were more likely than those who had experienced such an event to seek information from television (77%, 64%) or newspapers (31%, 16%).

Those with a member of their household who would require assistance to evacuate (90%) were more likely than those who do not have this need (78%) to seek information via local radio. Those requiring evacuation assistance would also be less likely to consult the local council's Facebook page (37%), compared with those who would not need evacuation assistance (54%).

When asked to advise which source they would most likely go to, those aged 45 years or older were most likely to report they would go to local radio (32%), while their younger counterparts were most likely to say they would go to the website or Facebook pages of Emergency Services (33%).



**Q11. If you heard that a disaster event was about to impact you, which of the following would you go to for more information?**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
Local radio	79%	81%	60%	86%	78%	83%	76%	78%	81%	79%	81%	76%	80%	81%	90%	78%
Bureau of Meteorology website	75%	76%	60%	59%	80%	76%	74%	90%	66%	76%	70%	52%	76%	89%	69%	76%
Emergency services websites or Facebook pages (e.g. police/fire and rescue)	71%	74%	53%	49%	71%	73%	69%	87%	61%	72%	68%	53%	68%	87%	68%	71%
Television	67%	69%	48%	74%	63%	62%	71%	63%	69%	64%	77%	61%	69%	66%	71%	66%
Council website	56%	61%	41%	33%	48%	56%	55%	60%	53%	57%	49%	41%	57%	63%	46%	57%
Local Council Facebook page	52%	53%	37%	42%	54%	53%	51%	64%	44%	52%	49%	43%	47%	68%	37%	54%
Utility providers such as electricity, water or phone company's Facebook page	32%	33%	17%	16%	35%	31%	33%	38%	28%	30%	39%	28%	27%	43%	26%	33%
Newspaper	19%	22%	18%	10%	13%	18%	20%	18%	20%	16%	31%	29%	19%	13%	22%	19%
Other	11%	9%	7%	16%	17%	12%	10%	16%	8%	12%	8%	8%	12%	10%	14%	11%
Other - Phone council/SES/Police	4%	3%	10%	14%	2%	5%	2%	1%	5%	3%	6%	9%	4%			4%
Other - Facebook (local community/friends pages)	3%	4%				3%	3%	7%	1%	3%	2%	5%	3%	3%		3%
None of the above	1%	1%				1%	1%		1%	<1%	2%	2%	1%			1%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



Q11a. Which would you be most likely to go to?

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
Local radio	25%	25%	20%	17%	29%	21%	28%	14%	32%	25%	27%	34%	26%	19%	24%	25%
Bureau of Meteorology website	23%	24%	37%	24%	20%	24%	23%	29%	20%	25%	19%	15%	20%	36%	18%	24%
Emergency services websites or Facebook pages (e.g. police/fire and rescue)	20%	22%	13%	6%	20%	20%	21%	33%	12%	20%	18%	9%	21%	27%	18%	20%
Council website	10%	10%	3%	3%	12%	8%	11%	7%	12%	9%	12%	16%	7%	8%	14%	9%
Television	8%	8%	3%	24%	5%	10%	5%	5%	9%	7%	11%	13%	10%	1%	11%	7%
Local Council Facebook page	6%	6%	10%	13%	3%	6%	6%	6%	6%	6%	5%	3%	6%	9%	8%	6%
Newspaper	<1%	1%					1%		1%	<1%			1%			<1%
Other	7%	5%	13%	12%	11%	10%	4%	6%	7%	7%	7%	9%	9%	1%	7%	7%
None of the above	1%	1%				1%	1%		1%	<1%	2%	2%	1%			1%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



### 3.2 Expected warnings – lead-up to a forecast event

Respondents were read out a list of warning types and asked to choose which they would expect to receive in the lead-up to a forecast event. Respondents were most likely to expect warnings via local radio or TV bulletins (92%). Other commonly expected warnings were:

- a text message to their mobile phone (81%)
- a standard emergency warning broadcast on radio and television (79%)
- updates on local or state government websites or Facebook pages (67%).

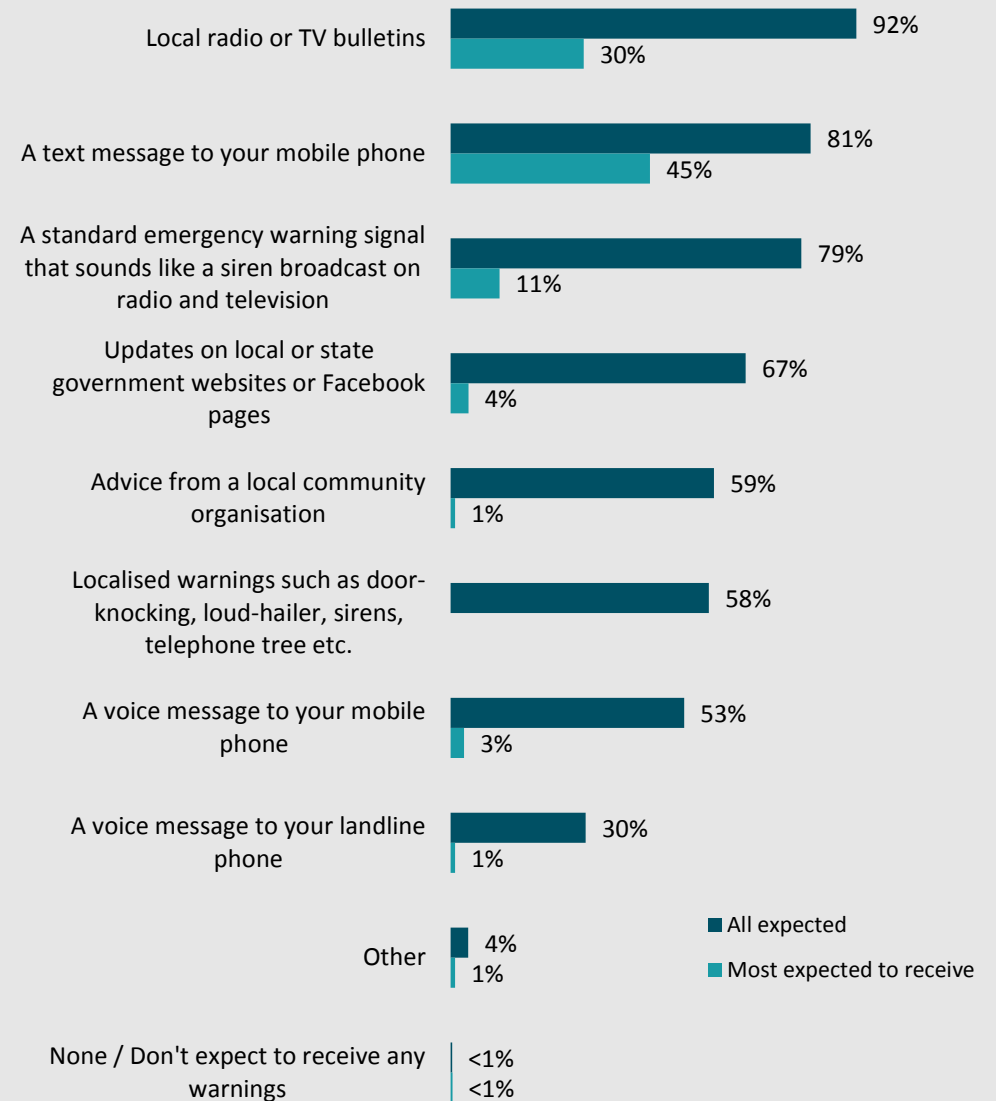
The following types of warnings were less commonly expected in the lead-up to a forecast event:

- Advice from a local community organisation (59%)
- Localised warning such as door-knocking, loud-hailer, sirens, telephone tree etc. (58%)
- A voice message to mobile phone (53%)
- A voice message to landline phone (30%).

When asked which type of warning they would be most likely to expect, 45% nominated a text message to their mobile phone (the most common response), while 30% chose local radio or TV bulletins.

### Q12. In the lead-up to a forecast disaster event, which of the following types of WARNINGS would you expect to receive, if any?

Base: all respondents (n=300)



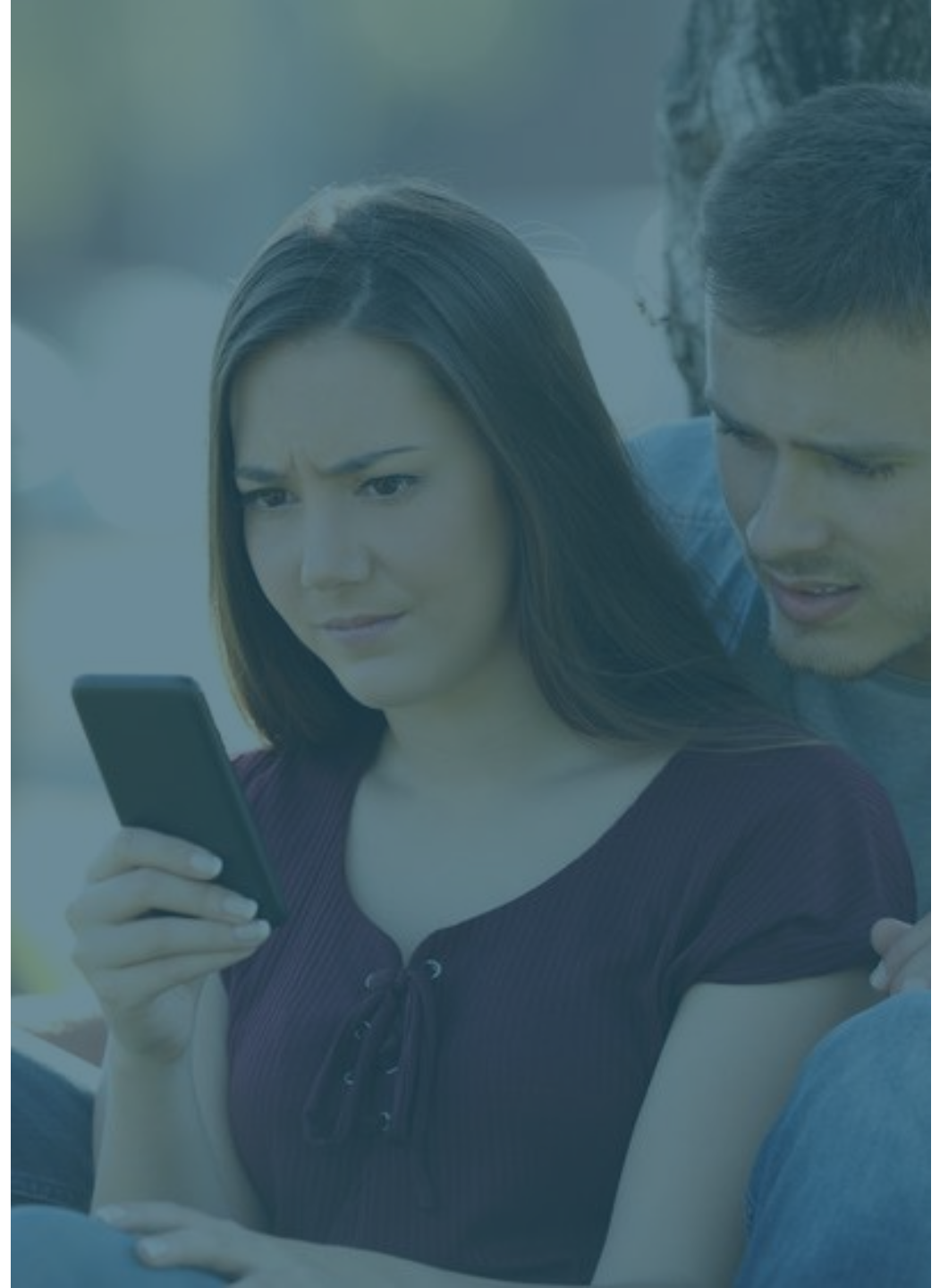
## 3.2 Expected warnings – lead-up to a forecast event (cont'd)

### 3.2.1 Sub-group differences

Those aged between 18 and 44 years were more likely than average to expect warnings from the following sources:

- A text message to their mobile phone (92%, average of 81%)
- Updates on local or state government websites or Facebook pages (82%, average of 67%)
- Advice from a local community organisation (70%, average of 59%).

When asked which warning type they would be most likely to expect to receive, those aged between 18 and 44 years (60%) were most likely to nominate a text message to mobile phone while the older cohort (45+ years) were equally likely to nominate text to mobile phone (37%) or local radio or TV bulletins (37%).



**Q12. In the lead-up to a forecast disaster event, which of the following types of WARNINGS would you expect to receive, if any?**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
Local radio or TV bulletins	92%	92%	86%	93%	91%	89%	94%	89%	93%	93%	84%	89%	91%	93%	93%	91%
A text message to your mobile phone	81%	82%	53%	62%	88%	82%	80%	92%	75%	80%	87%	73%	79%	91%	85%	81%
A standard emergency warning signal that sounds like a siren broadcast on radio and television	79%	80%	41%	69%	86%	82%	77%	81%	78%	78%	84%	81%	78%	81%	72%	80%
Updates on local or state government websites or Facebook pages	67%	68%	47%	56%	68%	65%	68%	82%	58%	67%	64%	55%	61%	83%	65%	67%
Advice from a local community organisation	59%	63%	31%	43%	59%	59%	60%	70%	53%	60%	56%	60%	54%	72%	60%	59%
Localised warnings such as door-knocking, loud-hailer, sirens, telephone tree etc.	58%	61%	50%	64%	50%	54%	63%	64%	55%	57%	66%	63%	55%	60%	71%	56%
A voice message to your mobile phone	53%	56%	24%	42%	53%	57%	49%	53%	52%	51%	61%	48%	51%	59%	62%	51%
A voice message to your landline phone	30%	32%	23%	13%	33%	34%	28%	27%	32%	28%	40%	39%	30%	24%	28%	31%
Other	4%	5%	4%	3%	2%	6%	2%	1%	5%	4%	4%	3%	6%	1%	2%	4%
None / Don't expect to receive any warnings	<1%				1%		1%		1%	<1%			1%		3%	

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburru, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



**Q12a. Which would you MOST expect to receive in the lead-up to a forecast disaster event?**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
A text message to your mobile phone	45%	43%	23%	36%	59%	45%	46%	60%	37%	46%	41%	43%	40%	56%	56%	44%
Local radio or TV bulletins	30%	31%	52%	44%	19%	30%	30%	18%	37%	29%	33%	27%	36%	20%	15%	32%
A standard emergency warning signal that sounds like a siren broadcast on radio and television	11%	11%	7%	14%	9%	12%	10%	8%	12%	11%	10%	12%	11%	9%	8%	11%
Localised warnings such as door-knocking, loud-hailer, sirens, telephone tree etc.	5%	6%	14%		2%	4%	7%	6%	5%	6%	3%	7%	5%	5%	11%	5%
Updates on local or state government websites or Facebook pages	4%	3%	4%		7%	3%	4%	6%	2%	4%	2%	2%	2%	8%	2%	4%
A voice message to your mobile phone	3%	4%		3%		3%	2%	<1%	4%	3%	2%	2%	4%	2%	3%	3%
Advice from a local community organisation	1%	1%		4%	2%	1%	1%		1%	<1%	4%	2%	1%		3%	1%
A voice message to your landline phone	1%	1%				1%	1%		1%		4%	4%				1%
Other	1%	<1%			2%	1%		1%	1%	1%			1%	1%		1%
None / Don't expect to receive any warnings	<1%				1%		1%		1%	<1%			1%		3%	

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



### 3.3 Expected warnings – immediate threat of disaster

Respondents were read out a list of warning types and asked to choose which they would expect to receive if there was an immediate threat of disaster. Local radio or TV bulletins were the most commonly selected (86%), followed by:

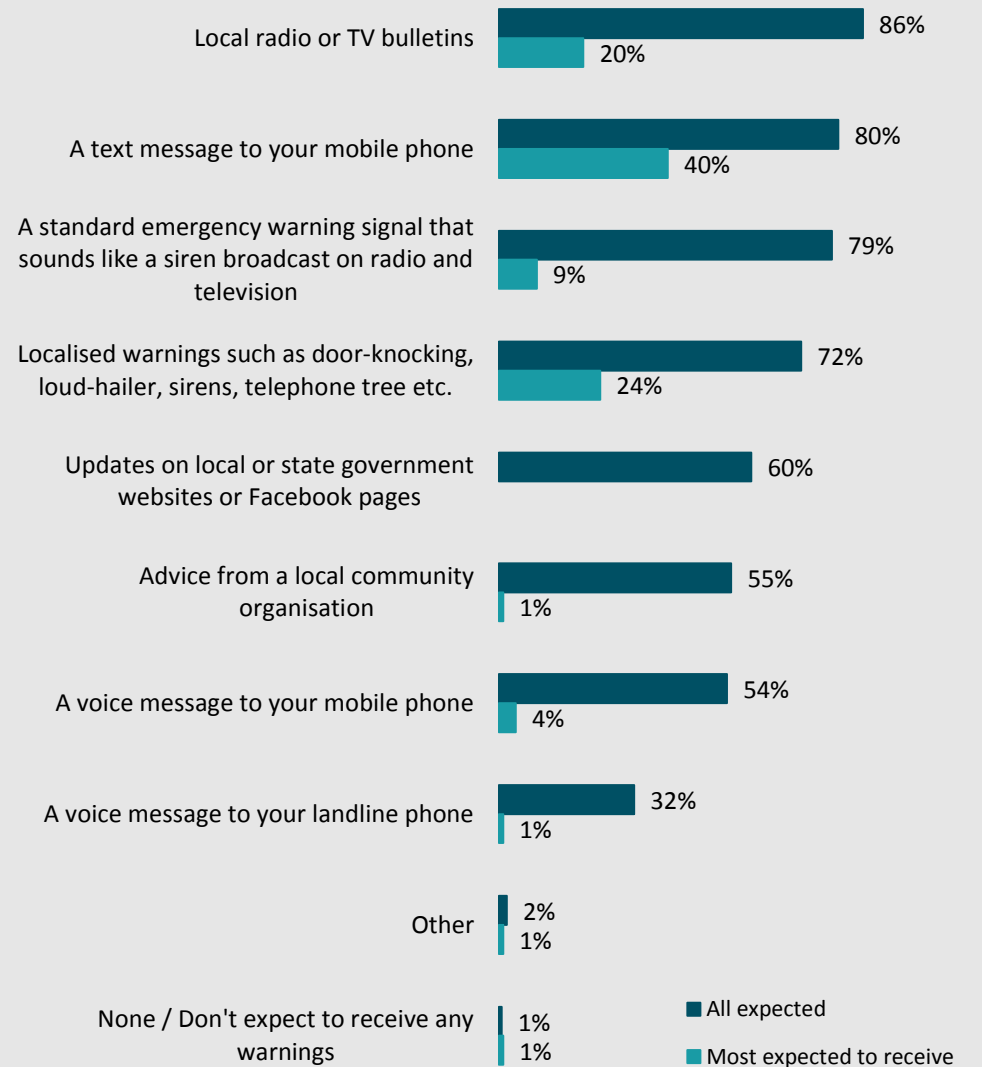
- a text message to mobile phone (80%)
- a standard emergency warning signal broadcast on radio or television (79%)
- localised warnings such as door-knocking, loud-hailers and sirens (72%)
- updates on local or state government websites or Facebook pages (60%).

When asked which warning type they would be most likely to expect to receive, respondents most commonly nominated a text message to their mobile phone (40%), followed by localised warnings such as door-knocking, loud-hailer, sirens (24%), then local radio or TV bulletins (20%).

**Q13. If there was an immediate threat of a disaster to you and your property, which of the following types of WARNINGS would you expect to receive, if any?**

**Q13a. And of these types of warnings, which would you MOST expect to receive during an immediate threat of a disaster to you and your property?**

Base: all respondents (n=300)





## 3.3 Expected warnings – immediate threat of disaster (cont'd)

### 3.4.1 Sub-group differences

Respondents in Greater Bundaberg were more likely than average to expect a warning text to their mobile phone (84%, average of 80%) or a standard emergency warning signal broadcast on radio and television (82%, average of 79%).

Generally speaking respondents aged between 18 and 44 years were more likely than those aged 45 years or older to expect to receive warnings from a range of sources.

Males (61%) or those with no previous experience of a disaster (66%) were more likely than average (54%) to expect a warning via voice message to their mobile phone.

When asked which warning type they would be most likely to expect, those aged between 18 and 44 years (52%) were more likely than those aged 45 years or older (32%) to nominate a text message to mobile phone. Respondents aged 45 years or older (24%) were more likely than their younger counterparts (13%) to be likely to consult local radio or TV bulletins.



**Q13. If there was an immediate threat of a disaster to you and your property, which of the following types of WARNINGS would you expect to receive, if any?**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
Local radio or TV bulletins	86%	88%	68%	79%	86%	83%	90%	85%	87%	87%	84%	90%	83%	91%	75%	88%
A text message to your mobile phone	80%	84%	60%	55%	81%	84%	77%	93%	73%	80%	84%	73%	76%	93%	77%	81%
A standard emergency warning signal that sounds like a siren broadcast on radio and television	79%	82%	38%	66%	80%	81%	77%	83%	76%	79%	79%	81%	74%	87%	71%	80%
Localised warnings such as door-knocking, loud-hailer, sirens, telephone tree etc.	72%	75%	58%	67%	66%	71%	72%	83%	65%	72%	68%	69%	69%	76%	80%	70%
Updates on local or state government websites or Facebook pages	60%	63%	44%	46%	57%	56%	63%	78%	49%	61%	52%	49%	53%	78%	46%	62%
Advice from a local community organisation	55%	59%	30%	43%	52%	54%	56%	62%	51%	54%	61%	55%	51%	64%	56%	55%
A voice message to your mobile phone	54%	56%	38%	32%	55%	61%	48%	69%	45%	51%	66%	51%	49%	65%	58%	53%
A voice message to your landline phone	32%	35%	30%	10%	27%	36%	28%	33%	31%	31%	37%	41%	29%	31%	27%	33%
Other	2%	1%	7%	3%	2%	3%	<1%	1%	2%	2%	1%		3%		3%	2%
None / Don't expect to receive any warnings	1%	<1%			1%	1%	1%		1%	<1%	2%		1%		3%	<1%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



**Q13a. Which would you MOST expect to receive during an immediate threat of a disaster to you and your property?**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
A text message to your mobile phone	40%	40%	26%	23%	47%	37%	42%	52%	32%	42%	30%	30%	31%	63%	42%	39%
Localised warnings such as door-knocking, loud-hailer, sirens, telephone tree etc.	24%	23%	31%	24%	26%	21%	27%	23%	24%	24%	24%	26%	28%	13%	35%	22%
Local radio or TV bulletins	20%	21%	23%	20%	14%	21%	18%	13%	24%	18%	29%	30%	20%	14%	7%	21%
A standard emergency warning signal that sounds like a siren broadcast on radio and television	9%	10%	10%	19%	1%	11%	7%	8%	9%	9%	7%	10%	9%	8%	7%	9%
A voice message to your mobile phone	4%	3%		3%	8%	5%	3%	3%	5%	4%	2%		7%	1%		4%
A voice message to your landline phone	1%	2%	6%			1%	2%	1%	2%	1%	2%	2%	1%		2%	1%
Advice from a local community organisation	1%	<1%		7%	2%	1%	1%		2%	1%	3%	2%	1%		3%	1%
Updates on local or state government websites or Facebook pages																
Other	1%	<1%	3%	3%	2%	2%	<1%		2%	1%			2%			1%
None / Don't expect to receive any warnings	1%	<1%			1%	1%	1%		1%	<1%	2%		1%		3%	<1%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburru, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



## 3.4 Disaster information and warnings – registration on information or alert systems

Four in ten respondents (44%) reported that they have registered to receive at least one emergency information or alert system. 56% have not.

25% of all respondents have registered to receive emergency information or alerts from the Bureau of Meteorology, 17% from other weather apps or forecasters, 13% from utility providers and 12% from their insurance company.

### 3.4.1 Sub-group differences

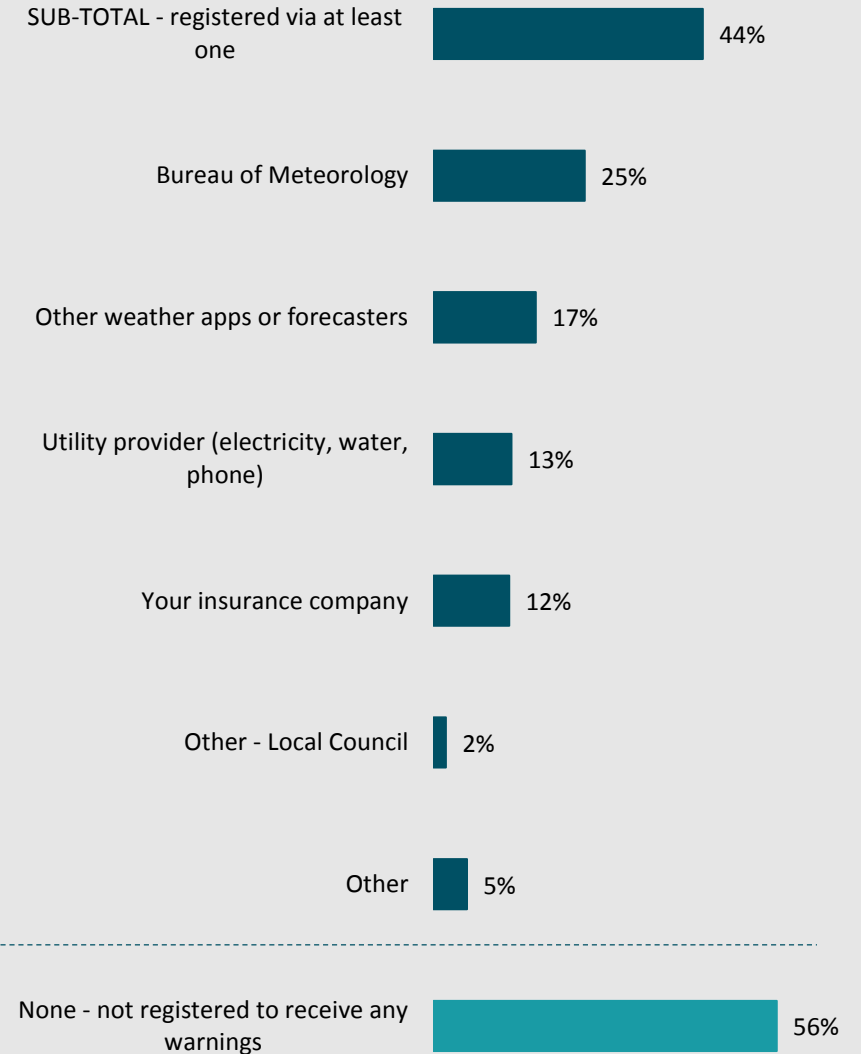
Sub-groups more likely than average (44%) to have registered to receive information via at least one alert system were:

- 18 to 44 year olds (65%)
- those who have previously experienced a disaster in their community (48%)
- respondents from households with dependent children (60%).

Moore Park Beach residents (18%) were less likely than average (44%) to have registered to receive an emergency alert.

**Q14. Which, if any, of the following emergency information or alert systems are you registered to receive information from in the lead-up to and or during a disaster event?**

Base: all respondents (n=300)



**Q14. Which, if any, of the following emergency information or alert systems are you REGISTERED to receive information from in the lead-up to and or during a disaster event?**

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
SUB-TOTAL – registered via at least one	44%	45%	18%	28%	50%	47%	42%	65%	32%	48%	28%	29%	40%	60%	54%	43%
Bureau of Meteorology	25%	26%	8%	16%	25%	28%	22%	41%	15%	27%	12%	18%	18%	38%	34%	23%
Other weather apps or forecasters	17%	18%	11%	9%	15%	18%	15%	25%	12%	19%	8%	22%	15%	18%	15%	17%
Utility provider (electricity, water, phone)	13%	12%		12%	20%	15%	11%	21%	8%	14%	8%	15%	10%	15%	13%	13%
Your insurance company	12%	11%		6%	22%	10%	14%	20%	8%	13%	10%	13%	11%	16%	9%	13%
Other - Local Council	2%	1%	6%	3%	4%	4%	1%	4%	1%	2%	1%	1%	2%	2%	4%	2%
Other	5%	8%	4%			7%	4%	9%	3%	7%		4%	5%	7%	2%	6%
None - not registered to receive any warnings	56%	55%	82%	72%	50%	53%	58%	35%	68%	52%	72%	71%	60%	40%	46%	57%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville



## 4.0 Community confidence

### 4.1 Confidence in personal understanding of disaster risks and likely responses

Approximately nine in ten respondents were confident:

- they were prepared for and know how to respond to and recover from a local disaster event (93%)
- in their understanding of the local disaster risk to themselves and their property (89%)
- they would receive adequate information or warnings about a potential local disaster event (87%).

85% of respondents were confident that the official local response to a disaster event would be effective and coordinated.

Q15. Using a scale of very confident, somewhat confident, somewhat unconfident or not at all confident, how confident are you about the following?



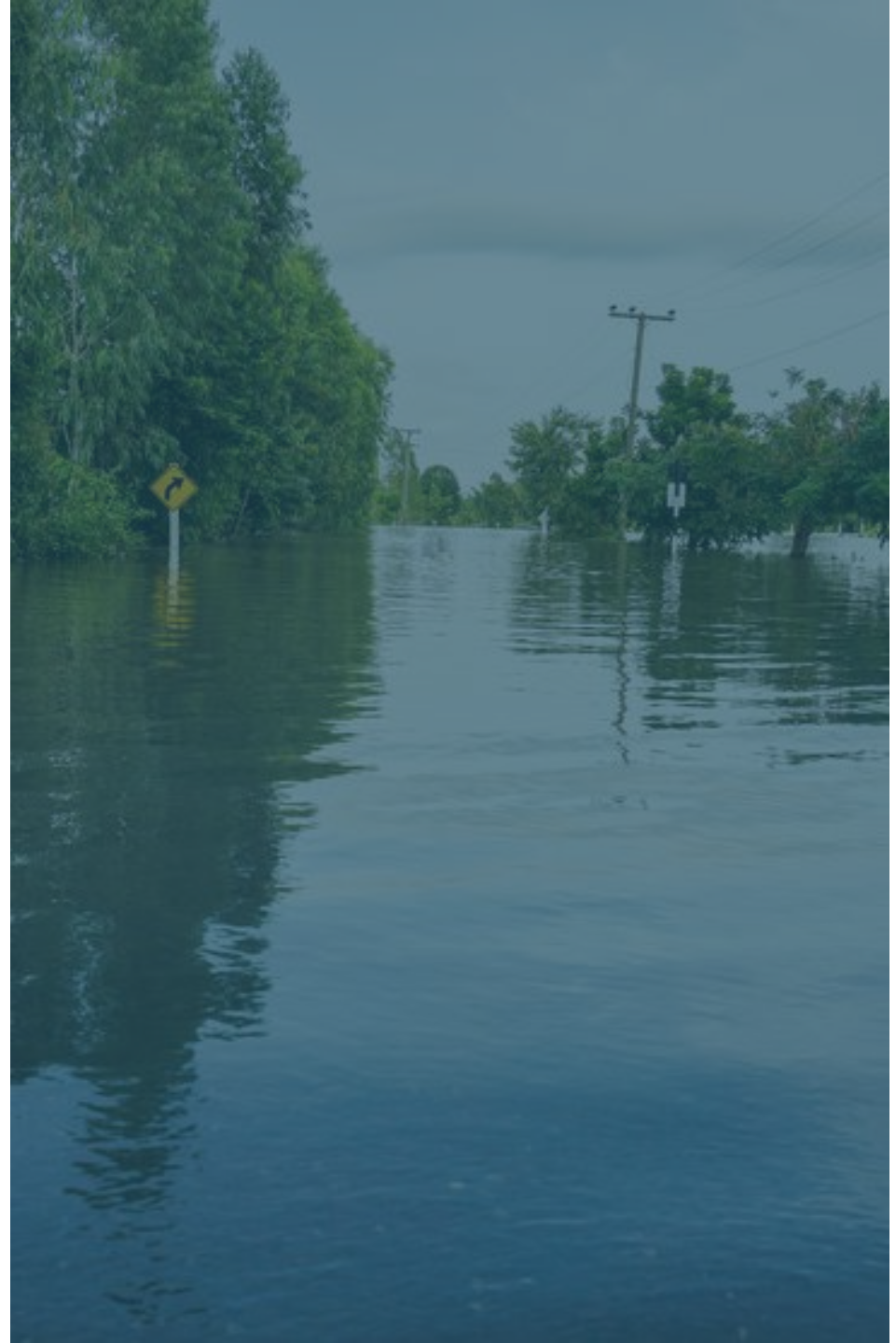
## 4.1 Confidence in personal understanding of disaster risks and likely responses (cont'd)

### 4.1.1 Sub-group differences

All respondents in Moore Park Beach (100%) indicated that they were confident in being prepared for and knowing how to respond to a local disaster event. This was higher than the average of 93%.

Males (97%) were more likely than females (89%) to be confident that they are prepared for and know how to respond to a disaster event in their local community.

Respondents from households that would require assistance to evacuate (98%) were more likely than those not requiring assistance (87%) to be confident in their understanding of the local disaster risk to themselves and their property.



**Q15. Using a scale of very confident, somewhat confident, somewhat unconfident or not at all confident, how confident are you about the following?**

Column %		Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
			Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
<b>Being prepared for and knowing how to respond to and recover from a local disaster event</b>	Very confident	42%	42%	47%	48%	39%	50%	34%	36%	45%	41%	44%	40%	49%	31%	51%	40%
	Somewhat confident	51%	51%	53%	41%	53%	47%	54%	57%	47%	52%	46%	49%	46%	61%	47%	52%
	SUB-TOTAL CONFIDENT	93%	92%	100%	90%	92%	97%	89%	94%	92%	93%	90%	89%	94%	92%	98%	92%
	Somewhat unconfident	5%	5%		4%	5%	3%	6%	5%	4%	5%	3%	2%	5%	6%		5%
	Not at all confident	2%	2%		7%	1%	<1%	3%	1%	2%	2%	2%	5%	1%	2%		2%
	SUB-TOTAL UNCONFIDENT	6%	7%		10%	6%	3%	9%	6%	7%	7%	5%	7%	6%	8%		7%
	Don't know	1%	1%			2%		2%		2%	<1%	4%	4%			2%	1%
<b>With your understanding of the local disaster risk to you and your property</b>	Very confident	43%	41%	39%	52%	46%	47%	39%	40%	44%	44%	39%	34%	46%	42%	49%	42%
	Somewhat confident	46%	46%	45%	38%	47%	43%	48%	47%	45%	45%	49%	47%	47%	43%	49%	45%
	SUB-TOTAL CONFIDENT	89%	87%	84%	90%	93%	90%	88%	88%	89%	89%	88%	81%	93%	85%	98%	87%
	Somewhat unconfident	8%	8%	6%	4%	7%	8%	8%	12%	5%	8%	5%	8%	4%	15%		9%
	Not at all confident	3%	3%	7%	7%		3%	3%		4%	2%	5%	7%	3%			3%
	SUB-TOTAL UNCONFIDENT	10%	11%	13%	10%	7%	10%	10%	12%	9%	10%	10%	14%	7%	15%		12%
Don't know	1%	1%	3%				2%		2%	1%	2%	5%			2%	1%	
<b>That you would receive adequate information or warnings about a potential local disaster event</b>	Very confident	37%	38%	48%	46%	31%	38%	37%	35%	39%	35%	50%	41%	37%	35%	39%	37%
	Somewhat confident	49%	51%	32%	40%	51%	49%	49%	53%	47%	51%	40%	51%	48%	51%	36%	51%
	SUB-TOTAL CONFIDENT	87%	89%	80%	86%	82%	87%	86%	88%	86%	86%	90%	92%	85%	86%	75%	88%
	Somewhat unconfident	9%	7%	17%	14%	13%	8%	11%	9%	10%	10%	5%	7%	10%	11%	16%	8%
	Not at all confident	4%	4%	3%		5%	5%	3%	3%	4%	4%	5%	2%	5%	3%	10%	3%
	SUB-TOTAL UNCONFIDENT	13%	11%	20%	14%	18%	13%	14%	12%	14%	14%	10%	8%	15%	14%	25%	12%
<b>That the official local response to a local disaster event would be effective and coordinated</b>	Very confident	37%	37%	31%	45%	34%	36%	38%	36%	37%	36%	43%	30%	39%	35%	30%	38%
	Somewhat confident	49%	50%	46%	45%	46%	49%	48%	55%	45%	50%	44%	45%	49%	51%	46%	49%
	SUB-TOTAL CONFIDENT	85%	88%	76%	90%	80%	85%	86%	90%	83%	85%	87%	75%	88%	87%	76%	87%
	Somewhat unconfident	8%	7%	10%	7%	14%	9%	7%	7%	9%	10%	2%	15%	5%	11%	13%	8%
	Not at all confident	4%	3%	13%	3%	6%	4%	4%	1%	6%	3%	7%	3%	6%	2%	11%	3%
	SUB-TOTAL UNCONFIDENT	12%	9%	24%	10%	20%	14%	11%	9%	15%	13%	9%	18%	11%	12%	24%	11%
Don't know	2%	3%				1%	3%	1%	3%	2%	4%	6%	1%	1%		2%	

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallaville





## 4.2 Reasons for low confidence – understanding risk to person or property

Respondents who indicated they were not confident in their understanding of the local disaster risk to themselves or their property were asked to describe in their own words the reasons for this view.

Not having enough information about the local risks (47%) was the most commonly cited reason, followed by being unaware of the risks (32%) and feeling unable/unaware of how to prepare appropriately (19%).

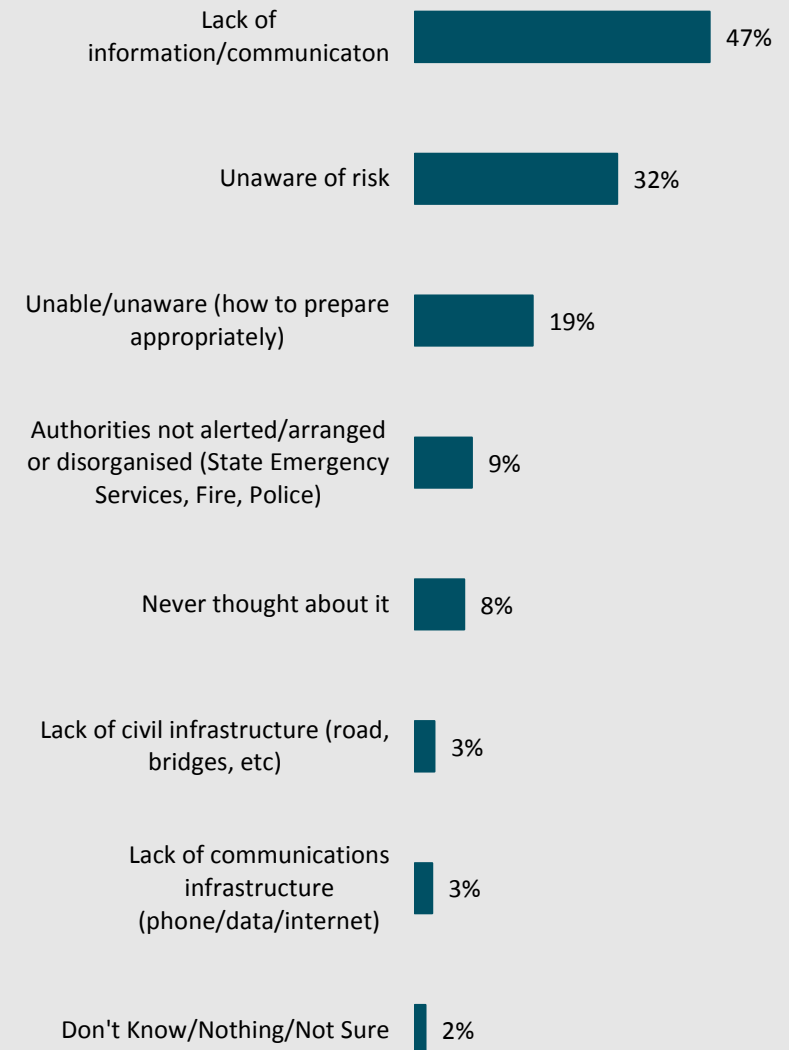
Other less commonly nominated reasons are included in the adjacent chart.

### 4.2.1 Sub-group differences

There were no significant sub-group differences on this issue.

### Q16a. What makes you somewhat unconfident or not at all confident with your understanding of the local disaster risk to you and your property?

Base: those somewhat unconfident or not at all confident at Q15 (n=30)



**Q16a. What makes you somewhat unconfident or not at all confident with your understanding of the local disaster risk to you and your property**

Column %	Total n = 30	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 20^	Moore Park Beach n = 4^	Burnett Heads n = 3^	Other n = 3^	Male n = 14^	Female n = 16^	18-44 years n = 10^	45+ years n = 20^	Yes n = 24^	No n = 6^	Lone person household n = 6^	Two or more adults in household n = 14^	Households with dependent children n = 10^	Yes n = 0^	No n = 30
Lack of information/communication	47%	43%	25%	32%	80%	58%	36%	56%	40%	51%	28%	56%	39%	49%		47%
Unaware of risk	32%	37%		34%	20%	29%	35%	31%	33%	26%	61%	29%	31%	35%		32%
Unable/unaware (how to prepare appropriately)	19%	26%				7%	30%	20%	18%	15%	39%	15%	18%	22%		19%
Authorities not alerted/arranged or disorganised (State Emergency Services, Fire, Police)	9%	6%	77%			6%	12%	10%	9%	11%			13%	11%		9%
Never thought about it	8%	9%	23%			9%	7%	3%	12%	10%		15%	12%			8%
Lack of civil infrastructure (road, bridges, etc)	3%	4%				7%			6%	4%			9%			3%
Lack of communications infrastructure (phone/data/internet)	3%	4%					5%		5%	3%		12%				3%
Don't Know/Nothing/Not Sure	2%			34%			3%		3%		10%			4%		2%

Base: those somewhat unconfident or not at all confident at Q15; ^ Caution small cell size



## 4.3 Reasons for low confidence – being prepared and knowing how to respond

Those who considered they lacked confidence in their own ability to prepare for and respond to and recover from a disaster event were most likely to offer the following reasons for this view:

- Having never thought about it (29%)
- Having insufficient information about having to prepare/respond (27%)
- Being unable/unaware (how to prepare appropriately) (24%)
- Not having a plan or being prepared (22%).

### 4.3.1 Sub-group differences

There were no significant sub-group differences on this issue.

## Q16b. What makes you somewhat unconfident or not at all confident with being prepared for and knowing how to respond to and recover from a local disaster event?

Base: those somewhat unconfident or not at all confident at Q15 (n=20^)



^ Caution: small cell size



**Q16b. What makes you somewhat unconfident or not at all confident with being prepared for and knowing how to respond to and recover from a local disaster event**

Column %	Total n = 20 <sup>^</sup>	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 13 <sup>^</sup>	Moore Park Beach n = 0 <sup>^</sup>	Burnett Heads n = 3 <sup>^</sup>	Other n = 4 <sup>^</sup>	Male n = 5 <sup>^</sup>	Female n = 15 <sup>^</sup>	18-44 years n = 6 <sup>^</sup>	45+ years n = 14 <sup>^</sup>	Yes n = 16 <sup>^</sup>	No n = 4 <sup>^</sup>	Lone person household n = 4 <sup>^</sup>	Two or more adults in household n = 9 <sup>^</sup>	Households with dependent children n = 7 <sup>^</sup>	Yes n = 0 <sup>^</sup>	No n = 20 <sup>^</sup>
Never thought about it	29%	37%		34%			38%	33%	27%	31%	19%		36%	34%		29%
Lack of information/communication	27%	27%		32%	26%	56%	18%	40%	20%	29%	17%	14%	26%	36%		27%
Unable/unaware (how to prepare appropriately)	24%	22%		34%	25%		31%	33%	19%	28%			17%	47%		24%
No plan/not prepared	22%	13%		34%	49%		29%	27%	19%	11%	83%	25%		51%		22%
Poor past experiences	11%	16%					15%		17%	13%		61%				11%
Unaware of risk	10%	14%				44%			16%	12%			22%			10%
Other	7%	10%					9%	20%		8%			15%			7%

Base: those somewhat unconfident or not at all confident at Q15; <sup>^</sup> Caution small cell size



## 4.4 Reasons for low confidence – information and warnings

Among those who were not confident that they would receive adequate information or warnings about a potential local disaster event, the following reasons were most commonly provided:

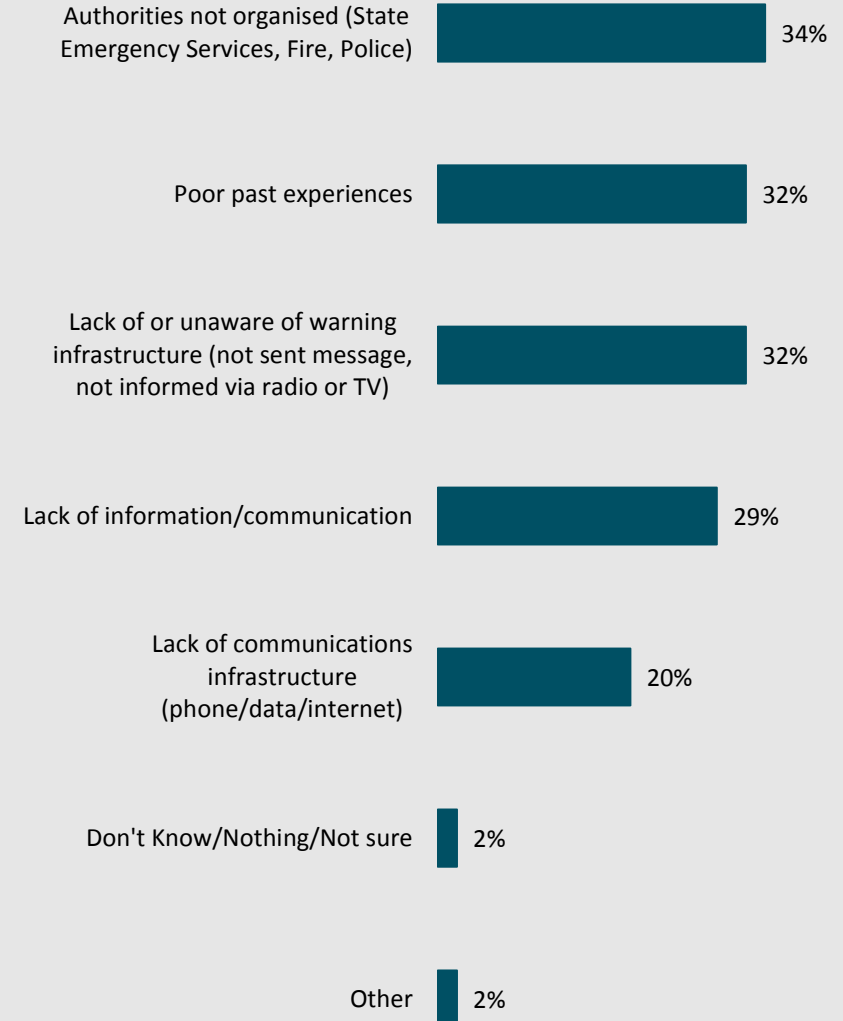
- Perceiving that authorities are not organised (34%)
- Having a poor past experience (32%)
- Being unaware of or perceiving there to be a lack of warning infrastructure in place (32%)
- Receiving insufficient information/communication on the issue (29%)
- Believing there to be a lack of communications infrastructure (phone/data/internet) (20%).

### 4.4.1 Sub-group differences

There were no significant sub-group differences on this issue.

### Q16c. What makes you somewhat unconfident or not at all confident that you would receive adequate information or warnings about a potential local disaster event?

Base: those somewhat unconfident or not at all confident at Q15 (n=42)



**Q16c. What makes you somewhat unconfident or not at all confident that you would receive adequate information or warnings about a potential local disaster event**

Column %	Total n = 42	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 22^	Moore Park Beach n = 6^	Burnett Heads n = 4^	Other n = 10^	Male n = 19^	Female n = 23^	18-44 years n = 11^	45+ years n = 31	Yes n = 37	No n = 5^	Lone person household n = 5^	Two or more adults in household n = 27^	Households with dependent children n = 10^	Yes n = 10^	No n = 32
<b>Authorities not organised (State Emergency Services, Fire, Police)</b>	34%	30%	66%	23%	34%	29%	38%	36%	32%	29%	62%	55%	38%	16%	29%	35%
<b>Poor past experiences</b>	32%	42%	33%		17%	30%	34%	13%	42%	32%	34%	57%	27%	33%	50%	26%
<b>Lack of or unaware of warning infrastructure (not sent message, not informed via radio or TV)</b>	32%	48%	34%	26%		21%	40%	23%	36%	28%	54%	12%	41%	20%	40%	29%
<b>Lack of information/communication</b>	29%	29%	50%	74%	17%	38%	22%	40%	24%	34%		42%	19%	46%	20%	32%
<b>Lack of communications infrastructure (phone/data/internet)</b>	20%	4%	33%	53%	44%	14%	26%	29%	16%	19%	28%		20%	30%	10%	24%
<b>Other</b>	2%	4%				5%			4%	3%			4%			3%
<b>Don't know/Nothing/Not sure</b>	2%				8%		5%		4%	3%			4%		10%	

Base: those somewhat unconfident or not at all confident at Q15; ^ Caution small cell size



## 4.5 Reasons for low confidence – official response to disaster

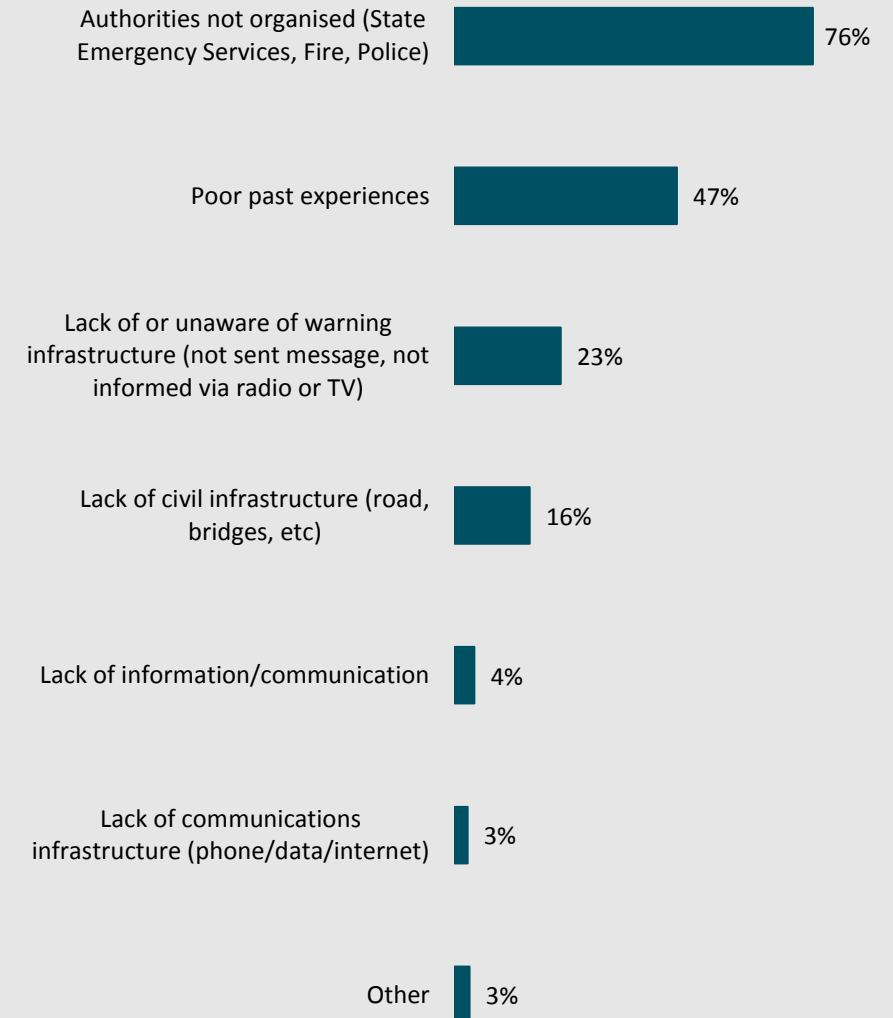
Believing that authorities are not organised (76%) was the most commonly cited reason for not having confidence that the official local response to a disaster event would be effective and coordinated. After this, having a poor past experience (47%) or being unaware of warning infrastructure (23%) were offered as reasons for lacking confidence in this regard.

### 4.5.1 Sub-group differences

There were no significant sub-group differences on this issue.

### Q16d. What makes you somewhat unconfident or not at all confident that the official local response to a local disaster event would be effective and coordinated?

Base: those somewhat unconfident or not at all confident at Q15 (n=40)



**Q16d. What makes you somewhat unconfident or not at all confident that the official local response to a local disaster event would be effective and coordinated**

Column %	Total n = 40	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 19^	Moore Park Beach n = 7^	Burnett Heads n = 3^	Other n = 11^	Male n = 21^	Female n = 19^	18-44 years n = 8^	45+ years n = 32	Yes n = 35	No n = 5^	Lone person household n = 9^	Two or more adults in household n = 21^	Households with dependent children n = 10^	Yes n = 9^	No n = 31
Authorities not organised (State Emergency Services, Fire, Police)	76%	85%	70%	67%	66%	73%	80%	80%	75%	79%	56%	89%	74%	68%	75%	76%
Poor past experiences	47%	48%	72%	64%	38%	40%	56%	52%	45%	52%	17%	21%	48%	70%	43%	49%
Lack of or unaware of warning infrastructure (not sent message, not informed via radio or TV)	23%	31%	44%		7%	14%	32%	32%	19%	26%		6%	21%	41%		30%
Lack of civil infrastructure (road, bridges, etc)	16%	5%			38%	19%	13%	29%	11%	15%	20%	30%	6%	22%		21%
Lack of information/communication	4%			36%	8%	5%	3%		6%	5%			3%	10%		6%
Lack of communications infrastructure (phone/data/internet)	3%		30%				6%		4%	3%		11%				4%
Other	3%				9%		7%		4%		24%		7%		14%	

Base: those somewhat unconfident or not at all confident at Q15; ^ Caution small cell size



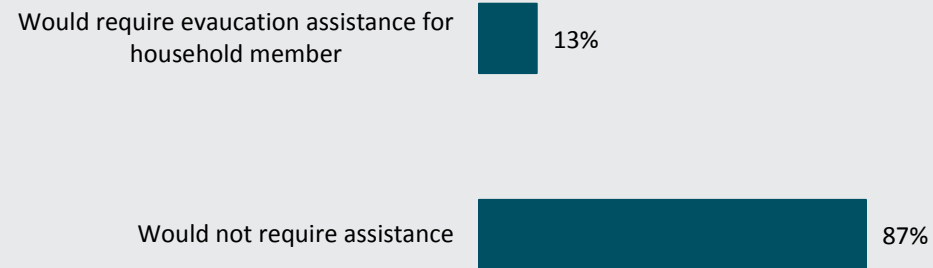


## 5.0 Evacuation assistance

13% of respondents reported having someone in their household with a level of mobility that would require assistance from a carer to help evacuate.

### D2. Would anyone in your household have a level of mobility that would require assistance from a carer to help evacuate?

Base: all respondents (n=300)



### D2. Would anyone in your household have a level of mobility that would require assistance from a carer to help evacuate?

Column %	Total n = 300	SUB-REGION				GENDER		AGE		EXPERIENCED DISASTER IN COMMUNITY BEFORE		HOUSEHOLD (key types)			HOUSEHOLD MEMBERS NEEDING ASSISTANCE TO EVACUATE	
		Greater Bundaberg n = 187	Moore Park Beach n = 30	Burnett Heads n = 30	Other ~ n = 53	Male n = 136	Female n = 164	18-44 years n = 87	45+ years n = 213	Yes n = 244	No n = 56	Lone person household n = 53	Two or more adults in household n = 167	Households with dependent children n = 75	Yes n = 37	No n = 263
Yes	13%	12%	14%	7%	14%	12%	13%	11%	13%	12%	13%	8%	15%	8%	100%	
No	87%	88%	86%	93%	86%	88%	87%	89%	87%	88%	87%	92%	85%	92%		100%

Figures in red/blue are significantly different to the average at the 95% confidence level; Base: all respondents

~ Other was comprised of the following localities: Branyan, Sharon, Gooburrum, South Bingera, Pine Creek, Bungadoo, Oakwood, Delan, Givelda, Electra, Coringa, Booyal, South Kolan, Maroondan, Rubyanna, Wallville



# Appendices



1

## Project: PREPARE - Quantitative Survey

### INTRODUCTION

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 Office of the Inspector-General is surveying local residents to gather community feedback in relation to disaster management arrangements in your area. The survey will take approximately 15 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 local community.

### Questionnaire definitions:

SR – single response answer

MR – multiple responses allowed

Unprompted – the codeframe is not read out – interviewers select the relevant codes as the respondent answers

Prompted – the codeframe is read out

OE - Open ended question – where there is no codeframe and the respondent answers in their own words – these questions are 'coded' into themes at the completion of surveying (there is an additional cost per OE)

2

### SCREENING QUESTIONS

#### Ask all

AA Just confirming, do you live in {INSERT LOCALITY} SR  
If not – ask What suburb do you live in?

#### DAM LOCALITIES

- |                      |                                   |
|----------------------|-----------------------------------|
| 1. Ashfield          | 23. Maroondan                     |
| 2. Avoca             | 24. Meadowvale                    |
| 3. Booyal            | 25. Millbank                      |
| 4. Branyan           | 26. Moore Park Beach              |
| 5. Bundaberg Central | 27. Morganville                   |
| 6. Bundaberg East    | 28. Norville                      |
| 7. Bundaberg North   | 29. Oakwood                       |
| 8. Bundaberg South   | 30. Pine Creek                    |
| 9. Bundaberg West    | 31. Promisedland                  |
| 10. Bundadoo         | 32. Redhill Farms                 |
| 11. Burnett Heads    | 33. Rubanna                       |
| 12. Coringa          | 34. Sharon                        |
| 13. Dallarnil        | 35. Skyring Reserve               |
| 14. Delan            | 36. South Bingera                 |
| 15. Drinan           | 37. South Kolan                   |
| 16. Duingal          | 38. St Agnes                      |
| 17. Electra          | 39. St Kilda                      |
| 18. Fairymead        | 40. Svensson Heights              |
| 19. Gooburrum        | 41. Walkervale                    |
| 20. Good Night       | 42. Wallaville                    |
| 21. Kalkie           | 43. Welcome Creek                 |
| 22. Kepnock          | 44. None of the above - TERMINATE |

Programmer note, in data file create variables for: DAM LGA:

- Bundaberg Regional Council refer to as Bundaberg in survey
- North Burnett Regional Council refer to as North Burnett in survey



# A: Questionnaire (cont'd)

3

**Ask all**  
**BB** How long have you lived in the {insert LGA area name} area?  
*Interviewer note – if less than one year – record as 0.5*

1. Direct numeric entry \_\_\_\_\_ years
2. Don't know (only use is respondent cannot estimate)

**Ask all**  
**CC** Record gender

1. Male
2. Female
3. Other

**Ask all**  
**DD** 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 to 69 years
11. 70 years or over

**Ask all**  
**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 in your local community. This survey will help us get a better understanding of the level of readiness of your community for a potential disaster event.

4

**RISK AWARENESS and KNOWLEDGE OF LOCAL ARRANGEMENTS**

**Ask all**  
**Q1** What local disaster events or local disaster hazards do you think are most likely to impact your local community? What others? UNPROMPTED MR

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**Ask all**  
**Q2** To what extent are you aware of the local disaster management arrangements in your community? You can use a scale of 1 to 10 where 1 is not at all aware and 10 is completely aware.

Codeframe for Q2

1. 1 Not at all aware
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. 10 Completely aware
11. Don't know (do not read out)



# A: Questionnaire (cont'd)

5

**Ask all**

Q3 On a scale of 1 to 10 where 1 is not at all likely and 10 is extremely likely, how likely are each of the following disasters to occur in your community?

READ OUT (RANDOMISE ORDER)

- a) River flood due to heavy rainfall
- b) Flooding due to ocean storm surge or storm tide
- c) Flooding due to a release of water from the dam
- d) Cyclone
- e) Bushfire
- f) Earthquake
- g) Chemical hazard
- h) Animal or crop disease or hazard
- i) Any others (please specify \_\_\_\_\_)

Codeframe for Q

- 1. 1 Not at all likely
- 2. 2
- 3. 3
- 4. 4
- 5. 5
- 6. 6
- 7. 7
- 8. 8
- 9. 9
- 10. 10 Extremely likely
- 11. Don't know (do not read out)

**Ask all**

Q4 Have you experienced a disaster event in the community you are living in now? What type of disaster or disasters have you experienced? UNPROMPTED MR

- 1. No – not experienced disaster in this community \_\_\_\_\_
- 2. River flood due to heavy rainfall
- 3. Flooding due to ocean storm surge or storm tide
- 4. Flooding due to a release of water from the dam
- 5. Cyclone
- 6. Bushfire
- 7. Earthquake
- 8. Chemical hazard
- 9. Animal or crop disease or hazard
- 10. Other (please specify \_\_\_\_\_)

6

**Ask all**

Q5 Which official agency do you believe takes the lead in responding to and recovering from a local disaster event in your local community? *If needed - Who takes the lead?* UNPROMPTED SR

- 1. Local council
- 2. Local Disaster Management Group
- 3. Queensland Police Service
- 4. Queensland Fire and Emergency Services
- 5. State Emergency Service / SES
- 6. Other (please specify) \_\_\_\_\_
- 7. Don't know

**Ask all**

Q6 Before today had you heard of the Local Disaster Management Group?

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

**Ask those aware of LDMG (code 1 at Q6)**

Q7 Before today, did you know the lead agency for managing the response and recovery from a local disaster event in your community is the Local Disaster Management Group?

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

**Ask those aware of LDMG (code 1 at Q6)**

Q8 Were you aware that the Local Disaster Management Group is responsible for preparing a Local Disaster Management Plan that considers local risks and community preparedness?

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



# A: Questionnaire (cont'd)

7

**Ask those aware of LDMG PLAN (code 1 at Q8)**

Q9a Do you know where you would find a copy of the Local Disaster Management plan?

1. Yes
2. No
3. Not sure

**Ask those aware of LDMG PLAN (code 1 at Q8)**

Q9b Have you ever READ your Local Disaster Management Plan?

1. Yes
2. No
3. Not sure

**PREPARATIONS**

**Ask all**

Q10 Have you sought or received any disaster preparedness INFORMATION in the last 12 months about getting ready for a local disaster event in your area?

1. Yes
2. No
3. Not sure

**Ask those who have received/sought preparedness information (code 1 at Q10)**

Q10a Do you recall what the key message of this information was? What message was it trying to get across?

UNPROMPTED PROBE UNTIL UNPRODUCTIVE

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8

**Ask those who have received/sought preparedness information (code 1 at Q10)**

Q11x Where did you get the information from? There may have been more than one source.

UNPROMPTED MR

1. Council
2. The Local Disaster Management Group (LDMG)
3. Queensland Fire and Emergency Services (QFES)
4. Police
5. Utility provider (electricity, water, phones)
6. Insurance provider
7. Radio
8. Newspaper
9. Social media
10. Other (please specify)
11. Don't remember



# A: Questionnaire (cont'd)

Ask all

Q10x Have you taken any of the following steps to prepare your family and property for a local disaster event?  
If yes probe with – Have you done that fully or in part?

RANDOMISE READ OUT ORDER	Yes - fully	Yes – in part	No
1. Prepared a household Emergency Plan, that has been discussed and understood by everyone in your household about what you would do if a local disaster event occurred in your area	1	2	3
2. An Emergency Kit, which might include items such as torches, battery-operated radio and batteries, first aid supplies, enough non-perishable food for three days including baby food and diapers if required	1	2	3
3. An Evacuation Plan of if you would shelter in place or where you would go and how to get there if there are road closures etc	1	2	3
4. A plan about what you would do with family pets or other animals if you needed to evacuate or how you would secure them if you needed to shelter in place	1	2	3
5. An Evacuation kit which is a waterproof box or bag of essential items such as insurance documentation, birth certificates and passports, photographs, medication and scripts or similar items that you could easily take with you if you needed to evacuate	1	2	3
6. Any other strategies? (please specify) _____	1	2	3
7. <del>Or do you currently have no specific strategies prepared for a local disaster event? (SINGLE RESPONSE OPTIONS)</del>	1	2	3

Ask all

Q10ay During a disaster situation, would you know where to go to get accurate and reliable information about whether to shelter or stay in place or the safest route to an evacuation centre?

1. Yes
2. No
3. Not sure

## EVENT INFORMATION AND WARNINGS

Ask all

Q11 If you heard that a disaster event was about to impact you, which of the following would you go to for more information? READ OUT MR

If MR AT Q11 – show those selected at Q11

Q11a And of these, which would you be most likely to go to? READ OUT IF NEEDED SR

ROTATE

1. Local radio
2. Television
3. Newspaper
4. Bureau of Meteorology website
5. Council website
6. Local Council Facebook page
7. Emergency services websites or Facebook pages (e.g. police/fire and rescue)
8. Utility providers such as electricity, water or phone company's Facebook page
9. Anywhere else? (please specify) \_\_\_\_\_
10. NONE OF THE ABOVE

Ask all

I'd like you now to think about the warnings you would expect to receive from authorities at two points in time. The first is in the lead-up to a forecast disaster event, and then I'll ask you about the warnings you'd expect to receive if there was an immediate threat to you and your property.

Q12 In the lead-up to a forecast disaster event, which of the following types of WARNINGS would you expect to receive, if any? READ OUT MR

If MR AT Q12 – show those selected at Q12

Q12a And of these types of warnings, which would you MOST expect to receive in the lead-up to a forecast disaster event? READ OUT IF NEEDED SR

ROTATE

1. A text message to your mobile phone
2. A voice message to your mobile phone
3. A voice message to your landline phone
4. A standard emergency warning signal that sounds like a siren broadcast on radio and television
5. Local radio or TV bulletins
6. Updates on local or state government websites or Facebook pages
7. Advice from a local community organisation
8. Localised warnings such as door-knocking, loud-hailer, sirens, telephone tree etc.
9. Any other types of warnings? (please specify) \_\_\_\_\_
10. NONE/Don't expect to receive any warnings (do not read out)

Programmer note: prepare a second Q11a variable that includes any SR from Q11 so that it is total base Same for Q12/12a



# A: Questionnaire (cont'd)

11

**Ask all**

Q13 If there was an immediate threat of a disaster to you and your property, which of the following types of WARNINGS would you expect to receive, if any? READ OUT MR

If MR AT Q12 – show those selected at Q12

Q13a And of these types of warnings, which would you MOST expect to receive during an immediate threat of a disaster to you and your property? READ OUT IF NEEDED SR

ROTATE

1. A text message to your mobile phone
2. A voice message to your mobile phone
3. A voice message to your landline phone
4. A standard emergency warning signal that sounds like a siren broadcast on radio and television
5. Local radio or TV bulletins
6. Updates on local or state government websites or Facebook pages
7. Advice from a local community organisation
8. Localised warnings such as door-knocking, loud-hailer, sirens, telephone tree etc.
9. Any other types of warnings? (please specify) \_\_\_\_\_
10. NONE/Don't expect to receive any warnings (do not read out)

*Programmer note: prepare a second Q11a variable that includes any SR from Q11 so that it is total base  
Same for Q12/12a*

**Ask all**

Q14 Which, if any, of the following emergency information or alert systems are you REGISTERED to receive information from in the lead-up to and or during a disaster event? READ OUT MR

1. Bureau of Meteorology
2. Other weather apps or forecasters
3. Utility provider (electricity, water, phone)
4. Your insurance company
5. Other (specify \_\_\_\_\_)
6. None – not registered to receive any warnings

12

**COMMUNITY CONFIDENCE**

**Ask all**

Q15 Using a scale of very confident, somewhat confident, somewhat unconfident or not at all confident, how confident are you about the following?

RANDOMISE

- a) Your understanding of the local disaster risk to you and your property
- b) Being prepared for and knowing how to respond to and recover from a local disaster event
- c) That you would receiving adequate information or warnings about a potential local disaster event
- d) That the official local response to a local disaster event would be effective and coordinated

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

**ONLY ASK THOSE WHO ARE SOMEWHAT OR NOT AT ALL CONFIDENT (CODES 3 OR 4 AT Q15)**

**LOOP FOR EACH CODE AT Q15 WHERE RESPONDENT IS UNCONFIDENT**

Q16A/B/C/D What makes you (insert code 3 or 4 response from Q15) about (insert edited code from Q15)?  
What else? UNPROMPTED MR

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# A: Questionnaire (cont'd)

13

**DEMOGRAPHICS**

And a final few demographic type questions to ensure we're talking with a good cross section of the local community.

**Ask all**

D1 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. Carer
9. Aged care or assisted living facility
10. Other/specify \_\_\_\_\_

**Ask all**

D2 Would anyone in your household have a level of mobility that would require assistance from a carer to help evacuate?

1. Yes
2. No

**Ask all**

D3 Does anyone in your household require disaster information written or spoken in another language to be able to understand it?

1. Yes
2. No
3. Not sure

14

**Ask those who need another language (code 1 at D3)**

D3 Which language would be required? UNPROMPTED MR ALLOWED

1. Afrikaans
2. Arabic
3. Australian Indigenous Languages
4. Bosnian
5. Cantonese
6. Croatian
7. Danish
8. Dutch
9. Farsi
10. Filipino / Tagalog
11. Finnish
12. French
13. German
14. Greek
15. Hindi
16. Hungarian
17. Indonesian
18. Italian
19. Japanese
20. Khmer (Cambodian)
21. Korean
22. Lebanese
23. Macedonian
24. Malay
25. Mandarin
26. Maori
27. Nepali
28. Polish
29. Portuguese
30. Punjabi
31. Russian
32. Samoan
33. Serbian
34. Sinhala / Sinhalese
35. Spanish
36. Swedish
37. Tamil
38. Thai
39. Turkish
40. Urdu
41. Vietnamese
42. Other (please specify \_\_\_\_\_)
43. Not sure
44. Prefer not to say



# A: Questionnaire (cont'd)

15

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.



# B: Other responses

Q1. What local disaster events or local disaster hazards do you think are most likely to impact your local community?	Number of responses
Wind damage	2
Drought	2
Heavy rainfall	2
Loss of power	1
Aircraft crash	1
Flying missiles	1
Hurricane	1
Q3. On a scale of 1 to 10 where 1 is not at all likely and 10 is extremely likely, how likely are each of the following disasters to occur in your community?	Number of responses
Tornados	3
Flooding due to drain/sewer blockages	2
Cane field burning	2
Overland flow from mountains	1
Loss of power	1
Tsunami from an earthquake	1
Volcanic activity from dormant volcano	1
Oil spill from ship close to port	1
Road accidents	1
Super-cell storm	1
Pandemic outbreak of bird flu or swine flu	1
Q4. Have you experienced a disaster event in the community you are living in now? What type of disaster or disasters have you experienced?	Number of responses
Community cut off from town due to flood water	5
Drought	2
Storm	2
Loss of power	1
Landslide	1
Tree falling	1
Water spouts	1



## B: Other responses (cont'd)

Q5. Which official agency do you believe takes the lead in responding to and recovering from a local disaster event in your local community?	Number of responses
Local residents	3
Army	2
RACQ helicopter for medical emergencies	1
Lions clubs	1
Community association	1
The Burnett Heads Rescue	1
The rural fire brigade	1
Volunteer fire brigade	1
Ergon Energy	1
The Red Cross	1
The Salvation Army	1
Q10a. Do you recall what the key message of this information was? What message was it trying to get across?	Number of responses
Get out early if you decide to leave	3
Check in on your neighbours	2
Keep insurance and paperwork up to date	2
Queensland Government Emergency Management local disaster awareness story on the news	1
Secure windows and doors	1
How to contact the fire service	1
Contact information for assistance in a disaster	1
Message covered five points – wind, flood, fire etc.	1
Make family members aware of the procedure	1
Floods inundating houses	1
Warnings for every river event/bushfires/heavy rain/water releases	1
Be aware of changes in the weather	1
Informing people about where the bushfires are heading and who needs to evacuate	1
Stay out of flood waters	1



## B: Other responses (cont'd)

Q10x. Have you taken any of the following steps to prepare your family and property for a local disaster event?	Number of responses
Prepare a vehicle/four wheel drive/motor home to use to evacuate	4
Have food/water/fuel/generator stores	3
Go to ocean/beach in bushfire event	2
Caravan to live in if house is lost	2
Remove vegetation around house	1
Keep informed about disasters occurring	1
Seeking shelter with friends or family (instead of evacuation centre)	1
Know the people doing jobs in the event of a disaster	1
Ladder next to window in case of fire	1
Q11x. Where did you get the information from? There may have been more than one source	Number of responses
Text message on mobile phone	2
Text messages, but uncertain who sent them	1
Email	1
From family	1
Meetings at the local hall	1
Community volunteer committees	1
Pamphlets at a community event	1
SES	1
Personal contact at SES	1
Red Cross	1
St Johns	1



## B: Other responses (cont'd)

Q11. If you heard that a disaster event was about to impact you, which of the following would you go to for more information?	Number of responses
Neighbours	3
Call friends/family	2
Residents affected before you	2
Local SES workers	2
Go to council office	2
Search on Google	2
The evacuation centre	1
Text message to mobile phone	1
Queensland government road closure website and RACQ	1
RACQ website	1
Talk to fire department on radio	1
Go to nursing home office	1
Weatherzone website	1
Information from work	1
Q12. In the lead-up to a forecast disaster event, which of the following types of WARNINGS would you expect to receive, if any?	Number of responses
Higgin's Storm Chasing Facebook page	2
Word of mouth from other residents	2
Bureau of Meteorology website	1
Local newspaper	1
Mid air siren	1
Neighbours with internet	1
Messages from Facebook	1



## B: Other responses (cont'd)

Q13. If there was an immediate threat of a disaster to you and your property, which of the following types of WARNINGS would you expect to receive, if any?	Number of responses
Walk outside to see what's happening	1
Tsunami siren	1
Warnings from the police (TV or radio announcement from the police)	1
Bureau of Meteorology website	1
Neighbours with the internet	1
Q14. Which, if any, of the following emergency information or alert systems are you REGISTERED to receive information from in the lead-up to and or during a disaster event?	Number of responses
Local Disaster Management Group	2
Registered with the Tunstall (respond to emergency button press)	1
Facebook groups	1
Queensland government through the local school/Higgins Storm Chaser/My police website	1
Fire and rescue	1
State emergency services	1
Government agencies	1
Emergency app/SES/police fire and rescue	1
Rural fire department	1
Public announcement text sent to every mobile in Bundaberg	1



# C: Sample composition

Gender	%	n
Male	45%	136
Female	55%	164

Age	%	n
18 to 24 years	5%	14
25 to 29 years	4%	13
30 to 34 years	5%	14
35 to 39 years	6%	18
40 to 44 years	9%	28
45 to 49 years	9%	28
50 to 54 years	11%	34
55 to 59 years	9%	28
60 to 64 years	8%	25
65 to 69 years	10%	29
70 years or over	23%	69

Household type	%	n
Lone person household	18%	53
Couple with no children	13%	40
Single or couple with dependent children (mostly aged under 13 years)	14%	42
Single or couple with dependent children (mostly aged over 13 years)	11%	33
Single or couple with adult children (aged over 18 years)	8%	24
Couple whose children have left the family home	27%	81
Group household (non-related individuals)	3%	8
Carer	1%	2
Aged care or assisted living facility	1%	3
Other	5%	14

Would anyone in your household have a level of mobility that would require assistance from a carer to help evacuate? (D2)	%	n
Yes	12%	37
No	88%	263

Does anyone in your household require disaster information written or spoken in another language to be able to understand it? (D3)	%	n
Yes	1%	2
No	99%	298

Which language would be required? (D3)	%	n
Mandarin	50%	1
Spanish	50%	1





# D: Fieldwork statistics

## Fieldwork statistics

Fieldwork interviewing dates 31/10/2019 - 6/11/2019

Sample disposition	
Completes	300
Refusals	351
Language	15
No answer	1259
Appointment	49
Disconnected	27
Fax	3
Quota not available	165
Business number	31
Number exhausted	806
Quota full	44

**Interview length** 16:59 minutes

**Response rate** 46%



# 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. 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

