2018 Queensland Bushfires Review

Report

Quantitative Research with Community Members

The Office of the Inspector-General Emergency Management

20 March 2019

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Background and method

Background

Background	In December 2018, The Office of the Inspector-General Emergency Management was tasked by Queensland Fire and Emergency Services Minister Craig Crawford to undertake a review of key preparedness and response elements of the fires and hot weather events occurring across Queensland in November 2018. To help inform the review, MCR was commissioned by The Office of the Inspector-General Emergency Management to gather feedback from community members via a telephone survey. Three geographic areas were identified as the focus for the survey as follows: • Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) • Study Area 2 (Gracemere) • Study Area 3 (Agnes Water, Deepwater, Baffle Creek).

Objectives	The objectives of the research were as follows:
	• To understand preparation, planning and education behaviours prior to the event
	• To understand community use of and reactions to public information, warnings and alerts in the lead up to and during the bushfires, including:
	  ○ Information sources used
	  ○ Adequacy, accuracy and timeliness of information, warnings and alerts
	  ○ Ease of understanding of information, warnings and alerts
	  ○ Perceived importance of information, warnings and alerts
	  ○ Impact of information, warnings and alerts on behaviour
	• To gather suggestions for improving public information, warnings and alerts
	• To understand community experiences regarding evacuation processes, including:
	  ○ Reasons for evacuating/not evacuating
	  ○ Sufficiency of information and advice about evacuating (and subsequently returning home)
	• To gather suggestions for improvement to evacuation preparation, arrangements and information
	• To understand community understanding of the risks associated with heatwave conditions and mitigation behaviours.
	
	This report details the findings to the telephone survey conducted in January 2019.

Method

Method	Computer assisted telephone interviewing (CATI) was used to survey respondents. This is where a trained interviewer reads the pre-programmed questions from a computer screen and enters responses into the computer as they are given by the respondent.
Target audience	People living in the specified geographic areas during the 2018 Bushfires and hot weather events.
Sample size	545 interviews were conducted across three study areas in the proportions detailed below.
Geographic universe	Three study areas were included in the survey • Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) (n=69 interviews) • Study Area 2 (Gracemere) (n=301) • Study Area 3 (Agnes Water, Deepwater, Baffle Creek) (n=175). Respondents to the survey were screened to be in the area in the lead up to and or during the bushfires in November 2018.
Questionnaire	In consultation with IGEM, MCR designed the questionnaire, see Appendix A.
Sample composition	A complete sample composition is included at Appendix B.
Weighting and significance testing	Post enumeration, the data for each study area were weighted to represent the age and gender profile of the postcodes 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 Market Research has ISO 20252 quality accreditation.
Fieldwork dates	Fieldwork was conducted between 9 and 20 January 2019. A fieldwork statistics report is included at Appendix C.

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

Disclaimer

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

Summary – comparison of study areas

A telephone survey was conducted in January 2019 with people aged 18 years and over who were present in one of three areas in the lead up to and or during the bushfires in November 2018:

- Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) (n=69 interviews)
- Study Area 2 (Gracemere) (n=301)
- Study Area 3 (Agnes Water, Baffle Creek, Deepwater) (n=175).

Public information and warnings

Sources of information and warnings

Both official and unofficial sources of information were widely used by residents in the days just before or during the 2018 bushfires.

Emergency Alerts (to mobile phones in Gracemere and Agnes Water/Baffle Creek/Deepwater and to landlines in Eungella/Finch Hatton/Dalrymple Heights), neighbours, friends or family and social media were the most commonly used sources of information and warnings across all three study areas. Mass media played a secondary role (ABC radio, commercial radio, television), except in Agnes Water/Baffle Creek/Deepwater where television was a key source of information.

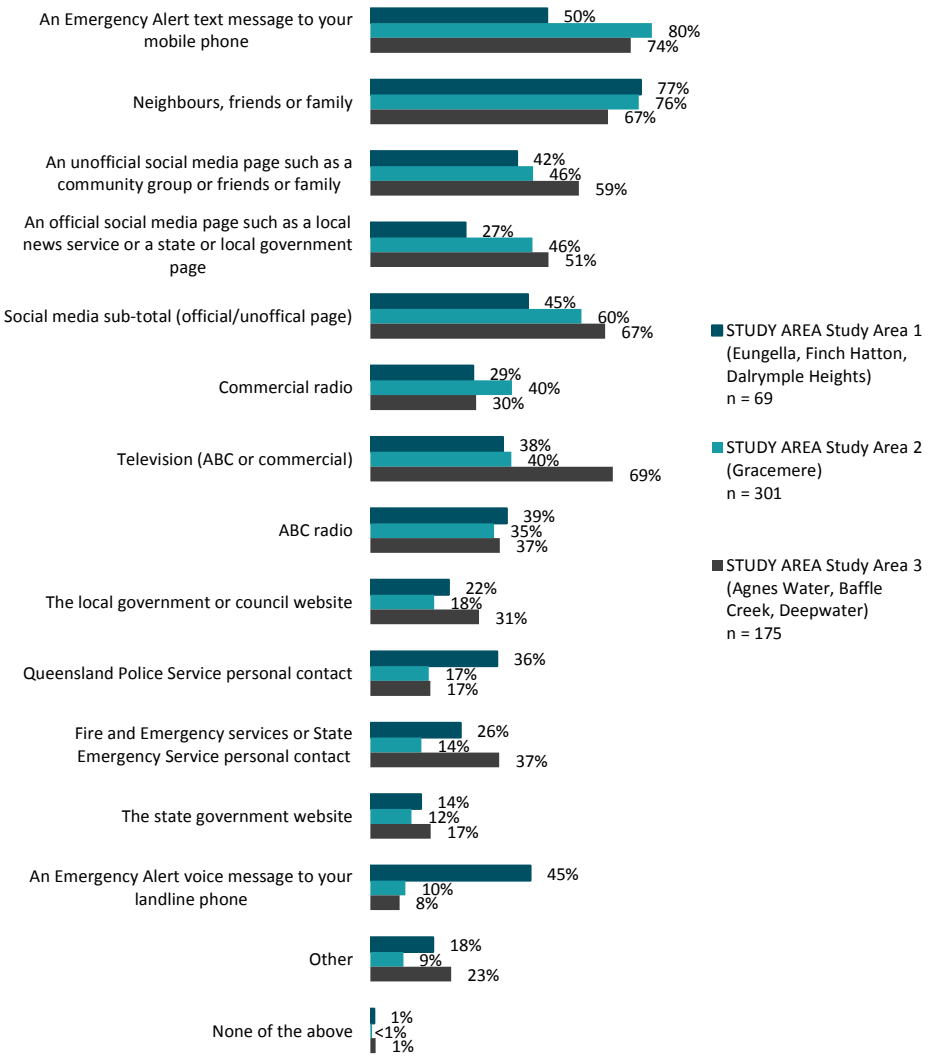
Apart from Emergency Alerts, information provided by a state or local agency (e.g. local government website, police contact, emergency services contact, state government website) was used by a minority of residents.

Use of information sources was found to vary based on age with younger residents more likely than their older counterparts to have used social media or Emergency Alert messages to mobile phones.

In terms of which information source was the most informative and useful, results varied by study area:

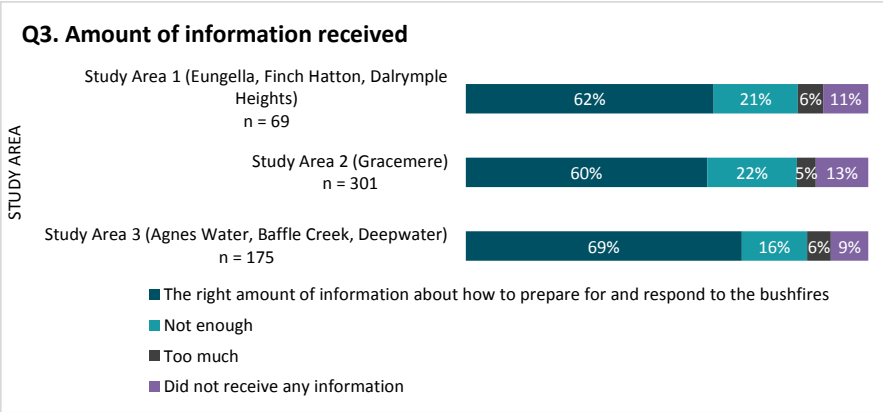
- Those in Eungella/Finch Hatton/Dalrymple Heights were most likely to rate information from neighbours, friends or family as the most informative and useful.
- Gracemere respondents most commonly rated the Emergency Alerts to mobile phone as the most informative and useful.
- Views were mixed among Agnes Water/Baffle Creek/Deepwater residents with Emergency Alerts to mobile, neighbours, friends or family and social media equally likely to be rated as most useful.

Q1. Sources of information or warnings used in days just before or during the 2018 bushfires

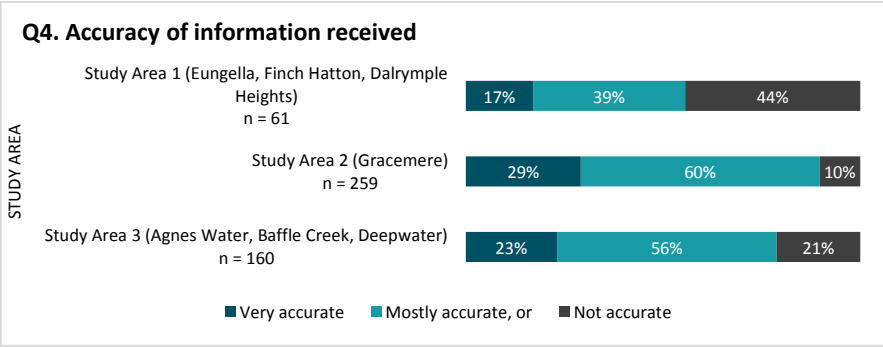


Rating of information and warnings received

Between six and seven in ten residents considered they had received 'the right amount' of information in the days leading up to and during the event about how to prepare and respond. Two to three in ten believed they did not receive enough/or any information. Only 5%-6% considered the amount of information to be 'too much'.

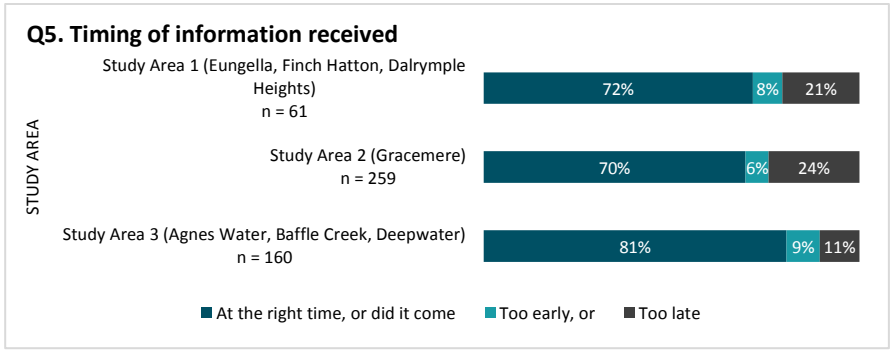


Perceived accuracy of the information received in the lead up to and during the event varied by study area. Gracemere (89%) and Agnes Water/Baffle Creek/Deepwater (79%) residents were more likely than Eungella/Finch Hatton/Dalrymple Heights residents to rate the information they received as accurate (56%).

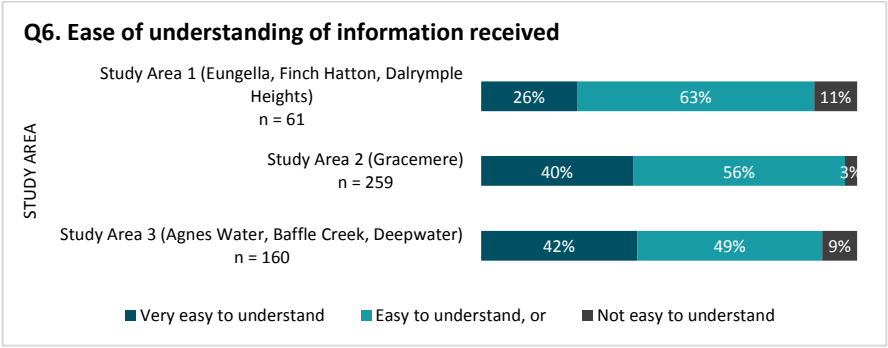


Among those who felt the information and warnings were inaccurate, this was mainly because the information was perceived to be wrong or outdated (e.g. that the fires were not heading in their direction, had already passed the area and or were not a real threat). This was found to be the case across all study areas.

The majority of residents felt the information had arrived at the right time, this view being more likely to be expressed by those in Agnes Water/Baffle Creek/Deepwater (81%) than in the other two study areas (72% Eungella/Finch Hatton/Dalrymple Heights) (70% Gracemere).



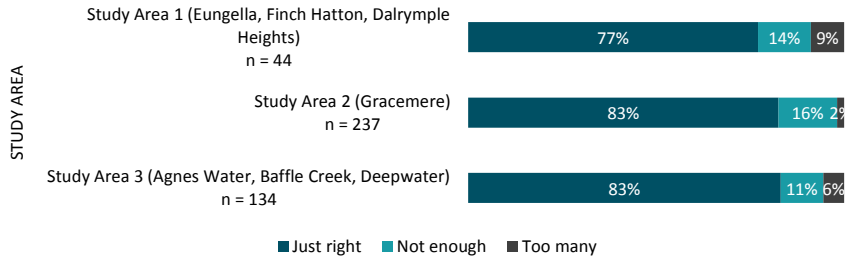
The information received was rated as easy to understand by most residents surveyed, particularly those in Gracemere (96%). Incorrect information (e.g. wrong timeframes or wrong place names), information that was not geographically specific enough (i.e. too general) or receiving conflicting advice were the most common reasons for rating the information as not easy to understand.



Emergency Alert Messages

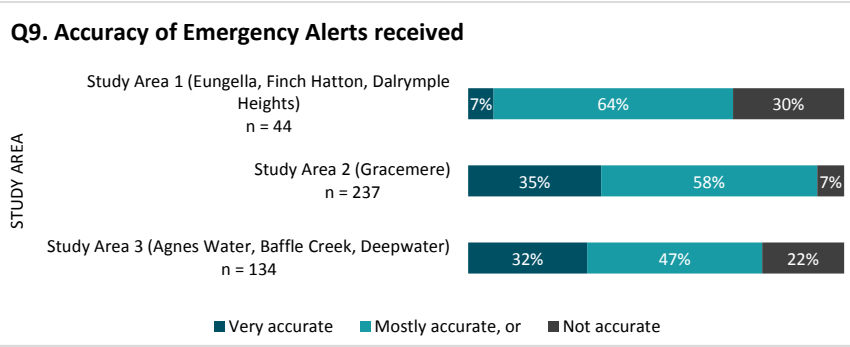
The estimated number of Emergency Alerts (EAs) received was highest among those from the Agnes Water/Baffle Creek/Deepwater study area (3.5 on average), compared with an average of 2.6 EAs reported by Eungella/Finch Hatton/Dalrymple Heights residents and 2.33 reported by Gracemere residents. Most residents regarded the number of EAs received as 'just right', 11%-16% felt there were not enough, while fewer than 10% believed there were 'too many'.

Q8. Rating of number of Emergency Alerts received



The majority of residents in each study area rated the EAs they received as accurate. Gracemere residents were most likely to perceive their EAs to be accurate (93%), compared with 78% of residents in Agnes Water/Baffle Creek/Deepwater and fewer again in Eungella/Finch Hatton/Dalrymple Heights (70%).

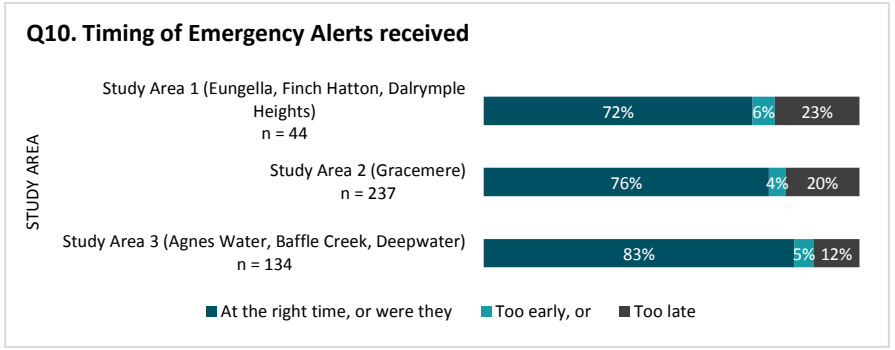
Q9. Accuracy of Emergency Alerts received



Considering the information about the fire's location to be wrong, the information not being specific enough or believing that evacuation was unnecessary were the most common reasons for rating the information as inaccurate across all study areas.

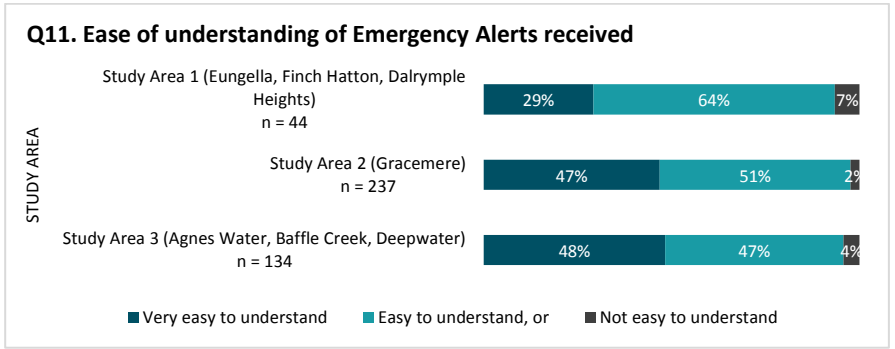
Most recipients of an EA felt the message was received at the right time, particularly in Agnes Water/Baffle Creek/Deepwater (83%). This compared with 76% believing this to be the case at Gracemere and 72% at Eungella/Finch Hatton/Dalrymple Heights.

Q10. Timing of Emergency Alerts received



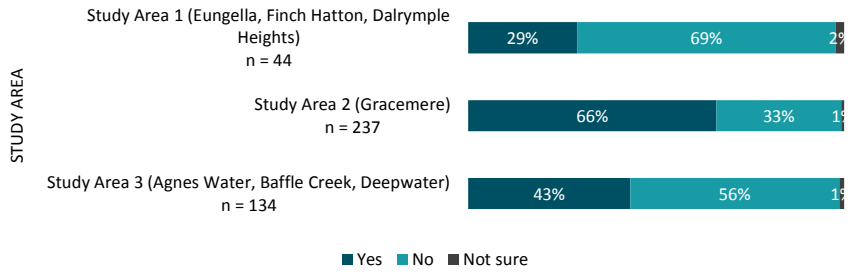
Most EA recipients rated the EAs as easy/very easy to understand.

Q11. Ease of understanding of Emergency Alerts received



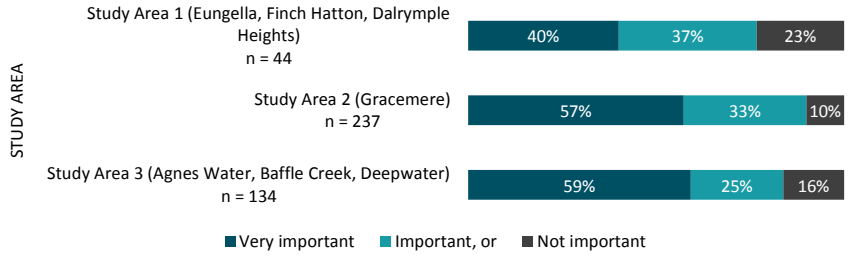
Residents in Gracemere (66%) were most likely to have taken action due to receiving an EA, followed by those in Agnes Water/Baffle Creek/Deepwater (43%). 29% of Eungella/Finch Hatton/Dalrymple Heights EA recipients took action after receiving the alert.

Q12. Took action because of Emergency Alerts



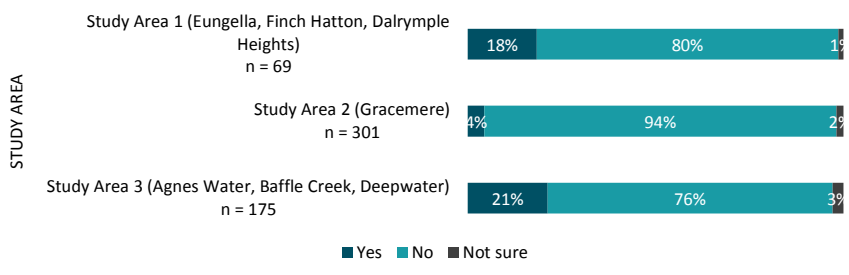
At least three in four respondents who received an EA rated them as important. Residents in Eungella/Finch Hatton/Dalrymple were the most likely to rate the EAs as 'not important' (23%).

Q13. Importance of Emergency Alerts received



Very few reports of receiving inconsistent advice from authorities were found in Gracemere (4%), however perceptions of inconsistent advice were more common among residents in Eungella/Finch Hatton/Dalrymple Heights (18%) and Agnes Water/Baffle Creek/Deepwater (21%).

Q14. Received inconsistent advice from authorities

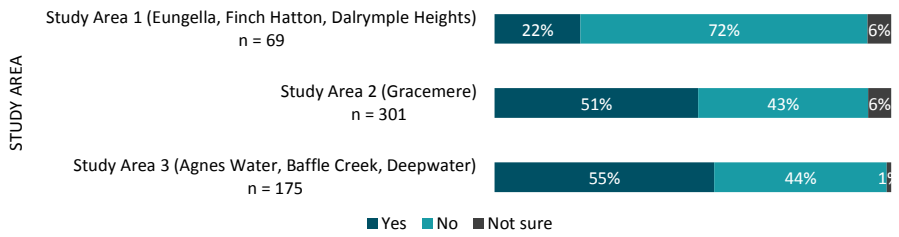


Preparation behaviours (12 months prior to event)

To understand preparation and education behaviours, respondents were asked to shift their thoughts to the 12 months prior to the 2018 bushfires event.

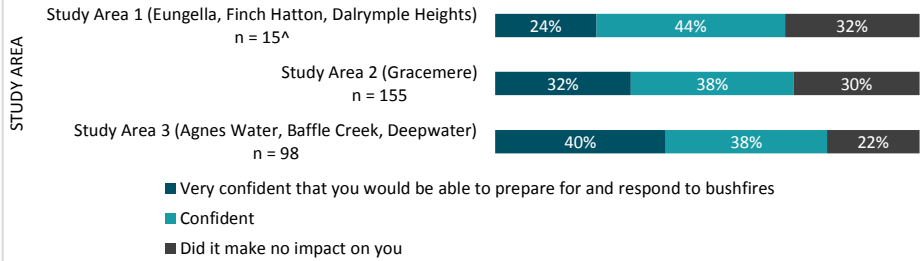
One in two Gracemere (51%) or Agnes Water/Baffle Creek/Deepwater (55%) respondents could recall receiving information or education about bushfire risks or preparing for bushfires in the 12 months prior to the 2018 bushfires. In comparison, Eungella/Finch Hatton/Dalrymple Heights residents (22%) were less likely to recall receiving such information or education.

Q15. Recall advice on bushfire risks in last 12 months



Of those who received information or education, most felt it made them confident/very confident that they would be able to prepare for and respond to bushfires.

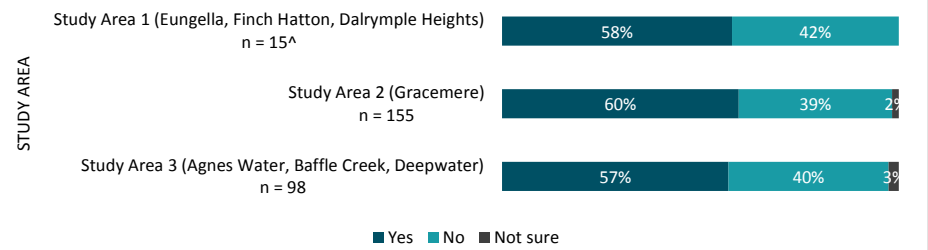
Q15a. Effect of advice on bushfire risks in last 12 months



^ Caution: small cell size

In all three study areas, six in ten respondents reported using the information and education received over the past year in the lead up to or during the 2018 bushfires. Most commonly, the information informed people about what to take when evacuating and how to prepare before evacuating. Maintaining a fire break, a clean property or sufficient water supply and organising an evacuation route were other types of information reportedly used by residents.

Q16. Used bushfire information or education in recent bushfires



Suggestions to improve effectiveness of event information and warnings and public education generally

Respondents were asked for suggestions to improve the effectiveness of the information and warnings delivered in the days leading up to and during the bushfires, or the public education and information delivered in the previous 12 months.

Eungella/Finch Hatton/Dalrymple Heights residents most commonly called for more specific information, more accurate information or more warnings in general.

Gracemere residents were most likely to suggest *more* warnings and information to improve the effectiveness of information, warnings and public education. Specific advice on traffic control when evacuating was also suggested and to a lesser extent mentions were made of less fear-mongering and the need for more accurate information.

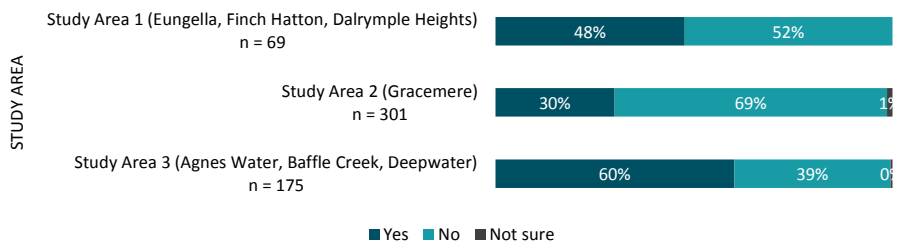
Agnes Water/Baffle Creek/Deepwater residents most commonly called for *more* education on bushfires in general, more information or warnings, earlier and more frequent warnings and more geographically specific warnings to improve the effectiveness of information and warnings.

Other common responses (in Eungella/Finch Hatton/Dalrymple Heights and Agnes Water/Baffle Creek/Deepwater areas) reflected suggestions for improving the risk of bushfires (rather than answering the question about improving warnings). These suggestions mainly centred on the need for more back burning and land clearing.

Bushfire and evacuation planning

60% of Agnes Water/Baffle Creek/Deepwater residents surveyed reported that in the 12 months prior to the 2018 bushfires they had a bushfire plan in place, 48% of Eungella/Finch Hatton/Dalrymple Heights resident had a plan. Gracemere residents (30%) were less likely than residents of the other study areas to have had a bushfire plan in place prior to the fires.

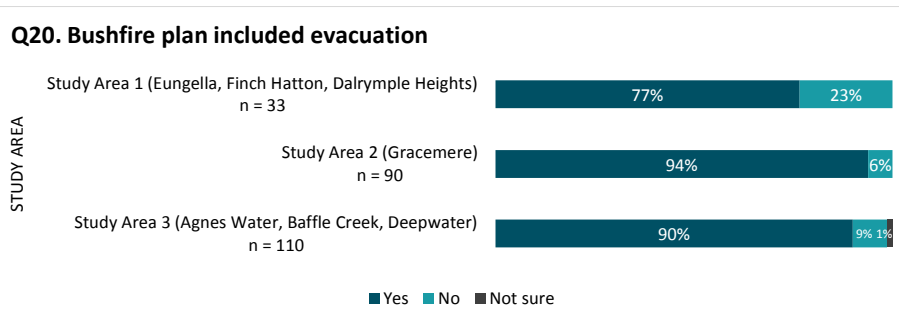
Q18. Had bushfire plan prior to fires



In each study area, at least eight in ten of those with a bushfire plan reported they followed the plan during the fires (79% Gracemere, 79% Agnes Water/Baffle Creek/Deepwater, 90% Eungella/Finch Hatton/Dalrymple Heights).

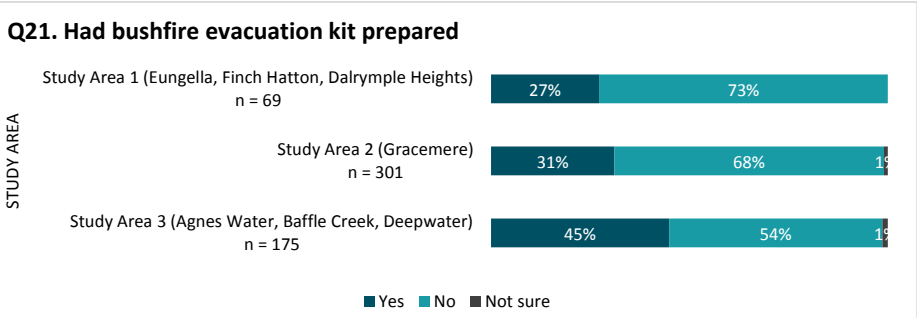
The majority of those who had a prepared bushfire plan indicated that their plan included preparation for or consideration of what they would do if they were ever required to evacuate.

Q20. Bushfire plan included evacuation



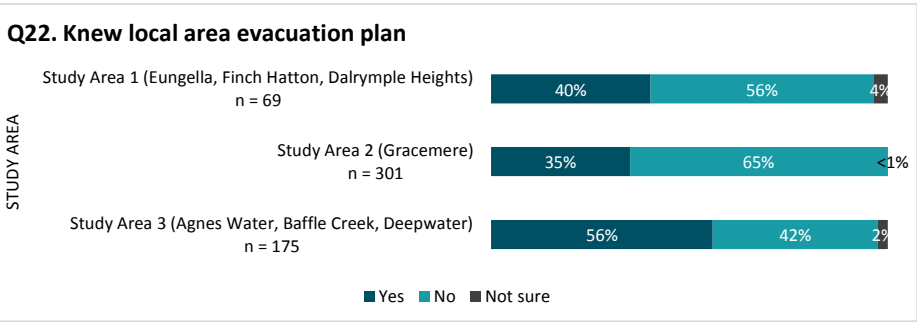
45% of Agnes Water/Baffle Creek/Deepwater residents reported that in the 12 months prior to the bushfires they had prepared an evacuation kit (with items such as insurance details, personal paperwork and documents such as wills and passports, essential medicines, clothing, toiletries and bedding etc.). Gracemere (31%) or Eungella/Finch Hatton/Dalrymple Heights (27%) residents were slightly less likely to have had an evacuation kit prepared.

Q21. Had bushfire evacuation kit prepared



Agnes Water/Baffle Creek/Deepwater residents were more likely than residents in other study areas to report knowing the local area's evacuation plans (e.g. when and where to go), prior to the bushfires.

Q22. Knew local area evacuation plan

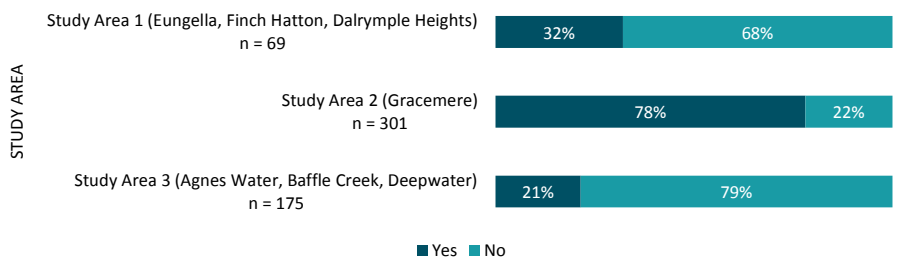


Evacuation

Evacuation process

78% of Gracemere residents surveyed reported evacuating their homes during the 2018 bushfires, 32% among Eungella/Finch Hatton/Dalrymple Heights respondents and 21% among those surveyed in Agnes Water/Baffle Creek/Deepwater.

Q23. Evacuated home during recent bushfires

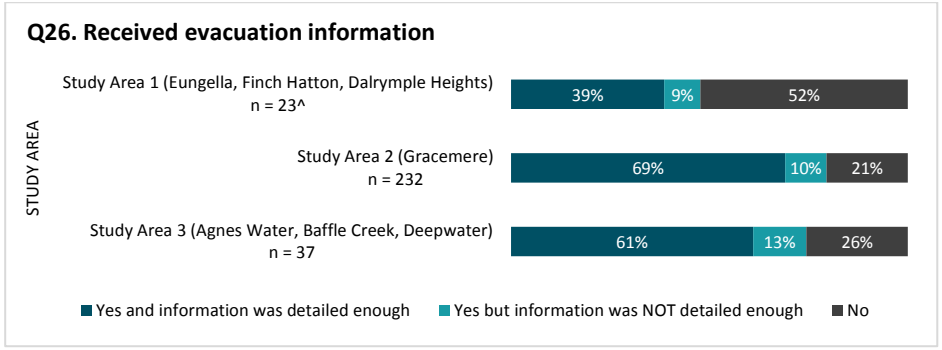


Across all study areas, being told to go was the most common reason for evacuating. Among those who did not evacuate, a perception that there was no need or not believing they were at risk were the most common reasons for remaining in their homes.

Receiving enough detailed information about when to go, where to go and what help was available during the recent bushfires was more likely to be reported by Gracemere (69%) or Agnes Water/Baffle Creek/Deepwater residents (61%) and less likely among Eungella/Finch Hatton/Dalrymple Heights respondents (39%).

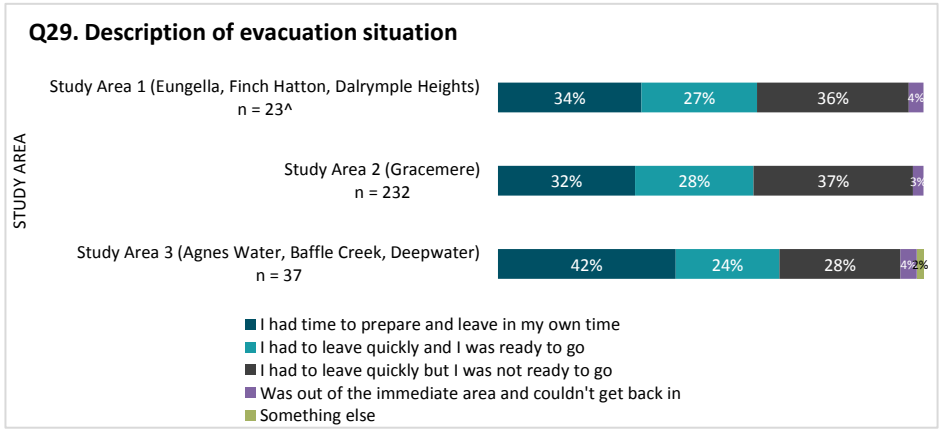
Information was most likely to have been received from police or Fire and Emergency Services and was generally rated as easy to understand.

Q26. Received evacuation information



Close to four in ten evacuees in Eungella/Finch Hatton/Dalrymple Heights (36%) or Gracemere (37%) reported that they had to leave quickly and were not ready to go. Evacuees in Agnes Water/Baffle Creek/Deepwater were more likely to have had time to prepare and leave (42%) (28% had to leave quickly but were not ready to go).

Q29. Description of evacuation situation



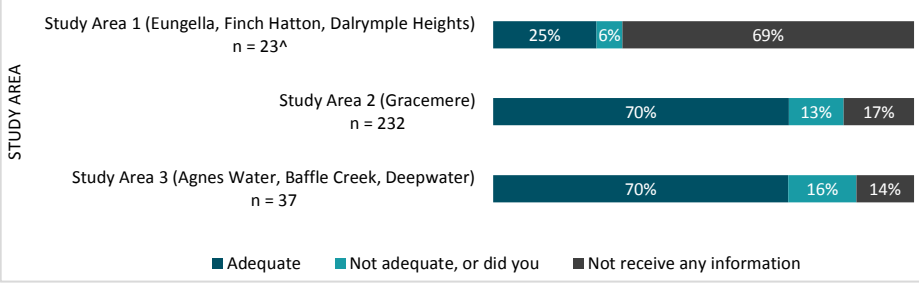
Evacuees were most likely to have taken clothing and toiletries, insurance details and other personal paperwork and/or pets when evacuating.

^ Caution: small cell size

Returning home

70% of evacuees in the Gracemere or Agnes Water/Baffle Creek/Deepwater study area rated the information they received about returning to their home as adequate, compared with 25% in the Eungella/Finch Hatton/Dalrymple Heights area.

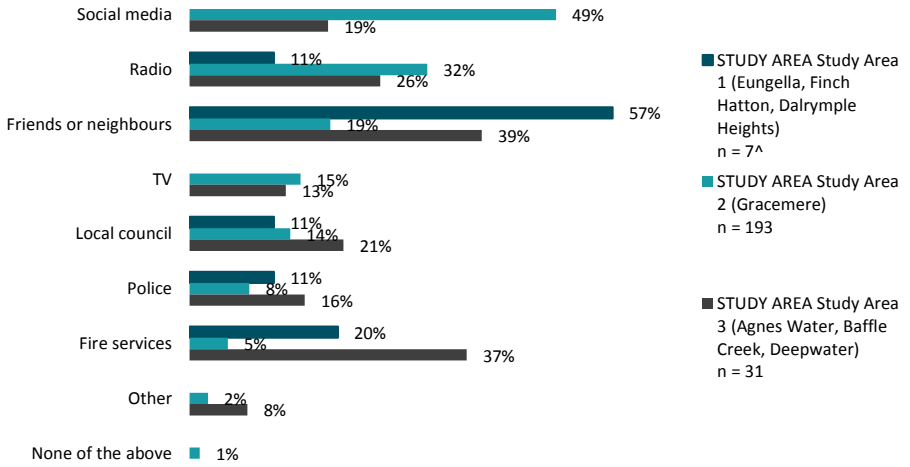
Q32. Adequacy of information on returning home



Reasons for rating this information as inadequate fell into three broad categories: not receiving enough information or information at the right time; only hearing information through unofficial sources or receiving conflicting or confusing information.

Evacuees in the Eungella/Finch Hatton/Dalrymple Heights study area were most likely to receive information about returning home from friends or neighbours (57%). In Gracemere, social media (49%) or radio (32%) were the most common sources of information while in Agnes Water/Baffle Creek/Deepwater, friends or neighbours (39%) or fire services (37%) were the most common sources of information about returning home.

Q33. Sources received information from re returning home



Suggestions to improve the effectiveness of evacuation preparation, arrangements and information

Improving information about evacuating (16%), providing more warnings (14%) and improving roads/congestion (10%) were the most common suggestions to improve evacuation processes mentioned by Eungella/Finch Hatton/Dalrymple Heights evacuees.

In the Gracemere study area, improving the roads/reducing congestion during evacuation (17%), improving information about evacuating (13%) and giving people more time to evacuate (12%) were the most common suggestions to improve the effectiveness of evacuation preparation, arrangements and information.

For Agnes Water/Baffle Creek/Deepwater evacuees, improving the information provided about evacuating (e.g. best way to go) (11%), providing more warnings (7%) or giving people more time to evacuate (5%) were the most common suggestions to improve the effectiveness of evacuation preparation, arrangements and information.

^ Caution: small cell size

Heatwave

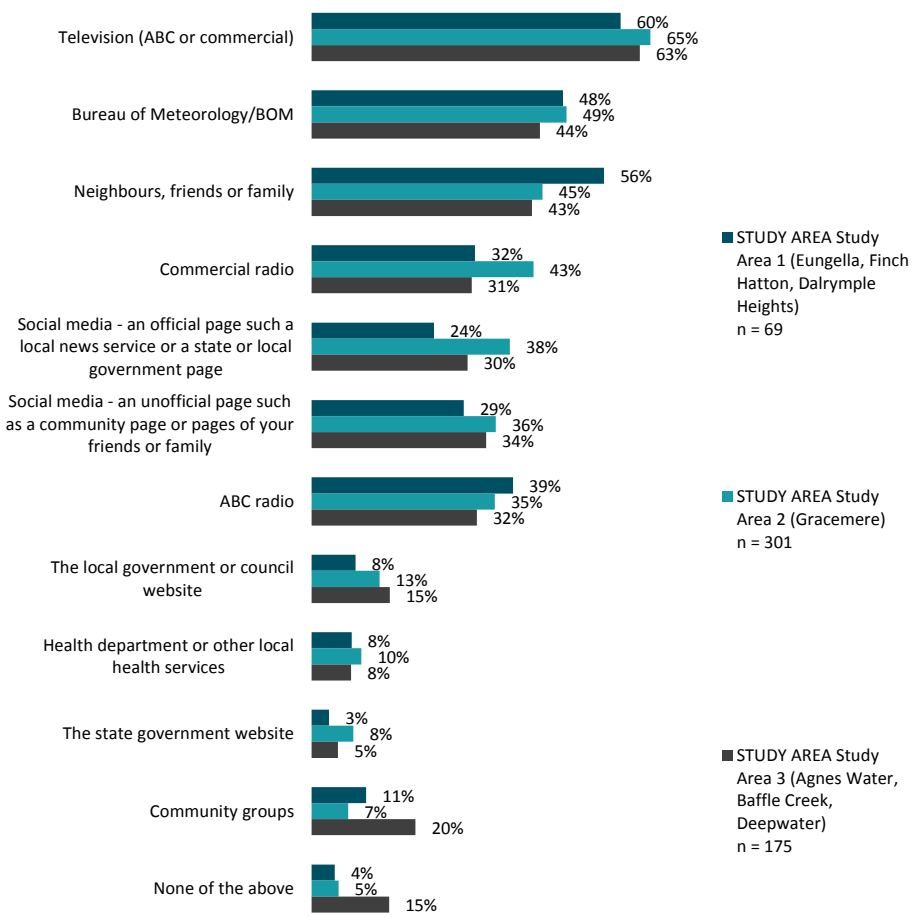
Sources of information and warnings (heatwave)

Across all study areas, television was the most frequently mentioned source of information and warnings used in the days just before or during the heatwave. Information from the Bureau of Meteorology or from neighbours, friends or family was also relatively widespread.

Radio and social media were secondary sources of information in each of the study areas. Minor use of local or state websites or health services was reported in all study areas.

Television was most frequently selected as the most useful and effective source, followed by the Bureau of Meteorology, ABC radio and social media.

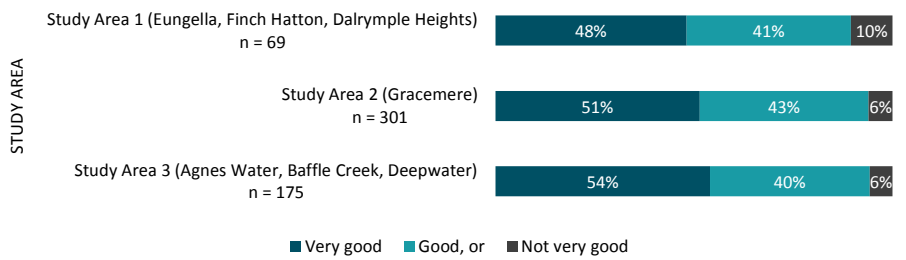
Q35. Sources of information or warnings used in days just before or during HEATWAVE - KEY RESPONSES



Knowledge and behaviour during heatwave conditions

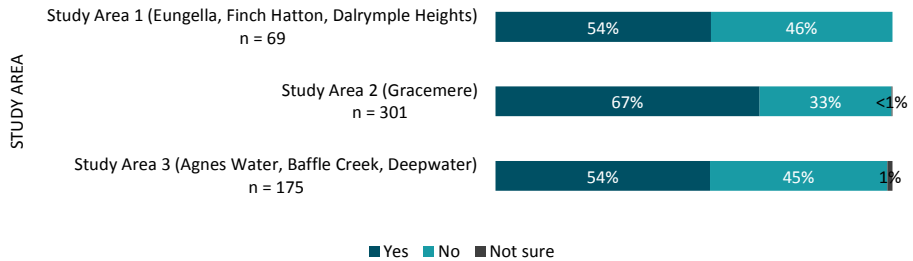
In the days just before the bushfires and heatwave conditions, most residents regarded their understanding of the risks and impacts of the heatwave as good, this view being consistent across each study area.

Q36. Understanding of heatwave risks



Many residents acted to reduce the risks of the heatwave to themselves personally, particularly those in the Gracemere study area (67%). 54% of Eungella/Finch Hatton/Dalrymple Heights residents and 54% residents in Agnes Water/Baffle Creek/Deepwater) took action.

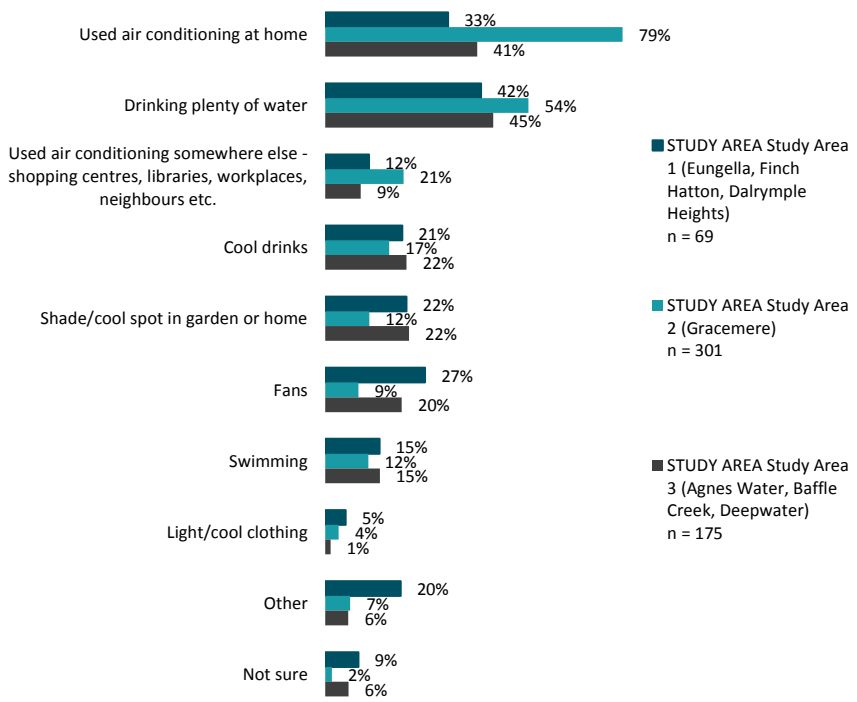
Q37. Took action to reduce heatwave risk



Avoiding dehydration or a heat related illness such as heatstroke were the most common risks people were trying to avoid.

Using air-conditioning at home (particularly in the Gracemere study area) or drinking plenty of water were key methods used to stay cool during the heatwave.

Q39. Methods used to stay cool during heatwave



Barriers to staying cool most commonly related to working outside, a loss of power or not having air conditioning at home/working.

When asked what further information or education could be provided to better inform the community about the risks of heatwaves and what to do to reduce these risks, the most common response was to provide a greater amount of information or education. Many however say that nothing further is required and that this type of information is common sense.

Primary producers

In each study area, primary producers were asked if they had any feedback for the government in regards to preparing for bushfires, the information and warnings provided during bushfires or the task of evacuating during a bushfire.

Comments or feedback from primary producers in each of the study areas most commonly related to the need for more back burning or burn offs, better fire breaks and enhanced vegetation management.

Findings: Study Area 1 Eungella, Finch Hatton, Dalrymple Heights

1.0 Public information and warnings

1.1 Sources and usefulness of information and warnings

In the days leading up to and during the 2018 bushfires, Eungella/Finch Hatton/Dalrymple Heights residents reported the most widely used information sources as being the information provided by neighbours, friends or family (77%), followed by the Emergency Alert messages sent to mobile phones (50%) or landline phones (45%).

Social media was the next most common source of information and warnings, reportedly used by six in ten residents (42% unofficial pages, 27% official pages – 45% mentioned either or both official/unofficial pages), followed by mass media (ABC Radio 39%, television ABC/commercial 38%, commercial radio 29%).

Neighbours, friends or family (38%) was the information source rated as most informative and useful.

Sub-group differences

Females (44%) were more likely than males (9%) to have used an official social media page for information.

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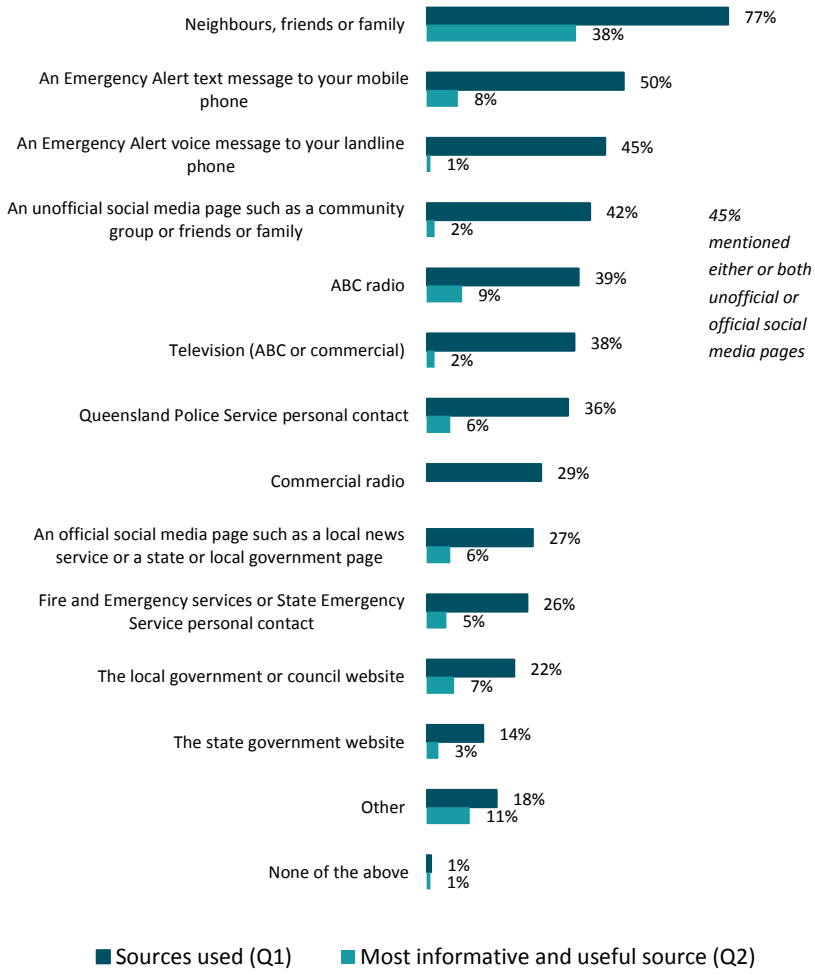
Q1./Q2. Sources of information used in days just before or during bushfire

AREA 1



Q1 Thinking now about the days just before or during the bushfire, from which of the following sources did you receive information or warnings about the bushfires, if any?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 33	Female n = 36	<45 years n = 13^	45+ years n = 56	Yes n = 23^	No n = 46	Yes n = 19^	No n = 50
An Emergency Alert text message to your mobile phone	50%	54%	46%	62%	47%	32%	59%	54%	49%
Neighbours, friends or family	77%	76%	78%	74%	78%	77%	76%	77%	77%
An unofficial social media page such as a community group or friends or family	42%	33%	50%	59%	36%	49%	38%	42%	41%
An official social media page such as a local news service or a state or local government page	27%	9% ↓	44% ↑	49%	20%	29%	26%	25%	28%
SUB-TOTAL social media (official/unofficial)	45%	33%	56%	68%	38%	49%	42%	50%	43%
Commercial radio	29%	24%	34%	32%	28%	7%	40%	26%	30%
Television (ABC or commercial)	38%	40%	36%	23%	42%	27%	43%	37%	38%
ABC radio	39%	39%	38%	32%	41%	20%	48%	43%	37%
The local government or council website	22%	15%	30%	41%	17%	18%	24%	16%	25%
Queensland Police Service personal contact	36%	36%	36%	21%	40%	45%	32%	38%	35%
Fire and Emergency services or State Emergency Service personal contact	26%	33%	19%	30%	24%	31%	23%	32%	23%
The state government website	14%	9%	20%	26%	11%	6%	18%	12%	15%
An Emergency Alert voice message to your landline phone	45%	42%	49%	35%	49%	20%	57%	39%	48%
Other	18%	15%	21%	21%	17%	11%	21%	26%	15%
None of the above	1%		2%		1%	4%			2%

Q1. Sources received bushfire info by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); Weighted, ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q2 And of those information or warnings, which was the most informative and useful source?

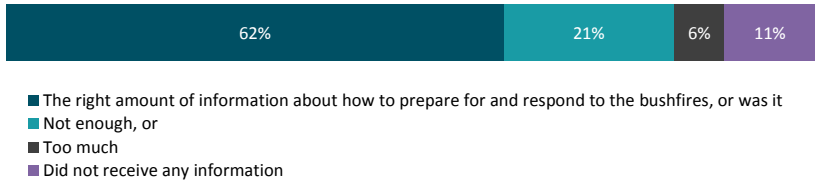
Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
An Emergency Alert text message to your mobile phone	8%	9%	8%	17%	6%	5%	10%	12%	7%
Neighbours, friends or family	38%	46%	32%	21%	44%	40%	38%	38%	39%
ABC radio	9%	12%	6%	9%	9%		13%	11%	8%
An official social media page such as a local news service or a state or local government page	6%	3%	8%	9%	5%	10%	4%	5%	6%
Queensland Police Service personal contact	6%	9%	4%	6%	6%	9%	5%	5%	7%
The state government website	3%	3%	4%	9%	2%		5%	7%	2%
Fire and Emergency services or State Emergency Service personal contact	5%	6%	4%	15%	2%	11%	2%		7%
The local government or council website	7%	6%	8%		9%	10%	6%	9%	6%
An Emergency Alert voice message to your landline phone	1%		2%		1%	4%			2%
An unofficial social media page such as a community group or friends or family	2%		4%		3%	6%		7%	
Television (ABC or commercial)	2%	3%			2%		2%		2%
Other	11%	3% ↓	19% ↑	15%	10%	4%	15%	5%	13%
None of the above	1%		2%		1%	4%			2%

Q2. Most useful bushfire info source - Complete by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

1.2 Rating of information and warnings received

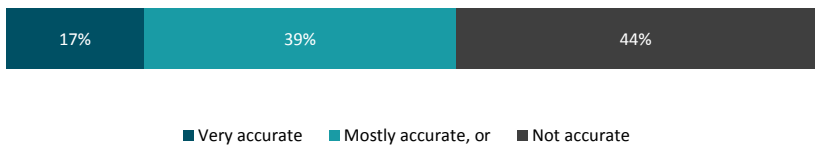
While 62% of Eungella/Finch Hatton/Dalrymple Heights residents believed they received the 'right' amount of information about how to prepare for and respond to the bushfires in the days leading up to and during the event, one in five (21%) felt they did not receive enough information, while 11% reported not receiving any.

Q3. Level of information received
AREA 1



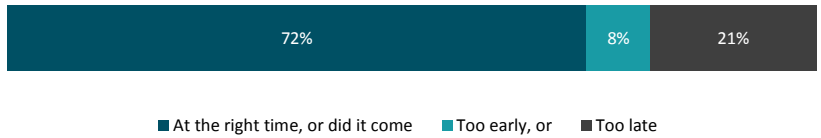
56% of Eungella/Finch Hatton/Dalrymple Heights residents rated the information they received as accurate (17% very, 39% mostly), however 44% did not. Reasons for rating the information as inaccurate most commonly related to a perception that the fires were not really a threat, that warnings were over-exaggerated by the media or that there was no real reason to evacuate.

Q4. Accuracy of information received
AREA 1



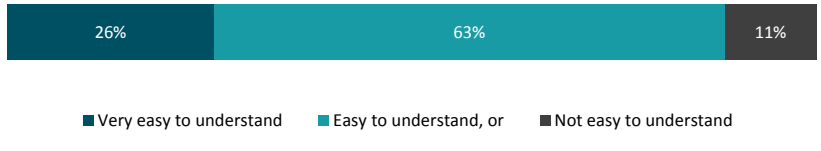
The majority of Eungella/Finch Hatton/Dalrymple Heights respondents (72%) felt the information arrived at the right time, although for 21% the information was received too late. 8% said the information had arrived too early.

Q5. Timing of information received
AREA 1



The information received was considered easy to understand by nine in ten respondents (26% very easy, 63% easy), while 11% found the information not easy to understand. Among those who felt the information was not easy to understand, this was most commonly because they believed the information provided was incorrect in terms of wrong timeframes or wrong place names being used.

Q6. Ease of understanding of information received
AREA 1



Q3 In the days leading up to and during the bushfires, did you receive…

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
The right amount of information about how to prepare for and respond to the bushfires, or was it	62%	54%	68%	73%	58%	42%	71%	64%	60%
Not enough, or	21%	28%	15%	6%	25%	34%	15%	19%	22%
Too much	6%	6%	7%		8%	4%	8%	4%	7%
Did not receive any information	11%	12%	10%	21%	8%	21%	7%	12%	11%

Q3. Level of info received by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); Weighted; ^ Caution: small cell size

Q4 And was the information you received in the days leading up to and during the bushfires…

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received information (Q3) Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 61**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 29^	**Female n = 32**	**<45 years n = 10^**	**45+ years n = 51**	**Yes n = 18^**	**No n = 43**	**Yes n = 17^**	**No n = 44**
Very accurate	17%	20%	14%	8%	19%	29%	12%	18%	17%
Mostly accurate, or	39%	24%	52%	81%	28%	39%	38%	40%	38%
Not accurate	44%	55%	34%	11%	53%	32%	49%	42%	45%

Q4. Accuracy of info received by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - **those who received information at Q3**); Weighted; ^ Caution: small cell size

Q4a For what reasons was it not accurate? Are you able to give me some examples of this?

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received information (Q3) and rated information received as not accurate (Q4) Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 27^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 16^	**Female n = 11^**	**<45 years n = 1^**	**45+ years n = 26^**	**Yes n = 5^**	**No n = 22^**	**Yes n = 7^**	**No n = 20^**
The warnings were incorrect (e.g. the fires were not heading in our direction/had already passed us/were not a threat to us)	60%	68%	46%	100%	57%	76%	55%	74%	54%
The media overreacted/were too dramatic	21%	25%	14%		22%	14%	22%	14%	23%
Couldn't get detailed enough information (e.g. only gave us a wide area, couldn't give us specific information)	12%	12%	13%		13%		15%	14%	12%
There was no reason to evacuate	25%	32%	14%		26%		31%	15%	29%
The warnings from authorities were over-exaggerated/overhyped	9%	6%	13%		9%	43%			12%
Received conflicting information	3%		7%		3%		4%	11%	

Q4a. Reasons info received was inaccurate by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - **those who rated information received as not accurate at Q4**); Weighted; ^ Caution: small cell size

Q5 And was the information generally delivered to you…

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received information (Q3) Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 61**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 29^	**Female n = 32**	**<45 years n = 10^**	**45+ years n = 51**	**Yes n = 18^**	**No n = 43**	**Yes n = 17^**	**No n = 44**
At the right time, or did it come	72%	73%	71%	78%	70%	47%	81%	61%	76%
Too early, or	8%	7%	9%	11%	7%	14%	6%	8%	8%
Too late	21%	20%	21%	11%	23%	39%	13%	31%	17%

Q5. Timing of info received by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights – **those who received information at Q3**); Weighted; ^ Caution: small cell size

Q6 And was that information generally…

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received information (Q3) Column %	Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 61	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 29^	Female n = 32	<45 years n = 10^	45+ years n = 51	Yes n = 18^	No n = 43	Yes n = 17^	No n = 44
Very easy to understand	26%	27%	24%	19%	27%	34%	22%	27%	25%
Easy to understand, or	63%	59%	67%	81%	58%	60%	64%	67%	62%
Not easy to understand	11%	14%	9%		14%	6%	14%	6%	13%

Q6. Ease of understanding of info received by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights – **those who received information at Q3**); Weighted; ^ Caution: small cell size

Q6a For what reasons was that information not easy to understand? Are you able to give me some examples of this?

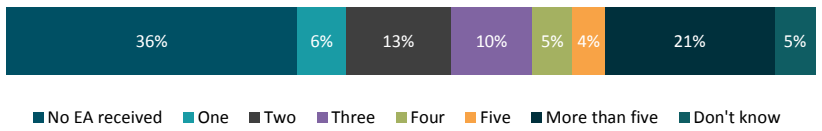
Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received information (Q3) and those rating information as not easy to understand at Q6 Column %	Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 7^	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 4^	Female n = 3^	<45 years n = 0^	45+ years n = 7^	Yes n = 1^	No n = 6^	Yes n = 1^	No n = 6^
Incorrect information given (i.e. wrong timeframes/area names incorrect)	45%	24%	73%		45%		53%		52%
Information was too general/not enough information	25%	24%	27%		25%		30%	100%	13%
Residents told to evacuate areas that were not in danger	11%		27%		11%		13%		13%
Fire location was incorrect/not specific enough	15%	26%			15%		18%		18%
Police/emergency services were not well informed about what was actually happening	15%	26%			15%	100%			18%

Q6a. Reasons info received was not easy to understand by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); **- those rating information as not easy to understand at Q6**); Weighted; ^ Caution: small cell size

1.3 Emergency Alert messages

6% of Eungella/Finch Hatton/Dalrymple Heights residents surveyed received one Emergency Alert (EA) message, 13% received two, 10% received three, 5% received four, while 36% received none. On average residents received 2.6 EAs (including those who received none).

Q7. Number of Emergency Alert messages received
AREA 1



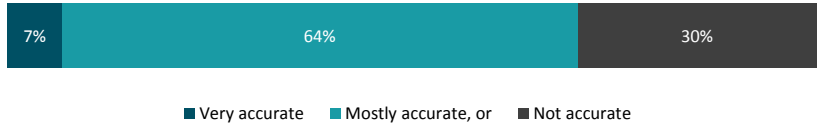
Those who rated the number of Emergency Alerts received as 'just right' received an average of 4.45 messages, while those who rated the number as 'not enough' received an average of 2.31 messages.

Q8. Level of Emergency Alerts received
AREA 1

Among those who rated the number of Emergency Alerts as too many, 25% felt it made them less likely to take notice while 75% said it made no difference.

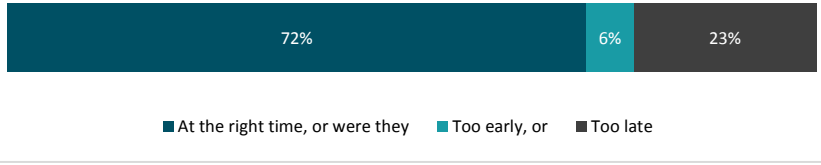
The Emergency Alerts were considered accurate by most recipients (7% very accurate, 64% mostly accurate). 30% rated their EAs as inaccurate, mainly because of the belief that messages of the fire's location were either incorrect or not specific enough or that evacuation was unnecessary.

Q9. Accuracy of Emergency Alerts received
AREA1



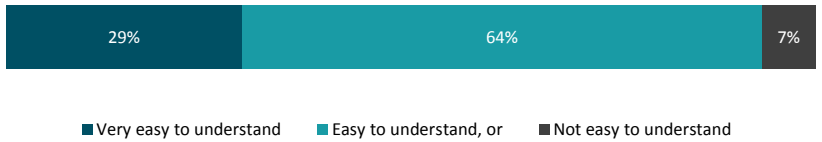
While the majority of respondents (72%) felt Emergency Alerts arrived at the right time, 23% felt they were too late.

Q10. Timing of Emergency Alerts received
AREA 1



Alerts were rated as easy to understand by 93% of recipients (29% very easy, 64% easy).

Q11. Ease of understanding of Emergency Alerts received
AREA 1

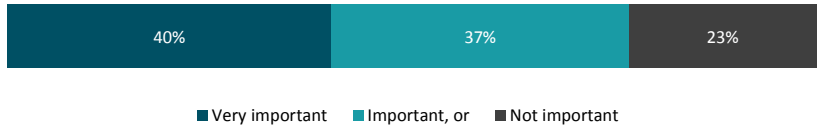


29% of Emergency Alert recipients took action as a direct result of receiving an Emergency Alert message, 69% did not and 2% were unsure.

Q12. Took action because of Emergency Alert
AREA 1

77% of Eungella/Finch Hatton/Dalrymple Heights residents rated the Emergency Alerts received as important (40% very important, 37% important), while 23% did not.

Q13. Importance of Emergency Alerts received
AREA 1



Q7 Thinking now about the Emergency Alert messages you received via {computer insert from Q1 text to your mobile (or) voice message to your landline phone}, approximately how many Emergency Alert messages did you receive (if both Q1i and Q1j selected read out: include both mobile phone and landline phone alert messages)?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
No EA received	36%	37%	35%	30%	38%	61%	24%	42%	34%
One	6%		13% ↑		8%	10%	5%	8%	6%
Two	13%	12%	14%	30%	8%	13%	13%	12%	13%
Three	10%	12%	8%	15%	9%	10%	10%	16%	8%
Four	5%	6%	4%	9%	4%		7%		7%
Five	4%	6%	2%		5%	4%	4%		6%
More than five	21%	21%	20%	17%	21%	4%	29%	22%	20%
Don't know	5%	6%	4%		7%		8%		7%
Average (including those who received none – zero)	*2.60*	*2.78*	*2.43*	*2.59*	*2.60*	*1.06*	*3.38*	*2.36*	*2.69*
Average (including those who received an EA)	*4.18*	*4.57*	*3.83*	*3.68*	*4.36*	*2.72*	*4.57*	*4.05*	*4.23*

Q7. Number of emergency alert messages received by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights – **those who received Emergency Alert**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q8 Would you say the number of Emergency Alert messages you received was…

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received an Emergency Alert Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 44**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 21^	**Female n = 23^**	**<45 years n = 9^**	**45+ years n = 35**	**Yes n = 9^**	**No n = 35**	**Yes n = 11^**	**No n = 33**
Just right, or were there	77%	91%	65%	88%	74%	57%	82%	77%	77%
Not enough, or	14%	5%	23%		19%	34%	9%	23%	11%
Too many	9%	5%	13%	12%	8%	9%	9%		12%

Q8. Level of emergency alerts received by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - **those who received Emergency Alert**); Weighted; ^ Caution: small cell size

Q7/Q8 Number of Emergency Alert messages received by perceptions of whether this was the right amount, not enough or too many

Q7 … Approximately how many Emergency Alert messages did you receive?	**Q8 Would you say the number of Emergency Alert messages you received was…**		
Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received an Emergency Alert Column %	**Just right n = 29^**	**Not enough n = 7^**	**Too many n = 4^**
One		59%	20%
Two	24%	12%	
Three	16%	12%	20%
Four	10%		
Five	8%		
More than five	32%	16%	60%
Don't know	10%		
Average	4.45	2.31	5.00

Q7./Q8. BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - those who received Emergency Alert); Weighted; ^ Caution: small cell size

Q8a Did the number of Emergency Alert messages make you…

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received *too many* Emergency Alerts at Q8 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 4^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 1^	**Female n = 3^**	**<45 years n = 1^**	**45+ years n = 3^**	**Yes n = 1^**	**No n = 3^**	**Yes n = 0^**	**No n = 4^**
Less likely to take notice	25%	100%			38%		31%		25%
Or did the number of messages make no difference	75%		100%	100%	62%	100%	69%		75%

Q8a. Effect of level of emergency alerts received by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights– **those who received *too* many Emergency Alerts at Q8**); Weighted; ^ Caution: small cell size

Q9 And were the Emergency Alert messages generally…

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received an Emergency Alert Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 44**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 21^	**Female n = 23^**	**<45 years n = 9^**	**45+ years n = 35**	**Yes n = 9^**	**No n = 35**	**Yes n = 11^**	**No n = 33**
Very accurate	7%	14%			9%		8%		9%
Mostly accurate, or	64%	52%	74%	88%	56%	70%	62%	63%	64%
Not accurate	30%	33%	26%	12%	35%	30%	29%	37%	27%

Q9. Accuracy of emergency alerts received by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights – **those who received Emergency Alert**); Weighted; ^ Caution: small cell size

Q9a For what reasons were they not accurate? Are you able to give me some examples of this?

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received an Emergency Alert and rated as not accurate at Q9 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 14^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 7^	**Female n = 7^**	**<45 years n = 1^**	**45+ years n = 13^**	**Yes n = 3^**	**No n = 11^**	**Yes n = 4^**	**No n = 10^**
Fire location was incorrect/not specific enough	49%	57%	39%		54%	70%	43%	24%	60%
Evacuation was not necessary (i.e. too far away from fire)	26%	15%	39%		29%	30%	25%		38%
Information was not clear enough/too basic	21%	28%	13%		23%	30%	19%		30%
Information was confusing	6%		13%		7%		7%		9%
Over dramatised danger of fire/created panic	21%	29%	13%		24%		27%		31%
Information arrived too late	24%	14%	36%	100%	15%		30%	76%	

Q9a. Reasons emergency alerts received were inaccurate by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights – **those who rated Emergency Alerts as not accurate at Q9**); Weighted; ^ Caution: small cell size

Q10 And were they delivered to you…

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received an Emergency Alert Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 44**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 21^	**Female n = 23^**	**<45 years n = 9^**	**45+ years n = 35**	**Yes n = 9^**	**No n = 35**	**Yes n = 11^**	**No n = 33**
At the right time, or were they	72%	72%	71%	70%	72%	46%	78%	55%	77%
Too early, or	6%	5%	7%		8%	18%	3%		8%
Too late	23%	23%	22%	30%	20%	36%	19%	45%	15%

Q10. Timing of emergency alerts received by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights – **those who received Emergency Alert**); Weighted; ^ Caution: small cell size

Q11 And were they …

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received an Emergency Alert Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 44**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 21^	**Female n = 23^**	**<45 years n = 9^**	**45+ years n = 35**	**Yes n = 9^**	**No n = 35**	**Yes n = 11^**	**No n = 33**
Very easy to understand	29%	37%	22%	33%	28%	11%	34%	37%	27%
Easy to understand, or	64%	63%	66%	54%	68%	80%	60%	51%	69%
Not easy to understand	7%		13%	12%	5%	9%	6%	12%	5%

Q11. Ease of understanding of emergency alerts received by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights – **those who received Emergency Alert**); Weighted; ^ Caution: small cell size

Q11a For what reasons were they not easy to understand? Are you able to give me some examples of this?

Three people gave reasons for rating the EAs as not easy to understand:

- The naming of the alerts (prepare to leave) was misinterpreted and caused panic and immediate evacuation
- The warnings were considered more suitable for younger, more technologically savvy people
- The warnings did not contain enough specific detail on the location.

Q12 Did you take action specifically because of an Emergency Alert message?

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received an Emergency Alert Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 44**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 21^	**Female n = 23^**	**<45 years n = 9^**	**45+ years n = 35**	**Yes n = 9^**	**No n = 35**	**Yes n = 11^**	**No n = 33**
Yes	29%	23%	34%	33%	28%	25%	30%	24%	31%
No	69%	72%	66%	58%	72%	64%	70%	76%	66%
Not sure	2%	5%		9%		11%			3%

Q12. Took action because of emergency alert by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights– **those who received Emergency Alert**); Weighted; ^ Caution: small cell size

Q13 Overall, how important were the Emergency Alert messages to you? Were they…

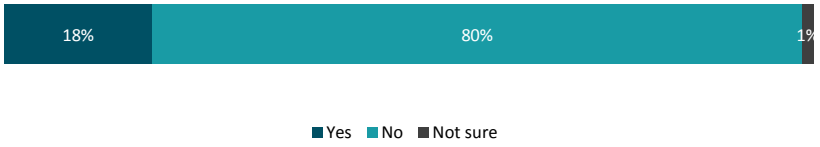
Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received an Emergency Alert Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 44**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 21^	**Female n = 23^**	**<45 years n = 9^**	**45+ years n = 35**	**Yes n = 9^**	**No n = 35**	**Yes n = 11^**	**No n = 33**
Very important	40%	33%	46%	46%	38%	50%	38%	38%	41%
Important, or	37%	43%	31%	33%	38%	41%	36%	9%	46%
Not important	23%	24%	23%	21%	24%	9%	27%	53%	13%

Q13. Importance of emergency alerts received by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - **those who received Emergency Alert**); Weighted; ^ Caution: small cell size

1.4 Inconsistent or contradictory advice

18% of Eungella/Finch Hatton/Dalrymple Heights residents reported receiving inconsistent or contradictory advice from authorities such as Queensland State Government representatives, police, fire services, State Emergency Services or the local council in the days leading up to or during the bushfires. 80% did not receive inconsistent or contradictory advice, while 1% were unsure.

Q14. Received inconsistent advice from authorities
AREA 1



Examples of conflicting advice most commonly referenced themes of: the fire not being where it was reported to be located; a perception that authorities were disorganised; or the information not being specific enough.

Q14 In the days leading up to and during the bushfires, did you receive any inconsistent or contradictory advice from authorities such as Queensland State Government representatives, police, fire services, State Emergency Service or the local council?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
Yes	18%	27%	10%	27%	16%	21%	17%	19%	18%
No	80%	70% ↓	90% ↑	73%	82%	79%	81%	76%	82%
Not sure	1%	3%			2%		2%	5%	

Q14. Received inconsistent advice from authorities by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q14a Are you able to give me some examples of this?

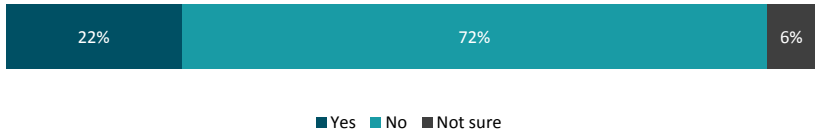
Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received inconsistent advice at Q14 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 13**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 9^	**Female n = 4^**	**<45 years n = 4^**	**45+ years n = 9^**	**Yes n = 5^**	**No n = 8^**	**Yes n = 4^**	**No n = 9^**
Authorities were disorganised	23%	32%		45%	12%	41%	12%	53%	11%
The fire wasn't where it was reported to be	32%	22%	58%	32%	32%	16%	42%	26%	35%
Lack of information from authorities	15%	22%		23%	12%	21%	12%	26%	11%
The media was fear-mongering/over-exaggerating	17%		58%	32%	9%		27%		24%
There was conflicting information between different authorities (e.g. police and fire)	31%	44%		45%	24%	63%	12%	53%	23%
Authorities and the media were providing conflicting information	6%		21%		9%		10%	21%	
Information was not specific enough	22%	23%	21%		33%		35%	21%	23%
Other	8%	12%			12%		13%		12%

Q14a. Inconsistent advice received from authorities by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights – **those who received inconsistent advice at Q14**); Weighted; ^ Caution: small cell size

1.5 Preparation behaviours (12 months prior to event)

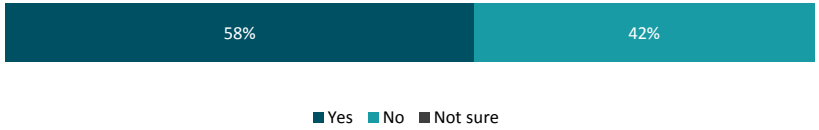
22% of Eungella/Finch Hatton/Dalrymple Heights residents surveyed could recall reading, hearing or seeing information or education about bushfire risks or about preparing for bushfires in the 12 months prior to the 2018 bushfires.

Q15. Recall receiving information about bushfire risks in last 12 months
AREA 1



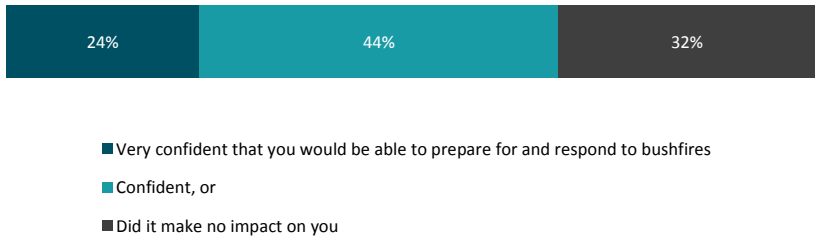
Six in ten (58%) reported using the information in the lead up to or during the recent bushfires; maintaining a fire break/clean property was the most commonly reported use.

Q16. Used bushfire risk advice in recent bushfires
AREA 1



Of those who received such information, two thirds felt this made them confident they would be able to prepare for and respond to bushfires (24% very confident, 44% confident).

Q15a. Effect of advice on bushfire risks in last 12 months
AREA 1



Q15 Shifting your thoughts now to the last 12 months, prior to the threat of any bushfires, do you recall reading, hearing or seeing any information or education about bushfire risks or preparing for bushfires?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
Yes	22%	27%	16%	6%	26%	16%	24%	10%	26%
No	72%	73%	72%	77%	71%	84%	67%	83%	68%
Not sure	6%		11% ↑	17%	3%		9%	7%	5%

Q15. Recall advice on bushfire risks in last 12 months by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); Weighted; ^ Caution: small cell size

Q15a Did this information or education make you feel….

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received information about bushfire risk/preparation at Q15 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 15^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 9^	**Female n = 6^**	**<45 years n = 1^**	**45+ years n = 14^**	**Yes n = 4^**	**No n = 11^**	**Yes n = 2^**	**No n = 13^**
Very confident that you would be able to prepare for and respond to bushfires	24%	22%	27%		26%	51%	15%	50%	20%
Confident, or	44%	34%	60%		48%	22%	52%		51%
Did it make no impact on you	32%	43%	13%	100%	27%	27%	33%	50%	29%

Q15a. Effect of advice on bushfire risks in last 12 months by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights-- **those who received information about bushfire risk/preparation at Q15**); Weighted; ^ Caution: small cell size

Q16 Did you use any of this information in the lead up to or during the recent bushfires?

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who received information about bushfire risk/preparation at Q15 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 15^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 9^	**Female n = 6^**	**<45 years n = 1^**	**45+ years n = 14^**	**Yes n = 4^**	**No n = 11^**	**Yes n = 2^**	**No n = 13^**
Yes	58%	57%	60%		62%	51%	60%	50%	59%
No	42%	43%	40%	100%	38%	49%	40%	50%	41%

Q16. Used bushfire risk advice in recent bushfires by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights – **those who received information about bushfire risk/preparation at Q15**); Weighted; ^ Caution: small cell size

Q16a How did you use this information? How was it helpful?

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who used information received about bushfire risk/preparation at Q16 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 8^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 5^	**Female n = 3^**	**<45 years n = 0^**	**45+ years n = 8^**	**Yes n = 2^**	**No n = 6^**	**Yes n = 1^**	**No n = 7^**
Knew what to take when evacuating/how to prepare before leaving (i.e. valuables, paperwork, animals)	25%		61%		25%	43%	20%		28%
Maintained fire break/cleaned property/organised sufficient water supply	56%	80%	22%		56%	100%	45%	100%	51%
Organised evacuation route	28%	20%	39%		28%	57%	20%		31%
Knew if I could stay on property or if I was required to evacuate	12%	20%			12%		15%		14%
Common Sense/confirmed what I already knew	16%		39%		16%		20%		18%

Q16a. Methods used bushfire risk advice in recent bushfires by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights – **those who used information at Q16**); Weighted; ^ Caution: small cell size

1.6 Suggestions to improve effectiveness of event information and warnings and public education generally

Eungella/Finch Hatton/Dalrymple Heights residents most commonly called for *more* back burning, more specific information, more accurate information or more warnings in general to improve the effectiveness of event information, warnings and public education.

Q17 Overall, what suggestions would you make to improve the effectiveness of the information and warnings delivered in the days leading up to and during the bushfires, or the public education and information delivered in the last 12 months?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
More back burning/should be allowed to clear more land	22%	30%	14%	15%	24%	7%	29%	43%	14%
Provide more specific locations in warnings (e.g. don't provide a suburb that has a large perimeter)	18%	18%	18%	32%	14%	20%	17%	21%	17%
More accurate information	12%	9%	14%	9%	12%	11%	12%	4%	15%
Provide more information/warnings (general)	11%	3% ↓	18% ↑	9%	11%	30%	2%	7%	12%
Provide more education on bushfires (general)	9%	9%	10%		12%	10%	9%	12%	8%
More phone calls/text messages/radio	7%	9%	4%	12%	5%	16%	2%	14%	4%
Provide earlier/more frequent warnings	5%	3%	6%		6%	10%	2%	5%	4%
Make sure warnings are functional/compatible (e.g. link in the text message didn't work, emergency alert messages didn't open)	4%		8%	9%	3%		6%	7%	3%
More information on how to prepare your property (e.g. clear gutters, having an evacuation plan etc.)	4%		8%		5%		6%		5%
Better organised evacuations (e.g. should evacuate the town in stages not all at once)	3%	3%	4%		5%	11%		7%	2%
Provide clearer, more concise information	3%	3%	2%		3%	4%	2%		4%
Less fear-mongering	2%		4%		3%		3%		3%

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Q17 Overall, what suggestions would you make to improve the effectiveness of the information and warnings delivered in the days leading up to and during the bushfires, or the public education and information delivered in the last 12 months?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
Provide more traffic control when evacuating (e.g. avoid traffic jams, more police presence)	1%		2%		1%	4%			2%
Other	15%	25% ↑	7% ↓		20%	18%	14%	4%	20%
No suggestions	11%	6%	15%	15%	9%	14%	9%		15%
Happy with how it is	3%		6%	9%	1%		5%		4%

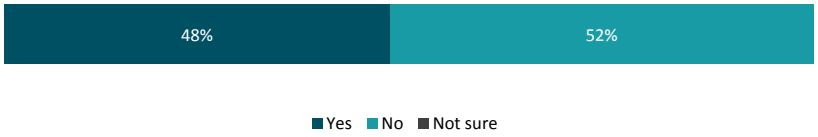
Q17. Suggestions to improve bushfire risk advice by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

1.7 Bushfire and evacuation planning

1.7.1 Bushfire planning

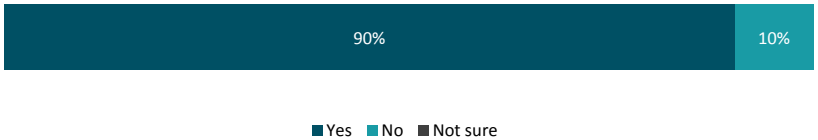
48% of Eungella/Finch Hatton/Dalrymple Heights residents surveyed reported that in the 12 months prior to the recent bushfires they had a bushfire plan in place, while 52% did not.

Q18. Had bushfire plan prior to fires
AREA 1



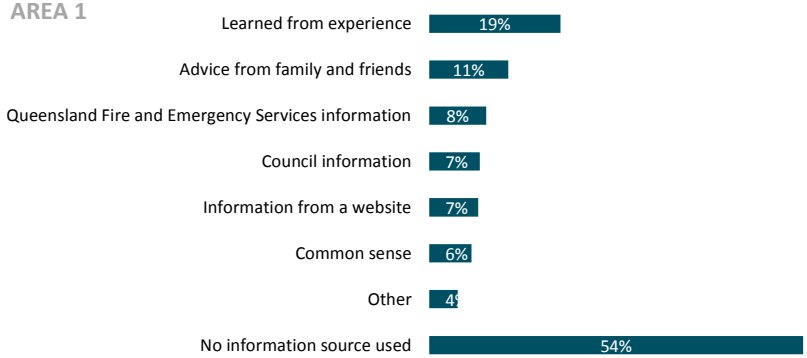
Among those with a bushfire plan in place, nine in ten (90%) reported that they did follow this plan in the days just before and/or during the bushfires.

Q19. Followed bushfire plan during fires
AREA 1



Past experience (19%), advice from family and friends (11%) and information from Queensland Fire and Emergency Services (8%) were the most common sources of information being used to help residents formulate their bushfire plan. 54% of those with a bushfire plan however did not consult any information sources when preparing their plan.

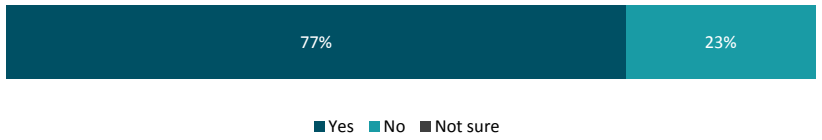
Q19b. Information sources used for bushfire plan
AREA 1



1.7.2 Evacuation planning

77% of those who had a prepared bushfire plan indicated that their plan included preparation for or consideration of what they would do if they were ever required to evacuate.

Q20. Bushfire plan included evacuation consideration
AREA 1



27% of Eungella/Finch Hatton/Dalrymple Heights residents reported that in the 12 months prior to the bushfires they had prepared an evacuation kit (with items such as insurance details, personal paperwork and documents such as wills and passports, essential medicines, clothing, toiletries and bedding etc.).

Q21. Had bushfire evacuation kit prepared
AREA 1

40% of residents knew what the local area's evacuation plans were (e.g. when and where to go), prior to the recent bushfires.

Q22. Knew local area evacuation plan
AREA 1

Q18 A bushfire plan includes making decisions about how to prepare you property and about what you would do during a bushfire such as whether you would stay or go early and how you would do so. In the 12 months prior to the bushfires, did you have a bushfire plan in place?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
Yes	48%	64% ↑	33% ↓	42%	49%	40%	51%	82%	35%
No	52%	36% ↓	67% ↑	58%	51%	60%	49%	18%	65%

Q18. Had bushfire plan prior to fires by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q19 And did you follow this plan in the days just before and or during the bushfires?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents who had a bushfire plan at Q18 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 33**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 21^	**Female n = 12^**	**<45 years n = 6^**	**45+ years n = 27^**	**Yes n = 9^**	**No n = 24^**	**Yes n = 15^**	**No n = 18^**
Yes	90%	95%	82%	79%	93%	79%	94%	91%	89%
No	10%	5%	18%	21%	7%	21%	6%	9%	11%

Q19. Followed bushfire plan during fires Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) - **those who had a plan at Q18)**; Weighted
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q19a Were there any reasons you didn't follow your bushfire plan?

Three people did not follow their bushfire plan and gave the following reasons (verbatim comment):

- I planned to stay home but could not as I was not allowed back in by the police. They stopped everything including firetrucks and dozers.
- It wouldn't have worked anyway, I'm new to the area and I didn't really go and follow the plan through. My plan was to go to the river but I just got in the car and left while I could.
- I didn't get the back burn permit so I couldn't prepare property.

Q19b What information sources, if any, did you use to help you develop your bushfire plan? Any others?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents who had a bushfire plan at Q18 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 33**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 21^	**Female n = 12^**	**<45 years n = 6^**	**45+ years n = 27^**	**Yes n = 9^**	**No n = 24^**	**Yes n = 15^**	**No n = 18^**
Learned from experience	19%	19%	18%	15%	20%	27%	16%	22%	17%
Advice from family and friends	11%	5%	23%	41%	4%	12%	11%	17%	6%
Queensland Fire and Emergency Services information	8%	9%	7%	15%	7%	20%	4%		16%
Council information	7%	5%	12%		9%	16%	4%	9%	6%
Information from a website	7%	5%	12%	15%	5%	27%		15%	
Common sense	6%	10%		15%	4%		8%	13%	
Other	4%		12%		5%		6%		8%
No information source used	54%	62%	40%	15%	64%	42%	59%	55%	54%

Q19b. Info sources used for bushfire plan by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); – **those who had a plan at Q18**); Weighted; ^ Caution: small cell size

Q20 Did your bushfire plan include preparation for or consideration of what you would do if you were ever required to evacuate your home?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents who had a bushfire plan at Q18 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 33**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 21^	**Female n = 12^**	**<45 years n = 6^**	**45+ years n = 27^**	**Yes n = 9^**	**No n = 24^**	**Yes n = 15^**	**No n = 18^**
Yes	77%	71%	87%	85%	74%	91%	71%	58%	94%
No	23%	29%	13%	15%	26%	9%	29%	42%	6%

Q20. Bushfire plan included evacuation by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights– **those who had a plan at Q18**); Weighted; ^ Caution: small cell size

Q21 In the 12 months prior to the recent bushfires, did you have an evacuation kit prepared? An evacuation kit might include important items such as insurance details, personal paperwork and documents such as wills and passports, essential medicines, clothing, toiletries, bedding etc

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
Yes	27%	28%	27%	32%	26%	31%	26%	16%	31%
No	73%	72%	73%	68%	74%	69%	74%	84%	69%

Q21. Had bushfire evacuation kit prepared by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); Weighted; ^ Caution: small cell size

Q22 Prior to the recent bushfires, did you know what the local area's evacuation plans - like when and where to go to - were?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
Yes	40%	54% ↑	27% ↓	33%	42%	37%	42%	47%	37%
No	56%	43% ↓	68% ↑	61%	55%	59%	55%	53%	58%
Not sure	4%	3%	4%	6%	3%	4%	3%		5%

Q22. Knew local area evacuation plan by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - Weighted; ^ Caution: small cell size

↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

2.0 Evacuation

2.1 Evacuation process

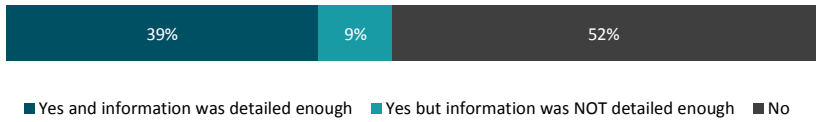
32% of Eungella/Finch Hatton/Dalrymple Heights residents surveyed reported evacuating their homes during the recent bushfires, while 68% did not evacuate.

Q23. Evacuated home during recent bushfires
AREA 1

Being told to go (58%) was the biggest driver to deciding to evacuate. Among those who did *not* evacuate, the most common reasons for this were not perceiving themselves to be at risk (47%) or feeling there was no need to evacuate (42%).

39% of evacuees received enough detailed information about when to go, where to go and what help was available during the recent bushfires, 9% received information but it was not detailed enough, while 52% did not receive any information.

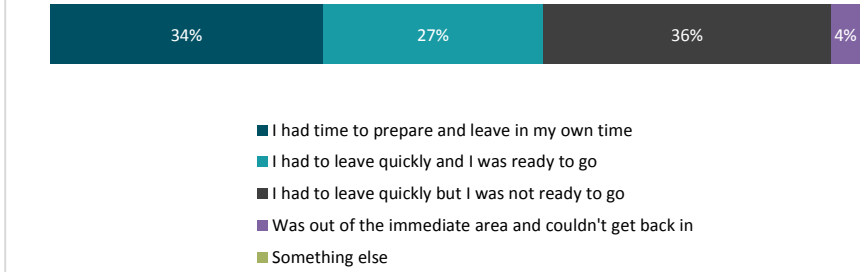
Q26. Received evacuation information
AREA 1



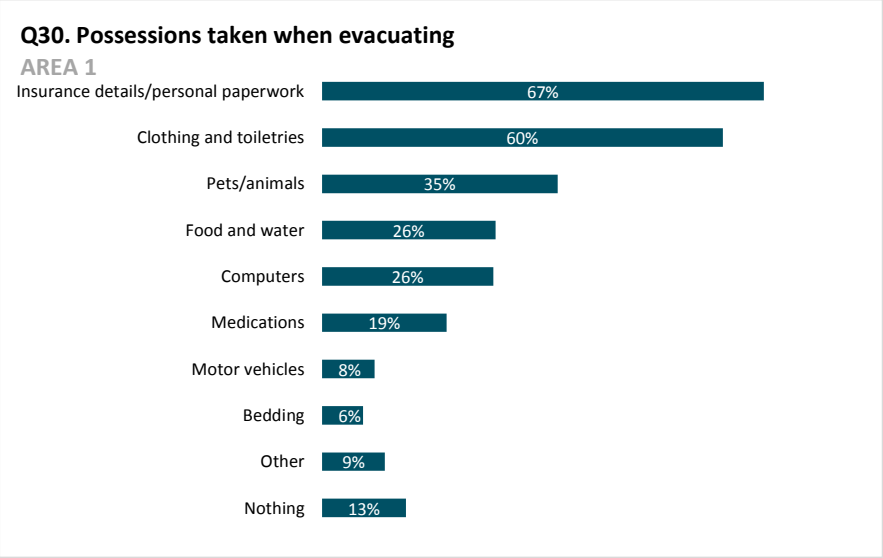
Information was most likely to have been received from police (65%); 41% of those who received information from police rated it as *not* easy to understand.

34% of evacuees reported that they had time to prepare and leave in their own time, while 27% had to leave quickly but were ready to go. Four in ten (36%) reported they had to leave quickly but were not ready to go.

Q29. Description of evacuation situation
AREA 1



Eungella/Finch Hatton/Dalrymple Heights residents who evacuated were most likely to have taken insurance details/personal paperwork (67%); clothing and toiletries (60%); or their pets/animals (35%) when they evacuated.



93% of evacuees reported that they received no help to evacuate.

Q23 Did you evacuate, that is leave your home, during the recent bushfires?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
Yes	32%	24%	39%	36%	31%	100%		20%	37%
No	68%	76%	61%	64%	69%		100%	80%	63%

Q23. Evacuated home during recent bushfires by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - Weighted; ^ Caution: small cell size

Q24 For what reasons did you decide not to evacuate? Why else?

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who did not evacuate at Q23 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 46**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 25^	**Female n = 21^**	**<45 years n = 8^**	**45+ years n = 38**	**Yes n = 0^**	**No n = 46**	**Yes n = 15^**	**No n = 31**
No need	42%	45%	40%	37%	44%		42%	44%	41%
Did not believe I was at risk	47%	36%	59%	67%	41%		47%	27%	57%
Couldn't leave pets/animals behind	14%	16%	11%		17%		14%	18%	11%
Other	2%	4%			3%		2%		3%

Q24. Reasons did not evacuate home by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - **those who did not evacuate at Q23**); Weighted; ^ Caution: small cell size

Q25 For what reasons did you decide to evacuate? Why else?

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who evacuated at Q23 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 23^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 8^	**Female n = 15^**	**<45 years n = 5^**	**45+ years n = 18^**	**Yes n = 23^**	**No n = 0^**	**Yes n = 4^**	**No n = 19^**
I was told to go	58%	50%	63%	66%	56%	58%		55%	59%
I or my family were frightened	8%	12%	6%	17%	5%	8%			10%
Others in my area were leaving	11%	12%	10%	17%	8%	11%			13%
It was in our bushfire plan	5%	13%			6%	5%			6%
Other	4%	12%		17%		4%			5%

Q25. Reasons did evacuate home by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights – **those who evacuated at Q23**); Weighted; ^ Caution: small cell size

Q26 Did you receive information about when to go, where to go, how to get there and what help was available for you?

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who evacuated at Q23 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 23**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 8^	**Female n = 15^**	**<45 years n = 5^**	**45+ years n = 18^**	**Yes n = 23^**	**No n = 0^**	**Yes n = 4^**	**No n = 19^**
Yes and information was detailed enough	39%	24%	47%	59%	32%	39%		20%	43%
Yes but information was NOT detailed enough	9%	25%		17%	6%	9%		25%	6%
No	52%	51%	53%	24%	62%	52%		55%	52%

Q26. Received evacuation info by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - **those who evacuated at Q23**); Weighted; ^ Caution: small cell size

Q26a Did you receive specific advice or instructions to evacuate from any of the following?

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who evacuated at Q23 and received information at Q26 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 11^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 4^	**Female n = 7^**	**<45 years n = 4^**	**45+ years n = 7^**	**Yes n = 11^**	**No n = 0^**	**Yes n = 2^**	**No n = 9^**
Police	65%	75%	59%	45%	78%	65%		100%	58%
Fire and Emergency Services	26%	49%	12%	45%	12%	26%			31%

Q26a. Sources received evacuation instructions by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); - – **those who evacuated at Q23 and received information at Q26**); Weighted; ^ Caution: small cell size

Q27 Were instructions from the {INSERT AGENCY FROM Q26A} to evacuate….

	Column %	**Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights)**
Fire and Emergency Services	Very easy to understand	71%
	Easy to understand, or	29%
	Not easy to understand	
Police	Very easy to understand	37%
	Easy to understand, or	23%
	Not easy to understand	41%
Local council	Very easy to understand	
	Easy to understand, or	
	Not easy to understand	
State Emergency Service	Very easy to understand	
	Easy to understand, or	
	Not easy to understand	
Other	Very easy to understand	50%
	Easy to understand, or	50%
	Not easy to understand	

Q27. Ease of understanding evacuation instructions (flattened) by Banner - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); – **those who received information from agency at Q26a**; Weighted

Q29 Which of the following best describes your evacuation situation?

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who evacuated at Q23 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 23^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 8^	**Female n = 15^**	**<45 years n = 5^**	**45+ years n = 18^**	**Yes n = 23^**	**No n = 0^**	**Yes n = 4^**	**No n = 19^**
I had time to prepare and leave in my own time	34%	37%	32%	34%	33%	34%		25%	36%
I had to leave quickly and I was ready to go	27%	12%	36%	41%	22%	27%		55%	21%
I had to leave quickly but I was not ready to go	36%	51%	26%	24%	40%	36%			43%
Was out of the immediate area and couldn't get back in	4%		6%		5%	4%		20%	

Q29. Description of evacuation situation by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights – **those who evacuated at Q23**); Weighted; ^ Caution: small cell size

Q29/Q21 Description of evacuation situation and pre-preparation of evacuation kit

	Q21 In the 12 months prior to the recent bushfires, did you have an evacuation kit prepared?	
Column %	**Yes n = 7^**	**No n = 16^**
I had time to prepare and leave in my own time	15%	42%
I had to leave quickly and I was ready to go	43%	20%
I had to leave quickly but I was not ready to go	42%	33%

Table 1. Q29. Description of evacuation situation by Q21. Had bushfire evacuation kit prepared

Q29. Description of evacuation situation by Q21. Had bushfire evacuation kit prepared; Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights Weighted; ^ Caution: small cell size

Q30 What possessions did you take with you, if any? What else?

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who evacuated at Q23 Column %	Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 23^	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 8^	Female n = 15^	<45 years n = 5^	45+ years n = 18^	Yes n = 23^	No n = 0^	Yes n = 4^	No n = 19^
Clothing and toiletries	60%	38%	74%	41%	67%	60%		75%	57%
Insurance details/personal paperwork	67%	38%	83%	66%	67%	67%		55%	69%
Pets/animals	35%	25%	42%	66%	25%	35%		20%	39%
Medications	19%	13%	22%		25%	19%			23%
Motor vehicles	8%	12%	6%	17%	5%	8%			10%
Food and water	26%	26%	26%	24%	27%	26%			32%
Computers	26%	25%	26%	17%	29%	26%		20%	27%
Bedding	6%		10%		8%	6%			7%
Other	9%	26%			13%	9%			11%
Nothing	13%	25%	6%	17%	11%	13%			15%

Q30. Possessions took when evacuated by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Height - **those who evacuated at Q23**); Weighted; ^ Caution: small cell size

Q31 Did you receive any help to evacuate, if so what sort of help? Any other help?

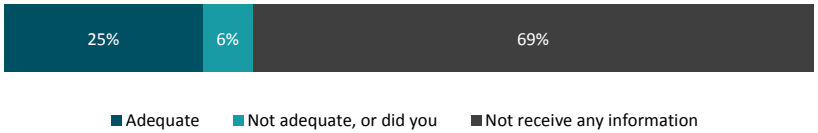
Base: Eungella, Finch Hatton, Dalrymple Heights respondents who evacuated at Q23 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 23^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 8^	**Female n = 15^**	**<45 years n = 5^**	**45+ years n = 18^**	**Yes n = 23^**	**No n = 0^**	**Yes n = 4^**	**No n = 19^**
Securing animals	7%		11%		9%	7%		20%	4%
None of these	93%	100%	89%	100%	91%	93%		80%	96%

Q31. Assistance received to evacuate by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - **those who evacuated at Q23**); Weighted; ^ Caution: small cell size

2.2 Returning home

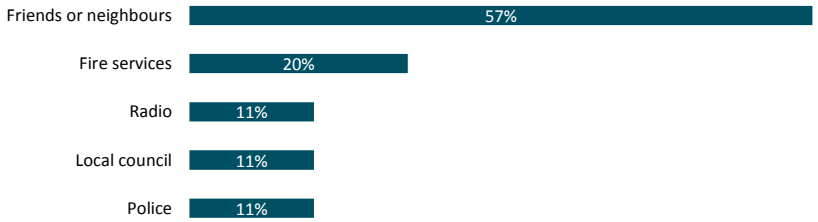
25% of evacuees rated the information they received about returning to their home as adequate. 6% felt it was inadequate, while 69% did not receive any information.

Q32. Adequacy of information on returning home
AREA 1



Friends or neighbours (57%) were the most common source of information received about returning home.

Q33. Sources received information from re returning home
AREA 1



Q32 Was the information you received about returning to your home…

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who evacuated at Q23 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 23^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 8^	**Female n = 15^**	**<45 years n = 5^**	**45+ years n = 18^**	**Yes n = 23^**	**No n = 0^**	**Yes n = 4^**	**No n = 19^**
Adequate	25%	12%	32%	41%	19%	25%		45%	20%
Not adequate, or did you	6%		10%		8%	6%		35%	
Not receive any information	69%	88%	58%	59%	73%	69%		20%	80%

Q32. Adequacy of info on returning home by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - – those who evacuated at Q23); Weighted; ^ Caution: small cell size

Q32a For what reasons was it not adequate? Are you able to give me some examples of this?

One person responded to this question and gave the reason that they only found out about returning home from a friend.

Q33 From which of the following sources did you receive information about returning to your home?

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who evacuated at Q23 and – who received information about returning home at Q32 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 7^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 1^	**Female n = 6^**	**<45 years n = 2^**	**45+ years n = 5^**	**Yes n = 7^**	**No n = 0^**	**Yes n = 3^**	**No n = 4^**
Radio	11%		13%		17%	11%			21%
Friends or neighbours	57%	100%	50%	42%	65%	57%		75%	42%
Local council	11%		13%		17%	11%			21%
Police	11%		13%		17%	11%		25%	
Fire services	20%		23%	58%		20%			37%

Q33. Sources received info on returning home by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - **those who received information about returning home at Q32**); Weighted; ^ Caution: small cell size

2.3 Suggestions to improve the effectiveness of evacuation preparation, arrangements and information

Improving information about evacuating (16%), providing more warnings (14%) and improving roads/congestion (10%) were the most common suggestions to improve the effectiveness of evacuation preparation, arrangements and information.

Q34 What suggestions would you make to improve the effectiveness of evacuation preparation, arrangements and information for people impacted by bushfires?

Base: Eungella, Finch Hatton, Dalrymple Heights respondents who evacuated at Q23 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 23^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 8^	**Female n = 15^**	**<45 years n = 5^**	**45+ years n = 18^**	**Yes n = 23^**	**No n = 0^**	**Yes n = 4^**	**No n = 19^**
Improve information provided about evacuation (e.g. what is the best way to go)	16%	26%	10%		21%	16%		35%	11%
Provide more warnings (e.g. more texts/emails, radio messages)	14%	13%	15%		19%	14%			17%
Improve roads (e.g. congestion when leaving, only one way in and out)	10%		15%	24%	5%	10%			12%
Provide more organised evacuation centres/more organised evacuation procedures	8%	13%	6%		11%	8%			10%
Give people more time to evacuate	5%	13%			6%	5%			6%
Improve preparedness (e.g. have a kit/bag ready, stay alert, clear your property)	5%	13%			6%	5%			6%
Other	12%	24%	6%	34%	5%	12%		25%	10%
Happy with how it was	4%		6%		5%	4%			4%
Don't know/nothing	32%	12%	43%	41%	28%	32%		40%	30%

Q34. Suggestions to improve evacuation info and preparation by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - **those who evacuated at Q23**); Weighted; ^ Caution: small cell size

3.0 Heatwave

3.1 Sources and usefulness of heatwave information and warnings

Eungella/Finch Hatton/Dalrymple Heights residents were most likely to source information or receive warnings about the 2018 heatwave conditions via television (ABC or commercial) (60% used this source).

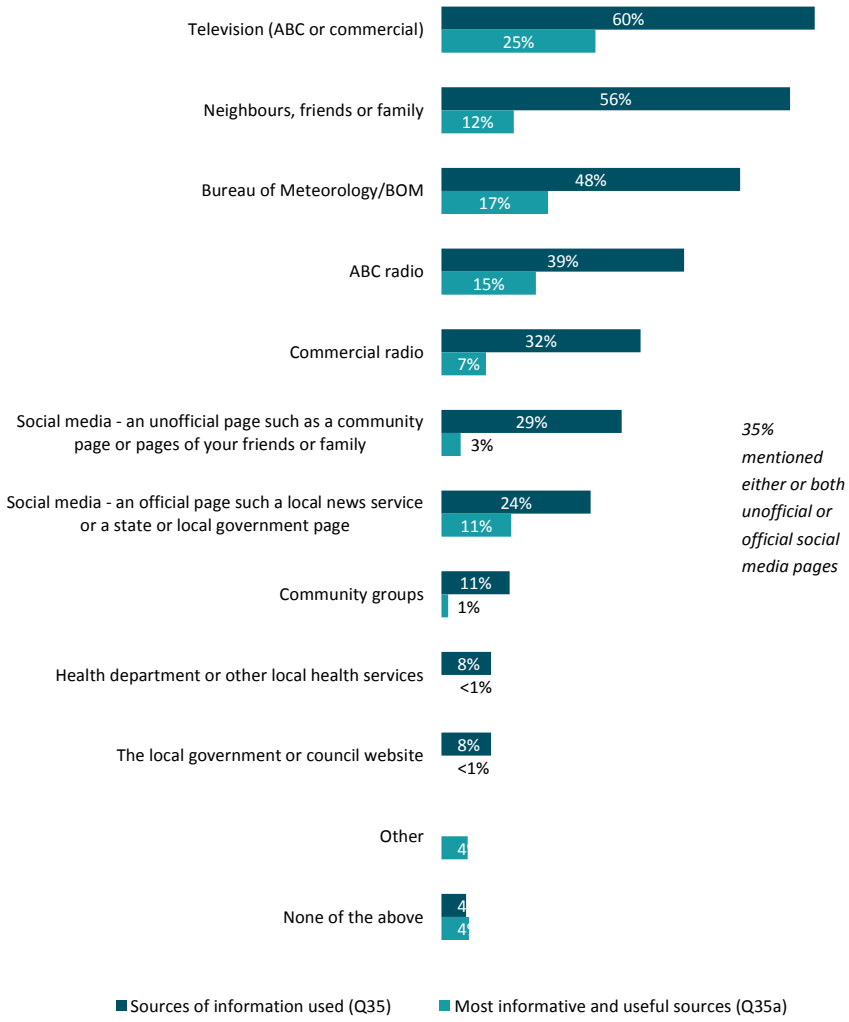
A range of other information sources were also used, namely: neighbours, friends or family (56%); the Bureau of Meteorology (48%); ABC radio (39%); commercial radio (32%) and social media (unofficial page 29%) (official page 24%) (35% used either or both an official or unofficial page).

Males (60%) were more likely than females (19%) to have sourced information via ABC radio.

When asked to select which source of information was the most informative and useful, television (ABC or commercial) was the most likely to be selected (25%), followed by the Bureau of Meteorology (17%) or ABC radio (15%).

Q35./Q35a. Sources of information or warnings used in days just before or during HEATWAVE

AREA 1



Q35 Thinking back to the days just before or during the bushfires and heatwave conditions, from which of the following sources did you receive information or warnings about the heatwave, if any?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 33	Female n = 36	<45 years n = 13^	45+ years n = 56	Yes n = 23^	No n = 46	Yes n = 19^	No n = 50
Television (ABC or commercial)	60%	61%	58%	30%	68%	56%	61%	62%	59%
Bureau of Meteorology/BOM	48%	51%	46%	58%	46%	43%	51%	50%	48%
Neighbours, friends or family	56%	61%	52%	56%	57%	45%	62%	60%	55%
Commercial radio	32%	33%	30%	23%	34%	14%	40%	39%	29%
Social media - an official page such a local news service or a state or local government page	24%	15%	32%	26%	23%	29%	21%	18%	26%
Social media - an unofficial page such as a community page or pages of your friends or family	29%	24%	34%	38%	27%	35%	26%	21%	33%
NET SOCIAL MEDIA	35%	24%	46%	56%	29%	48%	29%	28%	38%
ABC radio	39%	60% ↑	19% ↓	12%	47%	35%	41%	34%	41%
The local government or council website	8%	3%	14%	32%	1%	10%	8%	5%	10%
Health department or other local health services	8%	9%	7%	6%	8%	4%	10%	20%	3%
The state government website	3%	3%	4%	15%		4%	3%		5%
Community groups	11%	9%	12%	15%	9%	21%	6%	21%	6%
At work	7%	3%	11%	9%	7%	6%	8%	14%	5%
Newspaper	1%	3%			2%		2%	5%	
Other app	1%	3%		6%			2%	5%	
None of the above	4%	9%		6%	4%		7%	11%	2%

Q35t. Total - Heatwave info sources by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q35a And of those information or warnings, which was the most informative and useful source?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
Television (ABC or commercial)	25%	21%	28%	9%	30%	26%	24%	16%	28%
ABC radio	15%	24% ↑	7% ↓	6%	18%	22%	12%	15%	15%
Bureau of Meteorology/BOM	17%	15%	19%	35%	12%	5%	23%	16%	18%
Social media - an official page such a local news service or a state or local government page	11%	6%	16%	9%	12%	22%	6%	13%	11%
Commercial radio	7%	6%	8%	<1%	9%	<1%	11%	5%	8%
Social media - an unofficial page such as a community page or pages of your friends or family	3%	<1%	6%	9%	1%	10%	<1%	<1%	4%
Social media - an official page such a local news service or a state or local government page + Social media - an unofficial page such as a community page or pages of your friends or family	14%	6%	22%	17%	13%	32%	6%	13%	15%
Neighbours, friends or family	12%	9%	14%	21%	9%	8%	13%	21%	8%
Community groups	1%	<1%	2%	<1%	1%	4%	<1%	4%	<1%
Health department or other local health services	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
The local government or council website	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
Other	4%	9%	<1%	6%	4%	4%	4%	<1%	6%
None of the above	4%	9%	<1%	6%	4%	<1%	7%	11%	2%

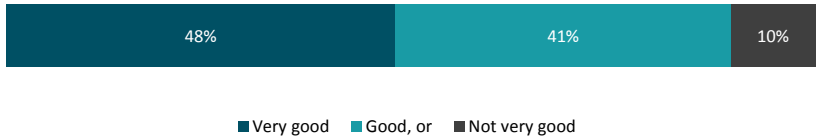
Q35a Most useful heatwave info source by banner – Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - Weighted

3.2 Knowledge of and behaviour during heatwave conditions

In the days just before the bushfires and heatwave conditions, most Eungella/Finch Hatton/Dalrymple Heights residents regarded their understanding of the risks and impacts of the heatwave as good (48% very good, 41% good).

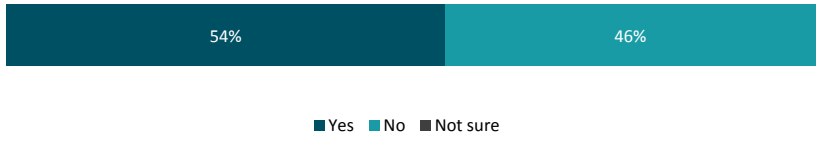
10% said their understanding was not very good, this view being more common among females (18%) than males (3%).

Q36. Understanding of heatwave risks
AREA 1



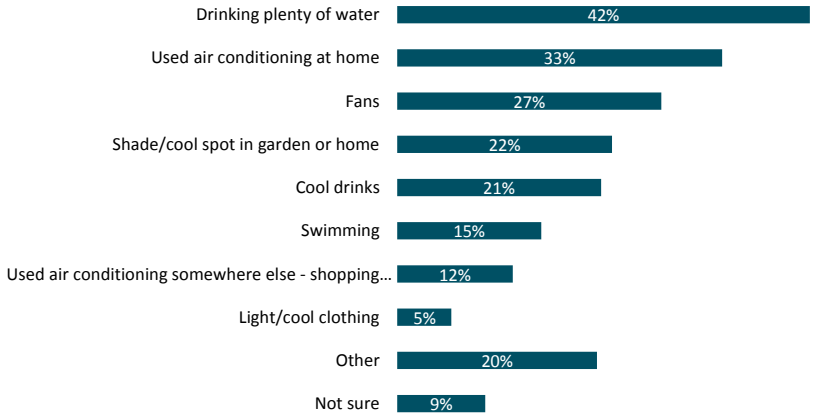
54% of respondents acted to reduce the risks of the heatwave to themselves personally. Most commonly, residents were trying to avoid dehydration (41%) or a heat-related illness (21%).

Q37. Took action to reduce heatwave risk
AREA 1



The most common methods used by Eungella/Finch Hatton/Dalrymple Heights residents to stay cool during the heatwave were hydration (drinking plenty of water 42%, cool drinks 21%); using air conditioning at home (33%); or fans (27%).

Q39. Methods used to stay cool during heatwave
AREA 1



Barriers to staying cool most commonly reported by Eungella/Finch Hatton/Dalrymple Heights residents included working outside (14%) or not having air-conditioning at home/working (10%).

Q36 In the days just before the bushfires and heatwave conditions, would you say your understanding of the risks and impacts of the heatwave was…

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
Very good	48%	57%	39%	27%	54%	46%	49%	47%	49%
Good, or	41%	40%	43%	41%	42%	34%	45%	37%	43%
Not very good	10%	3% ↓	18% ↑	32%	4%	20%	6%	16%	8%

Q36. Understanding of heatwave risks by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q37 Given the heatwave conditions, did you take any action or do anything to reduce the risks of the heatwave to you personally?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
Yes	54%	51%	57%	51%	55%	46%	58%	64%	51%
No	46%	49%	43%	49%	45%	54%	42%	36%	49%

Q37. Took action to reduce heatwave risk by BANNER -Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights; Weighted; ^ Caution: small cell size

Q38 What heatwave risks were you concerned about or trying to reduce? Anything else?

Base: Eungella, Finch Hatton, Dalrymple Heights respondents that took action at Q37 Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 87	**Female n = 116**	**<45 years n = 74**	**45+ years n = 129**	**Yes n = 155**	**No n = 48**	**Yes n = 9^**	**No n = 194**
Dehydration	41%	35%	46%	41%	41%	46%	39%	51%	36%
Getting a heat-related illness (e.g. heatstroke)	21%	25%	18%		27%	21%	21%	26%	19%
Trying to stay comfortable	20%	17%	22%	41%	14%	25%	18%	16%	22%
Negative impacts on an existing medical condition/illness	12%	6%	17%	34%	6%	21%	9%	11%	13%
Not sure	9%	12%	7%		12%		13%	9%	10%

Q38. Actions took to reduce heatwave risk by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights - – **those who took action at Q37**); Weighted; ^ Caution: small cell size

Q39 How, if at all, did you stay cool during the heatwave? How else?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
Used air conditioning at home	33%	33%	32%	41%	30%	18%	40%	28%	35%
Drinking plenty of water	42%	45%	38%	36%	43%	38%	43%	38%	43%
Used air conditioning somewhere else - shopping centres, libraries, workplaces, neighbours etc.	12%	18%	6%	15%	11%	4%	15%	21%	8%
Cool drinks	21%	27%	14%	15%	22%	17%	22%	21%	20%
Shade/cool spot in garden or home	22%	19%	25%	9%	26%	14%	25%	26%	20%
Fans	27%	18%	34%	21%	28%	28%	26%	12%	32%
Swimming	15%	15%	14%	17%	14%	12%	16%	23%	11%
Light/cool clothing	5%	9%	2%		7%		8%	14%	2%
Other	20%	15%	25%	15%	22%	38%	12%	12%	23%
Not sure	9%	18% ↑		6%	10%	14%	7%	11%	8%

Q39. Methods to stay cool during heatwave by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q40 Apart from the heat itself, what made it hard or what prevented you from being able to stay cool?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
Work outside	14%	18%	10%	15%	13%	19%	11%	39%	4%
Power loss/no electricity	5%	3%	6%	6%	4%	11%	2%	4%	5%
Don't have air-conditioning at home/not working at moment	10%	6%	14%	23%	6%	11%	10%	7%	11%
Don't have fans/not working at the moment	1%		2%		1%	4%			2%
The fire/smoke	2%		4%	9%		6%			3%
Other	3%	6%		6%	2%		4%	10%	
Not sure	65%	67%	64%	47%	71%	53%	71%	40%	75%
Nothing	5%	3%	6%	9%	3%	5%	5%	7%	4%

Q40. Difficulties to staying cool during heatwave by BANNER - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); Weighted; ^ Caution: small cell size

3.3 Suggestions to better inform the community about the risks of heatwaves and how to reduce these risks

A greater amount of general information or education about how to stay cool (by social media, television, radio) was the most common theme to arise when respondents were asked how to better inform or educate the community about heatwave risks.

17% however said that knowing the risks of a heatwave and how to reduce them was simply common sense and adequate information was already provided. 44% were unable to make a suggestion.

Q41 What further information or education could be provided by your local council or the state government to better inform the community about the risks of heatwaves and what to do to reduce these risks?

Base: all Eungella, Finch Hatton, Dalrymple Heights respondents Column %	**Total – Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 33	**Female n = 36**	**<45 years n = 13^**	**45+ years n = 56**	**Yes n = 23^**	**No n = 46**	**Yes n = 19^**	**No n = 50**
Enough is already done/it's all common sense - adequate information is already provided	17%	15%	18%	32%	12%	13%	18%	15%	17%
More education on risks/how to stay cool	13%	15%	11%	9%	15%	6%	17%	17%	12%
More information on social media/email	5%	9%	2%		7%	4%	6%	5%	6%
More information on TV	7%	6%	8%		9%	10%	6%	16%	4%
More frequent information provided	3%	3%	2%		3%	8%			4%
Provide help to the elderly/children	1%		2%		1%		2%		2%
More information on radio	1%	3%			2%		2%	5%	
Provide more accurate information	3%	3%	4%	9%	2%		5%	7%	2%
More information - letters and pamphlets	6%	3%	8%	6%	5%	10%	4%	12%	3%
Send more texts/calls	3%	3%	4%	6%	3%	6%	2%	5%	3%
More community meetings/community noticeboards	3%	3%	4%		5%		5%		5%
Other	2%	3%			2%	5%			2%
No suggestions	44%	49%	40%	44%	44%	52%	41%	47%	43%
No problems/issues/happy with current system	2%		4%		3%		3%		3%

Q41. Suggestions to improve heatwave risk info by Banner - Study Area 1; Filter: Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights); Weighted; ^ Caution: small cell size

4.0 Primary producers

Q42 As a primary producer do you have any feedback to provide the government in regards to preparing for bushfires, the information and warnings provided during bushfires or the task of evacuating during bushfires?

Primary producers were asked if they had any feedback for the government in regards to preparing for bushfires, the information and warnings provided during bushfires or the task of evacuating during a bushfire. Of the 19 primary producers in the Eungella/Finch Hatton/Dalrymple Heights study area, 14 provided comment, with the feedback mostly related to back burning or burn offs.

Verbatim responses are included below:

- I try to maintain a fire break but there is no boundary from the national park onto my property - we need to have a proper boundary around national parks
- Do the burn-offs earlier. National Parks need to look after their lands. The council should be onto people as well to manage their properties. Put in fire breaks and maintain the fire breaks
- Forestry are in charge of how wide your firebreak can be, I've seen several cases of primary producers asking about their fire breaks and getting answers and acting on the answers and then being fined or penalised for taking the action they took. It's ridiculous, a bloke can't look after the firebreaks on his own land because some greenie in Canberra doesn't know the area or what's going on. Because of years of no burning there was a ridiculous amount of fuel around this area. The stopping of the burn offs has made things very dangerous
- Why wasn't the army brought in with men, we had a lack of men to fight the fire. We needed dozers and gear - why wasn't it brought in. None of the gear in Mackay was brought in. The planes should have been brought in a lot earlier. The fires should have been put out a lot earlier. The police need to follow up with the schools - we had to save a six year old that had been dropped off by the school bus and the parents were stuck in Mackay and weren't allowed back in by the Police. We had the child overnight and had to chase the parents up the next day. Communication was a big issue during the fires – there was no way to communicate - the phones were always dropping in and out - the fireys didn't have communication because of that reason - I know the army have got gear for communication so why don't our fireys?
- Do more burn offs, all these property owners need to make sure they have breaks between the houses and bush. All land holders need to be prepared.
- The parks should be burning every two years - where I am there is one big section that hasn't been burned for 20 years - and the parks have got to be onto their jobs - I was ringing all the time and they weren't doing their jobs
- The community is very close and they share information and everyone knows and looks after each other
- Have a primary (single) source of information
- My old man's dozer was used, that was over three weeks' worth of fuel, they could compensate him for that at least, I know there were other dozers around but his was used a lot. Provide fuel/back burn more - there were some people worried about the flying foxes but they're the most useless thing around and we need to back burn
- There should be more back burning/they haven't back burned for years and we got hammered from Cyclone Debbie so there was that much fuel
- Just let us do what we need to when we need to do it, a lot of farmers didn't want us to go through their properties to create breaks
- The messages need to be more area specific for evacuations instead of grouped into a bunch of fires

- We only had a few hours so there was no way to move livestock, we were offered paddocks to help protect them but only afterwards, even the showgrounds for horses were available but we didn't know until after so maybe let people know that beforehand
- National Parks need to keep fire breaks, they need to change policies back to what it used to be, we never had any fires ever, the forest is now dead because the fires were so hot.

Findings: Study Area 2 Gracemere

1.0 Public information and warnings

1.1 Sources and usefulness of information and warnings

In the days leading up to and during the 2018 bushfires, Gracemere residents reported the most widely used information sources were the Emergency Alert messages sent to mobile phones (80%), followed by information provided by neighbours, friends or family (76%).

Social media was the next most common source of information and warnings, reportedly used by six in ten residents (46% unofficial pages, 46% official pages – 60% mentioned either or both official/unofficial pages). Mass media was the next most common source of information and warnings (commercial radio 40%, television ABC/commercial 40%, ABC radio 35%).

Gracemere residents were likely to rate the Emergency Alert text messages to mobile phone as the most informative and useful source of information (29%). Neighbours, friends or family (16%), the ABC radio (15%) and official social media pages (13%) were rated as next most useful by respondents.

Sub-group differences

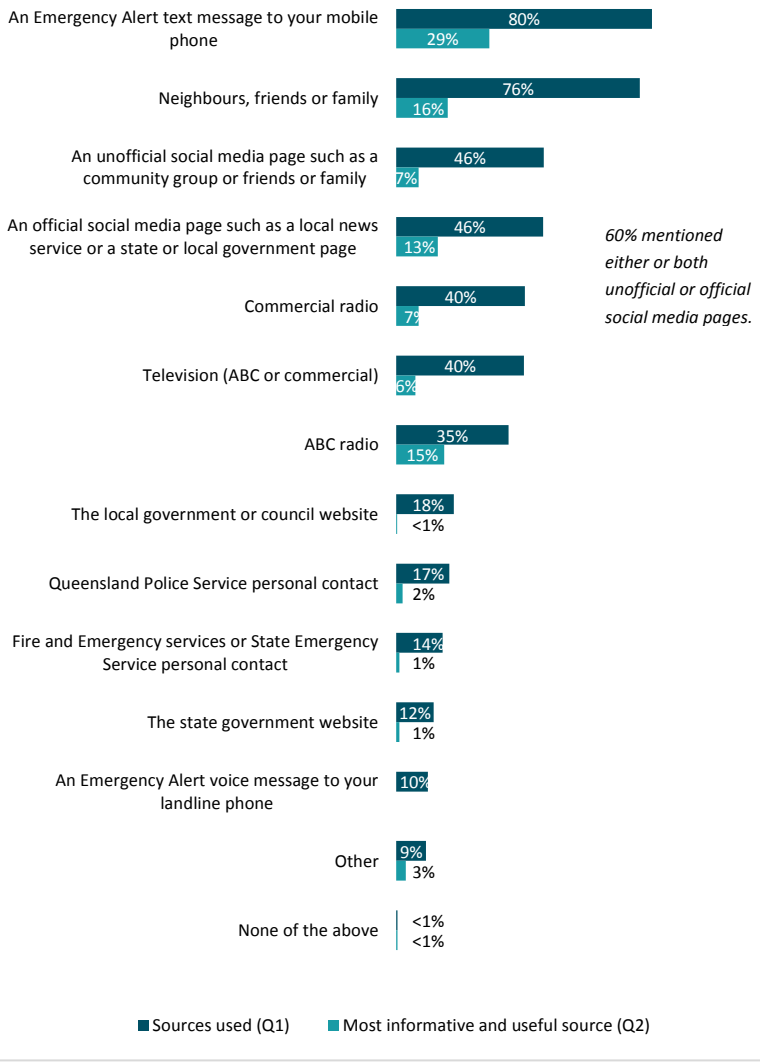
Those aged under 45 years were more likely than their older counterparts to have accessed information or warnings via the following sources:

- Emergency Alert text message to mobile (89% <45 years, 70% 45+ years)
- Unofficial social media page (59% <45 years, 33% 45+ years)
- Official social media page (63% <45 years, 29% 45+ years)
- Commercial radio (51% <45 years, 30% 45+ years)
- Personal contact from Fire and Emergency Services or State Emergency Services (20% <45 years, 9% 45+ years).

Those aged 45 years or older were more likely than their younger counterparts to rate neighbours, friends or family or the television as the most useful sources of information.

Q1./Q2. Sources of information or warnings used in days just before or during bushfire

AREA 2



Q1 Thinking now about the days just before or during the bushfire, from which of the following sources did you receive information or warnings about the bushfires, if any?

Base: all Gracemere respondents Column %	Total – Study Area 2 (Gracemere) n = 301	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 131	Female n = 170	<45 years n = 123	45+ years n = 178	Yes n = 232	No n = 69	Yes n = 14^	No n = 287
An Emergency Alert text message to your mobile phone	80%	74% ↓	85% ↑	89% ↑	70% ↓	82%	71%	82%	80%
Neighbours, friends or family	76%	73%	79%	79%	73%	76%	75%	65%	77%
An unofficial social media page such as a community group or friends or family	46%	43%	49%	59% ↑	33% ↓	49%	37%	20%	47%
An official social media page such as a local news service or a state or local government page	46%	41%	51%	63% ↑	29% ↓	49% ↑	34% ↓	56%	45%
SUB-TOTAL social media (official/unofficial)	60%	57%	62%	80% ↑	40% ↓	62%	52%	64%	60%
Commercial radio	40%	43%	37%	51% ↑	30% ↓	43% ↑	29% ↓	45%	40%
Television (ABC or commercial)	40%	40%	40%	40%	40%	37%	49%	69%	38%
ABC radio	35%	36%	35%	35%	35%	36%	33%	55%	34%
The local government or council website	18%	13% ↓	23% ↑	22%	14%	22% ↑	3% ↓	8%	19%
Queensland Police Service personal contact	17%	16%	17%	18%	15%	15%	22%	34%	16%
Fire and Emergency services or State Emergency Service personal contact	14%	17%	12%	20% ↑	9% ↓	14%	18%	17%	14%
The state government website	12%	9%	14%	12%	12%	14% ↑	3% ↓	9%	12%
An Emergency Alert voice message to your landline phone	10%	12%	8%	8%	11%	11%	6%	9%	10%
Other	9%	10%	9%	8%	11%	9%	12%	21%	9%
None of the above	<1%	1%	<1%		1%	<1%	1%		<1%

Q1. Sources received bushfire info by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted, ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q2 And of those information or warnings, which was the most informative and useful source?

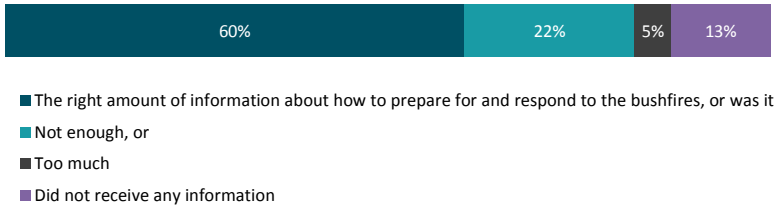
Base: all Gracemere respondents Column %	Total – Study Area 2 (Gracemere) n = 301	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 131	Female n = 170	<45 years n = 123	45+ years n = 178	Yes n = 232	No n = 69	Yes n = 14^	No n = 287
An Emergency Alert text message to your mobile phone	29%	29%	29%	31%	27%	30%	27%	14%	30%
Neighbours, friends or family	16%	15%	17%	10% ↓	23% ↑	16%	17%	9%	16%
ABC radio	15%	13%	16%	15%	15%	14%	16%	43%	13%
An official social media page such as a local news service or a state or local government page	13%	16%	10%	20% ↑	6% ↓	13%	13%	34%	12%
An unofficial social media page such as a community group or friends or family	7%	7%	7%	6%	7%	7%	8%		7%
Commercial radio	7%	6%	8%	9%	5%	8% ↑	2% ↓		7%
Television (ABC or commercial)	6%	8%	5%	3% ↓	9% ↑	5%	10%		7%
Queensland Police Service personal contact	2%	1%	3%	2%	1%	2%	2%		2%
The state government website	1%	1%	1%	1%	1%	1%			1%
Fire and Emergency services or State Emergency Service personal contact	1%	1%	1%	1%	1%	1%			1%
The local government or council website	<1%		1%		1%	<1%			<1%
Other	3%	4%	3%	2%	4%	3%	4%		3%
None of the above	<1%	1%	<1%		1%	<1%	1%		<1%

Q2. Most useful bushfire info source - Complete by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

1.2 Rating of information and warnings received

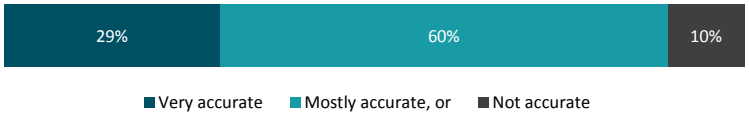
While 60% of Gracemere residents believed they received the 'right' amount of information about how to prepare for and respond to the bushfires in the days leading up to and during the event, one in five (22%) felt they did not receive enough information, while 13% reported not receiving any.

Q3. Amount of information received
AREA 2



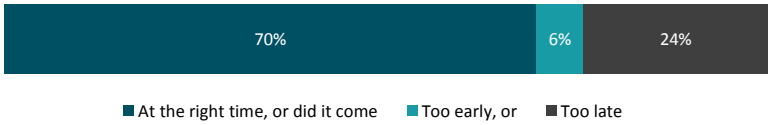
The accuracy of the information received was positively rated, however the majority rated the information as mostly accurate (60%) rather than very accurate (29%). Reasons for rating the information as inaccurate were most commonly related to a perception that the fires were not really a threat, that warnings were over-exaggerated by authorities or that there was no real reason to evacuate.

Q4. Accuracy of information received
AREA 2



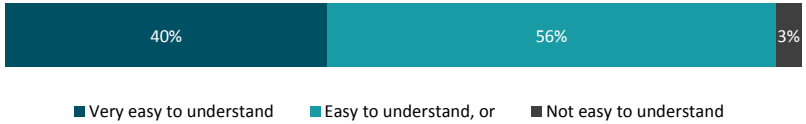
The majority of Gracemere respondents (70%) felt the information arrived at the right time, although for one in four (24%) the information was received too late. 6% said the information had arrived too early.

Q5. Timing of information received
AREA 2



The information received was considered easy to understand by nearly all respondents (40% very easy, 56% easy), while only 3% found the information not easy to understand. Among those who felt the information was not easy to understand, this was because they believed the information was too general or because conflicting information had been received.

Q6. Ease of understanding of information received
AREA 2



Q3 In the days leading up to and during the bushfires, did you receive…

Base: all Gracemere respondents Column %	Total – Study Area 2 (Gracemere) n = 301	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 131	Female n = 170	<45 years n = 123	45+ years n = 178	Yes n = 232	No n = 69	Yes n = 14^	No n = 287
The right amount of information about how to prepare for and respond to the bushfires, or was it	60%	63%	58%	61%	59%	62%	52%	76%	59%
Not enough, or	22%	17% ↓	27% ↑	29% ↑	16% ↓	23%	20%	16%	23%
Too much	5%	7%	3%	3%	6%	3% ↓	11% ↑		5%
Did not receive any information	13%	13%	13%	7% ↓	19% ↑	12%	16%	8%	13%

Q3. Level of info received by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q4 And was the information you received in the days leading up to and during the bushfires…

Base: Gracemere respondents who received information (Q3) Column %	Total – Study Area 2 (Gracemere) n = 259	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 113	Female n = 146	<45 years n = 114	45+ years n = 145	Yes n = 202	No n = 57	Yes n = 13^	No n = 246
Very accurate	29%	23% ↓	34% ↑	33%	25%	31%	22%	19%	30%
Mostly accurate, or	60%	63%	58%	61%	60%	61%	60%	66%	60%
Not accurate	10%	13%	8%	6% ↓	15% ↑	8%	18%	16%	10%

Q4. Accuracy of info received by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere **those who received information at Q3**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q4a For what reasons was it not accurate? Are you able to give me some examples of this?

Base: Gracemere respondents who received information (Q3) and rated information received as not accurate (Q4) Column %	Total – Study Area 2 (Gracemere) n = 28^	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 16^	Female n = 12^	<45 years n = 7^	45+ years n = 21^	Yes n = 16^	No n = 12^	Yes n = 2^	No n = 26^
The warnings were incorrect (e.g. the fires were not heading in our direction/had already passed us/were not a threat to us)	38%	34%	45%	16%	49%	37%	40%	100%	33%
The media overreacted/were too dramatic	9%	4%	17%	13%	7%	11%	6%		10%
Couldn't get detailed enough information (e.g. only gave us a wide area, couldn't give us specific information)	9%	8%	11%	13%	7%	15%			10%
There was no reason to evacuate	26%	29%	23%	13%	32%	18%	40%	65%	23%
The warnings from authorities were over-exaggerated/overhyped	26%	42%		16%	30%	16%	41%		28%
The warnings came too late	3%	4%			4%		7%		3%
Received conflicting information									
Other	9%	8%	11%	29%		15%			10%

Q4a. Reasons info received was inaccurate by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere **those who rated information received as not accurate at Q4**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q5 And was the information generally delivered to you…

Base: Gracemere respondents who received information (Q3) Column %	Total – Study Area 2 (Gracemere) n = 259	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 113	Female n = 146	<45 years n = 114	45+ years n = 145	Yes n = 202	No n = 57	Yes n = 13^	No n = 246
At the right time, or did it come	70%	72%	68%	64%	76%	71%	64%	76%	69%
Too early, or	6%	6%	7%	7%	5%	5%	11%	5%	6%
Too late	24%	23%	26%	29%	19%	24%	24%	19%	24%

Q5. Timing of info received by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who received information at Q3**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q6 And was that information generally…

Base: Gracemere respondents who received information (Q3) Column %	Total – Study Area 2 (Gracemere) n = 259	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 113	Female n = 146	<45 years n = 114	45+ years n = 145	Yes n = 202	No n = 57	Yes n = 13^	No n = 246
Very easy to understand	40%	36%	44%	44%	36%	40%	43%	34%	41%
Easy to understand, or	56%	59%	54%	54%	59%	58%	52%	66%	56%
Not easy to understand	3%	4%	2%	2%	5%	3%	5%		3%

Q6. Ease of understanding of info received by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere - **those who received information at Q3**); Weighted; ^ Caution: small cell size

Q6a For what reasons was that information not easy to understand? Are you able to give me some examples of this?

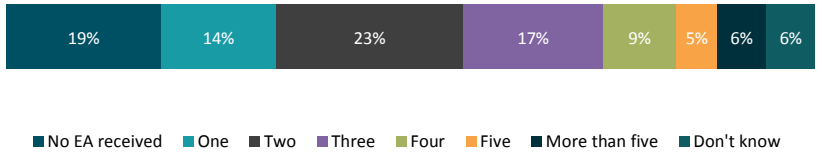
Base: Gracemere respondents who received information (Q3) and those rating information as not easy to understand at Q6 Column %	Total – Study Area 2 (Gracemere) n = 8^	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 5^	Female n = 3^	<45 years n = 2^	45+ years n = 6^	Yes n = 5^	No n = 3^	Yes n = 0^	No n = 8^
Incorrect information given (ie. wrong timeframes/area names incorrect)	7%		22%		11%		23%		7%
Information was too general/not enough information	54%	62%	39%	50%	56%	67%	27%		54%
Conflicting information given (e.g. one group says one thing another says something else)	25%	38%		50%	13%		77%		25%
Residents told to evacuate areas that were not in danger	7%		22%		11%		23%		7%
Fire location was incorrect/not specific enough	14%		39%		20%	20%			14%
Evacuation directions/timeframes constantly changed	9%	13%			13%	13%			9%
Wrong information given by media/via SMS	14%		39%		20%	20%			14%
Other	14%		39%		20%	20%			14%

Q6a. Reasons info received was not easy to understand by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere **- those rating information as not easy to understand at Q6**); Weighted; ^ Caution: small cell size

1.3 Emergency Alert messages

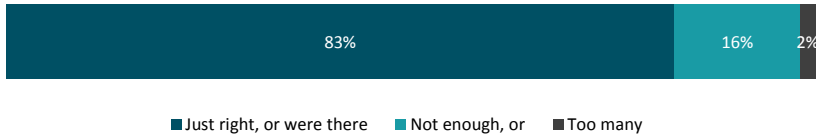
14% of Gracemere residents surveyed received one Emergency Alert (EA) message to either their mobile or landline telephone in the days leading up to the 2018 bushfires. 23% received two, 17% received three, 9% received four, while 19% received none. On average residents received 2.33 EAs (including those who received none).

Q7. Number of Emergency Alert messages received
AREA 2



Those who rated the number of Emergency Alerts received as 'just right' received 3.47 messages on average, while those who rated the number as 'not enough' received an average of 2.21 messages.

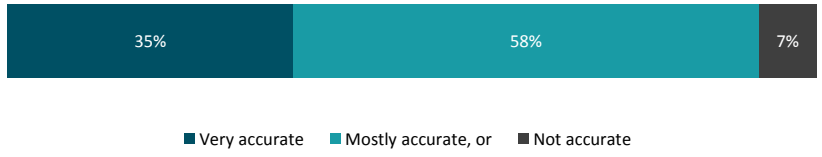
Q8. Rating of number of Emergency Alerts received
AREA 2



Among those who rated the number of Emergency Alerts as too many, 39% said this made them more likely to take notice of them, 16% felt it made them less likely to take notice while 45% said it made no difference.

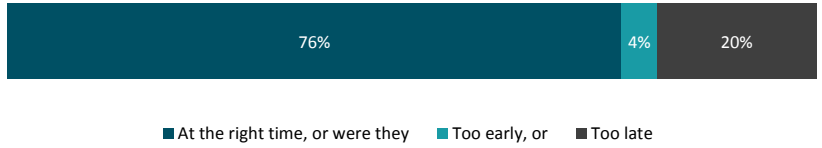
The Emergency Alerts were considered accurate by most recipients (35% very accurate, 58% mostly accurate). 7% rated the EAs as inaccurate, the most common reasons for this view being that the messages were either incorrect or not specific enough, not clear enough or unnecessary.

Q9. Accuracy of Emergency Alerts received
AREA 2



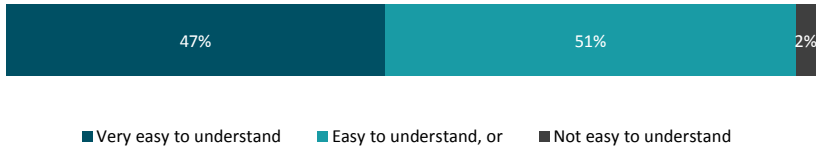
While the majority of respondents (76%) felt Emergency Alerts arrived at the right time, one in five (20%) felt they were too late.

Q10. Timing of Emergency Alerts received
AREA 2



Alerts were rated as easy to understand by 98% of recipients (47% very easy, 51% easy). Reasons for rating alerts as not easy to understand were most commonly related to: the geographic location of the fire being either inaccurate or not specific enough to be useful or receiving conflicting or confusing information.

Q11. Ease of understanding Emergency Alerts received
AREA 2



Two thirds (66%) of Emergency Alert recipients took action as a direct result of receiving an Emergency Alert message.

Q12. Took action because of Emergency Alerts
AREA 2

Nine in ten Gracemere residents rated the Emergency Alerts received as important (57% very important, 33% important), while 10% did not consider them important.

Q13. Importance of Emergency Alerts received
AREA 2

Q7 Thinking now about the Emergency Alert messages you received via {computer insert from Q1 text to your mobile (or) voice message to your landline phone}, approximately how many Emergency Alert messages did you receive (if both Q1i and Q1j selected read out: include both mobile phone and landline phone alert messages)?

Base: all Gracemere respondents *Column %*	***Total - Study Area 2 (Gracemere) n = 301***	***GENDER***		***AGE***		***EVACUATED HOME***		***PRIMARY PRODUCER***	
		Male n = 131	**Female n = 170**	**<45 years n = 123**	**45+ years n = 178**	**Yes n = 232**	**No n = 69**	**Yes n = 14^**	**No n = 287**
No EA received	19%	24%	15%	11% ↓	28% ↑	17%	27%	18%	19%
One	14%	13%	15%	14%	14%	13%	17%		15%
Two	23%	19%	26%	22%	24%	24%	18%	31%	23%
Three	17%	21%	14%	21%	14%	18%	15%	17%	17%
Four	9%	6%	12%	14% ↑	5% ↓	10%	6%	8%	9%
Five	5%	4%	6%	6%	4%	4%	8%	12%	5%
More than five	6%	7%	6%	8%	5%	7%	5%	9%	6%
Don't know	6%	6%	6%	4%	7%	6%	3%	4%	6%
Average (including those who received none – zero)	*2.33*	*2.19*	*2.46*	*2.79 ↑*	*1.87 ↓*	*2.41*	*2.06*	*2.84*	*2.31*
Average (among only those who received an Emergency Alert)	*2.93*	*2.93*	*2.92*	*3.13 ↑*	*2.66 ↓*	*2.94*	*2.86*	*3.49*	*2.90*

Q7. Number of emergency alert messages received by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who received Emergency Alert**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q8 Would you say the number of Emergency Alert messages you received was…

Base: Gracemere respondents who received an Emergency Alert Column %	**Total - Study Area 2 (Gracemere) n = 237**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 96	**Female n = 141**	**<45 years n = 110**	**45+ years n = 127**	**Yes n = 189**	**No n = 48**	**Yes n = 11^**	**No n = 226**
Just right, or were there	83%	89% ↑	78% ↓	82%	84%	80% ↓	94% ↑	100%	82%
Not enough, or	16%	9% ↓	21% ↑	18%	13%	18% ↑	4% ↓		16%
Too many	2%	3%	1%	1%	3%	2%	2%		2%

Q8. Level of emergency alerts received by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere sample - **those who received Emergency Alert**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q7/Q8 Number of Emergency Alert messages received by perceptions of whether this was the right amount, not enough or too many

Q7 … Approximately how many Emergency Alert messages did you receive?	**Q8 Would you say the number of Emergency Alert messages you received was…**		
Base: Gracemere respondents who received an Emergency Alert Column %	**Just right n = 195**	**Not enough n = 37**	**Too many n = 5^**
One	14%	36%	
Two	27%	40%	16%
Three	23%	12%	30%
Four	12%	8%	25%
Five	7%		30%
More than five	10%		
Don't know	8%	5%	
Average	3.47	2.21	3.68

Q8a Did the number of Emergency Alert messages make you…

Base: Gracemere respondents who received *too many* Emergency Alerts at Q8 Column %	**Total - Study Area 2 (Gracemere) n = 5^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 3^	**Female n = 2^**	**<45 years n = 1^**	**45+ years n = 4^**	**Yes n = 4^**	**No n = 1^**	**Yes n = 0^**	**No n = 5^**
More likely to take notice of them	39%		100%	100%	18%	46%			39%
Less likely to take notice	16%	26%			21%		100%		16%
Or did the number of messages make no difference	45%	74%			61%	54%			45%

Q8a. Effect of level of emergency alerts received by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who received *too* many Emergency Alerts at Q8**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q9 And were the Emergency Alert messages generally…

Base: Gracemere respondents who received an Emergency Alert Column %	Total - Study Area 2 (Gracemere) n = 237	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 96	Female n = 141	<45 years n = 110	45+ years n = 127	Yes n = 189	No n = 48	Yes n = 11^	No n = 226
Very accurate	35%	30%	40%	38%	32%	35%	38%	30%	36%
Mostly accurate, or	58%	60%	55%	59%	56%	58%	54%	64%	57%
Not accurate	7%	10%	5%	4% ↓	11% ↑	7%	9%	6%	7%

Q9. Accuracy of emergency alerts received by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who received Emergency Alert**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q9a For what reasons were they not accurate? Are you able to give me some examples of this?

Base: Gracemere respondents who received an Emergency Alert and rated as not accurate at Q9 Column %	Total - Study Area 2 (Gracemere) n = 18^	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 12^	Female n = 6^	<45 years n = 4^	45+ years n = 14^	Yes n = 13^	No n = 5^	Yes n = 1^	No n = 17^
Fire location was incorrect/not specific enough	43%	39%	50%	52%	40%	42%	49%		45%
Evacuation was not necessary (i.e. too far away from fire)	20%	33%			28%	16%	34%	100%	17%
Information was not clear enough/too basic	21%	14%	33%	24%	20%	28%			22%
Information was confusing	8%	13%			11%		32%		8%
Over dramatised danger of fire/created panic	15%	14%	17%	24%	11%	20%			16%
Information arrived too late	4%	7%			6%		17%		4%

Q9a. Reasons emergency alerts received were inaccurate by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who rated Emergency Alerts as not accurate at Q9**); Weighted; ^ Caution: small cell size

Q10 And were they delivered to you…

Base: Gracemere respondents who received an Emergency Alert Column %	Total - Study Area 2 (Gracemere) n = 237	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 96	Female n = 141	<45 years n = 110	45+ years n = 127	Yes n = 189	No n = 48	Yes n = 11^	No n = 226
At the right time, or were they	76%	80%	72%	77%	75%	77%	73%	89%	75%
Too early, or	4%	1% ↓	7% ↑	4%	5%	3%	9%		5%
Too late	20%	18%	21%	20%	20%	20%	18%	11%	20%

Q10. Timing of emergency alerts received by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who received Emergency Alert**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q11 And were they …

Base: Gracemere respondents who received an Emergency Alert Column %	Total - Study Area 2 (Gracemere) n = 237	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 96	Female n = 141	<45 years n = 110	45+ years n = 127	Yes n = 189	No n = 48	Yes n = 11^	No n = 226
Very easy to understand	47%	40%	52%	51%	42%	49%	37%	59%	46%
Easy to understand, or	51%	56%	46%	47%	55%	48%	62%	41%	51%
Not easy to understand	2%	3%	2%	2%	3%	3%	2%		2%

Q11. Ease of understanding of emergency alerts received by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who received Emergency Alert**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q11a For what reasons were they not easy to understand? Are you able to give me some examples of this?

VERBATIM COMMENTS

- Didn't have enough information - only said possible evacuation of Gracemere - nothing specific
- They could be labelled more urgently, something to prompt the public to read immediately
- The information on the texts was easy enough to understand but the conflicting texts from different people worried/confused me
- We received them too late so we may have not received them at all
- It was a generalised message to be aware of bushfires - didn't get a text message to evacuate

Q12 Did you take action specifically because of an Emergency Alert message?

Base: Gracemere respondents who received an Emergency Alert Column %	Total - Study Area 2 (Gracemere) n = 237	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 96	Female n = 141	<45 years n = 110	45+ years n = 127	Yes n = 189	No n = 48	Yes n = 11^	No n = 226
Yes	66%	65%	67%	64%	69%	71% ↑	47% ↓	60%	66%
No	33%	35%	32%	36%	30%	28% ↓	53% ↑	40%	33%
Not sure	1%		1%	1%	1%	1%			1%

Q12. Took action because of emergency alert by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who received Emergency Alert**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q13 Overall, how important were the Emergency Alert messages to you? Were they…

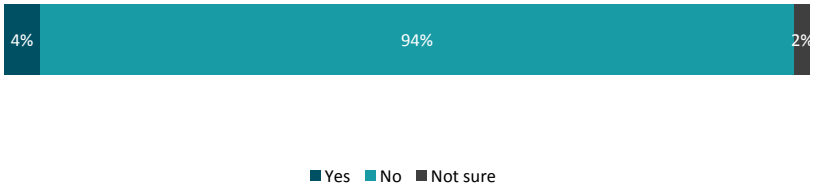
Base: Gracemere respondents who received an Emergency Alert Column %	Total - Study Area 2 (Gracemere) n = 237	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 96	Female n = 141	<45 years n = 110	45+ years n = 127	Yes n = 189	No n = 48	Yes n = 11^	No n = 226
Very important	57%	46% ↓	66% ↑	55%	61%	59%	49%	53%	58%
Important, or	33%	40% ↑	27% ↓	35%	30%	32%	34%	32%	33%
Not important	10%	14%	6%	10%	9%	8%	17%	15%	10%

Q13. Importance of emergency alerts received by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere - **those who received Emergency Alert**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

1.4 Inconsistent or contradictory advice

4% of Gracemere residents reported receiving inconsistent or contradictory advice from authorities such as Queensland State Government representatives, police, fire services, State Emergency Services or the local council in the days leading up to or during the bushfires. 94% did not, while 2% were unsure.

Q14. Received inconsistent advice from authorities
AREA 2



Examples of conflicting advice most commonly reflected themes of: differing advice being provided by different authorities; conflicting advice being provided by authorities and the media; or over-exaggeration of the situation by the media.

Q14 In the days leading up to and during the bushfires, did you receive any inconsistent or contradictory advice from authorities such as Queensland State Government representatives, police, fire services, State Emergency Service or the local council?

Base: all Gracemere respondents Column %	Total – Study Area 2 (Gracemere) n = 301	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 131	Female n = 170	<45 years n = 123	45+ years n = 178	Yes n = 232	No n = 69	Yes n = 14^	No n = 287
Yes	4%	5%	4%	6%	3%	4%	7%	9%	4%
No	94%	92%	95%	92%	96%	95%	90%	91%	94%
Not sure	2%	2%	2%	3%	1%	2%	3%		2%

Q14. Received inconsistent advice from authorities by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size

Q14a Are you able to give me some examples of this?

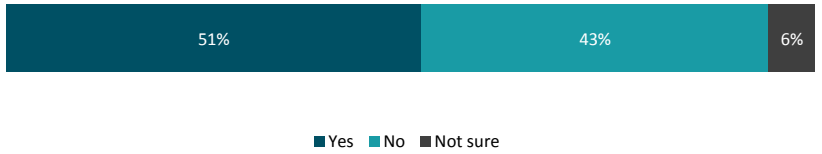
Base: Gracemere respondents who received inconsistent advice at Q14 Column %	Total – Study Area 2 (Gracemere) n = 13^	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 7^	Female n = 6^	<45 years n = 7^	45+ years n = 6^	Yes n = 8^	No n = 5^	Yes n = 1^	No n = 12^
Authorities were disorganised	9%		20%	13%		13%			9%
The fire wasn't where it was reported to be	13%		30%	13%	14%	20%			15%
Lack of information from authorities	10%	18%		15%		15%			11%
The media was fear-mongering/over-exaggerating	20%	27%	11%	15%	30%	15%	30%		22%
There was conflicting information between different authorities (e.g. police and fire)	27%	18%	39%	41%		41%		100%	19%
Authorities and the media were providing conflicting information	29%	37%	20%	15%	57%	24%	41%	100%	22%
Information was not specific enough	10%	10%	11%		30%	7%	16%		11%
Other	10%	18%		15%			30%		11%

Q14a. Inconsistent advice received from authorities by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who received inconsistent advice at Q14**); Weighted; ^ Caution: small cell size

1.5 Preparation behaviours (12 months prior to event)

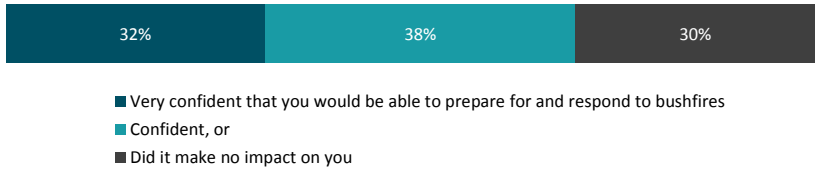
One in two Gracemere residents surveyed could recall reading, hearing or seeing information or education about bushfire risks or about preparing for bushfires in the 12 months prior to the 2018 bushfires event.

Q15. Recall advice on bushfire risks in last 12 months
AREA 2



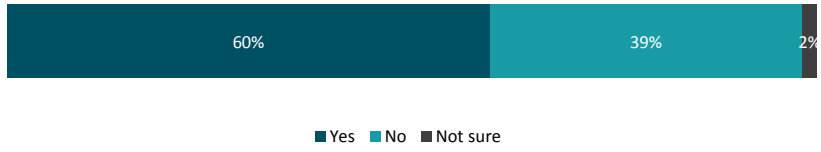
Of those who received such information, seven in ten felt this made them confident they would be able to prepare for and respond to bushfires (32% very confident, 38% confident).

Q15a. Effect of advice on bushfire risks in last 12 months
AREA 2



Six in ten reported using the information in the lead up to or during the recent bushfires; most commonly to inform them about what to take when evacuating and how to prepare before evacuating. Maintaining a fire break/clean property or organising an evacuation route were other key uses of this information.

Q16. Used bushfire information or education in recent bushfires
AREA 2



Q15 Shifting your thoughts now to the last 12 months, prior to the threat of any bushfires, do you recall reading, hearing or seeing any information or education about bushfire risks or preparing for bushfires?

Base: all Gracemere respondents Column %	Total – Study Area 2 (Gracemere) n = 301	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 131	Female n = 170	<45 years n = 123	45+ years n = 178	Yes n = 232	No n = 69	Yes n = 14^	No n = 287
Yes	51%	54%	49%	49%	54%	51%	52%	30%	52%
No	43%	39%	46%	47%	38%	44%	38%	66%	42%
Not sure	6%	7%	5%	3%	8%	5%	10%	4%	6%

Q15. Recall advice on bushfire risks in last 12 months by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size

Q15a Did this information or education make you feel….

Base: Gracemere respondents who received information about bushfire risk/preparation at Q15 Column %	Total – Study Area 2 (Gracemere) n = 155	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 72	Female n = 83	<45 years n = 60	45+ years n = 95	Yes n = 120	No n = 35	Yes n = 4^	No n = 151
Very confident that you would be able to prepare for and respond to bushfires	32%	33%	31%	30%	34%	29%	41%	26%	32%
Confident, or	38%	33%	44%	45%	33%	39%	37%	48%	38%
Did it make no impact on you	30%	35%	25%	26%	33%	32%	22%	26%	30%

Q15a. Effect of advice on bushfire risks in last 12 months by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere - **those who received information about bushfire risk/preparation at Q15**); Weighted; ^ Caution: small cell size

Q16 Did you use any of this information in the lead up to or during the recent bushfires?

Base: Gracemere respondents who received information about bushfire risk/preparation at Q15 Column %	Total – Study Area 2 (Gracemere) n = 155	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 72	Female n = 83	<45 years n = 60	45+ years n = 95	Yes n = 120	No n = 35	Yes n = 4^	No n = 151
Yes	60%	52%	67%	68%	52%	63%	50%		61%
No	39%	45%	32%	31%	46%	37%	44%	69%	38%
Not sure	2%	3%	1%	2%	2%	1%	6%	31%	1%

Q16. Used bushfire risk advice in recent bushfires by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who received information about bushfire risk/preparation at Q15**); Weighted; ^ Caution: small cell size

Q16a How did you use this information? How was it helpful?

Base: Gracemere respondents who used information received about bushfire risk/preparation at Q16 Column %	Total – Study Area 2 (Gracemere) n = 89	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 36	Female n = 53	<45 years n = 41	45+ years n = 48	Yes n = 71	No n = 18^	Yes n = 0^	No n = 89
Knew what to take when evacuating/how to prepare before leaving (i.e. valuables, paperwork, animals)	53%	37% ↓	65% ↑	49%	58%	55%	47%		53%
Maintained fire break/cleaned property/organised sufficient water supply	19%	27%	12%	20%	17%	14%	38%		19%
Organised evacuation route	12%	10%	13%	19% ↑	3% ↓	13%	7%		12%
Prepared water and food	7%	9%	7%	10%	5%	8%	4%		7%
Knowing the location of fire was helpful	7%	12%	3%	5%	9%	6%	12%		7%
Knew if I could stay on property or if I was required to evacuate	7%	12%	3%	3%	12%	9%			7%
Common Sense/confirmed what I already knew	6%	2%	9%	5%	7%	6%	4%		6%
Could safely evacuate before danger occurred	3%	5%	2%	3%	4%	4%			3%
Other	9%	10%	9%	12%	6%	8%	13%		9%

Q16a. Methods used bushfire risk advice in recent bushfires by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who used information at Q16**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

1.6 Suggestions to improve effectiveness of event information and warnings and public education generally

Gracemere residents most commonly called for *more* warnings and information to improve the effectiveness of information, warnings and public education.

Specific advice on traffic control when evacuating was another common theme, and to a lesser extent there were mentions of wanting less fear-mongering, as well as the need for more accurate information.

Q17 Overall, what suggestions would you make to improve the effectiveness of the information and warnings delivered in the days leading up to and during the bushfires, or the public education and information delivered in the last 12 months?

Base: all Gracemere respondents Column %	**Total – Study Area 2 (Gracemere) n = 301**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 131	**Female n = 170**	**<45 years n = 123**	**45+ years n = 178**	**Yes n = 232**	**No n = 69**	**Yes n = 14^**	**No n = 287**
Provide earlier/more frequent warnings	16%	11% ↓	21% ↑	21% ↑	11% ↓	18%	10%	8%	16%
Provide more traffic control when evacuating (e.g. avoid traffic jams, more police presence)	11%	13%	10%	8% ↓	15% ↑	12%	10%		12%
Provide more education on bushfires (general)	8%	5% ↓	11% ↑	9%	7%	8%	8%	8%	8%
Provide more information/warnings (general)	7%	5%	9%	7%	8%	7%	10%	13%	7%
More phone calls/text messages/radio	6%	7%	6%	7%	5%	7%	3%	9%	6%
Less fear-mongering	5%	8% ↑	3% ↓	4%	6%	3% ↓	13% ↑	9%	5%
More information on how to prepare your property (e.g. clear gutters, having an evacuation plan etc.)	4%	4%	5%	6%	3%	6% ↑			5%
Provide more specific locations in warnings (e.g. don't provide a suburb that has a large perimeter)	4%	3%	4%	5%	3%	3%	5%	5%	4%
More accurate information	4%	4%	3%	2%	6%	2% ↓	10% ↑		4%
More back burning/should be allowed to clear more land	3%	3%	3%	2%	4%	2%	6%	21%	2%
Better organised evacuations (e.g. should evacuate the town in stages not all at once)	3%	3%	3%	1% ↓	5% ↑	2%	4%		3%
Provide more information on social media	2%	2%	1%	3% ↑		1%	4%	9%	1%

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Q17 Overall, what suggestions would you make to improve the effectiveness of the information and warnings delivered in the days leading up to and during the bushfires, or the public education and information delivered in the last 12 months?

Base: all Gracemere respondents Column %	**Total – Study Area 2 (Gracemere) n = 301**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 131	**Female n = 170**	**<45 years n = 123**	**45+ years n = 178**	**Yes n = 232**	**No n = 69**	**Yes n = 14^**	**No n = 287**
Make sure evacuation zones have clear threat of fire - reduce unnecessary evacuations	1%	2%		1%	1%	1%	2%	9%	1%
Provide clearer, more concise information	1%	1%	1%		1%	<1%	2%	8%	<1%
Other	3%	3%	3%	2%	4%	3%	4%		4%
No suggestions	19%	21%	18%	18%	20%	19%	19%	21%	19%
Happy with how it is	19%	23%	16%	20%	18%	20%	14%	5%	20%
Don't know/unsure	<1%		1%	1%		<1%			<1%

Q17. Suggestions to improve bushfire risk advice by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

1.7 Bushfire and evacuation planning

1.7.1 Bushfire planning

30% of Gracemere residents surveyed reported that in the 12 months prior to the 2018 bushfires they had a bushfire plan in place. 69% did not, while 1% were unsure.

Q18. Had bushfire plan prior to fires
AREA 2

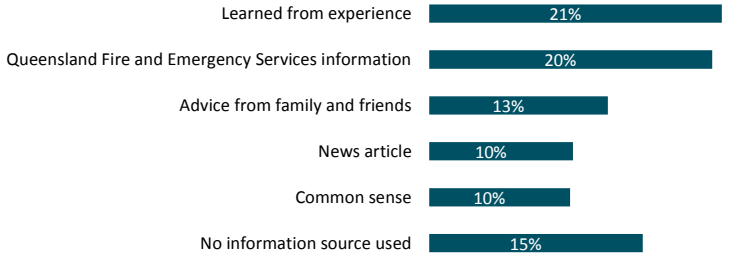
Among those with a bushfire plan in place, eight in ten (79%) reported that they did follow this plan in the days just before and/or during the bushfires.

Q19. Followed bushfire plan during fires
AREA 2

Among those who did not follow their plan, their most common reasons for this were: that there was no need for them to evacuate; they were either not allowed back into their property or were not allowed to leave the area; or they didn't know about the fire until told to leave.

Past experience (21%), information from Queensland Fire and Emergency Services (20%), advice from family and friends (13%), news articles (10%) or common sense (10%) were the most frequently mentioned sources of information to help residents formulate their bushfire plan. 15% of those with a bushfire plan did not consult any information sources when preparing their plan.

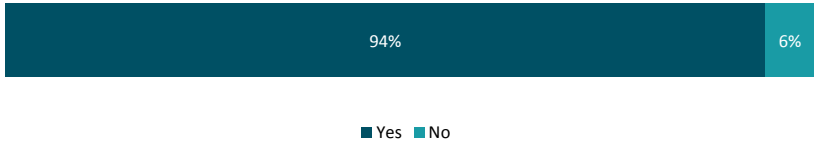
Q19b. Information sources used for bushfire plan (TOP 5)
AREA 2



1.7.2 Evacuation planning

The vast majority of those who had a prepared bushfire plan indicated that their plan included preparation for or consideration of what they would do if they were ever required to evacuate.

Q20. Bushfire plan included evacuation
AREA 2



Three in ten Gracemere residents reported that in the 12 months prior to the bushfires they had prepared an evacuation kit (with items such as insurance details, personal paperwork and documents such as wills and passports, essential medicines, clothing, toiletries and bedding etc.).

Q21. Had bushfire evacuation kit prepared
AREA 2

35% of residents knew what the local area's evacuation plans were (e.g. when and where to go), prior to the recent bushfires.

Q22. Knew local area evacuation plan
AREA 2

Q18 A bushfire plan includes making decisions about how to prepare you property and about what you would do during a bushfire such as whether you would stay or go early and how you would do so. In the 12 months prior to the bushfires, did you have a bushfire plan in place?

Base: all Gracemere respondents Column %	**Total – Study Area 2 (Gracemere) n = 301**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 131	**Female n = 170**	**<45 years n = 123**	**45+ years n = 178**	**Yes n = 232**	**No n = 69**	**Yes n = 14^**	**No n = 287**
Yes	30%	35%	25%	29%	31%	25% ↓	47% ↑	56%	29%
No	69%	65%	72%	70%	67%	73% ↑	53% ↓	44%	70%
Not sure	1%		3% ↑	1%	2%	2% ↑			1%

Q18. Had bushfire plan prior to fires by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q19 And did you follow this plan in the days just before and or during the bushfires?

Base: all Gracemere respondents who had a bushfire plan at Q18 Column %	**Total – Study Area 2 (Gracemere) n = 90**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 45	**Female n = 45**	**<45 years n = 35**	**45+ years n = 55**	**Yes n = 58**	**No n = 32**	**Yes n = 8^**	**No n = 82**
Yes	79%	78%	80%	72%	85%	90% ↑	57% ↓	69%	80%
No	20%	19%	20%	28%	12%	10% ↓	38% ↑	31%	18%
Not sure	1%	3%			3%		4%		2%

Q19. Followed bushfire plan during fires by Banner - Study Area; Total sample – **those who had a plan at Q18**; Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q19a Were there any reasons you didn't follow your bushfire plan?

Base: all Gracemere respondents who had a plan but did not follow it at Q19 Column %	Total - Study Area 2 (Gracemere) n = 17^	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 9^	Female n = 8^	<45 years n = 10^	45+ years n = 7^	Yes n = 6^	No n = 11^	Yes n = 2^	No n = 15^
Did not need to evacuate - general	16%	29%		11%	26%	25%	11%	54%	10%
Did not need to evacuate - too far away from fire area	10%		22%	9%	11%		15%		12%
Did not need to evacuate (e.g. property was protected/cleared)	6%		14%	9%			9%	46%	
Was not allowed back into my property/not allowed to leave area	19%	35%		11%	38%	24%	17%		22%
Was away from my house at that point in time (but in the area in the lead up)	11%	8%	14%	9%	13%		15%		12%
Didn't know about the fire until we were told to leave	16%		36%	19%	11%	31%	9%		19%
Other	22%	28%	14%	31%		20%	22%		25%

Q19a. Reasons did not follow bushfire plan by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who had a plan but did not follow it at Q19**); Weighted; ^ Caution: small cell size

Q19b What information sources, if any, did you use to help you develop your bushfire plan? Any others?

Base: all Gracemere respondents who had a bushfire plan at Q18 Column %	Total – Study Area 2 (Gracemere) n = 90	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 45	Female n = 45	<45 years n = 35	45+ years n = 55	Yes n = 58	No n = 32	Yes n = 8^	No n = 82
Learned from experience	21%	21%	22%	11% ↓	30% ↑	20%	23%	31%	20%
Queensland Fire and Emergency Services information	20%	23%	17%	26%	15%	27% ↑	9% ↓		23%
Advice from family and friends	13%	8%	19%	20%	7%	8%	22%	31%	11%
News article	10%	10%	12%	9%	12%	15% ↑	2% ↓		11%
Common sense	10%	12%	7%		20% ↑	8%	15%	22%	9%
Information from the Rural Fire Brigade	5%	8%	2%	3%	7%	7%	2%		6%
TV advertising	5%	3%	7%	6%	4%	7% ↑			5%
Council information	4%		9% ↑	3%	5%	3%	6%		4%
Social media	4%	4%	3%	6%	2%	5%			4%
Information from a website	2%		4%	3%	1%	3%			2%
Other	5%	7%	3%	6%	4%	3%	9%		6%
No information source used	15%	15%	16%	17%	14%	14%	18%	17%	15%

Q19b. Info sources used for bushfire plan by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who had a plan at Q18**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q20 Did your bushfire plan include preparation for or consideration of what you would do if you were ever required to evacuate your home?

Base: all Gracemere respondents who had a bushfire plan at Q18 Column %	Total – Study Area 2 (Gracemere) n = 90	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 45	Female n = 45	<45 years n = 35	45+ years n = 55	Yes n = 58	No n = 32	Yes n = 8^	No n = 82
Yes	94%	90%	98%	97%	91%	93%	95%	100%	93%
No	6%	10%	2%	3%	9%	7%	5%		7%

Q20. Bushfire plan included evacuation by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who had a plan at Q18**); Weighted; ^ Caution: small cell size

Q21 In the 12 months prior to the recent bushfires, did you have an evacuation kit prepared? An evacuation kit might include important items such as insurance details, personal paperwork and documents such as wills and passports, essential medicines, clothing, toiletries, bedding etc

Base: all Gracemere respondents Column %	Total – Study Area 2 (Gracemere) n = 301	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 131	Female n = 170	<45 years n = 123	45+ years n = 178	Yes n = 232	No n = 69	Yes n = 14^	No n = 287
Yes	31%	36%	27%	28%	34%	29%	37%	41%	31%
No	68%	63%	72%	71%	65%	70%	61%	59%	68%
Not sure	1%	1%	1%	1%	1%	1%	2%		1%

Q21. Had bushfire evacuation kit prepared by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size

Q22 Prior to the recent bushfires, did you know what the local area's evacuation plans - like when and where to go to - were?

Base: all Gracemere respondents Column %	**Total – Study Area 2 (Gracemere) n = 301**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 131	**Female n = 170**	**<45 years n = 123**	**45+ years n = 178**	**Yes n = 232**	**No n = 69**	**Yes n = 14^**	**No n = 287**
Yes	35%	35%	35%	36%	34%	34%	38%	25%	36%
No	65%	65%	65%	64%	65%	66%	62%	75%	64%
Not sure	<1%		<1%		<1%	<1%			<1%

Q22. Knew local area evacuation plan by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size

2.0 Evacuation

2.1 Evacuation process

78% of surveyed Gracemere residents reported evacuating their homes during the 2018 bushfires, while 22% did not evacuate. Females (84%) were more likely than males (71%) to report evacuating.

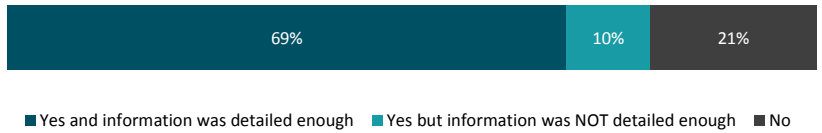
Q23. Evacuated home during recent bushfires
AREA 2

Being told to go (80%) was the biggest driver to deciding to evacuate, while being frightened (12%) or noticing others in the area leaving (8%) were the next most common triggers to evacuate.

Among those who did not evacuate, the most common reasons for this were perceiving there to be no need (45%) or not being at risk (35%).

Most evacuees received information about when to go, where to go and what help was available during the recent bushfires. 69% received information and considered it to be detailed enough, while 10% received information that was not detailed enough. Females (15%) were more likely than males (5%) to consider the information *not* detailed enough. Those aged 45 years or older (28%) were more likely than younger evacuees (14%) not to have received this information.

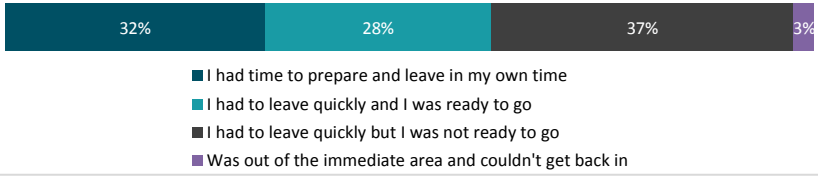
Q26. Received evacuation information
AREA 2



Information was most likely to have been received from police (23%) or from Fire and Emergency Services (21%). Information received was generally rated as easy to understand. 4% of those who received information from police and 2% who received information from the State Emergency Service rated these advices as *not* easy to understand.

32% of evacuees reported that they had time to prepare and leave in their own time, while 28% had to leave quickly but they were ready to go. Four in ten (37%) reported that they had to leave quickly but were not ready to go.

Q29. Description of evacuation situation
AREA 2

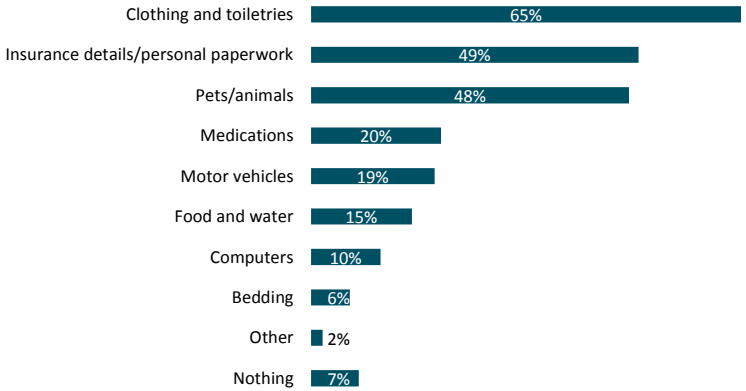


Those who had prepared a bushfire evacuation kit in the 12 months prior to the event (39%) were more likely than those who had not (24%) to say they had to leave quickly but were ready to go.

Gracemere residents who evacuated were most likely to have taken clothing and toiletries (65%), insurance details/personal paperwork (49%) or their pets/animals (49%) when they evacuated.

Q30. Possessions taken when evacuated

AREA 2



Younger residents (<45 years) were more likely than those aged 45 years or older to report taking food and water (21% <45 years, 9% 45+ years) or computers (15% <45 years, 5% 45+ years) when they evacuated.

91% of evacuees reported that they received no help to evacuate.

Q23 Did you evacuate, that is leave your home, during the recent bushfires?

Base: all Gracemere respondents Column %	Total – Study Area 2 (Gracemere) n = 301	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 131	Female n = 170	<45 years n = 123	45+ years n = 178	Yes n = 232	No n = 69	Yes n = 14^	No n = 287
Yes	78%	71% ↓	84% ↑	81%	76%	100% ↑		48%	80%
No	22%	29% ↑	16% ↓	19%	24%		100% ↑	52%	20%

Q23. Evacuated home during recent bushfires by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q24 For what reasons did you decide not to evacuate? Why else?

Base: Gracemere respondents who did not evacuate at Q23 Column %	Total – Study Area 2 (Gracemere) n = 69	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 40	Female n = 29^	<45 years n = 23^	45+ years n = 46	Yes n = 0^	No n = 69	Yes n = 7^	No n = 62
No need	45%	50%	36%	36%	52%		45%	36%	46%
Did not believe I was at risk	35%	37%	31%	26%	41%		35%	25%	36%
Couldn't leave pets/animals behind	6%	7%	5%	9%	4%		6%	25%	4%
Had no transport	1%		3%		2%		1%		1%
Other	2%	3%		5%			2%		2%

Q24. Reasons did not evacuate home by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who did not evacuate at Q23**); Weighted; ^ Caution: small cell size

Q25 For what reasons did you decide to evacuate? Why else?

Base: Gracemere respondents who evacuated at Q23 Column %	Total – Study Area 2 (Gracemere) n = 232	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 91	Female n = 141	<45 years n = 100	45+ years n = 132	Yes n = 232	No n = 0^	Yes n = 7^	No n = 225
I was told to go	80%	78%	81%	77%	83%	80%		64%	80%
I or my family were frightened	12%	12%	13%	16%	8%	12%			13%
Others in my area were leaving	8%	11%	5%	5%	10%	8%			8%
Family or friends offered us a place to stay	6%	6%	6%	6%	5%	6%			6%
It was in our bushfire plan	4%	7%	2%	5%	3%	4%			4%
Other	2%	4%	1%	4% ↑		2%			2%

Q25. Reasons did evacuate home by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who evacuated at Q23**); Weighted; ^ Caution: small cell size

Q26 Did you receive information about when to go, where to go, how to get there and what help was available for you?

Base: Gracemere respondents who evacuated at Q23 Column %	Total – Study Area 2 (Gracemere) n = 232	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 91	Female n = 141	<45 years n = 100	45+ years n = 132	Yes n = 232	No n = 0^	Yes n = 7^	No n = 225
Yes and information was detailed enough	69%	74%	65%	76% ↑	62% ↓	69%		45%	70%
Yes but information was NOT detailed enough	10%	5% ↓	15% ↑	10%	10%	10%		19%	10%
No	21%	21%	20%	14% ↓	28% ↑	21%		36%	20%

Q26. Received evacuation info by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who evacuated at Q23**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q26a Did you receive specific advice or instructions to evacuate from any of the following?

Base: Gracemere respondents who evacuated at Q23 and received information at Q26 Column %	Total – Study Area 2 (Gracemere) n = 181	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 69	Female n = 112	<45 years n = 86	45+ years n = 95	Yes n = 181	No n = 0^	Yes n = 5^	No n = 176
Police	23%	19%	25%	23%	22%	23%		28%	23%
Fire and Emergency Services	21%	14%	26%	24%	17%	21%		14%	21%
State Emergency Service	18%	17%	19%	23% ↑	12% ↓	18%			18%
Local council	14%	13%	15%	18%	10%	14%			14%
Any others	3%	3%	2%	1%	5%	3%			3%
None of the above	26%	26%	25%	23%	29%	26%		42%	25%

Q26a. Sources received evacuation instructions by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere - – **those who evacuated at Q23 and received information at Q26**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q27 Were instructions from the {INSERT AGENCY FROM Q26A} to evacuate….

	Column %	Study Area 2 (Gracemere)
Fire and Emergency Services	**Very easy to understand**	58%
	Easy to understand, or	42%
	Not easy to understand	
Police	**Very easy to understand**	55%
	Easy to understand, or	41%
	Not easy to understand	4%
Local council	**Very easy to understand**	50%
	Easy to understand, or	50%
	Not easy to understand	
State Emergency Service	**Very easy to understand**	60%
	Easy to understand, or	37%
	Not easy to understand	2%
Other	**Very easy to understand**	53%
	Easy to understand, or	47%
	Not easy to understand	

Q27. Ease of understanding evacuation instructions (flattened) by Banner - Study Area; Total sample – **those who received information from agency at Q26a**; Weighted
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q29 Which of the following best describes your evacuation situation?

Base: Gracemere respondents who evacuated at Q23 Column %	Total – Study Area 2 (Gracemere) n = 232	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 91	Female n = 141	<45 years n = 100	45+ years n = 132	Yes n = 232	No n = 0^	Yes n = 7^	No n = 225
I had time to prepare and leave in my own time	32%	32%	32%	28%	37%	32%		81%	31%
I had to leave quickly and I was ready to go	28%	33%	24%	28%	27%	28%			29%
I had to leave quickly but I was not ready to go	37%	30% ↓	43% ↑	42%	33%	37%		19%	38%
Was out of the immediate area and couldn't get back in	3%	5%	1%	2%	3%	3%			3%

Q29. Description of evacuation situation by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who evacuated at Q23**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q29/Q21 Description of evacuation situation and pre-preparation of evacuation kit

	Q21 In the 12 months prior to the recent bushfires, did you have an evacuation kit prepared?		
Column %	**Yes n = 65**	**No n = 165**	**Not sure n = 2^**
I had time to prepare and leave in my own time	30%	33%	35%
I had to leave quickly and I was ready to go	39% ↑	24% ↓	
I had to leave quickly but I was not ready to go	26% ↓	42% ↑	65%
Was out of the immediate area and couldn't get back in	5%	2%	

Table 2. Q29. Description of evacuation situation by Q21. Had bushfire evacuation kit prepared
Q29. Description of evacuation situation by Q21. Had bushfire evacuation kit prepared; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size
↑↓Arrows

Q30 What possessions did you take with you, if any? What else?

Base: Gracemere respondents who evacuated at Q23 Column %	Total – Study Area 2 (Gracemere) n = 232	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 91	Female n = 141	<45 years n = 100	45+ years n = 132	Yes n = 232	No n = 0^	Yes n = 7^	No n = 225
Clothing and toiletries	65%	58% ↓	70% ↑	68%	61%	65%		55%	65%
Insurance details/personal paperwork	49%	51%	48%	54%	44%	49%		46%	49%
Pets/animals	48%	45%	50%	46%	49%	48%		28%	48%
Medications	20%	17%	21%	16%	24%	20%		10%	20%
Motor vehicles	19%	24%	15%	16%	21%	19%		28%	18%
Food and water	15%	18%	13%	21% ↑	9% ↓	15%		27%	15%
Computers	10%	7%	13%	15% ↑	5% ↓	10%			11%
Bedding	6%	7%	5%	8%	3%	6%			6%
Other	2%		3% ↑	3%	1%	2%			2%
Nothing	7%	7%	7%	6%	8%	7%		19%	7%

Q30. Possessions took when evacuated by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere - – **those who evacuated at Q23**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q31 Did you receive any help to evacuate, if so what sort of help? Any other help?

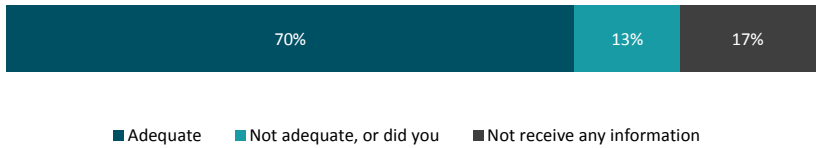
Base: Gracemere respondents who evacuated at Q23 Column %	Total – Study Area 2 (Gracemere) n = 232	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 91	Female n = 141	<45 years n = 100	45+ years n = 132	Yes n = 232	No n = 0^	Yes n = 7^	No n = 225
Somewhere to stay	3%	3%	3%	5%	1%	3%			3%
Transport	2%	1%	3%		4% ↑	2%			2%
Packing cars	1%	1%	1%	1%	2%	1%			1%
Securing animals	1%	1%	1%	1%	1%	1%			1%
Other	2%		4% ↑	4%	1%	2%			2%
None of these	91%	93%	89%	89%	93%	91%		100%	91%

Q31. Assistance received to evacuate by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who evacuated at Q23**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

2.2 Returning home

70% of evacuees rated the information they received about returning to their home as adequate. 13% felt it was inadequate, while 17% did not receive any information.

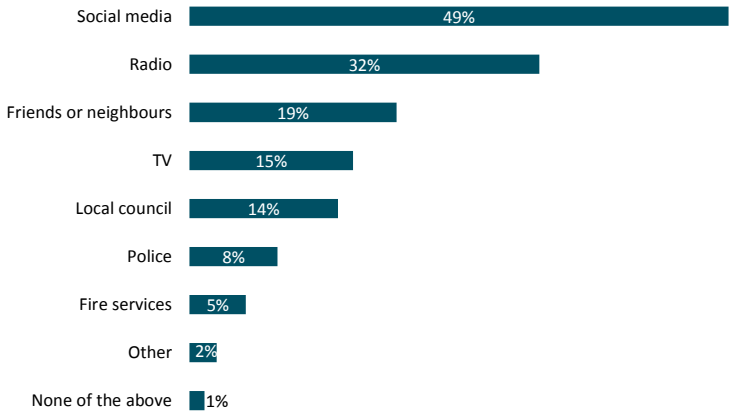
Q32. Adequacy of information on returning home
AREA 2



Reasons for rating the information received as inadequate fell into three broad categories: not receiving enough information or information at the right time; only hearing information through unofficial sources or receiving conflicting or confusing information.

Social media (49%), radio (32%) or friends or neighbours (19%) were the most common ways evacuees received information about returning home.

Q33. Sources received information from re returning home
AREA 2



Q32 Was the information you received about returning to your home…

Base: Gracemere respondents who evacuated at Q23 Column %	Total – Study Area 2 (Gracemere) n = 232	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 91	Female n = 141	<45 years n = 100	45+ years n = 132	Yes n = 232	No n = 0^	Yes n = 7^	No n = 225
Adequate	70%	71%	70%	71%	69%	70%		64%	70%
Not adequate, or did you	13%	8% ↓	17% ↑	18% ↑	8% ↓	13%		16%	13%
Not receive any information	17%	21%	13%	11% ↓	23% ↑	17%		19%	17%

Q32. Adequacy of info on returning home by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere– those who evacuated at Q23); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q32a For what reasons was it not adequate? Are you able to give me some examples of this?

Base: Gracemere respondents who evacuated at Q23 and who rated information about returning home as not adequate at Q32 Column %	Total – Study Area 2 (Gracemere) n = 30	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 7^	Female n = 23^	<45 years n = 18^	45+ years n = 12^	Yes n = 30	No n = 0^	Yes n = 1^	No n = 29^
Received insufficient information/wanted more information	31%	33%	31%	28%	38%	31%			33%
Information came too late/wanted the information earlier	29%	33%	28%	34%	19%	29%			30%
Only heard through friends/locals	21%	16%	23%	27%	7%	21%		100%	18%
Didn't hear anything from the authorities/authorities should have put more information out there	19%		26%	21%	14%	19%		100%	16%
Only heard through social media	15%	16%	15%	22%		15%			16%
Only heard through TV/radio	11%		16%	5%	26%	11%			12%
Had to seek out the information myself	10%	16%	8%	12%	7%	10%			11%
Received conflicting information	8%	9%	8%	5%	15%	8%			8%
Received confusing information	6%		8%	5%	7%	6%			6%
Other	2%	9%			8%	2%			2%

Q32a. Reasons returning info was inadequate by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere -– **those who rated information about returning home as not adequate at Q32**); Weighted; ^ Caution: small cell size

Q33 From which of the following sources did you receive information about returning to your home?

Base: Gracemere respondents who evacuated at Q23 and – who received information about returning home at Q32 Column %	Total – Study Area 2 (Gracemere) n = 193	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 71	Female n = 122	<45 years n = 89	45+ years n = 104	Yes n = 193	No n = 0^	Yes n = 6^	No n = 187
Social media	49%	44%	53%	66% ↑	30% ↓	49%		44%	50%
Radio	32%	36%	29%	21% ↓	45% ↑	32%		35%	32%
Friends or neighbours	19%	20%	18%	19%	19%	19%		20%	19%
TV	15%	16%	14%	12%	18%	15%		31%	15%
Local council	14%	11%	15%	19% ↑	7% ↓	14%			14%
Police	8%	6%	9%	4% ↓	13% ↑	8%			8%
Fire services	5%	3%	6%	8%	2%	5%			5%
Other	2%	2%	3%	1%	4%	2%			3%
None of the above	1%	3%		3%		1%			1%

Q33. Sources received info on returning home by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who received information about returning home at Q32**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

2.3 Suggestions to improve the effectiveness of evacuation preparation, arrangements and information

Improving the roads/reducing congestion during evacuation (17%), improving information about evacuating (13%) and giving people more time to evacuate (12%) were the most common suggestions to improve the effectiveness of evacuation preparation, arrangements and information.

Q34 What suggestions would you make to improve the effectiveness of evacuation preparation, arrangements and information for people impacted by bushfires?

Base: Gracemere respondents who evacuated at Q23 Column %	Total – Study Area 2 (Gracemere) n = 232	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 91	Female n = 141	<45 years n = 100	45+ years n = 132	Yes n = 232	No n = 0^	Yes n = 7^	No n = 225
Improve roads (e.g. congestion when leaving, only one way in and out)	17%	16%	19%	15%	20%	17%		16%	17%
Improve information provided about evacuation (e.g. what is the best way to go)	13%	14%	12%	11%	14%	13%		16%	13%
Give people more time to evacuate	12%	5% ↓	17% ↑	16%	8%	12%		19%	12%
Provide more organised evacuation centres/more organised evacuation procedures	9%	9%	9%	6%	12%	9%			9%
Provide more warnings (e.g. more texts/emails, radio messages)	7%	9%	6%	9%	6%	7%			8%
Improve information provided after evacuation (e.g. updates, when people can go back home)	4%	3%	5%	5%	3%	4%			4%
Try to avoid panicking people	3%	3%	3%	4%	2%	3%		19%	3%
Improve preparedness (e.g. have a kit/bag ready, stay alert, clear your property)	3%	1% ↓	5% ↑	2%	4%	3%			3%
Other	6%	7%	5%	4%	8%	6%		10%	6%
Happy with how it was	14%	18%	12%	14%	14%	14%			15%
Don't know/nothing	19%	20%	18%	23%	14%	19%		18%	19%

Q34. Suggestions to improve evacuation info and preparation by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who evacuated at Q23**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

3.0 Heatwave

3.1 Sources and usefulness of heatwave information and warnings

Gracemere residents were most likely to source information or receive warnings about the 2018 heatwave conditions via television (ABC or commercial) (65% used this source).

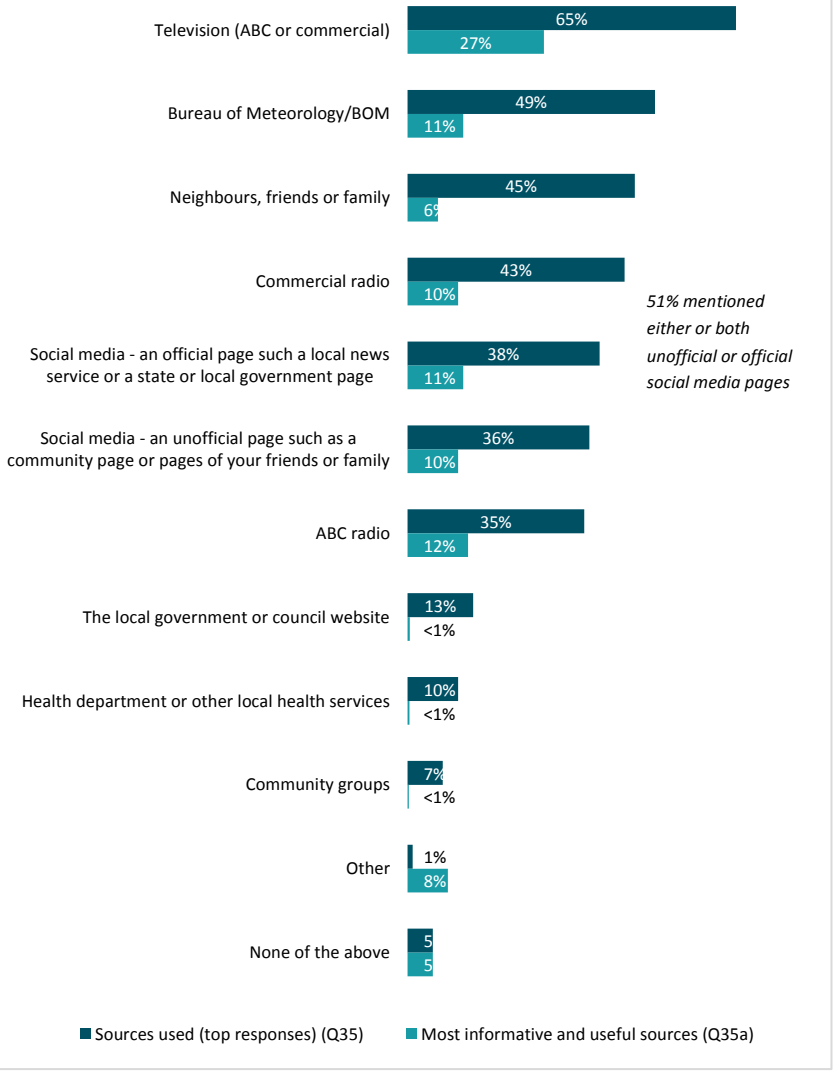
After this, a range of information sources were used, namely: the Bureau of Meteorology (49% used); neighbours, friends or family (45%); commercial radio (43%) and social media (official page 38%) (unofficial page (36%) (51% used either or both an official or unofficial page).

Those aged 45 years or older (73%) were more likely than their younger counterparts (58%) to have sourced information via the television. Younger residents (<45 years) were more likely than those aged 45 years or older to have used commercial radio (53% <45 years, 33% 45+ years), an official social media page (51%, 26%) or an unofficial social media page (45%, 26%).

When asked to select which sources were the most informative and useful, television (ABC or commercial) was the most likely to be selected (27%), followed by ABC radio (12%), the Bureau of Meteorology (11%) and social media (11% official, 10% unofficial page).

Q35./Q35a. Sources of information or warnings used in days just before or during HEATWAVE

AREA 2



Q35 Thinking back to the days just before or during the bushfires and heatwave conditions, from which of the following sources did you receive information or warnings about the heatwave, if any?

Base: all Gracemere respondents Column %	Total – Study Area 2 (Gracemere) n = 301	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 131	Female n = 170	<45 years n = 123	45+ years n = 178	Yes n = 232	No n = 69	Yes n = 14^	No n = 287
Television (ABC or commercial)	65%	59% ↓	71% ↑	58% ↓	73% ↑	64%	70%	71%	65%
Bureau of Meteorology/BOM	49%	48%	50%	51%	48%	49%	49%	48%	49%
Neighbours, friends or family	45%	48%	41%	43%	46%	44%	46%	9%	46%
Commercial radio	43%	45%	41%	53% ↑	33% ↓	43%	41%	53%	42%
Social media - an official page such a local news service or a state or local government page	38%	34%	42%	51% ↑	26% ↓	39%	37%	40%	38%
Social media - an unofficial page such as a community page or pages of your friends or family	36%	30%	40%	45% ↑	26% ↓	38%	27%	31%	36%
ABC radio	35%	37%	34%	34%	36%	32% ↓	48% ↑	53%	34%
The local government or council website	13%	12%	14%	18% ↑	8% ↓	14%	9%	9%	13%
Health department or other local health services	10%	8%	11%	8%	11%	11%	6%		10%
The state government website	8%	8%	8%	9%	7%	9%	6%		8%
Community groups	7%	4% ↓	10% ↑	8%	6%	7%	7%		7%
At work	4%	5%	4%	6%	3%	4%	5%	8%	4%
Weatherzone website	1%	1%	1%	1%	2%	1%	1%		1%
Authorities (e.g. police, fire, ambulance services)	1%	2%		2%		1%	2%		1%
Newspaper	1%	1%	<1%		1%	1%	1%	5%	<1%
News websites	<1%		1%	1%		<1%			<1%
Other app	1%	1%	1%	1%	1%	1%			1%
Other	1%	1%	1%	1%	1%	1%	1%		1%
None of the above	5%	5%	5%	4%	6%	5%	6%	12%	5%

Q35t. Total - Heatwave info sources by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q35a And of those information or warnings, which was the most informative and useful source?

Base: all Gracemere respondents Column %	Total – Study Area 2 (Gracemere) n = 301	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 131	Female n = 170	<45 years n = 123	45+ years n = 178	Yes n = 232	No n = 69	Yes n = 14^	No n = 287
Television (ABC or commercial)	27%	23%	30%	22% ↓	32% ↑	28%	21%	35%	26%
ABC radio	12%	12%	12%	4% ↓	19% ↑	10%	17%	17%	11%
Bureau of Meteorology/BOM	11%	13%	8%	10%	11%	9%	15%	<1%	11%
Social media - an official page such a local news service or a state or local government page	11%	9%	13%	17% ↑	6% ↓	13%	6%	<1%	12%
Commercial radio	10%	10%	10%	13% ↑	6% ↓	11% ↑	4% ↓	<1%	10%
Social media - an unofficial page such as a community page or pages of your friends or family	10%	8%	11%	13% ↑	6% ↓	10%	9%	9%	10%
Neighbours, friends or family	6%	8%	4%	3% ↓	9% ↑	6%	5%	9%	6%
Community groups	<1%	1%	<1%	<1%	<1%	<1%	1%	<1%	<1%
Health department or other local health services	<1%	<1%	1%	1%	<1%	<1%	<1%	<1%	<1%
The local government or council website	<1%	1%	<1%	1%	<1%	<1%	2%	<1%	<1%
Other	8%	11%	6%	12% ↑	4% ↓	7%	14%	17%	8%
None of the above	5%	5%	5%	4%	6%	5%	6%	12%	5%

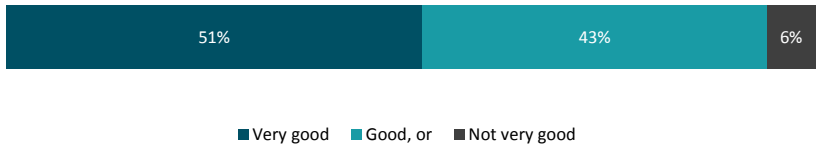
Q35a Most useful heatwave info source by banner – Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

3.2 Knowledge of and behaviour during heatwave conditions

In the days just before the bushfires and heatwave conditions, most Gracemere residents regarded their understanding of the risks and impacts of the heatwave to be good (51% very good, 43% good).

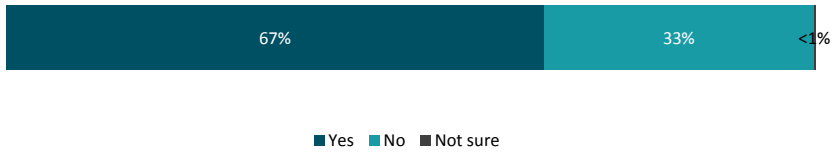
6% said their understanding was not very good, this view being more common among females (9%) than males (2%), or among those who evacuated (7%) compared with those who did not.

Q36. Understanding of heatwave risks and impacts
AREA 2



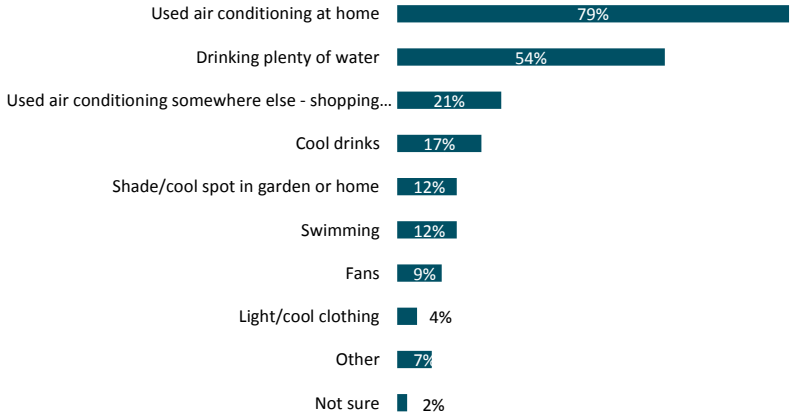
67% of respondents acted to reduce the risks of the heatwave to themselves personally. Most commonly, residents were trying to avoid were dehydration (40%) or a heat-related illness (24%).

Q37. Took action to reduce heatwave risk
AREA 2



The most common methods used by Gracemere residents to stay cool during the heatwave was air conditioning at home (79%). Hydration (drinking plenty of water 54%, cool drinks 17%) or using air conditioning outside the home (e.g. shopping centre, workplaces) (21%) were the next most common means of staying cool.

Q39. Methods used to stay cool during heatwave
AREA 2



Barriers to staying cool most commonly reported by Gracemere residents included working outside (9%), loss of power (5%) or not having air-conditioning at home/working (3%).

Q36 In the days just before the bushfires and heatwave conditions, would you say your understanding of the risks and impacts of the heatwave was…

Base: all Gracemere respondents Column %	Total – Study Area 2 (Gracemere) n = 301	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 131	Female n = 170	<45 years n = 123	45+ years n = 178	Yes n = 232	No n = 69	Yes n = 14^	No n = 287
Very good	51%	60% ↑	44% ↓	45% ↓	58% ↑	50%	58%	47%	52%
Good, or	43%	38%	47%	48%	37%	43%	41%	49%	42%
Not very good	6%	2% ↓	9% ↑	7%	5%	7% ↑	1% ↓	4%	6%

Q36. Understanding of heatwave risks by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q37 Given the heatwave conditions, did you take any action or do anything to reduce the risks of the heatwave to you personally?

Base: all Gracemere respondents Column %	Total – Study Area 2 (Gracemere) n = 301	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 131	Female n = 170	<45 years n = 123	45+ years n = 178	Yes n = 232	No n = 69	Yes n = 14^	No n = 287
Yes	67%	65%	68%	60% ↓	73% ↑	65%	71%	63%	67%
No	33%	34%	32%	40% ↑	27% ↓	35%	28%	37%	33%
Not sure	<1%	1%			<1%		1%		<1%

Q37. Took action to reduce heatwave risk by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q38 What heatwave risks were you concerned about or trying to reduce? Anything else?

Base: Gracemere respondents that took action at Q37 Column %	Total – Study Area 2 (Gracemere) n = 203	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 87	Female n = 116	<45 years n = 74	45+ years n = 129	Yes n = 155	No n = 48	Yes n = 9^	No n = 194
Dehydration	40%	42%	39%	38%	43%	41%	38%	8%	42%
Getting a heat-related illness (e.g. heatstroke)	24%	21%	26%	32% ↑	18% ↓	27%	16%	15%	24%
Trying to stay comfortable	20%	25%	16%	18%	22%	20%	23%	28%	20%
Negative impacts on an existing medical condition/illness	5%	4%	6%	4%	6%	6%	1%		5%
Not being able to go to work	3%	6% ↑		3%	2%	2%	6%		3%
Not being able to evacuate or protect my property from the fire	2%	5% ↑			4% ↑	1%	7%		2%
Other	2%	3%	1%	1%	2%	1%	5%	12%	1%
Not sure	23%	20%	26%	19%	27%	23%	26%	38%	23%

Q38. Actions took to reduce heatwave risk by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere – **those who took action at Q37**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q39 How, if at all, did you stay cool during the heatwave? How else?

Base: all Gracemere respondents Column %	Total – Study Area 2 (Gracemere) n = 301	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 131	Female n = 170	<45 years n = 123	45+ years n = 178	Yes n = 232	No n = 69	Yes n = 14^	No n = 287
Used air conditioning at home	79%	74% ↓	85% ↑	81%	78%	83% ↑	66% ↓	60%	80%
Drinking plenty of water	54%	57%	52%	58%	50%	51%	64%	70%	53%
Used air conditioning somewhere else - shopping centres, libraries, workplaces, neighbours etc.	21%	21%	21%	21%	21%	22%	17%	16%	21%
Cool drinks	17%	16%	18%	14%	20%	17%	19%		18%
Shade/cool spot in garden or home	12%	15%	9%	11%	13%	10%	17%		12%
Fans	9%	9%	9%	6%	11%	9%	9%	8%	9%
Swimming	12%	12%	11%	16% ↑	8% ↓	10%	16%	16%	11%
Light/cool clothing	4%	2%	5%	6% ↑	1% ↓	4%	3%		4%
Other	7%	7%	7%	8%	5%	6%	9%	9%	7%
Not sure	2%	4% ↑		3%	1%	2% ↑			2%

Q39. Methods to stay cool during heatwave by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q40 Apart from the heat itself, what made it hard or what prevented you from being able to stay cool?

Base: all Gracemere respondents Column %	Total – Study Area 2 (Gracemere) n = 301	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 131	Female n = 170	<45 years n = 123	45+ years n = 178	Yes n = 232	No n = 69	Yes n = 14^	No n = 287
Work outside	9%	13% ↑	6% ↓	14% ↑	5% ↓	8%	13%		10%
Power loss/no electricity	5%	6%	4%	6%	3%	4%	6%		5%
Don't have air-conditioning at home/not working at moment	3%	2%	4%	4%	3%	3%	5%		3%
Can't afford to run air-conditioning/fans	2%	1%	3%	1%	3%	2%	3%		2%
Don't have fans/not working at the moment	1%		2%	2%	1%	1%	2%		1%
No pool/beach close by	1%	1%	1%	1%	1%	1%			1%
The fire/smoke	1%	1%	1%	1%	1%	1%		8%	<1%
The heat itself/humidity	1%		1%	1%	1%	1%			1%
Other	2%	2%	1%	1%	3%	1%	4%		2%
Not sure	58%	58%	58%	55%	62%	61%	49%	67%	58%
Nothing	20%	18%	22%	19%	21%	20%	22%	25%	20%

Q40. Difficulties to staying cool during heatwave by BANNER - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

3.3 Suggestions to better inform the community about the risks of heatwaves and how to reduce these risks

A greater amount of general information or education (by social media, television, radio) was the most common suggestion made to better inform the community.

However, 25% said that knowing the risks of a heatwave and how to reduce them was simply common sense and adequate information was felt to be already provided. 29% were unable to make a suggestion.

Q41 What further information or education could be provided by your local council or the state government to better inform the community about the risks of heatwaves and what to do to reduce these risks?

Base: all Gracemere respondents Column %	Total – Study Area 2 (Gracemere) n = 301	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 131	Female n = 170	<45 years n = 123	45+ years n = 178	Yes n = 232	No n = 69	Yes n = 14^	No n = 287
Enough is already done/it's all common sense - adequate information is already provided	25%	21%	29%	22%	29%	26%	24%	17%	26%
More education on risks/how to stay cool	15%	13%	17%	15%	16%	16%	12%	16%	15%
More information on social media/email	7%	7%	7%	10%	4%	6%	9%		7%
More information on TV	5%	7%	4%	3%	8%	6%	3%		6%
More frequent information provided	4%	4%	3%	4%	3%	3%	5%	9%	3%
Provide help to the elderly/children	3%	1% ↓	5% ↑	5%	2%	3%	5%		3%
More information on radio	3%	5% ↑	1% ↓	2%	4%	3%	3%	5%	3%
Provide more accurate information	3%	4%	1%	3%	3%	1%	7%	8%	2%
More information - letters and pamphlets	2%	2%	2%	2%	3%	1%	5%	5%	2%
Send more texts/calls	1%	2%	1%	3%		2%			1%
More community meetings/community noticeboards	<1%		1%		1%	<1%			<1%
Other	2%	3%	1%	2%	3%	2%	4%		2%
No suggestions	29%	36% ↑	23% ↓	31%	27%	30%	26%	45%	29%
No problems/issues/happy with current system	8%	6%	10%	8%	8%	7%	11%	8%	8%

Q41. Suggestions to improve heatwave risk info by Banner - Study Area 2; Filter: Study Area 2 (Gracemere); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

4.0 Primary producers

Q42 As a primary producer do you have any feedback to provide the government in regards to preparing for bushfires, the information and warnings provided during bushfires or the task of evacuating during bushfires?

Primary producers were asked if they had any feedback for the government in regards to preparing for bushfires, the information and warnings provided during bushfires or the task of evacuating during a bushfire. Of the 14 primary producers in the Gracemere study area, eight provided comment, with the feedback mostly related to back burning, fire breaks and vegetation management.

Verbatim responses are included below:

- I'd like to see the local council focus on local vegetation and reduce the weeds around the area before the bushfires occur
- Just better management before bushfires and reducing fuel
- I think when it comes down to it they should allow us to have more fire breaks in our area
- One of the greatest difficulties is because controlled burning is not allowed anymore and I also think that grazing in national parks is not done anymore. It would be beneficial in preventing fires if people could do this again
- It would be good if there were grants to put in more fire breaks
- We need more back burning - the government panders too much to local community, we need safe cool burns
- Clean up the national park, if there is no fuel there is no fire
- They should give us more time, but it did happen so quickly.

Findings: Study Area 3 Agnes Water, Baffle Creek, Deepwater

1.0 Public information and warnings

1.1 Sources and usefulness of information and warnings

In the days leading up to and during the 2018 bushfires, Agnes Water/Baffle Creek/Deepwater residents reported that the most widely used information sources were the Emergency Alert messages sent to mobile phones (74%), followed by television (ABC or commercial) (69%) and information provided by neighbours, friends or family (67%).

Social media was the next most common source of information and warnings, reportedly used by seven in ten residents (59% unofficial pages, 51% official pages – 67% mentioned either or both official/unofficial pages). Four in ten used ABC radio (37%) or a personal contact from authorities (37%).

Agnes Water/Baffle Creek/Deepwater residents were equally likely to rate the Emergency Alert text messages to mobile phone (16%), neighbours, friends or family (14%) or an official social media pages (14%) as the most useful and informative information sources.

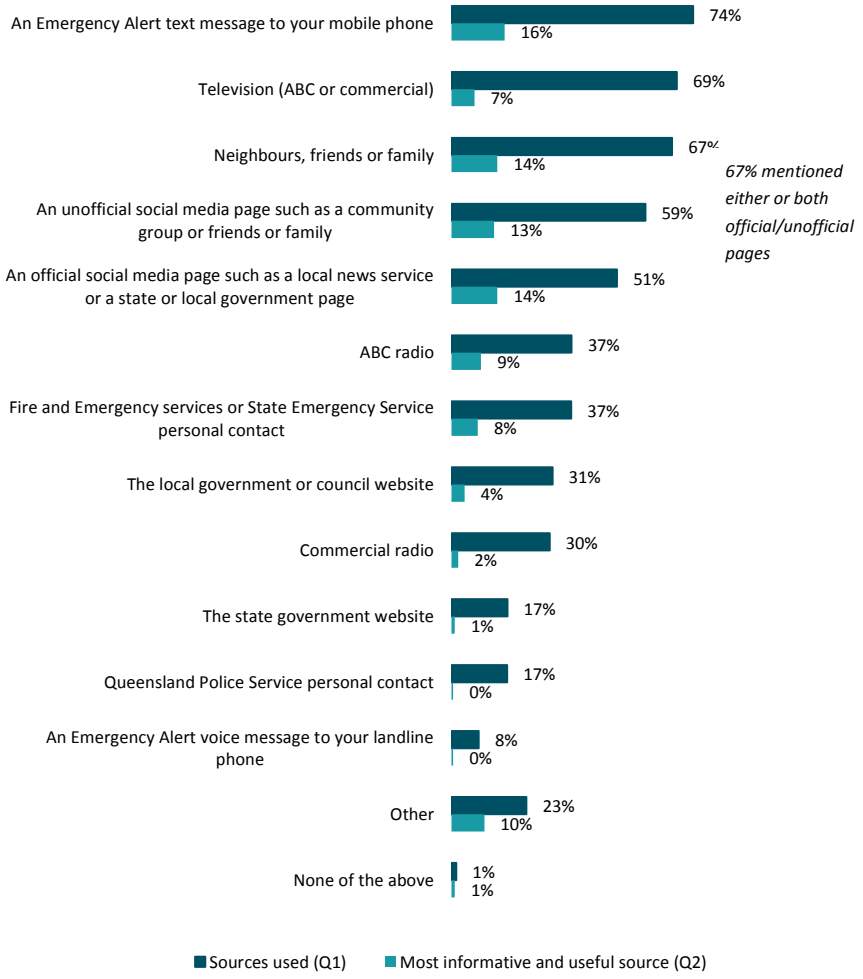
Sub-group differences

Those aged under 45 years were more likely than their older counterparts to have accessed information or warnings via social media. Females were more likely than males to have accessed Emergency Alert text message to mobile or social media.

Those who evacuated their home during the 2018 bushfires were more likely than those who did not evacuate to have received a personal contact from Fire and Emergency Services, the State Emergency Service or the Queensland Police Service.

Q1./Q2. Sources of information or warnings used in days just before or during bushfire

AREA 3



Q1 Thinking now about the days just before or during the bushfire, from which of the following sources did you receive information or warnings about the bushfires, if any?

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
An Emergency Alert text message to your mobile phone	74%	67% ↓	82% ↑	76%	73%	83%	71%	84%	73%
Television (ABC or commercial)	69%	67%	71%	67%	69%	52% ↓	73% ↑	59%	69%
Neighbours, friends or family	67%	64%	72%	76%	64%	67%	68%	80%	67%
An unofficial social media page such as a community group or friends or family	59%	50% ↓	70% ↑	81% ↑	51% ↓	51%	61%	71%	58%
An official social media page such as a local news service or a state or local government page	51%	39% ↓	64% ↑	76% ↑	40% ↓	48%	51%	28%	52%
SUB-TOTAL social media (official/unofficial)	67%	58% ↓	77% ↑	88% ↑	58% ↓	61%	68%	71%	66%
ABC radio	37%	33%	41%	34%	38%	47%	34%	63%	35%
Fire and Emergency services or State Emergency Service personal contact	37%	34%	40%	38%	36%	54% ↑	32% ↓	45%	36%
The local government or council website	31%	26%	37%	26%	33%	25%	32%	8%	32%
Commercial radio	30%	29%	31%	42%	25%	25%	31%	16%	31%
Queensland Police Service personal contact	17%	15%	19%	22%	15%	38% ↑	11% ↓	45%	15%
The state government website	17%	16%	18%	19%	16%	22%	16%	8%	18%
An Emergency Alert voice message to your landline phone	8%	9%	8%	6%	9%	6%	9%	16%	8%
Other	23%	21%	25%	26%	22%	22%	23%	47%	21%
None of the above	1%	3%		3%	1%	2%	1%		2%

Q1. Sources received bushfire info by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q2 And of those information or warnings, which was the most informative and useful source?

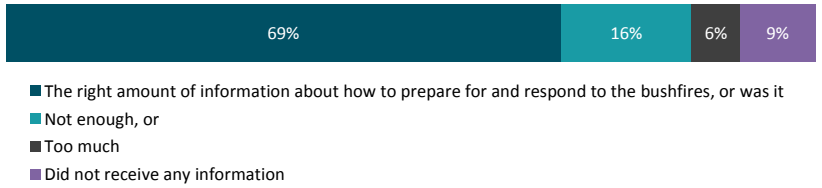
Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
An Emergency Alert text message to your mobile phone	16%	15%	18%	14%	17%	5% ↓	19% ↑	16%	16%
Neighbours, friends or family	14%	18%	9%	6% ↓	17% ↑	18%	13%	8%	14%
An official social media page such as a local news service or a state or local government page	14%	10%	19%	21%	11%	7%	16%		15%
An unofficial social media page such as a community group or friends or family	13%	15%	10%	18%	11%	4% ↓	15% ↑	16%	13%
ABC radio	9%	6%	11%	11%	8%	17%	6%	20%	8%
Fire and Emergency services or State Emergency Service personal contact	8%	8%	8%	8%	8%	23% ↑	4% ↓	13%	8%
Television (ABC or commercial)	7%	5%	10%	5%	8%	7%	8%		8%
The local government or council website	4%	4%	5%	3%	5%		5% ↑		4%
Commercial radio	2%	4%	1%	3%	2%	4%	2%	8%	2%
The state government website	1%		2%		1%		1%		1%
Queensland Police Service personal contact	<1%	1%			1%	2%			1%
Other	10%	12%	8%	8%	11%	11%	10%	20%	10%
None of the above	1%	3%		3%	1%	2%	1%		2%

Q2. Most useful bushfire info source - Complete by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

1.2 Rating of information and warnings received

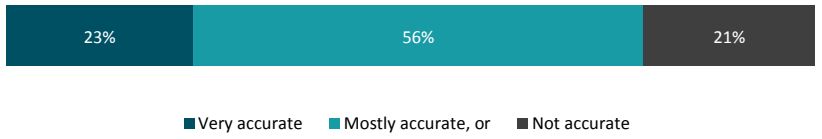
While 69% of Agnes Water/Baffle Creek/Deepwater residents believed they received the 'right' amount of information about how to prepare for and respond to the bushfires in the days leading up to and during the event, 16% felt they did not receive enough information, 6% received too much, while 9% reported not receiving any.

Q3. Amount of information received
AREA 3



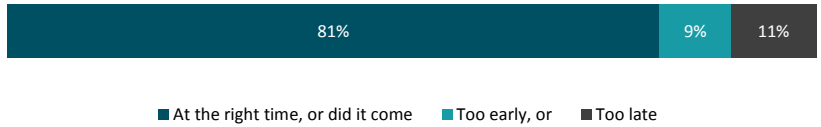
The accuracy of the information received was positively rated, however the majority rated the information as mostly accurate (23% very, 56% mostly). 21% felt the information was not accurate. Reasons for rating the information as inaccurate were most commonly related to a perception that the fires were not really a threat, that warnings were over-exaggerated by the media or that the information provided was not detailed or specific enough.

Q4. Accuracy of information received
AREA 3



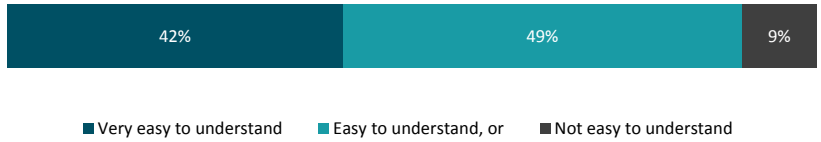
The majority of Agnes Water/Baffle Creek/Deepwater respondents (81%) felt the information arrived at the right time, 11% said it was received too late, while 9% said the information had arrived too early.

Q5. Timing of information received
AREA 3



The information received was considered easy to understand by nearly all respondents (42% very easy, 49% easy), while only 9% found the information not easy to understand. Among those who felt the information was not easy to understand, this was mainly because they believed incorrect information had been provided (e.g. incorrect timeframe and area names) or because the information was too general.

Q6. Ease of understanding of information received
AREA 3



Q3 In the days leading up to and during the bushfires, did you receive…

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
The right amount of information about how to prepare for and respond to the bushfires, or was it	69%	65%	72%	81% ↑	64% ↓	68%	69%	76%	68%
Not enough, or	16%	14%	19%	13%	17%	18%	16%	16%	16%
Too much	6%	7%	5%		8% ↑	3%	7%		6%
Did not receive any information	9%	13% ↑	5% ↓	6%	11%	11%	9%	8%	9%

Q3. Level of info received by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q4 And was the information you received in the days leading up to and during the bushfires…

Base: Agnes Water, Baffle Creek, Deepwater respondents who received information at Q3 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 160	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 73	Female n = 87	<45 years n = 34	45+ years n = 126	Yes n = 33	No n = 127	Yes n = 10^	No n = 150
Very accurate	23%	24%	22%	23%	23%	30%	21%	9%	24%
Mostly accurate, or	56%	51%	61%	68%	50%	47%	58%	74%	54%
Not accurate	21%	25%	18%	9% ↓	26% ↑	22%	21%	17%	21%

Q4. Accuracy of info received by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **received information at Q3**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q4a For what reasons was it not accurate? Are you able to give me some examples of this?

Base: Agnes Water, Baffle Creek, Deepwater respondents who received information (Q3) and rated information received as not accurate (Q4) Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 35	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 19^	Female n = 16^	<45 years n = 3^	45+ years n = 32	Yes n = 9^	No n = 26^	Yes n = 2^	No n = 33
The warnings were incorrect (e.g. the fires were not heading in our direction/had already passed us/were not a threat to us)	43%	42%	46%	70%	39%	64%	37%		46%
The media overreacted/were too dramatic	34%	33%	36%	30%	35%	8%	42%		36%
Couldn't get detailed enough information (e.g. only gave us a wide area, couldn't give us specific information)	23%	21%	27%		27%	27%	22%	100%	19%
There was no reason to evacuate	10%	8%	13%		12%	19%	8%		11%
The warnings from authorities were over-exaggerated/overhyped	9%	8%	9%	30%	6%	17%	6%		9%
Other	6%	4%	9%		7%		8%		7%

Q4a. Reasons info received was inaccurate by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who rated information received as not accurate at Q4**); Weighted; ^ Caution: small cell size

Q5 And was the information generally delivered to you…

Base: Agnes Water, Baffle Creek, Deepwater respondents who received information at Q3 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 160	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 73	Female n = 87	<45 years n = 34	45+ years n = 126	Yes n = 33	No n = 127	Yes n = 10^	No n = 150
At the right time, or did it come	81%	78%	84%	88%	78%	65% ↓	85% ↑	100%	79%
Too early, or	9%	10%	7%	9%	9%	21% ↑	6% ↓		9%
Too late	11%	12%	9%	4% ↓	14% ↑	14%	10%		11%

Q5. Timing of info received by BANNER Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater– **those who received information at Q3**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q6 And was that information generally…

Base: Agnes Water, Baffle Creek, Deepwater respondents who received information at Q3 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 160	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 73	Female n = 87	<45 years n = 34	45+ years n = 126	Yes n = 33	No n = 127	Yes n = 10^	No n = 150
Very easy to understand	42%	40%	43%	38%	43%	45%	41%	45%	41%
Easy to understand, or	49%	47%	52%	62% ↑	44% ↓	46%	50%	47%	49%
Not easy to understand	9%	13%	5%		13% ↑	9%	9%	9%	9%

Q6. Ease of understanding of info received by BANNER Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater– **those who received information at Q3**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q6a For what reasons was that information not easy to understand? Are you able to give me some examples of this?

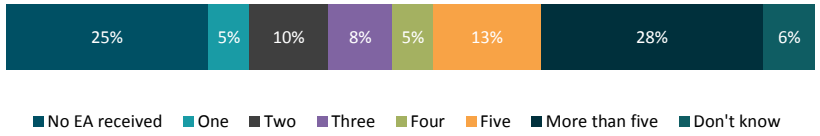
Base: Agnes Water, Baffle Creek, Deepwater respondents who received information (Q3) and those rating information as not easy to understand at Q6 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 15^	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 11^	Female n = 4^	<45 years n = 0^	45+ years n = 15^	Yes n = 4^	No n = 11^	Yes n = 1^	No n = 14^
Incorrect information given (i.e. wrong timeframes/area names incorrect)	52%	69%			52%	29%	57%		55%
Information was too general/not enough information	43%	46%	32%		43%	71%	36%	100%	39%
Conflicting information given (e.g. one group says one thing another says something else)	17%	23%			17%	29%	14%		18%
Residents told to evacuate areas that were not in danger	11%	15%			11%		14%		12%
Fire location was incorrect/not specific enough	9%		34%		9%		11%		9%
Severity of fire was exaggerated	6%	8%			6%		7%		6%
Other	14%	8%	34%		14%		18%		15%

Q6a. Reasons info received was not easy to understand by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater - **those rating information as not easy to understand at Q6**); Weighted; ^ Caution: small cell size

1.3 Emergency Alert messages

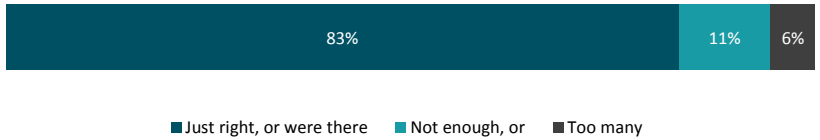
41% of Agnes Water/Baffle Creek/Deepwater residents surveyed received between one and five Emergency Alert (EA) messages to either their mobile or landline telephone in the days leading up to the 2018 bushfires. 28% received more than five messages, while 25% received none. On average residents received 3.50 on average (including those who received none).

Q7. Number of emergency alert messages received
AREA 3



Those who rated the number of Emergency Alerts received as 'just right' received 5.39 messages on average, while those who rated the number as 'not enough' received an average of 2.14 messages.

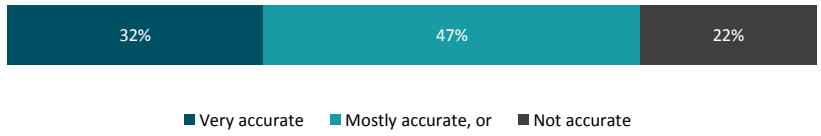
Q8. Level of emergency alerts received
AREA 3



Among those who rated the number of Emergency Alerts as too many, 17% said this made them more likely to take notice of them, 31% felt it made them less likely to take notice while 51% said it made no difference.

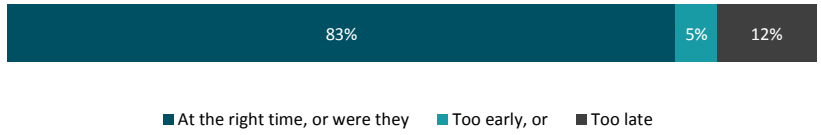
The Emergency Alerts were considered accurate by most recipients (32% very accurate, 47% mostly accurate). One in five (22%) rated the EAs as inaccurate, mainly due to the belief that the messages were either incorrect or not specific enough or that evacuation was unnecessary.

Q9. Accuracy of Emergency Alerts received
AREA 3



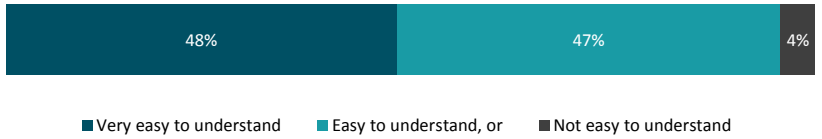
While the majority of respondents (83%) felt Emergency Alerts arrived at the right time, 12% felt they were too late (5%) said they were too early).

Q10. Timing of emergency alerts received
AREA 3



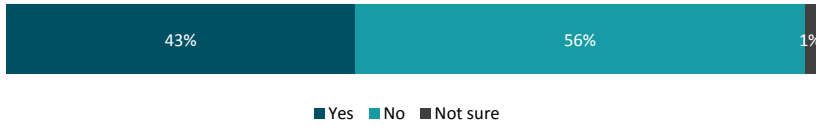
Alerts were rated as easy to understand by 95% of recipients (48% very easy, 47% easy). Reasons for rating alerts as not easy to understand were most commonly related to: the geographic location of the fire being either inaccurate or not specific enough to be useful or receiving conflicting or confusing information.

Q11. Ease of understanding of Emergency Alerts received
AREA 3



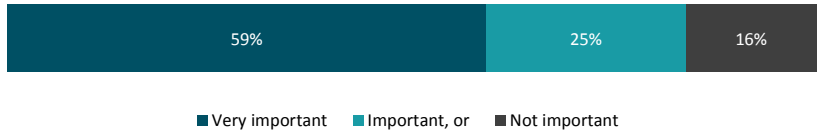
43% of Emergency Alert recipients took action as a direct result of receiving an Emergency Alert message.

Q12. Took action because of Emergency Alerts
AREA 3



84% of Agnes Water/Baffle Creek/Deepwater residents rated the Emergency Alerts received as important (59% very important, 25% important), while 16% did not consider them to be important.

Q13. Importance of Emergency Alerts received
AREA 3



Q7 Thinking now about the Emergency Alert messages you received via {computer insert from Q1 text to your mobile (or) voice message to your landline phone}, approximately how many Emergency Alert messages did you receive (if both Q1i and Q1j selected read out: include both mobile phone and landline phone alert messages)?

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
No EA received	25%	32% ↑	17% ↓	24%	26%	17%	27%	16%	26%
One	5%	4%	7%	5%	5%	2%	6%	8%	5%
Two	10%	9%	11%	8%	10%	6%	11%	8%	10%
Three	8%	9%	7%		11% ↑	8%	8%		8%
Four	5%	4%	7%	6%	5%	12%	3%		5%
Five	13%	13%	13%	16%	12%	22%	11%	20%	13%
More than five	28%	25%	31%	36%	24%	28%	27%	41%	27%
Don't know	6%	5%	8%	5%	7%	4%	7%	8%	6%
Average (including those who received none – zero)	*3.50*	*3.19*	*3.88*	*3.98*	*3.30*	*4.09*	*3.33*	*4.44*	*3.44*
Average (among only those who received an Emergency Alert)	*4.77*	*4.80*	*4.75*	*5.29*	*4.56*	*5.00*	*4.70*	*5.35*	*4.73*

Q7. Number of emergency alert messages received by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who received emergency alert**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q8 Would you say the number of Emergency Alert messages you received was…

Base: Agnes Water, Baffle Creek, Deepwater respondents who received an emergency alert Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 134	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 59	Female n = 75	<45 years n = 28^	45+ years n = 106	Yes n = 30	No n = 104	Yes n = 9^	No n = 125
Just right, or were there	83%	83%	83%	87%	82%	79%	84%	81%	83%
Not enough, or	11%	14%	8%	3%	15%	19%	9%	19%	11%
Too many	6%	3%	8%	10%	4%	2%	7%		6%

Q8. Level of emergency alerts received by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater - **those who received Emergency Alert**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q7/Q8 Number of Emergency Alert messages received by perceptions of whether this was the right amount, not enough or too many

Q7 … Approximately how many Emergency Alert messages did you receive?	**Q8 Would you say the number of Emergency Alert messages you received was…**		
Base: Agnes Water, Baffle Creek, Deepwater respondents who received an Emergency Alert Column %	**Just right n = 112**	**Not enough n = 14^**	**Too many n = 8^**
One	2%	40%	17%
Two	12%	24%	
Three	9%	25%	8%
Four	7%	6%	
Five	21%	6%	
More than five	41%		40%
Don't know	8%		35%
Average (among only those who received an Emergency Alert)	*5.39*	*2.14*	*5.98*

^ Caution: small cell size

Q8a Did the number of Emergency Alert messages make you…

Base: Agnes Water, Baffle Creek, Deepwater respondents who received *too many* Emergency Alerts at Q8 Column %	**Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 8^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 2^	Female n = 6^	<45 years n = 3^	45+ years n = 5^	Yes n = 1^	No n = 7^	Yes n = 0^	No n = 8^
More likely to take notice of them	17%		23%	33%			19%		17%
Less likely to take notice	31%	100%	11%		66%		34%		31%
Or did the number of messages make no difference	51%		67%	67%	34%	100%	47%		51%

Q8a. Effect of level of emergency alerts received by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who received *too* many Emergency Alerts at Q8**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q9 And were the Emergency Alert messages generally…

Base: Agnes Water, Baffle Creek, Deepwater respondents who received an Emergency Alert Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 134	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 59	Female n = 75	<45 years n = 28^	45+ years n = 106	Yes n = 30	No n = 104	Yes n = 9^	No n = 125
Very accurate	32%	26%	37%	38%	29%	22%	35%	23%	32%
Mostly accurate, or	47%	52%	41%	45%	47%	45%	47%	58%	46%
Not accurate	22%	22%	21%	17%	24%	33%	18%	19%	22%

Q9. Accuracy of emergency alerts received by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who received Emergency Alert**); Weighted; ^ Caution: small cell size

Q9a For what reasons were they not accurate? Are you able to give me some examples of this?

Base: Agnes Water, Baffle Creek, Deepwater respondents who received an Emergency Alert and rated as not accurate at Q9 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 29^	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 14^	Female n = 15^	<45 years n = 5^	45+ years n = 24^	Yes n = 11^	No n = 18^	Yes n = 2^	No n = 27^
Fire location was incorrect/not specific enough	48%	35%	61%	60%	45%	63%	40%	50%	48%
Evacuation was not necessary (i.e. too far away from fire)	41%	47%	34%	40%	41%	25%	50%		43%
Information was not clear enough/too basic	23%	24%	22%	20%	23%	35%	16%	100%	18%
Information was confusing	13%	18%	9%	20%	11%	12%	14%		14%
Over dramatised danger of fire/created panic	7%	6%	9%	20%	4%		11%		8%
Don't know	3%	6%			4%	8%			3%

Q9a. Reasons emergency alerts received were inaccurate by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who rated Emergency Alerts as not accurate at Q9**); Weighted; ^ Caution: small cell size

Q10 And were they delivered to you…

Base: Agnes Water, Baffle Creek, Deepwater respondents who received an Emergency Alert Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 134	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 59	Female n = 75	<45 years n = 28^	45+ years n = 106	Yes n = 30	No n = 104	Yes n = 9^	No n = 125
At the right time, or were they	83%	75% ↓	90% ↑	96%	77%	59% ↓	90% ↑	100%	81%
Too early, or	5%	6%	4%		7%	14%	3%		5%
Too late	12%	18% ↑	7% ↓	4%	16%	27% ↑	8% ↓		13%

Q10. Timing of emergency alerts received by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who received Emergency Alert**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q11 And were they …

Base: Agnes Water, Baffle Creek, Deepwater respondents who received an Emergency Alert Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 134	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 59	Female n = 75	<45 years n = 28^	45+ years n = 106	Yes n = 30	No n = 104	Yes n = 9^	No n = 125
Very easy to understand	48%	42%	55%	47%	49%	48%	48%	47%	48%
Easy to understand, or	47%	51%	44%	53%	45%	47%	47%	44%	48%
Not easy to understand	4%	8%	1%		6%	5%	4%	9%	4%

Q11. Ease of understanding of emergency alerts received by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who received Emergency Alert**); Weighted; ^ Caution: small cell size

Q12 Did you take action specifically because of an Emergency Alert message?

Base: Agnes Water, Baffle Creek, Deepwater respondents who received an Emergency Alert Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 134	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 59	Female n = 75	<45 years n = 28^	45+ years n = 106	Yes n = 30	No n = 104	Yes n = 9^	No n = 125
Yes	43%	39%	47%	49%	41%	46%	42%	23%	45%
No	56%	58%	53%	51%	58%	54%	56%	58%	55%
Not sure	1%	3%			2%		2%	19%	

Q12. Took action because of emergency alert by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who received Emergency Alert**); Weighted; ^ Caution: small cell size

Q13 Overall, how important were the Emergency Alert messages to you? Were they…

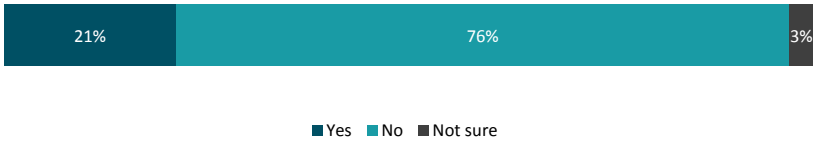
Base: Agnes Water, Baffle Creek, Deepwater respondents who received an Emergency Alert Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 134	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 59	Female n = 75	<45 years n = 28^	45+ years n = 106	Yes n = 30	No n = 104	Yes n = 9^	No n = 125
Very important	59%	53%	65%	74%	53%	64%	58%	47%	60%
Important, or	25%	27%	22%	14%	29%	13%	28%	19%	25%
Not important	16%	19%	13%	12%	18%	22%	14%	35%	15%

Q13. Importance of emergency alerts received by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater - **those who received Emergency Alert**); Weighted; ^ Caution: small cell size

1.4 Inconsistent or contradictory advice

21% of Agnes Water/Baffle Creek/Deepwater residents reported receiving inconsistent or contradictory advice from authorities such as Queensland State Government representatives, police, fire services, State Emergency Services or the local council in the days leading up to or during the bushfires (76% did not, 3% were unsure).

Q14. Received inconsistent advice from authorities
AREA 3



Examples of inconsistent or contradictory advice included: a perception that authorities were not organised, that the fire was not where it was reported to be, that authorities were not providing enough information, the media was over-exaggerating the risk or because the information was conflicting or confusing. The verbatim responses are listed below and over the following page.

- Media sensationalises everything. Police and fire department were quite accurate – it was more the media
- Son talked to fire brigade two days before it reached my property and they were not on top of it or aware of how close it was
- Some of the people who said we should evacuate did not have actual information on where the fire was or how serious it was
- A bit of confusion between what the police were saying compared to what the radio was saying
- Only through the news as the reporters didn't know the area
- Commissioner, state politician and local politicians were hyping it up in the media
- Sometimes the higher-ups weren't close enough to the situation or in the field fighting the fires, I felt they were a bit out of touch
- So many people coming in from all different areas, a lot of them did not know the area and were not locals. Everyone wanted to come and be seen here helping, it was a bit overwhelming and not necessary
- Nobody was saying anything. Police and fire department didn't know where the fire was or what was happening
- The messages should have been more specific to the location of where the fires were
- They (said) the fire had crossed Baffle (Creek) Crossing and gone into Winfield when it hadn't
- There was an evacuation to Miriam Vale but it had been advertised as an evacuation to Agnes Water - just the wrong location
- Many evacuations were not needed (Baffle Creek)
- Some sites were saying this and others were saying that
- We could have gone home earlier after the bushfire but were held there
- Websites misinformed the location of fires
- Summer started too early - the fire was a control burn that went out of hand because of the firies. It is amazing no one got killed, they should have had a cold burn
- The left hand didn't know what right hand was doing with police. A lot of NSW firefighters were on my property when the fire came through. Organisation could be improved
- They never knew if they were coming or going/they did not know what they were doing half the time and were creators of confusion
- Mayor told people they could move back in to Baffle Creek and then 45 minutes later they had to retract statement when advised correct information by QFES
- The messages didn't give us any particular information in regards to how severe and the direction of where the fire was going
- They did say there was a need to leave when there was not
- The fires at Deepwater started from back burning and the council were informed of the firefighters back burning in the early November and they were encouraging development inside these national parks. The council started this fire

- There were areas that were closed without notification
- It was confusing because when we evacuated a local firey told us the fire was nowhere near us, then we got a text saying the only thing that saved your house was the driveway. Then we had another conversation with a local firey that they don't know if they saved our house or where the fire was going. We were trying to get information but no one gave us any. If you were a friend or close family member you got information but if you were outside of the inner circle you got nothing. Three of our neighbours lost their properties; one of them didn't find out she lost her house until it was on ABC news and her daughter rang from South Australia. The woman confronted someone elected into Gladstone City Council and she said that no one had been in Deepwater, yet a news crew showed footage of her house burning down
- The difficulty was the amount of people unfamiliar with the area, clearly though that was required and welcomed. Local knowledge of the area would have been good. It was just information - there was a street name and area that was named incorrectly in a daily community meeting
- Just the locations weren't always accurate, the officials would say one thing but people on the ground - locals - would say another thing
- We went to a community meeting on the first night and they were asked repeatedly and couldn't show us a map of where the fires were. The names and areas they were using were ambiguous
- At times we were confused because the fire services on our street said to evacuate but then the alert system said we didn't have to
- We were evacuated for over a week and the fire had passed through our area four or five days earlier (the police let us know that)
- The management was poor in regards to hierarchy of the Emergency Services. The fire fighters that were brought in from other areas and were not local did not understand the terrain of the area. They did not take the advice of local firefighters on how to manage the fires. As a result property damage was done that definitely could have been prevented if they had taken the advice and local knowledge into consideration. The local fire fighters not only understood the terrain they were able to better understand where the fires would be travelling according to wind and terrain. There also seemed to be a lot of emergency services and police standing around observing and doing nothing, which is a waste of tax payers money in my opinion
- The information on TV was incorrect about the location of fires.

Q14 In the days leading up to and during the bushfires, did you receive any inconsistent or contradictory advice from authorities such as Queensland State Government representatives, police, fire services, State Emergency Service or the local council?

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
Yes	21%	25%	17%	24%	20%	23%	21%	32%	21%
No	76%	74%	77%	73%	77%	72%	77%	68%	76%
Not sure	3%	1%	5%	3%	3%	5%	2%		3%

Q14. Received inconsistent advice from authorities by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater); Weighted; ^ Caution: small cell size

Q14a Are you able to give me some examples of this?

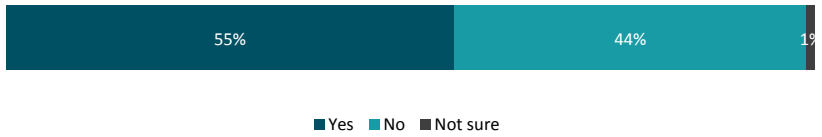
Base: Agnes Water, Baffle Creek, Deepwater respondents who received inconsistent advice at Q14 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 33	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 20^	Female n = 13^	<45 years n = 9^	45+ years n = 24^	Yes n = 8^	No n = 25^	Yes n = 4^	No n = 29^
Authorities were disorganised	35%	32%	41%	31%	38%	34%	36%	75%	32%
The fire wasn't where it was reported to be	23%	25%	18%	24%	22%	34%	19%	25%	22%
Lack of information from authorities	23%	25%	18%	34%	17%	15%	25%		25%
The media was fear-mongering/over-exaggerating	19%	25%	9%	10%	23%	25%	18%	25%	19%
There was conflicting information between different authorities (e.g. police and fire)	16%	7%	32%	31%	9%	31%	12%	50%	13%
Authorities and the media were providing conflicting information	9%	7%	14%	10%	9%	19%	6%		10%
Information was not specific enough	2%		4%		2%		2%		2%

Q14a. Inconsistent advice received from authorities by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who received inconsistent advice at Q14**); Weighted; ^ Caution: small cell size

1.5 Preparation behaviours (12 months prior to event)

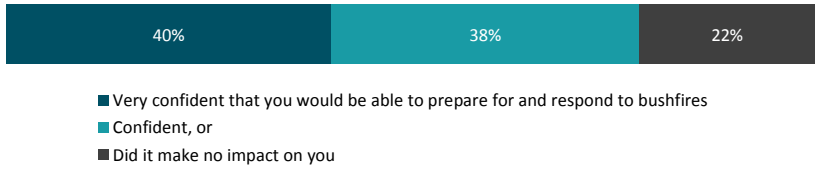
55% of Agnes Water/Baffle Creek/Deepwater residents surveyed could recall reading, hearing or seeing information or education about bushfire risks or about preparing for bushfires in the 12 months prior to the 2018 bushfires event.

Q15. Recall advice on bushfire risks in last 12 months
AREA 3



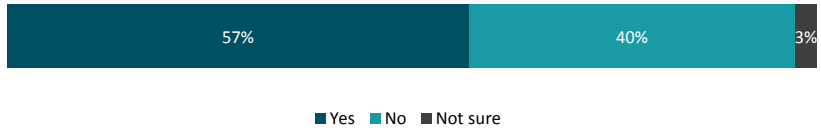
Of those who received such information, eight in ten felt this made them confident they would be able to prepare for and respond to bushfires (40% very confident, 38% confident).

Q15a. Effect of advice on bushfire risks in last 12 months
AREA 3



57% reported using the information in the lead up to or during the recent bushfires; most commonly, the information informed people what to take when evacuating and how to prepare before evacuating or about maintaining a fire break/clean property.

Q16. Used bushfire information or education in recent bushfires
AREA 3



Q15 Shifting your thoughts now to the last 12 months, prior to the threat of any bushfires, do you recall reading, hearing or seeing any information or education about bushfire risks or preparing for bushfires?

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
Yes	55%	47% ↓	65% ↑	61%	53%	47%	58%	35%	57%
No	44%	53% ↑	32% ↓	37%	46%	53%	41%	65%	42%
Not sure	1%		2%	3%	<1%		1%		1%

Q15. Recall advice on bushfire risks in last 12 months by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q15a Did this information or education make you feel….

Base: Agnes Water, Baffle Creek, Deepwater respondents who received information about bushfire risk/preparation at Q15 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 98	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 39	Female n = 59	<45 years n = 22^	45+ years n = 76	Yes n = 17^	No n = 81	Yes n = 4^	No n = 94
Very confident that you would be able to prepare for and respond to bushfires	40%	47%	34%	40%	40%	51%	38%	22%	41%
Confident, or	38%	36%	40%	43%	36%	26%	41%	22%	39%
Did it make no impact on you	22%	17%	26%	17%	24%	23%	22%	56%	20%

Q15a. Effect of advice on bushfire risks in last 12 months by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater - **those who received information about bushfire risk/preparation at Q15**); Weighted; ^ Caution: small cell size

Q16 Did you use any of this information in the lead up to or during the recent bushfires?

Base: Agnes Water, Baffle Creek, Deepwater respondents who received information about bushfire risk/preparation at Q15 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 98	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 39	Female n = 59	<45 years n = 22^	45+ years n = 76	Yes n = 17^	No n = 81	Yes n = 4^	No n = 94
Yes	57%	57%	57%	56%	58%	74%	53%	67%	57%
No	40%	43%	38%	40%	40%	26%	43%	33%	41%
Not sure	3%		5%	4%	2%		3%		3%

Q16. Used bushfire risk advice in recent bushfires by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who received information about bushfire risk/preparation at Q15**); Weighted; ^ Caution: small cell size

Q16a How did you use this information? How was it helpful?

Base: Agnes Water, Baffle Creek, Deepwater respondents who used information received about bushfire risk/preparation at Q16 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 59	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 23^	Female n = 36	<45 years n = 12^	45+ years n = 47	Yes n = 13^	No n = 46	Yes n = 3^	No n = 56
Knew what to take when evacuating/how to prepare before leaving (i.e. valuables, paperwork, animals)	43%	40%	45%	52%	38%	37%	44%	33%	43%
Maintained fire break/cleaned property/organised sufficient water supply	32%	33%	31%	15%	39%	20%	35%	33%	32%
Organised evacuation route	10%	13%	8%	27%	3%	5%	12%		11%
Prepared water and food	4%	7%	2%		6%		5%	67%	1%
Knowing the location of fire was helpful	2%		4%		3%		3%		2%
Knew if I could stay on property or if I was required to evacuate	8%	17%		10%	7%	33%			8%
Common Sense/confirmed what I already knew	5%	7%	4%		7%	7%	5%		5%
Could safely evacuate before danger occurred	4%	3%	4%		5%	11%	1%	33%	2%
Other	16%	10%	21%	30%	10%	10%	18%		17%

Q16a. Methods used bushfire risk advice in recent bushfires by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who used information at Q16**); Weighted; ^ Caution: small cell size

1.6 Suggestions to improve effectiveness of event information and warnings and public education generally

Agnes Water/Baffle Creek/Deepwater residents most commonly called for *more* education on bushfires in general, *more* information or warnings in general, earlier and more frequent warnings and more geographically specific warnings to improve the effectiveness of information and warnings.

Other common responses reflected suggestions for improving the risk of bushfires (rather than answering the question about improving warnings) – these related mainly to more back burning and land clearing.

Q17 Overall, what suggestions would you make to improve the effectiveness of the information and warnings delivered in the days leading up to and during the bushfires, or the public education and information delivered in the last 12 months?

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	**Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 84	**Female n = 91**	**<45 years n = 36**	**45+ years n = 139**	**Yes n = 37**	**No n = 138**	**Yes n = 11^**	**No n = 164**
More back burning/should be allowed to clear more land	23%	27%	17%	13%	26%	13%	25%	37%	22%
Provide more education on bushfires (general)	11%	9%	14%	16%	9%	6%	13%	8%	11%
Provide more specific locations in warnings (e.g. don't provide a suburb that has a large perimeter)	9%	8%	9%	5%	10%	14%	7%	16%	8%
Provide more information/warnings (general)	8%	9%	8%	8%	8%	11%	8%	8%	8%
Provide earlier/more frequent warnings	7%	4%	11%	5%	8%	11%	6%	12%	7%
Less fear-mongering	6%	7%	5%		8% ↑	2%	7%	8%	6%
More accurate information	5%	6%	5%		8% ↑	4%	6%	8%	5%
More phone calls/text messages/radio	4%	5%	3%	6%	4%	2%	5%		5%
Provide more information on social media	3%	2%	5%	8%	1%	7%	2%	12%	3%
More information on how to prepare your property (e.g. clear gutters, having an evacuation plan etc.)	3%	1%	5%	5%	2%	3%	2%	6%	2%
Provide more traffic control when evacuating (e.g. avoid traffic jams, more police presence)	2%	4%			3%		2%		2%
Better communication between authorities	2%	3%	1%		2%	4%	1%	8%	1%

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Q17 Overall, what suggestions would you make to improve the effectiveness of the information and warnings delivered in the days leading up to and during the bushfires, or the public education and information delivered in the last 12 months?

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	**Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 84	**Female n = 91**	**<45 years n = 36**	**45+ years n = 139**	**Yes n = 37**	**No n = 138**	**Yes n = 11^**	**No n = 164**
Make sure warnings are functional/compatible (e.g. link in the text message didn't work, emergency alert messages didn't open)	1%	1%	2%	3%	1%		2%		1%
Make sure evacuation zones have clear threat of fire - reduce unnecessary evacuations	1%	2%			1%		1%		1%
Provide clearer, more concise information	1%		2%	3%			1%		1%
Other	7%	7%	8%	3%	9%	12%	6%	8%	7%
No suggestions	19%	19%	19%	33% ↑	13% ↓	16%	20%	28%	18%
Happy with how it is	11%	9%	14%	8%	12%	11%	11%		12%
Don't know/unsure	1%		3%	3%	1%	3%	1%		2%

Q17. Suggestions to improve bushfire risk advice by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

1.7 Bushfire and evacuation planning

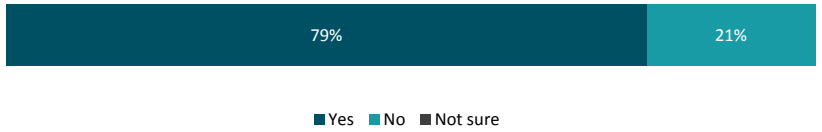
1.7.1 Bushfire planning

60% of Agnes Water/Baffle Creek/Deepwater residents surveyed reported that in the 12 months prior to the 2018 bushfires they had a bushfire plan in place (39% did not, while <1% were unsure). Those who evacuated their home during the event (73%) were more likely than those who did not (57%) to have a bushfire plan in place.

Q18. Had bushfire plan prior to fires
AREA 3

Among those with a bushfire plan in place, eight in ten (79%) reported that they did follow this plan in the days just before and/or during the bushfires.

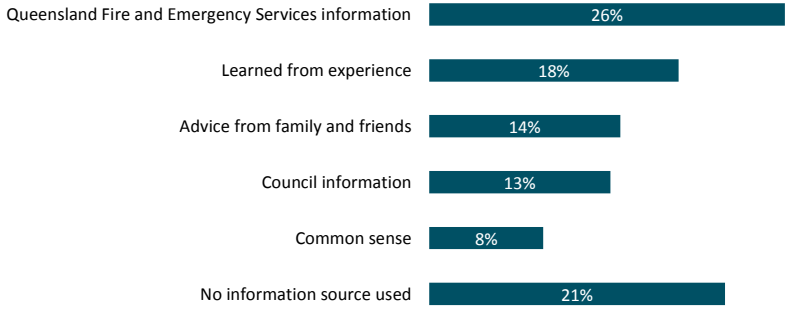
Q19. Followed bushfire plan during fires
AREA 3



Among those who did not follow their plan, this was mainly because they felt there was no need for them to evacuate; they were either not allowed back into their property or were not allowed to leave the area; or they didn't know about the fire until told to leave.

Information from Queensland Fire and Emergency Services (26%), previous experience (18%), advice from family and friends (14%) or council information (13%) were the most common sources of information used to help residents formulate their bushfire plan. 21% of those with a bushfire plan did not consult any information sources when preparing their plan.

Q19b. Information sources used for bushfire plan (TOP 5)
AREA 3

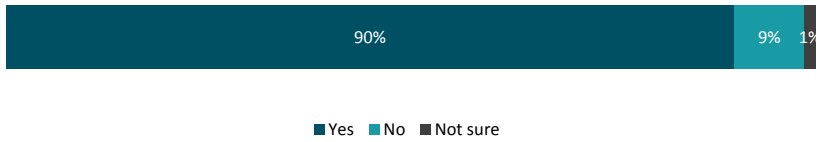


1.7.2 Evacuation planning

90% of those who had a prepared bushfire plan indicated that their plan included preparation for or consideration of what they would do if they were ever required to evacuate.

Q20. Bushfire plan included evacuation

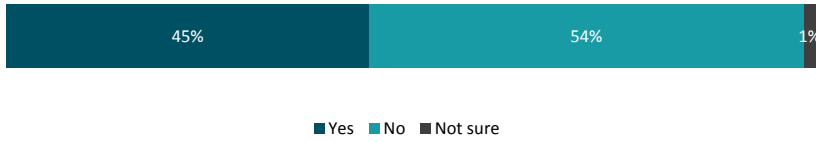
AREA 3



45% of Agnes Water/Baffle Creek/Deepwater residents reported that in the 12 months prior to the bushfires they had prepared an evacuation kit (with items such as insurance details, personal paperwork and documents such as wills and passports, essential medicines, clothing, toiletries and bedding etc.).

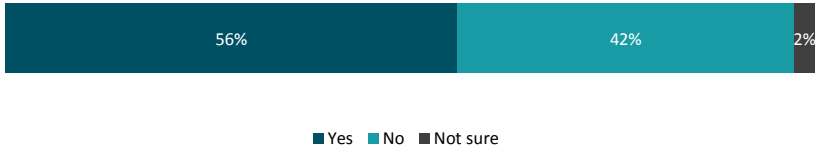
Q21. Had bushfire evacuation kit prepared

AREA 3



56% of residents knew what the local area's evacuation plans were (e.g. when and where to go) prior to the recent bushfires.

Q22. Knew local area evacuation plan



Q18 A bushfire plan includes making decisions about how to prepare you property and about what you would do during a bushfire such as whether you would stay or go early and how you would do so. In the 12 months prior to the bushfires, did you have a bushfire plan in place?

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	**Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 84	**Female n = 91**	**<45 years n = 36**	**45+ years n = 139**	**Yes n = 37**	**No n = 138**	**Yes n = 11^**	**No n = 164**
Yes	60%	64%	56%	48%	65%	73% ↑	57% ↓	88%	58%
No	39%	35%	44%	52%	34%	27%	43%	12%	41%
Not sure	<1%	1%			1%		1%		1%

Q18. Had bushfire plan prior to fires by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q19 And did you follow this plan in the days just before and or during the bushfires?

Base: all Agnes Water, Baffle Creek, Deepwater respondents who had a bushfire plan at Q18 Column %	**Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 90**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 45	**Female n = 45**	**<45 years n = 35**	**45+ years n = 55**	**Yes n = 58**	**No n = 32**	**Yes n = 8^**	**No n = 82**
Yes	79%	82%	75%	82%	78%	92%	75%	100%	77%
No	21%	18%	25%	18%	22%	8%	25%		23%

Q19. Followed bushfire plan during fires by Banner - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater - **those who had a plan at Q18)**; Weighted; ^ Caution: small cell size

Q19a Were there any reasons you didn't follow your bushfire plan?

Base: all Agnes Water, Baffle Creek, Deepwater respondents who had a plan but did not follow it at Q19 Column %	**Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 25^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 11^	**Female n = 14^**	**<45 years n = 3^**	**45+ years n = 22^**	**Yes n = 2^**	**No n = 23^**	**Yes n = 0^**	**No n = 25^**
Did not need to evacuate - general	46%	54%	39%	30%	50%		51%		46%
Did not need to evacuate - too far away from fire area	33%	38%	28%	40%	31%		37%		33%
Did not need to evacuate (e.g. property was protected/cleared)	8%		17%	30%	3%		9%		8%
Was not allowed back into my property/not allowed to leave area	4%	8%			5%	40%			4%
Was away from my house at that point in time (but in the area in the lead up)	3%		5%		3%		3%		3%
Other	6%		11%		7%	60%			6%

Q19a. Reasons did not follow bushfire plan by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who had a plan but did not follow it at Q19**); Weighted; ^ Caution: small cell size

Q19b What information sources, if any, did you use to help you develop your bushfire plan? Any others?

Base: all Agnes Water, Baffle Creek, Deepwater respondents who had a bushfire plan at Q18 Column %	**Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 110**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 56	**Female n = 54**	**<45 years n = 17^**	**45+ years n = 93**	**Yes n = 27^**	**No n = 83**	**Yes n = 10^**	**No n = 100**
Queensland Fire and Emergency Services information	26%	24%	29%	30%	25%	31%	24%		28%
Learned from experience	18%	22%	12%	25%	16%	14%	19%	24%	17%
Advice from family and friends	14%	10%	19%	23%	11%	14%	14%	9%	14%
Council information	13%	14%	12%	7%	15%	10%	14%		14%
Common sense	8%	8%	8%	5%	9%	7%	9%	22%	7%
News article	5%	3%	8%	11%	4%	5%	5%	9%	5%
TV advertising	4%	3%	7%		6%		6%		5%
Information from the Rural Fire Brigade	3%	3%	3%	5%	2%	3%	3%		3%
Information from a website	2%	3%		7%		6%			2%
Social media	1%	1%			1%	3%			1%
Text messages	1%	1%			1%		1%		1%
Other	8%	8%	7%	12%	6%	14%	6%	18%	7%
No information source used	21%	25%	17%	5%	26%	15%	24%	36%	20%

Q19b. Info sources used for bushfire plan by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who had a plan at Q18**); Weighted; ^ Caution: small cell size

Q20 Did your bushfire plan include preparation for or consideration of what you would do if you were ever required to evacuate your home?

Base: all Agnes Water, Baffle Creek, Deepwater respondents who had a bushfire plan at Q18 Column %	**Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 110**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 56	**Female n = 54**	**<45 years n = 17^**	**45+ years n = 93**	**Yes n = 27^**	**No n = 83**	**Yes n = 10^**	**No n = 100**
Yes	90%	87%	93%	100%	87%	97%	88%	91%	90%
No	9%	11%	5%		11%	3%	11%	9%	9%
Not sure	1%	1%	1%		2%		2%		1%

Q20. Bushfire plan included evacuation by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who had a plan at Q18**); Weighted; ^ Caution: small cell size

Q21 In the 12 months prior to the recent bushfires, did you have an evacuation kit prepared? An evacuation kit might include important items such as insurance details, personal paperwork and documents such as wills and passports, essential medicines, clothing, toiletries, bedding etc

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
Yes	45%	46%	44%	46%	44%	28% ↓	50% ↑	24%	46%
No	54%	54%	53%	51%	55%	69% ↑	49% ↓	76%	52%
Not sure	1%		3%	3%	1%	3%	1%		2%

Q21. Had bushfire evacuation kit prepared by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater); Weighted; ^ Caution: small cell size

Q22 Prior to the recent bushfires, did you know what the local area's evacuation plans - like when and where to go to - were?

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
Yes	56%	61%	50%	47%	59%	44%	59%	37%	57%
No	42%	36%	48%	47%	39%	53%	39%	63%	40%
Not sure	2%	3%	2%	6%	1%	3%	2%		3%

Q22. Knew local area evacuation plan by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater Weighted; ^ Caution: small cell size

2.0 Evacuation

2.1 Evacuation process

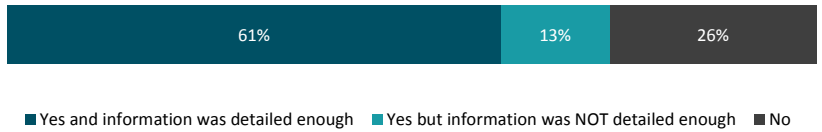
21% of surveyed Agnes Water/Baffle Creek/Deepwater residents reported evacuating their homes during the recent bushfires, while 79% did not evacuate.

Q23. Evacuated home during recent bushfires
AREA 3

Being told to go (70%) was the biggest driver to deciding to evacuate, while being frightened (16%) or noticing others in the area leaving (10%) were the next most common triggers. Among those who did not evacuate, the most common reasons for this were perceiving there was no need (88%) or not feeling at risk (38%).

Most evacuees received information about when to go, where to go and what help was available during the recent bushfires. 61% received information and considered it to be detailed enough, 13% received information that was not detailed enough, while 26% did not receive such evacuation information.

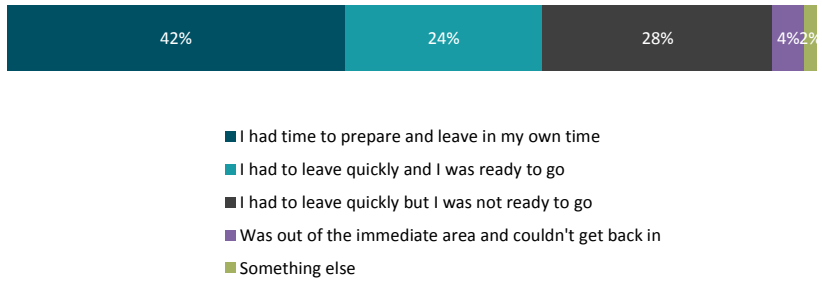
Q26. Received evacuation information
AREA 3



Information was most likely to have been received from police (46%) or from Fire and Emergency Services (42%) and was generally rated as easy to understand. 6% of those who received information from police rated this advice as not easy to understand.

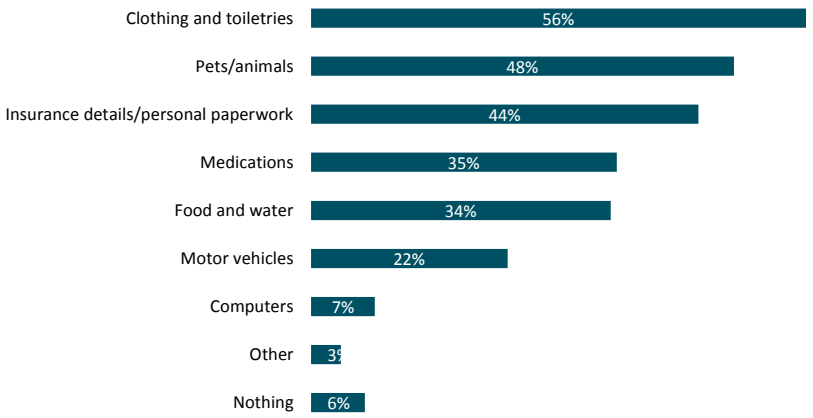
42% of evacuees reported that they had time to prepare and leave in their own time, while 24% had to leave quickly but they were ready to go. 28% reported that they had to leave quickly but were not ready to go.

Q29. Description of evacuation situation
AREA 3



Agnes Water/Baffle Creek/Deepwater residents who evacuated were most likely to have taken clothing and toiletries (56%), their pets/animals (48%) or insurance details/personal paperwork (44%) when they evacuated.

Q30. Possessions taken when evacuated
AREA 3



21% of evacuees received help in the form of somewhere to stay, after this food and water (10%) or assistance to pack their car (7%) were the next most frequent mentions. 63% of evacuees reported that they received no help to evacuate.

Q23 Did you evacuate, that is leave your home, during the recent bushfires?

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
Yes	21%	21%	22%	27%	19%	100% ↑		43%	20%
No	79%	79%	78%	73%	81%		100% ↑	57%	80%

Q23. Evacuated home during recent bushfires by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater; Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q24 For what reasons did you decide not to evacuate? Why else?

Base: Agnes Water, Baffle Creek, Deepwater respondents who did not evacuate at Q23 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 138	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 65	Female n = 73	<45 years n = 26^	45+ years n = 112	Yes n = 0^	No n = 138	Yes n = 6^	No n = 132
No need	88%	84%	92%	100%	84%		88%	35%	90%
Did not believe I was at risk	38%	39%	37%	40%	38%		38%	28%	39%
Couldn't leave pets/animals behind	1%	2%			2%		1%		1%
Other	1%	2%			2%		1%	14%	1%

Q24. Reasons did not evacuate home by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who did not evacuate at Q23**); Weighted; ^ Caution: small cell size

Q25 For what reasons did you decide to evacuate? Why else?

Base: Agnes Water, Baffle Creek, Deepwater respondents who evacuated at Q23 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 37	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 19^	Female n = 18^	<45 years n = 10^	45+ years n = 27^	Yes n = 37	No n = 0^	Yes n = 5^	No n = 32
I was told to go	70%	75%	65%	59%	76%	70%		82%	69%
I or my family were frightened	16%	17%	15%	9%	19%	16%		36%	13%
Others in my area were leaving	10%		22%	19%	5%	10%			12%
Family or friends offered us a place to stay	8%	8%	7%	22%		8%			9%
It was in our bushfire plan	2%	4%			3%	2%			3%

Q25. Reasons did evacuate home by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who evacuated at Q23**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q26 Did you receive information about when to go, where to go, how to get there and what help was available for you?

Base: Agnes Water, Baffle Creek, Deepwater respondents who evacuated at Q23 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 37	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 19^	Female n = 18^	<45 years n = 10^	45+ years n = 27^	Yes n = 37	No n = 0^	Yes n = 5^	No n = 32
Yes and information was detailed enough	61%	58%	64%	72%	55%	61%		45%	63%
Yes but information was NOT detailed enough	13%	13%	15%	9%	16%	13%		36%	10%
No	26%	29%	21%	19%	29%	26%		18%	27%

Q26. Received evacuation info by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who evacuated at Q23**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q26a Did you receive specific advice or instructions to evacuate from any of the following?

Base: Agnes Water, Baffle Creek, Deepwater respondents who evacuated at Q23 and received information at Q26 Column %	**Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 27^**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 13^	**Female n = 14^**	**<45 years n = 8^**	**45+ years n = 19^**	**Yes n = 27^**	**No n = 0^**	**Yes n = 4^**	**No n = 23^**
Police	46%	47%	46%	50%	44%	46%		44%	47%
Fire and Emergency Services	42%	35%	50%	23%	55%	42%			49%
State Emergency Service	23%	6%	41%	12%	30%	23%			27%
Local council	11%		23%	12%	11%	11%			13%
Any others	6%	12%		15%		6%			7%
None of the above	14%	6%	23%	23%	8%	14%		56%	8%

Q26a. Sources received evacuation instructions by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who evacuated at Q23 and received information at Q26**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q27 Were instructions from the {INSERT AGENCY FROM Q26A} to evacuate….

		STUDY AREA
	Column %	Study Area 3 (Agnes Water, Baffle Creek, Deepwater)
Fire and Emergency Services	Very easy to understand	79%
	Easy to understand, or	21%
	Not easy to understand	
Police	Very easy to understand	50%
	Easy to understand, or	44%
	Not easy to understand	6%
Local council	Very easy to understand	
	Easy to understand, or	100%
	Not easy to understand	
State Emergency Service	Very easy to understand	58%
	Easy to understand, or	42%
	Not easy to understand	
Other	Very easy to understand	27%
	Easy to understand, or	73%
	Not easy to understand	

Q27. Ease of understanding evacuation instructions (flattened) by Banner - Study Area; Total sample – **those who received information from agency at Q26a**; Weighted

Q29 Which of the following best describes your evacuation situation?

Base: Agnes Water, Baffle Creek, Deepwater respondents who evacuated at Q23 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 37	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 19^	Female n = 18^	<45 years n = 10^	45+ years n = 27^	Yes n = 37	No n = 0^	Yes n = 5^	No n = 32
I had time to prepare and leave in my own time	42%	38%	47%	38%	44%	42%		36%	42%
I had to leave quickly and I was ready to go	24%	21%	29%	31%	21%	24%			28%
I had to leave quickly but I was not ready to go	28%	37%	18%	31%	27%	28%		64%	23%
Was out of the immediate area and couldn't get back in	4%	4%	3%		6%	4%			4%
Something else	2%		3%		2%	2%			2%

Q29. Description of evacuation situation by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater - **those who evacuated at Q23**); Weighted; ^ Caution: small cell size

Q30 What possessions did you take with you, if any? What else?

Base: Agnes Water, Baffle Creek, Deepwater respondents who evacuated at Q23 Column %	**Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 37**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 19^	**Female n = 18^**	**<45 years n = 10^**	**45+ years n = 27^**	**Yes n = 37**	**No n = 0^**	**Yes n = 5^**	**No n = 32**
Clothing and toiletries	56%	33%	82%	69%	49%	56%		27%	60%
Insurance details/personal paperwork	44%	42%	46%	28%	52%	44%		55%	42%
Pets/animals	48%	46%	50%	50%	46%	48%		45%	48%
Medications	35%	33%	36%	50%	26%	35%		64%	30%
Motor vehicles	22%	29%	14%	22%	22%	22%			25%
Food and water	34%	29%	39%	50%	25%	34%		27%	35%
Computers	7%	4%	11%	9%	6%	7%		18%	6%
Other	3%		7%	9%		3%		27%	
Nothing	6%	8%	3%		9%	6%		18%	4%

Q30. Possessions took when evacuated by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who evacuated at Q23**); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q31 Did you receive any help to evacuate, if so what sort of help? Any other help?

Base: Agnes Water, Baffle Creek, Deepwater respondents who evacuated at Q23 Column %	**Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 37**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 19^	**Female n = 18^**	**<45 years n = 10^**	**45+ years n = 27^**	**Yes n = 37**	**No n = 0^**	**Yes n = 5^**	**No n = 32**
Somewhere to stay	21%	33%	7%	34%	14%	21%		18%	22%
Food and water	10%	12%	7%	22%	3%	10%			11%
Packing cars	7%		15%	9%	5%	7%			8%
Securing animals	6%	4%	7%	9%	3%	6%			6%
Securing property	3%		7%	9%		3%			4%
Other	9%	4%	14%	9%	8%	9%			10%
None of these	63%	63%	64%	47%	72%	63%		82%	61%

Q31. Assistance received to evacuate by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who evacuated at Q23**); Weighted; ^ Caution: small cell size

2.2 Returning home

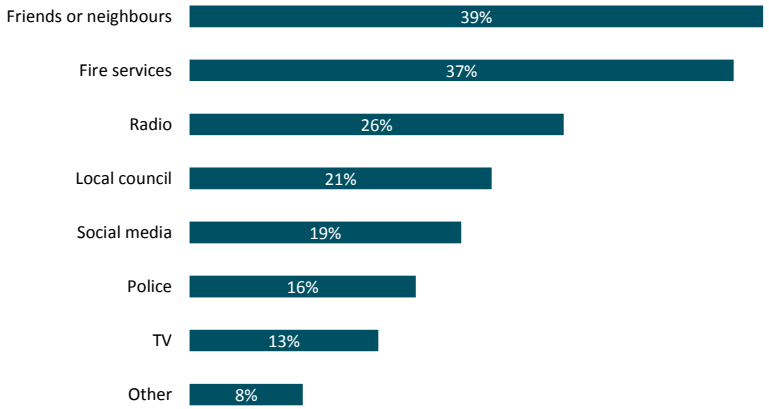
70% of Agnes Water/Baffle Creek/Deepwater evacuees rated the information they received about returning to their home as adequate. 16% felt it was inadequate, while 14% did not receive any information.

Q32. Adequacy of information on returning home
AREA 3

Reasons for rating the information as inadequate fell into three broad categories: not receiving enough information or information at the right time; only hearing information through unofficial sources or receiving conflicting or confusing information.

Friends or neighbours (39%) or Fire Services (37%) were the most common ways evacuees received information about returning home.

Q33. Sources received information on returning home
AREA 3



Q32 Was the information you received about returning to your home…

Base: Agnes Water, Baffle Creek, Deepwater respondents who evacuated at Q23 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 37	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 19^	Female n = 18^	<45 years n = 10^	45+ years n = 27^	Yes n = 37	No n = 0^	Yes n = 5^	No n = 32
Adequate	70%	75%	65%	81%	64%	70%		64%	71%
Not adequate, or did you	16%	21%	11%	9%	20%	16%		36%	13%
Not receive any information	14%	4%	25%	9%	16%	14%			16%

Q32. Adequacy of info on returning home by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – those who evacuated at Q23); Weighted; ^ Caution: small cell size

Q32a For what reasons was it not adequate? Are you able to give me some examples of this?

Base: Agnes Water, Baffle Creek, Deepwater respondents who evacuated at Q23 and who rated information about returning home as not adequate at Q32 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 6^	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 4^	Female n = 2^	<45 years n = 1^	45+ years n = 5^	Yes n = 6^	No n = 0^	Yes n = 2^	No n = 4^
Received insufficient information/wanted more information	37%	40%	32%		47%	37%			52%
Information came too late/wanted the information earlier	35%	20%	68%	100%	18%	35%		50%	29%
Only heard through TV/radio	35%	20%	68%	100%	18%	35%		50%	29%
Received conflicting information	14%	20%			18%	14%			19%
Received confusing information	14%	20%			18%	14%			19%
Other	14%	20%			18%	14%		50%	

Q32a. Reasons returning info was inadequate by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater– **those who rated information about returning home as not adequate at Q32**); Weighted; ^ Caution: small cell size

Q33 From which of the following sources did you receive information about returning to your home?

Base: Agnes Water, Baffle Creek, Deepwater respondents who evacuated at Q23 and – who received information about returning home at Q32 Column %	**Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 31**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 18^	**Female n = 13^**	**<45 years n = 9^**	**45+ years n = 22^**	**Yes n = 31**	**No n = 0^**	**Yes n = 5^**	**No n = 26^**
Friends or neighbours	39%	30%	53%	66%	24%	39%		27%	41%
Fire services	37%	30%	48%	41%	35%	37%		36%	38%
Radio	26%	17%	38%	45%	14%	26%		45%	22%
Local council	21%	9%	39%	31%	15%	21%		27%	20%
Social media	19%	9%	34%	45%	3%	19%		27%	17%
Police	16%	13%	19%	21%	12%	16%		18%	15%
TV	13%	9%	19%	21%	8%	13%		27%	11%
Other	8%	13%			12%	8%		18%	6%

Q33. Sources received info on returning home by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who received information about returning home at Q32**); Weighted; ^ Caution: small cell size

2.3 Suggestions to improve the effectiveness of evacuation preparation, arrangements and information

Improving the information provided about evacuating (e.g. best way to go) (11%), providing more warnings (7%) or giving people more time to evacuate (5%) were the most common suggestions to improve the effectiveness of evacuation preparation, arrangements and information.

Q34 What suggestions would you make to improve the effectiveness of evacuation preparation, arrangements and information for people impacted by bushfires?

Base: Agnes Water, Baffle Creek, Deepwater respondents who evacuated at Q23 Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 37	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 19^	Female n = 18^	<45 years n = 10^	45+ years n = 27^	Yes n = 37	No n = 0^	Yes n = 5^	No n = 32
Improve information provided about evacuation (e.g. what is the best way to go)	11%	4%	18%	19%	6%	11%		18%	9%
Provide more warnings (e.g. more texts/emails, radio messages)	7%		15%	19%		7%			8%
Give people more time to evacuate	5%		11%	9%	2%	5%		27%	2%
Improve roads (e.g. congestion when leaving, only one way in and out)	4%	8%			7%	4%			5%
Improve preparedness (e.g. have a kit/bag ready, stay alert, clear your property)	4%	4%	3%		6%	4%			4%
Try to avoid panicking people	3%		7%	9%		3%			4%
Provide more organised evacuation centres/more organised evacuation procedures	2%	4%			3%	2%			3%
Improve information provided after evacuation (e.g. updates, when people can go back home)	2%	4%			3%	2%		18%	
Other	26%	29%	21%	9%	35%	26%		18%	27%
Happy with how it was	19%	17%	21%	31%	12%	19%			21%
Don't know/nothing	21%	29%	11%	12%	25%	21%		18%	21%

Q34. Suggestions to improve evacuation info and preparation by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater – **those who evacuated at Q23**); Weighted; ^ Caution: small cell size

3.0 Heatwave

3.1 Sources and usefulness of heatwave information and warnings

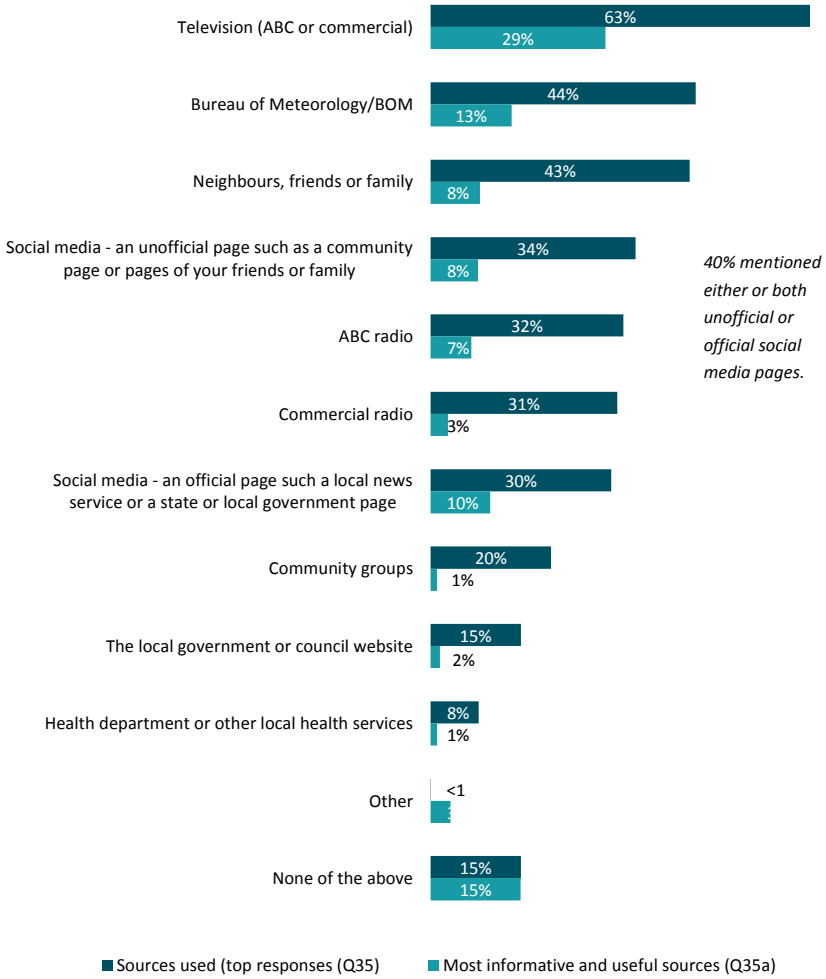
Agnes Water/Baffle Creek/Deepwater residents were most likely to source information or receive warnings about the 2018 heatwave conditions via television (ABC or commercial) (63% used this source).

After this, a range of information sources were used, namely: the Bureau of Meteorology (44% used); neighbours, friends or family (43%); or social media (unofficial page 34%) (official page (30%) (40% used either or both an official or unofficial page).

Younger residents (<45 years) were more likely than those aged 45 years or older to have used an unofficial social media page (51% <45 years, 27% 45+ years); an official social media page (53%, 21%) or community groups (37%, 13%).

When asked to select which sources were most informative and useful, television (ABC or commercial) was most likely to be selected (29%), followed by the Bureau of Meteorology (13%) and social media (10% official, 8% unofficial page).

Q35./Q35a. Sources of information or warnings used in days just before or during HEATWAVE



40% mentioned either or both unofficial or official social media pages.

Q35 Thinking back to the days just before or during the bushfires and heatwave conditions, from which of the following sources did you receive information or warnings about the heatwave, if any?

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
Television (ABC or commercial)	63%	61%	66%	55%	66%	65%	63%	57%	64%
Bureau of Meteorology/BOM	44%	39%	50%	45%	44%	39%	45%	57%	43%
Neighbours, friends or family	43%	38%	48%	54%	38%	37%	44%	39%	43%
NET SOCIAL MEDIA	40%	34%	46%	61% ↑	31% ↓	34%	41%	28%	40%
Social media - an unofficial page such as a community page or pages of your friends or family	34%	30%	38%	51% ↑	27% ↓	28%	35%	20%	35%
ABC radio	32%	31%	33%	26%	34%	33%	31%	35%	32%
Commercial radio	31%	31%	31%	37%	28%	30%	31%	16%	32%
Social media - an official page such a local news service or a state or local government page	30%	25%	36%	53% ↑	21% ↓	22%	32%	8%	32%
Community groups	20%	17%	24%	37% ↑	13% ↓	16%	21%		21%
The local government or council website	15%	9% ↓	22% ↑	22%	12%	7%	17%	8%	16%
Health department or other local health services	8%	4% ↓	12% ↑	13%	5%	10%	7%		8%
The state government website	5%	4%	7%	8%	4%		6% ↑		5%
Authorities (e.g. police, fire, ambulance services)	1%	1%	1%		2%		1%		1%
At work	1%	1%	1%		1%		1%		1%
Other app	1%		2%	3%			1%		1%
Other	<1%		1%		<1%		<1%		<1%
None of the above	15%	16%	14%	14%	15%	22%	13%	20%	15%

Q35t. Total - Heatwave info sources by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q35a And of those information or warnings, which was the most informative and useful source?

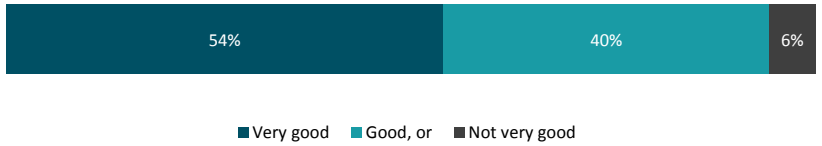
Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
Television (ABC or commercial)	29%	31%	27%	16% ↓	34% ↑	29%	29%	24%	29%
Social media - an official page such a local news service or a state or local government page + Social media - an unofficial page such as a community page or pages of your friends or family	18%	18%	18%	28%	14%	7% ↓	21% ↑	<1%	19%
Bureau of Meteorology/BOM	13%	12%	15%	13%	13%	14%	13%	21%	13%
Social media - an official page such a local news service or a state or local government page	10%	7%	13%	22% ↑	5% ↓	4%	12%	<1%	11%
Neighbours, friends or family	8%	8%	8%	11%	7%	9%	8%	8%	8%
Social media - an unofficial page such as a community page or pages of your friends or family	8%	11%	5%	6%	9%	3%	9%	<1%	8%
ABC radio	7%	5%	8%	3%	8%	9%	6%	20%	6%
Commercial radio	3%	5% ↑	<1% ↓	7%	1%	<1% ↓	4% ↑	8%	3%
The local government or council website	2%	1%	2%	<1%	2%	<1%	2%	<1%	2%
Community groups	1%	<1%	2%	<1%	1%	2%	1%	<1%	1%
Health department or other local health services	1%	<1%	2%	3%	<1%	3%	<1%	<1%	1%
Other	3%	4%	3%	6%	2%	3%	3%	<1%	4%
None of the above	15%	16%	14%	14%	15%	22%	13%	20%	15%

Q35a Most useful heatwave info source by banner – Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater; Weighted
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

3.2 Knowledge of and behaviour during heatwave conditions

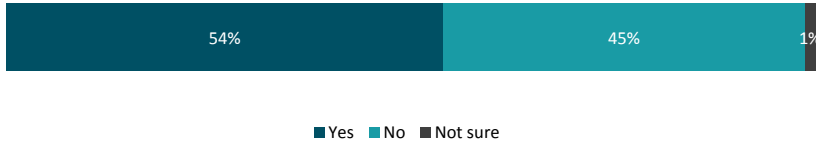
In the days just before the bushfires and heatwave conditions, most Agnes Water/Baffle Creek/Deepwater residents regarded their understanding of the risks and impacts of the heatwave to be good (54% very good, 40% good). 6% said their understanding was not very good.

Q36. Understanding of heatwave risks
AREA 3



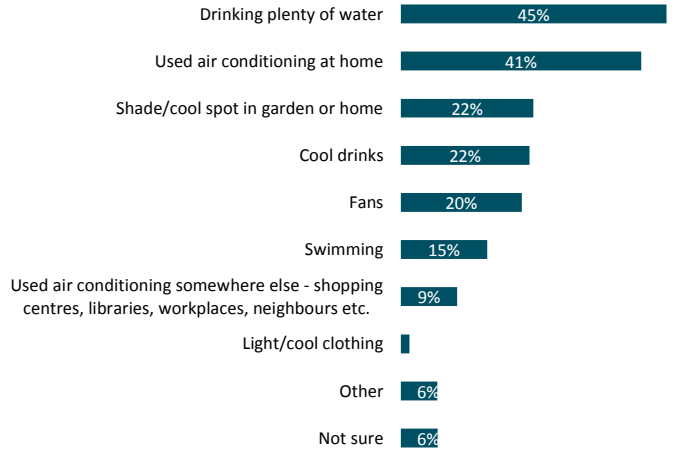
54% of respondents acted to reduce the risks of the heatwave to themselves personally. Most commonly, residents were trying to avoid dehydration (47%) or were trying to stay comfortable (20%).

Q37. Took action to reduce heatwave risk
AREA 3



The most common methods used by Agnes Water/Baffle Creek/Deepwater residents to stay cool during the heatwave were hydration (drinking plenty of water 45%, cool drinks 22%) or air conditioning at home (41%).

Q39. Methods used to stay cool during heatwave
AREA 3



Barriers to staying cool most commonly reported by Agnes Water/Baffle Creek/Deepwater residents included working outside (12%) or not having air-conditioning at home/working (6%).

Q36 In the days just before the bushfires and heatwave conditions, would you say your understanding of the risks and impacts of the heatwave was…

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
Very good	54%	58%	50%	48%	57%	57%	53%	49%	54%
Good, or	40%	37%	44%	44%	39%	43%	39%	39%	40%
Not very good	6%	5%	6%	8%	5%		7% ↑	12%	5%

Q36. Understanding of heatwave risks by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q37 Given the heatwave conditions, did you take any action or do anything to reduce the risks of the heatwave to you personally?

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
Yes	54%	51%	57%	61%	51%	56%	53%	59%	54%
No	45%	47%	42%	39%	47%	42%	46%	41%	45%
Not sure	1%	2%	1%		2%	2%	1%		1%

Q37. Took action to reduce heatwave risk by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater); Weighted; ^ Caution: small cell size

Q38 What heatwave risks were you concerned about or trying to reduce? Anything else?

Base: Agnes Water, Baffle Creek, Deepwater respondents that took action at Q37 Column %	**Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 91**	**GENDER**		**AGE**		**EVACUATED HOME**		**PRIMARY PRODUCER**	
		Male n = 43	**Female n = 48**	**<45 years n = 22^**	**45+ years n = 69**	**Yes n = 20^**	**No n = 71**	**Yes n = 6^**	**No n = 85**
Dehydration	47%	50%	43%	46%	47%	42%	48%	60%	46%
Trying to stay comfortable	20%	19%	20%	14%	22%	24%	18%		21%
Getting a heat-related illness (e.g. heatstroke)	15%	12%	19%	22%	12%	4%	19%	13%	16%
Negative impacts on an existing medical condition/illness	9%	7%	11%	8%	9%	13%	8%		9%
Not being able to go to work	4%	5%	3%	6%	3%	4%	4%	13%	3%
Not being able to evacuate or protect my property from the fire	3%		7%	8%	1%	12%	1%		4%
Not sure	14%	14%	13%	4%	18%	12%	14%	13%	14%

Q38. Actions took to reduce heatwave risk by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater - **those who took action at Q37**); Weighted; ^ Caution: small cell size

Q39 How, if at all, did you stay cool during the heatwave? How else?

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
Drinking plenty of water	45%	45%	44%	38%	48%	47%	44%	41%	45%
Used air conditioning at home	41%	27% ↓	57% ↑	48%	38%	18% ↓	47% ↑	21%	42%
Shade/cool spot in garden or home	22%	26%	18%	26%	21%	14%	25%		24%
Cool drinks	22%	23%	20%	31%	18%	19%	22%	8%	23%
Fans	20%	20%	20%	14%	23%	23%	20%	8%	21%
Swimming	15%	13%	16%	15%	14%	14%	15%	13%	15%
Used air conditioning somewhere else - shopping centres, libraries, workplaces, neighbours etc.	9%	7%	12%	8%	10%	4%	11%	8%	10%
Light/cool clothing	1%	3%		3%	1%		2%		2%
Other	6%	4%	9%	8%	6%	9%	5%	20%	5%
Not sure	6%	9%	3%	3%	8%	8%	6%	20%	5%

Q39. Methods to stay cool during heatwave by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater; Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

Q40 Apart from the heat itself, what made it hard or what prevented you from being able to stay cool?

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
Work outside	12%	16%	8%	12%	12%	18%	11%	8%	13%
Don't have air-conditioning at home/not working at moment	6%	4%	9%	11%	4%	17% ↑	3% ↓		6%
The heat itself/humidity	4%	4%	3%	9%	2%	6%	3%		4%
Power loss/no electricity	3%	4%	2%	3%	3%	10%	1%	16%	2%
Can't afford to run air-conditioning/fans	1%	2%			1%		1%		1%
Don't have fans/not working at the moment	1%	2%			1%	2%	1%		1%
The fire/smoke	1%	2%			1%		1%		1%
No pool/beach close by	<1%	1%			1%	2%		8%	
Other	4%	4%	3%	3%	4%	8%	3%		4%
Not sure	65%	61%	71%	62%	67%	48% ↓	70% ↑	84%	64%
Nothing	7%	7%	7%	3%	9%	2% ↓	9% ↑		8%

Q40. Difficulties to staying cool during heatwave by BANNER - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

3.3 Suggestions to better inform the community about the risks of heatwaves and how to reduce these risks

A greater amount of general information or education (by social media, television, radio) was the most common suggestion made to better inform the community about the risks of heatwaves and how to reduce these risks. 22% however believe nothing else is needed - that it's all common sense.

Q41 What further information or education could be provided by your local council or the state government to better inform the community about the risks of heatwaves and what to do to reduce these risks?

Base: all Agnes Water, Baffle Creek, Deepwater respondents Column %	Total - Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175	GENDER		AGE		EVACUATED HOME		PRIMARY PRODUCER	
		Male n = 84	Female n = 91	<45 years n = 36	45+ years n = 139	Yes n = 37	No n = 138	Yes n = 11^	No n = 164
Enough is already done/it's all common sense - adequate information is already provided	22%	23%	21%	18%	24%	16%	24%	20%	22%
More education on risks/how to stay cool	10%	9%	11%	10%	10%	13%	9%		10%
More information on social media/email	7%	5%	9%	6%	7%	9%	6%	8%	7%
More frequent information provided	7%	7%	6%	9%	6%	7%	7%		7%
More information on TV	6%	6%	6%	7%	6%	2%	7%	8%	6%
Provide more accurate information	3%	4%	2%	3%	4%	6%	3%	8%	3%
More information - letters and pamphlets	3%		6% ↑	5%	2%	3%	3%		3%
Send more texts/calls	2%	2%	3%	3%	2%		3% ↑		3%
More information on radio	2%	1%	2%		2%	2%	1%	8%	1%
More community meetings/community noticeboards	1%	2%			1%		1%	8%	1%
Provide help to the elderly/children	<1%		1%		<1%	2%			<1%
Other	6%	4%	7%	5%	6%	8%	5%	16%	5%
No suggestions	37%	38%	35%	47%	32%	42%	35%	28%	37%
No problems/issues/happy with current system	5%	4%	5%	3%	6%	2%	6%	6%	5%

Q41. Suggestions to improve heatwave risk info by Banner - Study Area 3; Filter: Study Area 3 (Agnes Water, Baffle Creek, Deepwater); Weighted; ^ Caution: small cell size
↑↓Arrows indicate results are significantly different to the average at the 95% confidence level.

4.0 Primary producers

Q42 As a primary producer do you have any feedback to provide the government in regards to preparing for bushfires, the information and warnings provided during bushfires or the task of evacuating during bushfires?

Primary producers were asked if they had any feedback for the government in regards to preparing for bushfires, the information and warnings provided during bushfires or the task of evacuating during a bushfire. Of the 11 primary producers in the Agnes Water/Baffle Creek/Deepwater study area, six provided comment, with the feedback mostly related to back burning, fire breaks and vegetation management.

Verbatim responses are included below:

- I offered my services to the Queensland Fire Brigade and Rural Brigade, I offered my water to assist and it was used to save the houses around me – my concern is compensation for the water use – I am going to run out of water for my crops
- The imported fire fighters had no idea how to fight bush and grass fires and there were people forced out of their homes even though they had the facilities to fight the fires – there should be a registry for those people so they aren't forced out
- The main thing is to keep your property as clear as you can – no rubbish left around and don't let the bush get too close to buildings
- I believe Queensland is lethargic in bushfire management compared to other states, they just have to be active. We aren't really a bushfire state so they need to look at other states. I also believe they should go to Cape York and look at how the Aborigines manage their fires.
- Allow for back burning, there are blocks around us that no one lives on and they're not maintained, the owner should be made to maintain it
- National Forestry has a responsibility to back burn.

Appendices

Appendix A – 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)

INTRODUCTION / SCREENERS

Good morning/afternoon/evening. This is <name> calling from Q&A Market Research on behalf of the Office of the Inspector-General Emergency Management. In light of recent bushfires and hot weather events, 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 community.

Ask all

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

AREA A (Study area 1)
1. Eungella
2. Finch Hatton
3. Dalrymple Heights

AREA B (Study area 2)
4. Gracemere

AREA C (Study area 3)
5. Agnes Water
6. Baffle Creek
7. Deepwater

8. NONE OF THE ABOVE TERMINATE

BB And were you in the area in the lead up to and or during the bushfires in late November 2018?

1. Yes
2. No Ask if there is another adult in the household who was – if not, TERMINATE

CC Record gender

1. Male
2. Female

DD And are you aged 18 years or older?

1. Yes
2. No Ask if there is an adult in the household – if not, TERMINATE

EE What is your postcode?

Direct numeric entry: _____

FF Are you a primary producer? …

1. NO
2. Yes:

If yes *ask* Is that… READ OUT

3. Livestock
4. Cropping such as cotton, grain or hay
5. Horticulture
6. All of the above

Public Information and Warnings

Ask all

Q1 Thinking now about the days just before or during the bushfire, from which of the following sources did you receive information or warnings about the bushfires, if any? READ OUT

	Yes	No
a) ABC radio	1	2
b) Commercial radio	1	2
c) Television (ABC or commercial)	1	2
d) An unofficial social media page such as a community group or friends or family	1	2
e) An official social media page such as a local news service or a state or local government page	1	2
f) Neighbours, friends or family	1	2
g) The local government or council website	1	2
h) The state government website	1	2
i) An Emergency Alert text message to your mobile phone	1	2
j) An Emergency Alert voice message to your landline phone	1	2
k) Queensland Police Service personal contact	1	2
l) Fire and Emergency services or State Emergency Service personal contact	1	2
m) Anywhere else? Specify _____	1	2

Ask all

Q2 And of those information or warnings, which was the most informative and useful source? READ OUT IF NECESSARY SR

Use code frame from Q1 – only show those that were yes at Q1

Ask all

Q3 In the days leading up to and during the bushfires, did you receive… READ OUT SR

1. The right amount of information about how to prepare for and respond to the bushfires, or was it
2. Not enough, or
3. Too much
4. Did not receive any information (do not read out) SKIP TO Q7/Q14 AS RELEVANT

Ask those who received information (codes 1,2,3 at Q3)

Q4 And was the information you received in the days leading up to and during the bushfires… READ OUT SR

1. Very accurate
2. Mostly accurate, or
3. Not accurate

Ask those who received information (codes 1,2,3 at Q3)

Q4a For what reasons was it not accurate? Are you able to give me some examples of this? OE

_____

Ask those who received information (codes 1,2,3 at Q3)

Q5 And was the information generally delivered to you… READ OUT SR

1. At the right time, or did it come
2. Too early, or
3. Too late

Ask all

Q6 And was that information generally… READ OUT SR

1. Very easy to understand
2. Easy to understand, or
3. Not easy to understand

Ask those who rated information as not easy to understand (code 3 at Q6)

Q6a For what reasons was that information not easy to understand? Are you able to give me some examples of this? OE

_____

Ask those who got an Emergency Alert – text or voice (code 1 at Q1i or Q1j)

Q7 Thinking now about the Emergency Alert messages you received via {*computer insert from Q1* text to your mobile (or) voice message to your landline phone}, approximately how many Emergency Alert messages did you receive (*if both Q1i and Q1j selected read out:* include both mobile phone and landline phone alert messages)?

1. One
2. Two
3. Three
4. Four
5. Five
6. More than Five
7. Don't know

Ask those who got an Emergency Alert – text or voice (code 1 at Q1i or Q1j)

Q8 Would you say the number of Emergency Alert messages you received was… READ OUT SR

1. Just right, or were there
2. Not enough, or
3. Too many

Ask those who rated EAs as too many (code 3 at Q8)

Q8a Did the number of Emergency Alert messages make you… READ OUT SR

1. More likely to take notice of them
2. Less likely to take notice
3. Or did the number of messages make no difference

Ask those who got an Emergency Alert – text or voice (code 1 at Q1i or Q1j)

Q9 And were the Emergency Alert messages generally… READ OUT SR

1. Very accurate
2. Mostly accurate, or
3. Not accurate

Ask those who rated information as not accurate (code 3 at Q9)

Q9a For what reasons were they not accurate? Are you able to give me some examples of this? OE

_____

Ask those who got an Emergency Alert – text or voice (code 1 at Q1i or Q1j)

Q10 And were they delivered to you… READ OUT SR

1. At the right time, or were they
2. Too early, or
3. Too late

Ask those who got an Emergency Alert – text or voice (code 1 at Q1i or Q1j)

Q11 And were they … READ OUT SR

1. Very easy to understand
2. Easy to understand, or
3. Not easy to understand

Ask those who rated information as not easy to understand (code 3 at Q11)

Q11a For what reasons were they not easy to understand? Are you able to give me some examples of this? OE

_____

Ask those who got an Emergency Alert – text or voice (code 1 at Q1i or Q1j)

Q12 Did you take action specifically because of an Emergency Alert message?

1. Yes
2. No
3. Not sure

Ask those who got an Emergency Alert – text or voice (code 1 at Q1i or Q1j)

Q13 Overall, how important were the Emergency Alert messages to you? Were they… READ OUT SR

1. Very important
2. Important, or
3. Not important

Ask all

Q14 In the days leading up to and during the bushfires, did you receive any inconsistent or contradictory advice from authorities such as Queensland State Government representatives, police, fire services, State Emergency Service or the local council?

1. Yes
2. No
3. Not sure

If yes (code 1 at Q14)

Q14a Are you able to give me some examples of this? OE

_____

Ask all

Q15 Shifting your thoughts now to the last 12 months, prior to the threat of any bushfires, do you recall reading, hearing or seeing any information or education about bushfire risks or preparing for bushfires?

1. Yes
2. No
3. Not sure

Ask those who got information (code 1 at Q15)

Q15a Did this information or education make you feel…. READ OUT SR

1. Very confident that you would be able to prepare for and respond to bushfires
2. Confident, or
3. Did it make no impact on you

Ask those who got information (code 1 at Q15)

Q16 Did you use any of this information in the lead up to or during the recent bushfires?

1. Yes
2. No
3. Not sure

If yes (code 1 at Q16)

Q16a How did you use this information? How was it helpful? OE

_____

Ask all

Q17 Overall, what suggestions would you make to improve the effectiveness of the information and warnings delivered in the days leading up to and during the bushfires, or the public education and information delivered in the last 12 months? OE

_____

_____

Ask all

Q18 A bushfire plan includes making decisions about how to prepare you property and about what you would do during a bushfire such as whether you would stay or go early and how you would do so. In the 12 months prior to the bushfires, did you have a bushfire plan in place?

1. Yes
2. No
3. Not sure

Ask those who did have a plan (code 1 at Q18)

Q19 And did you follow this plan in the days just before and or during the bushfires?

1. Yes
2. No
3. Not sure

If did not follow (code 2 at Q19)

Q19a Were there any reasons you didn't follow your bushfire plan? OE

_____

Ask those who did have a plan (code 1 at Q18)

Q19b What information sources, if any, did you use to help you develop your bushfire plan? Any others? Unprompted MR

1. Queensland Fire and Emergency Services information
2. Council information
3. Information from a website (please specify _____)
4. News article
5. Advice from family and friends
6. Other (please specify _____)
7. No information source used

EVACUATION

Ask those who did have a plan (code 1 at Q18)

Q20 Did your bushfire plan include preparation for or consideration of what you would do if you were ever required to evacuate your home?

1. Yes
2. No
3. Not sure

The next few questions are about evacuating.

Ask all

Q21 In the 12 months prior to the recent bushfires, did you have an evacuation kit prepared? An evacuation kit might include important items such as insurance details, personal paperwork and documents such as wills and passports, essential medicines, clothing, toiletries, bedding etc.

1. Yes
2. No
3. Not sure

Ask all

Q22 Prior to the recent bushfires, did you know what the local area's evacuation plans - like when and where to go to - were?

1. Yes
2. No
3. Not sure

Ask all

Q23 Did you evacuate, that is leave your home, during the recent bushfires?

1. Yes
2. No

If no, did NOT evacuate (code 2 at Q23)

Q24 For what reasons did you decide not to evacuate? Why else? UNPROMPTED MR

1. No need
2. Did not believe I was at risk
3. Couldn't leave pets/animals behind
4. My health or a member of my family's health meant evacuating was hard
5. Had nowhere to go to
6. Had no transport
7. Other (specify) _____

If yes, did evacuate (code 1 at Q23)

Q25 For what reasons did you decide to evacuate? Why else? UNPROMPTED MR

1. I was told to go
2. I or my family were frightened
3. It was in our bushfire plan
4. Others in my area were leaving
5. Family or friends offered us a place to stay
6. Other (specify) _____

If yes, did evacuate (code 1 at Q23)

Q26 Did you receive information about when to go, where to go, how to get there and what help was available for you? *If yes, was the information detailed enough or not?*

1. Yes and information was detailed enough
2. Yes but information was NOT detailed enough
3. No

If received information (code 1 or 2 at Q26)

Q26a Did you receive specific advice or instructions to evacuate from any of the following? READ OUT MR

1. Fire and Emergency Services
2. Police
3. Local council
4. State Emergency Service
5. Any others (specify) _____
6. None of the above

LOOP Q27 WITH Q26A

FOR EACH AGENCY MENTIONED AT Q26A ASK

Q27 Were instructions from the {INSERT AGENCY FROM Q26A} to evacuate…. READ OUT SR

1. Very easy to understand
2. Easy to understand, or
3. Not easy to understand

LOOP Q27A WITH Q26A/27

Ask those who rated information as not easy to understand (code 3 at Q27)

Q27a For what reasons were the instructions not easy to understand? Are you able to give me some examples of this? OE

_____

GO BACK TO Q27 AND Q27A FOR EACH AGENCY MENTIONED AT Q26A

END LOOP

If yes, did evacuate (code 1 at Q23)

Q29 Which of the following best describes your evacuation situation? READ OUT SR

1. I had time to prepare and leave in my own time
2. I had to leave quickly and I was ready to go
3. I had to leave quickly but I was not ready to go
4. Something else (_____)

If yes, did evacuate (code 1 at Q23)

Q30 What possessions did you take with you, if any? What else? UNPROMPTED MR

1. Pets/animals
2. Clothing and toiletries
3. Bedding
4. Food and water
5. Medications
6. Motor vehicles
7. Insurance details/personal paperwork
8. Computers
9. Other (specify) _____
10. Nothing

If yes, did evacuate (code 1 at Q23)

Q31 Did you receive any help to evacuate, if so what sort of help? Any other help? UNPROMPTED MR

1. Transport
2. Packing cars
3. Securing animals
4. Securing property
5. Somewhere to say
6. Food and water
7. Other (specify) _____

If yes, did evacuate (code 1 at Q23)

Q32 Was the information you received about returning to your home… READ OUT SR

1. Adequate
2. Not adequate, or did you
3. Not receive any information

Ask those who rated information as not adequate (code 2 at Q32)

Q32a For what reasons was it not adequate? Are you able to give me some examples of this? OE

_____

Ask those who received information (code 1 or 2 at Q32)

Q33 From which of the following sources did you receive information about returning to your home? READ OUT MR

1. Fire services
2. Police
3. Local council
4. Social media
5. Radio
6. TV
7. Friends or neighbours
8. Any others? (specify) _____
9. None of the above (do not read)

If yes, did evacuate (code 1 at Q23)

Q34 What suggestions would you make to improve the effectiveness of evacuation preparation, arrangements and information for people impacted by bushfires? OE

_____

_____

Heatwave

The final few questions relate to the heatwave or the consistently very hot days experienced around the same time as the bushfires.

Ask all

Q35 Thinking back to the days just before or during the bushfires and heatwave conditions, from which of the following sources did you receive information or warnings about the heatwave, if any? (READ OUT) (SR)

		Yes	No
a)	ABC radio	1	2
b)	Commercial radio	1	2
c)	Television (ABC or commercial)	1	2
d)	Social media – an unofficial page such as a community page or pages of your friends or family	1	2
e)	Social media – an official page such a local news service or a state or local government page	1	2
f)	Neighbours, friends or family	1	2
g)	The local government or council website	1	2
h)	The state government website	1	2
i)	Health department or other local health services	1	2
j)	Community groups	1	2
k)	Anywhere else? Specify _____	1	2

Ask all

Q35a And of those information or warnings, which was the most informative and useful source? (READ OUT IF NECESSARY) (SR)

Use code frame from Q35 – only show those that were yes at Q35

Ask all

Q36 In the days just before the bushfires and heatwave conditions, would you say your understanding of the risks and impacts of the heatwave was… READ OUT SR

1. Very good
2. Good, or
3. Not very good

Ask all

Q37 Given the heatwave conditions, did you take any action or do anything to reduce the risks of the heatwave to you personally?

1. Yes
2. No
3. Not sure

Ask those who took action (code 1 at Q37)

Q38 What heatwave risks were you concerned about or trying to reduce? Anything else? UNPROMPTED MR

1. Negative impacts on an existing medical condition/illness
2. Getting a heat-related illness (e.g. heatstroke)
3. Trying to stay comfortable
4. Not being able to go to work
5. Not being able to evacuate or protect my property from the fire
6. Dehydration
7. Other (specify))_____
8. Not sure

Ask all

Q39 How, if at all, did you stay cool during the heatwave? How else? UNPROMPTED MR

1. Used air conditioning at home
2. Used air conditioning somewhere else - shopping centres, libraries, workplaces, neighbours etc
3. Fans
4. Shade/cool spot in garden or home
5. Swimming
6. Cool drinks
7. Other (specify))_____
8. Not sure

Ask all

Q40 Apart from the heat itself, what made it hard or what prevented you from being able to stay cool? UNPROMPTED MR

1. Don't have air-conditioning at home/not working at moment
2. Don't have fans/not working at the moment
3. Can't afford to run air-conditioning/fans
4. Couldn't get to the shops or other places to enjoy their air-conditioning
5. Work outside
6. No pool/beach close by
7. Other (specify))_____
8. Not sure

Ask all

Q41 What further information or education could be provided by your local council or the state government to better inform the community about the risks of heatwaves and what to do to reduce these risks? OE

_____

_____

Ask primary producers (code 2 at FF)

Q42 As a primary producer do you have any feedback to provide the government in regards to preparing for bushfires, the information and warnings provided during bushfires or the task of evacuating during bushfires?

_____

DEMOGRAPHICS

Ask all

D1 To which of the following age categories do you belong? Are you under or over 40 years of age? READ OUT SR

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

---

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

D2 Which of the following categories, best describes your household type? READ OUT SR

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

Thank you for your time today.

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

Privacy statement

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

Appendix B – Sample composition

Column % n	STUDY AREA		
	Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69	Study Area 2 (Gracemere) n = 301	Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175
18-24 years	3%	5%	2%
n=	2	14	3
25-29 years	3%	6%	1%
n=	2	17	2
30-34 years	3%	12%	3%
n=	2	35	5
35-39 years	3%	11%	5%
n=	2	34	8
40-44 years	7%	8%	10%
n=	5	23	18
SUB-TOTAL <45 years	19%	41%	21%
n=	13	123	36
45-49 years	10%	8%	4%
n=	7	24	7
50-54 years	12%	11%	14%
n=	8	33	25
55-59 years	19%	8%	13%
n=	13	25	22
60-64 years	6%	11%	19%
n=	4	34	34
65 years or over	35%	21%	29%
n=	24	62	51
SUB-TOTAL 45+ years	81%	59%	79%
n=	56	178	139

Table 2. D1. Age group by Banner - Study Area
D1. Age group by Banner - Study Area; Total sample; Unweighted

Column % n	STUDY AREA		
	Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69	Study Area 2 (Gracemere) n = 301	Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175
Male	48%	44%	48%
n=	33	131	84
Female	52%	56%	52%
n=	36	170	91

Table 2. CC. Gender by Banner - Study Area
CC. Gender by Banner - Study Area; Total sample; Unweighted

Column % n	STUDY AREA		
	Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69	Study Area 2 (Gracemere) n = 301	Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175
Lone person household	12%	10%	17%
n=	8	30	29
Couple with no children	7%	12%	20%
n=	5	37	35
Single or couple with dependent children (mostly aged under 13 years)	20%	29%	13%
n=	14	86	23
Single or couple with dependent children (mostly aged over 13 years)	13%	9%	13%
n=	9	28	23
Single or couple with adult children (aged over 18 years)	23%	12%	10%
n=	16	37	17
Couple whose children have left the family home	20%	20%	21%
n=	14	59	36
Group household (non related individuals)	3%	4%	3%
n=	2	11	6
Other	1%	4%	3%
n=	1	13	6

Table 3. D2. Household type by Banner - Study Area
D2. Household type by Banner - Study Area; Total sample; Unweighted

Column % n	STUDY AREA		
	Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights) n = 69	Study Area 2 (Gracemere) n = 301	Study Area 3 (Agnes Water, Baffle Creek, Deepwater) n = 175
No	72%	95%	94%
n=	50	287	164
Yes - Livestock	23%	4%	3%
n=	16	11	5
Yes - Cropping such as cotton, grain or hay	12%	1%	1%
n=	8	4	2
Yes - Horticulture			2%
n=			4
SUB-TOTAL YES	28%	5%	6%
n=	19	14	11

Table 4. FF. Primary producer by Banner - Study Area
FF. Primary producer by Banner - Study Area; Total sample; Unweighted

Appendix C – Fieldwork statistics

Disposition	Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights)	Study Area 2 (Gracemere)	Study Area 3 (Agnes Water, Baffle Creek, Deepwater)
Total	209	4009	897
Virgin	0	1497	0
Language	0	3	1
Refused	11	140	69
No Answer	13	1229	222
Complete	69	301	175
Soft Appointment	0	100	5
Hard Appointment	0	16	0
Quota Failure	0	23	0
Killed	47	288	190
Business Number	2	24	21
Dead	67	388	214
RESPONSE RATE	**86%**	**68%**	**71%**

Appendix D – 'Other' responses

Q1 Thinking now about the days just before or during the bushfire, from which of the following sources did you receive information or warnings about the bushfires, if any?

Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights)	Study Area 2 (Gracemere)	Study Area 3 (Agnes Water, Baffle Creek, Deepwater)
• Something was on Google • Down the pub • My local services officer • Work • A website for the Queensland Rural Fire service • Local fire watch • QFES website • The Daily Mercury • Looking outside • Word of mouth • Connection to firies • QFES website • I saw the firies myself	• The Rural Fire Brigade by mobile phone • From a relative in Brisbane • In Woolworths • From my boss • Newspaper website • Work colleagues and the company itself • Rockhampton City Council email • There was a lady driving around the streets yelling out for people to get out • Central Queensland University sent a text message • My Head Office sent text messages to employees • Word of mouth from workmates • Email from boss • Through university email • Media service on TV during the day • Googled bushfires location • Work at hospital - there were warning messages/bulletins • Having a look in the area • Word of mouth • My son-in-law texted my daughter to inform us • I saw the smoke from my property • A lady at the service station told me • Seeing an evacuated supermarket • Work • Work • UHF radio • Notified via text from school to say school was evacuated due to bushfires because I was at work • Work colleagues • Aged care people who come and do the housework	• Rang up Rural Fire service • SES Website • QFES Website • Researching myself • QFES website • Local phone call • Hotspot - sentinal.gov.au • Within my Fire Brigade team • Hotspot • Community meetings • Community meeting • Community meetings • Looking ourselves • Bush Telegraph • SES • SES website • QFES and emails • Private text from Fire brigade as I had animals I had to remove from property • Bush Heritage Australia manages our fire mediation • Newsagent • Police Facebook page • Town meetings • Where I work • Could see the smoke from my back yard • We knew well ahead of everyone else about bushfires happening - well before the media • Internet • Saw the smoke • Rural bushfire website • Town meeting • A website called Sentinel hotspot • Town meetings • Email alert from alerts@ewn.com.au/Bushfire watch/fire warnings • Sentinel Website • Agnes Water Locals Website • Town hall community meetings

Q4a For what reasons was it not accurate? Are you able to give me some examples of this?

Study Area 2 (Gracemere)	Study Area 3 (Agnes Water, Baffle Creek, Deepwater)
• Didn't know it was happening until it was happening • Later in the night around 10pm or 11pm we were getting repeats of the same information as we got three or four hours earlier - through commercial radio	• A lot of the problem was that not a lot of people had general knowledge of the area and a lot of people from out of town were telling people what to do - 'overeducated not experienced' • Hard to know if Facebook pages and community groups are accurate as people just talk and think they know what they're talking about

Q6a For what reasons was that information not easy to understand? Are you able to give me some examples of this?

Study Area 2 (Gracemere)	Study Area 3 (Agnes Water, Baffle Creek, Deepwater)
• There wasn't enough beforehand, there needed to be more information in the lead up, it was very confusing	• Conflicting information given at the wrong times (too early and too late) • Came a day late, we could see smoke and yet we were given no warnings

Q16a How did you use this information? How was it helpful?

Study Area 2 (Gracemere)	Study Area 3 (Agnes Water, Baffle Creek, Deepwater)
• I was able to inform friends and family about what to do, how to prepare in a timely manner • Husband has been fighting fires on the family property • Having a plan in place to deal with the effects • To help friends to evacuate as they had no internet connection, I was able to use the information to help people in an emergency • How to react to the bushfire by evacuating • I work at a school so I had to prepare the school in accordance with the instructions • I listened but take it as it comes	• Made sure property was fine and knew where to go if we had to go • Just to be alert and aware • Made people aware of the potential risk • I used it to remember to keep updated with the alerts • Most people in our area knew it was going to happen due to no one back burning to keep the regrowth down - it has been building up for years and years and it was unstoppable • I personally didn't use it on my property but I disseminated it to other people like tourists and some locals

Q17 Overall, what suggestions would you make to improve the effectiveness of the information and warnings delivered in the days leading up to and during the bushfires, or the public education and information delivered in the last 12 months?

Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights)	Study Area 2 (Gracemere)	Study Area 3 (Agnes Water, Baffle Creek, Deepwater)
• Put mobile services in here because half the time we don't have landline phones. Leave it to the locals because they know what they are doing • The national parks and the greenies need to listen to the local land owners who have been managing the land for years and the Aboriginal people who were there before them who know what to do. Don't listen to the people who are not from the area and have just come out of university • Everyone around the gorge should have access to a two-way radio system - as they are expensive it would be nice if the government subsidised them for areas like ours • I think there's got to be one source only that provide the warnings, not radio and TV, that way we wouldn't have the confusion as to whether the information is right or wrong • Parks and the rangers are to blame for all of this, they're not on their jobs, they should have been patrolling and checking for these fires. I warned them twice over a few days and they did check but it was three days later • They should have someone who is actually there where the fires were to relay the information to people doing the alerts - use a local person so they know the actual locations • Reinstate local ABC radio so that locals who have knowledge of the land are giving the warnings. We don't want to be hearing about the Wide Bay area when in an emergency situation we need to have people telling us about our area • The government should look into media regulation - they should only be able to report what the emergency services are saying word for word • Before the warnings are put up, a person with local knowledge needs to review the warnings before it is sent to prevent unnecessary reactions • We have a local family up here that's been here for generations, he gave advice to NOT burn when they did, and they did not listen at all. And they weren't prepared for fire here, it's not normally an issue, we normally have cyclones, we should have more of a set up for those sorts of emergencies. When we were told to leave we were told to go to Eungella but there was no generator there so no communication and no toilets-showers	• Just keep doing what they are doing and if the Federal Government could supply the jet aircraft that water bombs the fire (that would be good) • I'm disappointed that the nursing home I live in didn't let us know that there was a fire • I would suggest that the telco's don't charge the government and emergency services for sending out messages • They did all they could as it came quickly but just keep people prepared that it could happen. If there's too much information people may not take it seriously but people do need to be warned • I think a centralised emergency alert for all emergencies - at this stage you have to like or sign up to multiple services or apps • My parents were contacted by landline but my father didn't relay the information to my mother (he has dementia). They could have a medical alert system in place for people like my father • There needs to be a warning system in place for the elderly population - the people that don't have mobile phones and social media • Put competent people in charge of the fire control, the fire alarm sent through Gracemere was a pure result of panic. The roads were blocked, if there was a major accident they would've perished • It's difficult because you don't expect bush fires up here, you just don't believe it until it happens • Keep the pollies out of it and let the professionals handle it • Public transport needs to be updated as the bus company could not tell us if they were working, they need to be well informed and inform the public in a timely manner • Maybe inform businesses to allow staff to take action - to get home early and pick up what's needed from home - and children from school	• More community meetings, say twice a year, and keep people updated and informed with what they can do/ not many people knew what to do • Public need to be aware that the messages are not far-fetched and that they are genuine so people should respond to them as early and quickly as possible • (They tell us) to have a bushfire emergency plan and yet if you try to enforce it you get arrested for not doing what the police and government tell you to do • It is important that people are on the emergency phone lines • Listen to what local people are saying - government is not listening • Rely on more local information instead of people from Brisbane • Don't back burn in early November after 10-11 months of no rain in the name of development • Not everybody has their phones on them in this area, we have 2% mobile phone coverage. If we had 70% it would be good • Engage local, suitably qualified local people in the team. Put some information in visitor information centres to help educate tourists • If you've taken precautions to defend your property and you can demonstrate you have an effective way to escape if it goes pear shaped you should be allowed to stay and defend your property. That didn't happen and people were being arrested for not leaving when they were prepared

Q19a Were there any reasons you didn't follow your bushfire plan?

Study Area 2 (Gracemere)	Study Area 3 (Agnes Water, Baffle Creek, Deepwater)
• No time to follow it, was just told to leave • We're savvy with what was going on and are prepared in general all the time • It was a workplace plan it didn't involve fully evacuating	• Threat of being arrested and the force of the wind and heatwave so we left early

Q19b What information sources, if any, did you use to help you develop your bushfire plan? Any others?

Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights)	Study Area 2 (Gracemere)	Study Area 3 (Agnes Water, Baffle Creek, Deepwater)
• The rural fires website	• Emergency Services website • Don't remember what site	• Social media

Q32a For what reasons was it not adequate? Are you able to give me some examples of this?

Study Area 2 (Gracemere)	Study Area 3 (Agnes Water, Baffle Creek, Deepwater)
• Because the fires didn't come near us, they didn't need to keep us out of Gracemere for that long	• Repeatedly went to road block to try and get home as had animals and the fire had already burned through and I would not have been in any danger

Q34 What suggestions would you make to improve the effectiveness of evacuation preparation, arrangements and information for people impacted by bushfires?

Study Area 1 (Eungella, Finch Hatton, Dalrymple Heights)	Study Area 2 (Gracemere)	Study Area 3 (Agnes Water, Baffle Creek, Deepwater)
• Locals that are trained and know local aspects should be put in play • In some areas there isn't a lot of phone service so maybe look at a combo of warnings on UHF, Radio, TV etc • Fire services needed to act on the call ins from locals more promptly and take it seriously	• They have to give the emergency services a chance to control everything and communicate with the locals • The nursing home should've contacted me first not my daughter • Just listen to the alerts and keep an ear out, it's all you can do • All fires are different, people need to be alert and listen to various forms of information • People are stubborn and don't want to leave their houses, it puts their lives at risk and puts fire fighters' lives at risk to save them. Apart from arresting them, better education for them • People with health issues need to have medical alert like my father who has dementia • Now that we have been through the experience - I am better prepared with evacuation kit and will find an alternative way to exit • My husband said that they evacuated too soon • Just have common sense, there's not much more that can be done	• More direct information from the authorities - we had to get information from body corporate who got it from the authorities • When they put you out like that there really should be more help available, especially for people without petrol, food, etc. • Media are allowed into people's properties, there's no point having a bush fire plan if your plan is to back burn and fight the fire. People should be aware that their rights are diminished once they say leave now or you will be arrested • (Warnings) should come from one source • Always listen to the authorities • It is hard to know what was going on - they could have controlled the fire a couple of days earlier by getting additional water or by preparing the communities better. National parks tried to back burn in the wrong season and wrong time • Join the local fire brigade and know what to do in the community • To be quite blunt since the fire you're the second person that's rung me, there's been no follow up, and a lot of us don't even know if we are entitled to funding because no one has been out to see us. We don't want to talk on the phone about it because it's personal, this has affected me emotionally and physically, my health has been set back five years because of this. More support, a follow up. And I still don't know what to do. I shouldn't be the one calling for help. • Our property had been totally burnt around, one paddock got burnt a bit but that's all we lost, although the fire was still in the general area it seemed ridiculous that we couldn't go home - let people go home earlier

Q35 Thinking back to the days just before or during the bushfires and heatwave conditions, from which of the following sources did you receive information or warnings about the heatwave, if any?

Study Area 2 (Gracemere)	Study Area 3 (Agnes Water, Baffle Creek, Deepwater)
• I know just by the feel of things • The local school • Received a text message I think - either from council or health department	• Internet

Appendix E – Sampling error chart

All sample surveys and polls, whether or not they use probability sampling, are subject to multiple sources of error which are most often not possible to quantify or estimate, including sampling error, coverage error, error associated with non-response, error associated with question wording and response options and post survey weighting and adjustments. Therefore MCR avoids the words "margin of error" as they are not able to be verified. All that can be calculated are different possible sampling errors with different probabilities of pure, unweighted, random samples with 100 response rates. These are only theoretical because no published surveys come close to this ideal. At the absolute minimum, sampling error based on various cell sizes for this survey could fall within the following ranges.

(at the 95 confidence level)

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