



FLOOD IMPACT QUESTIONNAIRE

For Communities affected by the Queensland's Central and Western inland floods during January and February 2004

We are conducting this survey so that we can better understand how you, your household and your community were affected during Queensland's central and Western inland floods during January and February 2004.

We realise that this is quite a long survey questionnaire and we hope that you will respond to all of the questions. However, you do not have to complete every question to send it. We appreciate the time that you are taking to provide us with this valuable feedback but please feel free to skip over any questions that you are unable to, or do not wish to, answer.

The information you provide will help us to improve our warning services in your region. It will also assist us in our work with our partners in emergency services to provide more efficient flood mitigation, particularly in terms of community preparation and response.

The information you provided will only be used by the Australian Government Bureau of Meteorology. Please refer to Australian Government Bureau of Meteorology [Privacy](#) and [Disclaimer](#) statements.

Please follow the instructions when answering each question. It is preferred that the survey is to be completed on-line. *However if you wish, you could print out the survey provided at the end of this document, complete that and post it to the contact address provided at the end.* Only your responses are recorded. We do not know your identity or where you are sending this from. *You are welcome to choose to provide your details and any additional feedback through a link provided below.*

If you would like us to send you some further information on flood warnings and preparing for and responding to floods, please include your contact details in the appropriate space at the end of this questionnaire.

As this survey is about the recent Central and Western Queensland floods we need to know the area or region in which you live.

Can you please provide us with

The town (or nearest town) in which you are currently living –
that is the place you were living when you were affected by these floods .

Your current postcode

Thank you once again for you contribution

Linda Anderson-Berry – Disaster Mitigation and Planning Services, Australian Government Bureau of Meteorology.

----- START OF QUESTIONNAIRE -----

Section 1

In this section we will focus on the how the floods directly affected you, your household and your community.

1. Did your home, contents or any of your household's other possessions suffer from flood damage?

- Yes
- No

2. If yes, What parts of your property were flooded? (Please tick relevant options available)

- Block of land
- Out-buildings
- Garage
- Car, Caravan, Boat
- Grazing / Agricultural land
- Other (Please specify)

3. Was your home isolated by the flood waters?

- Yes
- No

If yes – for how long

Can you briefly describe what happened.

4. Was your community isolated by flood waters?

- Yes
- No

If yes – for how long

Can you briefly describe the situation

5. Did you or your business bear any financial costs as a direct result of these floods, that were not covered by insurance (excluding loss of earnings, if any)?

- Yes
- No

6. Did you or your business experience any financial gain as a direct result of these floods

- Yes
 No

7. How long did it take for you and/or your business to get back to your normal daily routines.

- Yes our daily routines were interrupted

If yes please specify

days or months or Years

- No our daily routines were not interrupted

8. Did you or anyone in your household forced to leave your home during or after the flood?

- Yes
 No

9. Which of the following institutions and people helped or supported your household during these floods, and to what level was help given?

	We received no help	Volunteer help (number of hours)
Friends of family (not living with you), Neighbours	<input type="checkbox"/>	<input type="text"/>
Community groups	<input type="checkbox"/>	<input type="text"/>
District council	<input type="checkbox"/>	<input type="text"/>
Charities	<input type="checkbox"/>	<input type="text"/>
Church	<input type="checkbox"/>	<input type="text"/>
Local businesses, shops	<input type="checkbox"/>	<input type="text"/>
Police	<input type="checkbox"/>	<input type="text"/>
Fire brigade	<input type="checkbox"/>	<input type="text"/>
Government relief funds	<input type="checkbox"/>	<input type="text"/>

10. How much time in total did members of your household and/or business spend on responding to the flood and/or helping with the cleanup? (e.g. 3 people helping for 1 day each equals 3 days)

Cleaning up your property: hours or days

As an unpaid volunteer: hours or days

As part of paid work: hours or days

Number of people capable of helping in your household

11. Had you undertaken any of these flood mitigation measures before these floods?

- Taken out household insurance against flooding Yes No
- Raised the floor level of your house Yes No
- Kept ditches and drains around the property clean Yes No
- Moved property or stock Yes No
- Avoided keeping irreplaceable items or goods of sentimental value on ground floor of your home Yes No

12. Has your household undertaken (or do you intend to undertake) any of these flood prevention measures *after* these floods?

- Taken out household insurance against flooding Yes No
- Raised the floor level of your house Yes No
- Kept ditches and drains around the property clean Yes No
- Relocated property or stock Yes No
- Avoided keeping irreplaceable items or goods of sentimental value on ground floor of your home Yes No

13. Have members of your household ever done any of these things?

- Been a member of a local community group related to flooding
- Written letters to relevant authorities about flooding
- Attended meetings related to flooding
- None of these

Section 2

This section focuses on your previous experience of flooding

14. How many times have you experienced flooding that has caused some disruption to your usual routines while living at this address?

- Never been flooded
- One
- Two
- Three
- Four
- Five
- More than five times

15. Were these floods the worst (i.e. biggest impact) that you have experienced at this property?

- Yes
- No

If not, when was the worst flooding experienced?

Section 3

This section focuses on the flood warnings

16. Were you aware of the flood warnings and/or river height bulletins issued by the Australia Government Bureau of Meteorology before the flood?

Yes

No (Go to Question 22)

If yes, did you take any special actions in response to the warning?

17. Approximately how long before you were actually affected by the flood waters did you receive the first warning?

I did not receive any warning

Less than 1 hour

1-6 hours

7-12 hours

13-24 hours

More than 24 hours

18. From which authority did you receive warning(s)?

I did not receive any warning

Local Council

Emergency Services

Bureau of Meteorology

Police

Fire Service

I can't remember

Another weather service – please specify

Other – please specify

19. How accurate do you think that the warnings and flood information for these floods has been?

Accurate all of the time

Accurate most of the time

Accurate some of the time

Not accurate very often

Never accurate

20. Approximately how often did you access the flood warnings on this (Bureau of Meteorology Queensland) website during these floods?

- Never
- More than once an hour
- Hourly
- 2-3 times a day
- Daily
- Other - please specify

21. Did you get additional information about these floods from other web sites?

- Yes
- No

If yes - Please specify

Please note – many websites provide information about floods and flood warnings, some of this comes from the Bureau some come from other sources we are interested to find out where people are looking for information and how many different sources they are going to .

22. How often would you usually visit this (the Queensland Flood Warning Centre) website?

Do you find the information on this website “user-friendly” and easy to understand?

- Yes
- No

If yes please comment

23. Using this scale please indicate how satisfied you were with the Bureau's Flood Warning Service for these floods.

Not at all (scale) Very satisfied

- 1 2 3 4 5

Do you think that there is any other flood warning information that we could have provided you with that would help you to avoid any damage or loss during these floods

- Yes
- No

Q23 continue

If yes please explain

Section 4

This section focuses on what you think about floods and the flood risk. This helps us with our planning for public education campaigns.

24. How concerned are you about the risk of floods?

	(scale)				
	Not at all				A great deal
I think about floods	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I talk about floods	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I get information on floods	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I think a flood could pose a threat to my personal safety	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I think a flood could pose a threat to my daily activities (work, leisure etc)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

25. Have you seen any flood hazard maps for your community?

- Yes
- Not sure
- No

26. How prepared do you believe the following groups are for future floods affecting your community?

	Very prepared	Some what prepared	Not very prepared	Not prepared at all	Don't know
Your household	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State Government – Emergency Services etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commonwealth government — Emergency Management, Health, Social Security etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bureau of Meteorology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utilities service providers – including roads, electricity, telecommunications etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social welfare organizations – Red Cross, Salvation Army, Lifeline etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. As a result of these floods do you intend to

	No	Possibly	Definitely
Seek information on flood risk in your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seek information on things to do to prepare for a possible flood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Become involved with a local group to discuss how to reduce fold risk in your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase level of insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Raise the floor level of our house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please list any other actions you have undertaken as a result of these floods:

Section 5

In this section we move away from flood warnings specifically and focus on the Bureau's public weather forecasts more generally. The following questions ask about your views on their usefulness and accuracy .

28. How often do you usually listen to or read a weather forecast?

- Hourly, or several times throughout the day
- Daily
- Weekly
- Rarely
- Never (Go to question 33)

29. What Is the main reason you would listen to or read a weather forecast?

- To choose clothes for the day
- To decide whether to take rain gear with you or not
- To plan activities (sports, boating, tramping, gardening, shopping, etc.)
- Because it interests me
- For work purposes (e.g. to plan farm activities)
- Other (Please specify)

30. Would you change plans for a weather-dependant activity (hiking, sport, gardening, etc.) two days ahead because the forecast is for bad weather?

- Yes, most often
- Yes, but only sometimes
- No, never

31. Where do you normally get your weather forecasts from?

	1st perference	2nd perference	3rd perferene
Radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newspaper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recorded phone message	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website Bureau of Meteorology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website - other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neighbour, friend, relative or family member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

32. How often do you think the Bureau's weather forecasts are right ?

- All of the time
- Most of the time
- Some of the time
- Not even often
- Never

Section 6

This section focuses on the community response to flooding we are hoping to discover where people expect any assistance to come from as well as their own community's capacity to respond and avoid loss .

REMEMBER ALL INFORMATION GIVEN WILL REMAIN CONFIDENTIAL.

33. Please indicate on the scale whose responsibility you believe it is to protect us from floods

	Not at all (scale) A great deal				
Commonwealth government	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
State government	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Local council	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Individual households	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
There is no use preparing as we can't do much anyway	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

34. Which, if any, volunteer organisations are you or anyone in your household involved in?

- State Emergency Service (SES)
- Neighborhood watch
- Volunteer fire brigade
- Country Women's Association (CWA)
- Lions
- Rotary

Q 34 continue

- None
- Other(s) (Please specify)

35. Below is a list of statements on how you feel about living in your community. Please use the scale to the right to show how much each statement applies to you, or doesn't apply to you .

	Doesn't apply (scale) Applies strongly				
I feel 'at home' in this community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I am satisfied living in this community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I am a useful member of this community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I have the same values and beliefs as my neighbours	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I feel I don't 'belong' in this community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I am interested in knowing what goes on in this community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I would be happy to leave this community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I know my neighbours and/or other community members	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I have no active involvement in this community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

36. To what extent might each of the following prevent you from preparing for floods?

	Not at all (scale) A great deal				
Cost	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Skills required to prepare	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Other things to think about instead	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Need for cooperation with others	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

37. To what extent do you think that

	Not at all (scale) A great deal				
Floods are too destructive to bother preparing for	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A flood is unlikely to occur during our lifetime	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
It is unnecessary to prepare for floods as assistance will be provided by the Council and/or emergency services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A damaging flood is something that could occur in the future	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Section 7

This final sections focuses on some basic demographic information about you and your household. It allows us to test that our survey sample is representative and to some extent lets us know a bit about how various groups of people use our web based services .

PLEASE REMEMBER THAT THE INFORMATION WILL BE KEPT ANONYMOUS .

38. How long have you lived in this community?

39. How long have you lived in this current home?

40. Are you?

Male

Female

41. Which best describes the situation you are living in now ?

Family with children

Family without children

Alone

With other people, not family

Other (Please specify)

42. Are you of Aboriginal or Torres Strait Islander descent?

Yes

No

43. How old are you?

Under 20

20-30

31-40

41-50

51-60

61-70

71-80

Over 80

44. Are you?

- Employed full-time
- Employed part-time
- Self-employed full-time
- Self-employed part-time
- Not in paid employment

45. What is your highest educational qualification?

- No school qualifications
- School qualifications
- Trade certificate, professional certificate or diploma
- University undergraduate degree (e.g. university diploma or bachelor's degree) or university postgraduate degree (e.g. Master's, Ph.D.)

46. On average approximately how many hours per week would you usually spend using the internet

- Less than 2 hours a week
- About 1 hour a day (most days)
- Between 2 and 3 hours a day (most days)
- More than 20 hours a week

47. What are the main reasons you use the internet?

- Work
- To search for specific information
- Transactions (eg BillPay and banking)
- As a recreational activity - surfing the web
- Games
- Information about the weather (particularly forecasts and warnings)
- Other - please specify

----- **END OF QUESTIONNAIRE** -----

Address if posting the survey:

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