Community experiences of the January – July 2022 floods in New South Wales and Queensland

Technical report: interview coding and summary survey data

Mel Taylor[1] Fiona Miller[1] Kim Johnston[2] Anne Lane[2] Barbara Ryan[3] Rachel King[4] Harriet Narwal[1] Madeleine Miller[1] Dipika Dabas[3] and Helga Simon[1]

1. Discipline of Geography and Planning, Macquarie School of Social Sciences, Macquarie University, NSW
2. School of Advertising, Marketing, and Public Relations, Queensland University of Technology, QLD
3. School of Humanities and Communication, University of Southern Queensland, QLD
4. School of Mathematics, Physics, and Computing, University of Southern Queensland, QLD

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Australian Government

We acknowledge the traditional custodians across all the lands on which we live and work, and we pay our respects to Elders both past, present and emerging. We recognise that these lands and waters have always been places of teaching, research and learning.

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Acknowledgements

We would also like to acknowledge that this report was written on the land of the Wallumattagal Clan of the Darug Nation, and we would like to pay our respects to Elders past and present and recognise the continuity of knowledge that nurtures Country and community.

Executive summary

This report provides an overview of the methodology and top-level data gathered as part of a large mixed method post-event study of flood impacted residents of the Australian states of Queensland (QLD) and New South Wales (NSW).

This research was funded by Natural Hazards Research Australia, with the support of Queensland Fire and Emergency Services (QFES) and NSW State Emergency Service (NSW SES). The focus was on community experiences of the eastern Australia floods, January – July 2022.

This report is a supplementary report to the study's Main Report and Summary Report that are available on the Natural Hazards Research Australia project website[1].

The study design followed a post-event research approach used consistently by Australian researchers working in community-focused research, post bushfire, and comprised two phases: a qualitative interview phase, and a quantitative online survey phase.

This report includes an overview of the coding frameworks used by the QLD- and NSW-based research teams. This will allow interested stakeholders to view the structure of the current coding and, if interested, request tailored subject-based analyses, via Natural Hazards Research Australia.

This report also includes a detailed overview of the online survey and includes summary frequency tables for all numerically based questions for the whole sample, and separately for the NSW and QLD sub-samples. There is a brief commentary provided, with selected top-level observations at the start of each survey section to direct the reader. This approach, again, provides interested stakeholders an opportunity to view the full scope of the survey data.

Regarding the extensiveness of the data collected in this study, a total of 192 flood-impacted residents (92 QLD/100 NSW) were interviewed during an 11-week period (15 August 2022 to 27 October 2022) about their experiences of flooding during the January to July 2022 period. This resulted in more than 100 hours of recorded audio, which has been professionally transcribed and coded by the research team. Interviews included discussions of the lead-up to the flood/s, as well as the experience of flooding and actions taken, and the subsequent clean-up, and post flood 'recovery' period, up to 6-7 months post-flood for many residents.

The online research questionnaire was equally comprehensive in its coverage of issues, comprising 15 subject-related sections, and took approximately 30 minutes to complete. It also included multiple opportunities for open text comments. Data were collected during the period 24 November 2022 to 17 February 2023 and the survey was completed by a total of 430 flood-impacted residents. The survey contained multiple 'skips' and tiers that were only answered if relevant to the respondent. Therefore, the number of respondents within sections varies. Some sections, that relate to less common experiences, such as emergency rescue or experiences in evacuation shelters, may be less suited to quantitative analysis, but these areas are covered well in the qualitative interview data.

Both the interview and the survey data will be subject to further analysis as part of planned work, and there will be conference presentations, practitioner briefing papers, and academic manuscripts produced.

Further analyses may be requested, via Natural Hazards Research Australia, by their partners and stakeholders.

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[1] The Queensland and New South Wales 'Floods 2022' Main Report and Summary Report can be downloaded here https://www.naturalhazards.com.au/floods2022

Study overview

The 2022 eastern Australia floods

The eastern Australia floods in 2022 followed two years of above average rainfall, and nationally, the wettest month on record was recorded in November 2021. There was flooding in QLD in November and December 2021. Ex-Tropical Cyclone Seth brought further rainfall in late December and early January causing flooding in southeast QLD and the Mary River. Soils were saturated.

Southeast QLD experienced extreme multi-day rainfall and significant flooding from 22 February to 7 March 2022. Flooding impacted 23 of QLD's 77 Local Government Areas (LGAs). Areas impacted by flooding included the Wide Bay and Burnett district to the north, Darling Downs and Granite Belt to the west, and the southeast coast districts. In QLD the Bureau of Meteorology (BOM) issued more than 500 warnings, and the highest recorded weekly rainfall total was 1344mm in Upper Springbrook, inland from Burleigh Heads, near the QLD-NSW border. Although many towns were affected, the towns of Gympie and Maryborough, and Brisbane suburbs from Ipswich to Logan and to the north and west of Brisbane, and the Sunshine Coast were particularly impacted.

The multi-day rainfall extended from QLD into NSW, flooding eastern NSW with more than 1 metre of rainfall. The Northern Rivers area in the northeast of NSW was seriously impacted with river heights on the Wilsons River in Lismore peaking at 2 metres above previous records on 28 February 2022. Major flood levels were reached on the Richmond River at Coraki and Woodburn on 28 February, and on the Hawkesbury-Nepean River to the west and north of Sydney during the period 8-9th March. Further flooding occurred in other areas including the Clarence, Lower Hunter, and Wollombi creek catchments. Disaster declarations were made in 61 LGAs.

Further rain fell in late March, impacting Toowoomba and Dalby in QLD, and Byron and Ballina in NSW – as well as other areas that had been flooded earlier in the month. This second flood, although not as severe, was a major set-back to communities still clearing up from the first flood, in places like Woodford, Coraki, and Lismore. Further damage was also done to eroded riverbanks, landslips, undercut roads, and other already damaged infrastructure.

Further heavy rain occurred in NSW in late June, leading to further – and higher flood levels – in early July, with impacts in the Greater Sydney – Woronora area, Camden, Illawarra. Central coast and Hunter. At Windsor, the Hawkesbury River peaked nearly a metre higher in the July flood compared to March, and flooding in the Bulga and Wollombi areas also exceeded the March levels. Disaster declarations were made in 37 LGAs in the July 2022 floods.

Research design

The study design followed an approach used by researchers working in natural hazards research with the Bushfire CRC, the Bushfire and Natural Hazards CRC, and now Natural Hazards Research Australia. This post-event study approach was first used following the 2009 Victorian bushfires and has been used following nine further significant natural hazard events since (eight bushfires, and one flood event – the 2017 NSW Northern Rivers floods).[2] Outcomes from these studies have been used by specific agencies, published in academic literature, and submitted to post-event inquiries and Royal Commissions, and have led to numerous changes in policy and practice.

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[2] https://www.naturalhazards.com.au/sites/default/files/2022-07/Floods%202022_methodology.pdf

The study comprised two phases: a qualitative interview phase, and a quantitative online survey phase. The research team included researchers from Macquarie University (MQU), University of Southern Queensland (USQ), and Queensland University of Technology (QUT). Ethics approval for the study was approved by Macquarie University Human Research Ethics Committee (HREC), Ref: 11902, with appropriate reciprocal approval by USQ and QUT HRECs.

Interview phase

Methodology

As noted, the approach to interviews has been used in many post-bushfire and post-flood social research projects. The research interview methodology was developed to be sensitive to participants' trauma, enabling them to discuss their experiences in a supported environment. The research team was trained in the interview process and in recognising and responding to participant reactions, as well as their own self-care. Although occasionally upsetting, the overall interview process is designed to be a positive experience for participants enabling them to speak openly and raise their concerns in a safe environment, whilst also knowing that their voice will be heard by decision makers and their experiences will be used to inform future approaches to improve safety and support other people similarly impacted by floods. The interviews are participant-led and allow residents to *'share their story'* with limited interruption, followed by gentle interviewer prompts to ensure coverage of a range of relevant issues from the study interview guide (see Appendix 1).

The study was advertised through a range of channels, and with the support of a range of stakeholders in flood affected LGAs or those working with disaster impacted communities. This included advertising on social media, online stakeholder newsletters, hard copy invitations, flyers, and some targeted letter box drops, posters on community noticeboards and in community hubs, a stall at a community market (in Maryborough), and introductions via community leaders and other interview participants. All interview participants were self-selected and did not receive a monetary compensation for their participation. An online registration survey was hosted on the Natural Hazards Research Australia project webpage[3], and most recruitment material encouraged potential participants to register for the study via this survey.

The registration survey questionnaire asked a short set of questions about the type of contribution the potential participants wanted to make (interview, survey, or both), the location in which they experienced the flood, whether they were impacted by flooding more than once in 2022, their status as a homeowner or renter, their gender and age, and whether they were an SES volunteer or salaried staff member. In addition, they were asked to indicate the degree of impact from the flood/s and were provided with space for further open comment. They were also asked about availability (if they selected interest in being interviewed) and were asked to provide contact details.

Data collection

A deliberative approach was taken to recruit participants across a range of flood affected locations in QLD and NSW using the study registration survey and location-based field work. Interviews were conducted using a mix of virtual (videocalls and phone) and in-person methods. Interview participants were drawn from many areas including suburbs of Brisbane, Maryborough, Gympie, and the Southern Downs region in QLD, and the Northern Rivers, Hawkesbury, Hunter and Central Coast areas, and suburbs to the south and west of Sydney in NSW. A map showing the locations covered in the interview data are presented in the main report.

For practical reasons, i.e., efficiency and travel, the interviewing phase of the study was divided up geographically between the three university teams.

In QLD, in the first phase of interviewing the USQ team (BR, DD) focussed on areas to the west of Brisbane and in the Southern Downs area, e.g., Warwick, Toowoomba, Dalby, Grantham, and the QUT team (KJ, AL) focussed on Brisbane suburbs, including Ipswich and Logan. Geographic proximity enabled the teams to complete a mix of in-person and virtual interviews but meant that the two groups interviewed residents with quite different

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[3] https://www.naturalhazards.com.au/floods2022

flood experiences and in different urban vs regional/rural areas. In the second phase of the interviewing, the two QLD-based teams conducted fieldwork; with the USQ team working in the Maryborough area, and the QUT team working in the Gympie area. Throughout the interview phase virtual interviews were conducted with QLD-based residents who registered for the project via the registration survey from any areas in QLD that were flooded in the period Jan-July 2022.

In NSW, in the first phase of interviewing the MQ team (MT, KM, HN, MM, HS, PB, HT) conducted virtual interviews with NSW-based residents who registered for the project via the registration survey, across all NSW locations. In the second phase of interviewing, in September, the MQ team (MT, FM, MM, HS, HN) conducted fieldwork across the Northern Rivers area, from Woodburn and Coraki in the south, to Tumbulgum in the north.

Interview participants received no monetary compensation for their time or contribution to the study.

Data overview

A total of 194 flood-impacted residents (94 QLD/100 NSW) were interviewed during an 11-week period (15 August 2022 to 27 October 2022). Most interviews were between 30 – 60 minutes.

Following an opening discussion about the study, answering any questions from participants, and formally registering consent (verbal or written), most interviews followed a chronological path – with some initial context setting from residents about the location, their home and household, and their situation, followed by a story of how the flood unfolded and the aftermath. Typically, this would be followed by a mix of researcher-led questions and further expansion by the resident, and most interviews ended with a question about what they had learned – either about themselves that helped them get through the experience, or things that might be helpful to others who find themselves in a similar situation.

All interviews were audio recorded, professionally transcribed, and thematically coded by the researchers using NVivo software Version 20. Interview transcripts are currently identifiable whilst the initial stages of analysis are being completed. However, in any subsequent reporting of data, e.g., quotes, only de-identified content will be included, e.g., names, most locations, and any combinations of identifying information or descriptions that might compromise resident confidentiality will be removed. Once this analysis phase is completed transcripts will be de-identified for storage and potential re-use, subject to HREC approval and other data management controls.

Coding approach

A coordinated, but independent approach was taken to analysing the NSW and QLD sets of interviews. A mix of deductive (pre-set, top-down) and inductive (data-driven, bottom-up) approaches were used.

A brief overview of the coding process

For those unfamiliar with the analysis of qualitative data, coding is an immersive and iterative process in which data, i.e., here, the interview transcripts, are broken down and categorised. Coding is a data reduction technique used to identify underlying themes and structures in qualitative data. It provides a condensed description of the original data, which makes it easier to conceptualise and describe, but it also loses a lot of its detail. In the presentation of coding analysis, quotes are usually provided alongside the themes and sub-themes to provided data richness and help convey the scope and meaning underlying the themes.

There are many coding approaches that can be used, and theoretical standpoints taken, but the process of coding in a software package like NVivo essentially involves highlighting pieces of text and assigning them to codes. The codes may be predetermined as part of a deductive process, with codes assigned to an existing coding frame, or be developed as they emerge as part of a bottom-up, or grounded, process. As mentioned above, in this study we used a hybrid approach.

Coding typically involves the creation of different levels of codes that are nested. For example, comments about a property's floor height and the probability of flooding ('1 In 100') and comments about different changes made to a property to make it more resilient to flooding are both quite independent subjects on their own but could be subsumed into a higher-level category (or theme) of 'flood awareness', e.g., as part of a broad indicator of residents' engagement in flood risk. In this example, 'Flood awareness' might be a theme, with 'floor height' and 'flood probability' comments sitting together under a 'flood knowledge' sub-theme, and comments about different types of changes made to a property clustered under an 'adaptations' sub-theme, which sits under the 'flood awareness' theme (as shown in Figure 1., below).

Figure 1. Representation of coding to form themes and sub-themes.
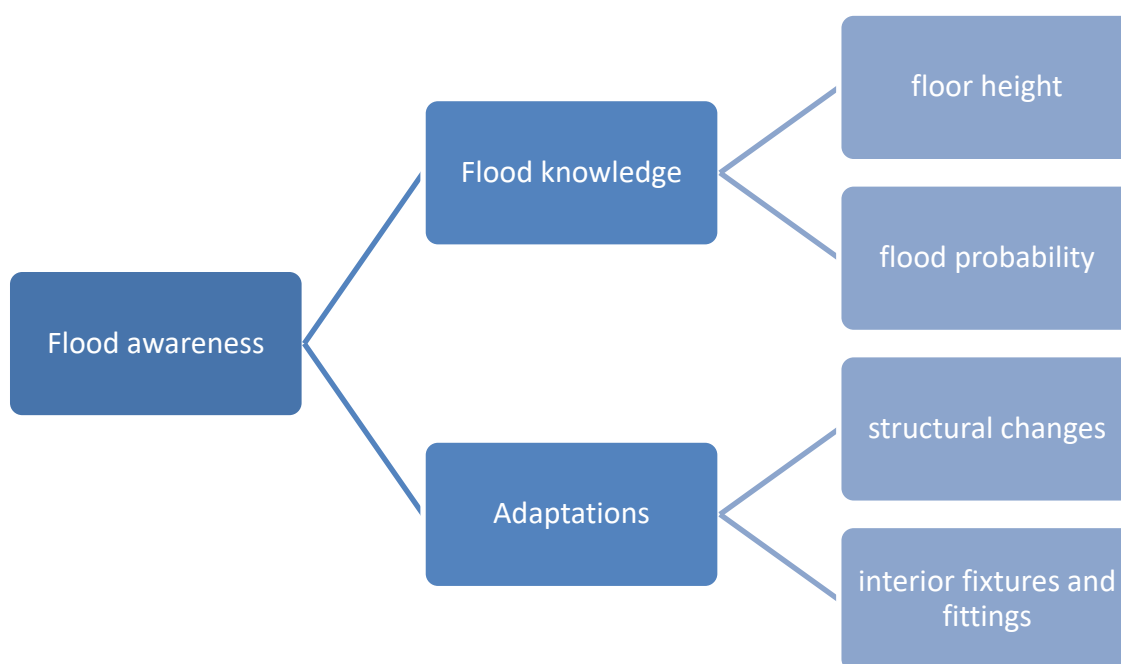
The process of coding is iterative. As coding progresses and content is re-read, the codes may be moved around and combined under different themes, new codes and themes may emerge and some may be combined. Excerpts of text can also be coded to more than one code or theme. For example, the following quote *'The firies did a great job hosing out our place, we couldn't have got back on our feet as quickly if we didn't have their help'* could be coded into a general theme about 'clean-up', a theme about 'help and support', and a theme about 'actions of emergency services'. The coding of a quote like this into two or more categories helps to make it discoverable when analysing and writing up the data.

Coding is a subjective process. There is no single right or wrong structure, and no two people are likely to code in the same way or give codes the same names. In academic reporting the 'reliability' of coding is sometimes assessed by having a second coder code a proportion of the data (typically 10%) to gauge the extent of agreement between coders (termed intercoder reliability). However, this can be is a controversial approach in qualitative research as it is accepted there is no single objective truth in the data and coding is always influenced by the reflexivity of the researcher and the framing of the analysis, e.g., a psychologist may be

interested in content that relates to emotional responses or decision-making, a geographer may be interested in content that relates to the location and connection with the landscape. In this way, the same set of data may be coded and analysed in more than one way.

In the process of coding, researchers develop a codebook, this is simply the listing and layout of the names of codes and the structure of the coding framework. In this study, before interviews commenced the team discussed a draft coding frame, based around the interview guide (see Appendix 1) and the chronology of a flood event. The latter provided an intuitive and stable framework for main coding structure.

During the first two weeks of the interview period the team met daily (virtually) to discuss the interviews that had taken place. This enabled the combined team to gain an early shared view of the content of interviews and appreciate differences that were emerging between the data in the two states and, more significantly the differences in experiences between residents in urban, regional, and rural areas and those experiencing different types of floods and impacts, e.g., faster/slower, deeper/shallower floods, landslips and isolation, 'unprecedented' vs 'worse than usual' flood experiences. During this period the common codebook was refined and expanded, collectively.

Subsequently, the researchers at the three universities (MQ, USQ, and QUT) worked on coding independently; developing and extending their coding frames using an inductive approach, so that their final codebook represented the various nuances in the content of their data. Coding was fully completed by the end of January 2023.

Common coding frame

As the three university teams were able to determine their own coding structures there are differences between their resulting codebooks. However, the table below broadly covers the contents of the three codebooks used to categorise the qualitative data in this study. The table provides a rough guide and indication of the contents of the interviews with residents.

Table 1. List of guiding content categories and example content areas coded across the study.

Categories	Example content areas
Pre-flood	Prior exposure and attitudes to flooding. Risk perception – cost-benefits of risk choices. Flood literacy – understanding terminology, contributing factors. Awareness of flood risks and flooding in the area. Risk knowledge – what, how, who. Preparedness.
Early stages	Forecasts. Monitoring and awareness. Warnings and information – sources and information sharing. Reactions/responses to warnings. Local/community-based information. Flood observations, gauges, cameras. Social media usage. Disaster dashboards. Lack of warnings. Protective actions / preparations. Vehicles – saving them, driving in floodwater. Comparisons -own experiences and others.

	Time.
During flood	Warnings and information.
	Situation assessment, cues, attitudes at the time.
	Decision-making – staying, leaving - rationale.
	Evacuation – self-evacuation, assisted evacuation, emergency evacuation and rescue.
	Community actions, community responders.
	Destinations – evacuation centres, friends, strangers.
	Complicating factors – power and connectivity, household composition, situation/context, not home, transport.
	Communication – who with, how, why, sources and channels. Separation.
	Emergency services and contact with official sources.
	Help received and help given.
Post-flood – early days. first weeks.	Returning – taking stock, evidence gathering.
	Damage and losses, water impacts, delays.
	Clean-up/Strip out/Disposal – possessions.
	Good and bad experiences – looting, lack of control/say.
	Volunteers/helpers – mud army, Army, other helpers.
	Temporary accommodation – experiences.
	Sightseers, scavengers.
Post-flood – longer term. Recovery	Help and support – financial, practical, mental health.
	Help and support – processes – eligibility, bureaucracy.
	Help and support - community – support, hubs, activities, and organisation.
	Insurance – claims, assessment.
	No insurance – actions and help.
	Trades, re-building, scarcity.
	Local groups, charities.
Reflections, observations, and learnings	Reflections on what was learned or what to do differently or better.
	Reflections on official decisions and actions Reflections on Infrastructure, drainage – sensemaking and blame.
	Reflections on own views - self-reliance, trust.
	Reflections on processes - exploitation – waste, fraud.
	The future – plans, constraints, buybacks.
	Flood resilient homes, adaptations.
	The next flood.
Demographics	Elderly. Children.
	Considerations and limitations – living alone, strength and mobility, special needs, limited ability, dependents.
Special issues	Climate change, environment, living with rivers.
	COVID.
	Animals – decision making, preparedness, management during and after flood, death and trauma, other issues.
	Businesses – home business, farming – different issues.
Overarching aspects	Good quotes – well articulated, important areas
	The flood/s – source of the water, type of flooding, landslides, and isolation.
	Expectations – at the time and subsequently.
	Sentiment - Positives and negatives.
	Emotional responses – frustration, trauma, PTSD, anger, loss of hope, feeling forgotten, helpless, anxious, overwhelmed, etc.
	Politics, media.

Stakeholder-specific mentions	NSW SES/QFES. Emergency services. Local Government.
	Other formal stakeholder organisations – Resilience, Recovery, NEMA, Centrelink, Service NSW, QRA, NRRC.
	Telcos/utilities, NGOs, named organisations – Lifeline, Red Cross.

The NSW codebook has been included in Appendix 2. This shows the full coding structure that was used. It shows the number of residents/interviewees who mentioned each coded subject area, where a code was assigned to it, and it includes the overall number of codes assigned within each subject area.

The information provided in the Table and in the NSW codebook provide Natural Hazards Research Australia stakeholders and other interested parties with an indication of areas that could be the subject of further analysis. Further analysis based on text search, e.g., specific terms, words, or sets of words, is also possible.

Survey phase

Methodology

The quantitative component of the study involved the development of a research questionnaire that was administered to respondents online.

Survey development

The online survey was informed by the interviews and was developed by the research team after the interview phase was completed. The development was assisted by the QFES and NSW SES research end-users, with further input from Resilience NSW and the Australian Red Cross.

The survey included a mix of questions used in prior post-event research, notably the 2019/20 NSW bushfires[4] and the 2017 NSW Northern Rivers floods[5]. Some questions were also shared by the research team at the University of Melbourne running the current Bushfire Recovery Victoria Community Outcomes Study[6]. The (re)use of these questions allows for future data comparisons. The survey also contained bespoke questions designed to address the 2022 flood context, such as questions around the clean-up process, the liveability of homes, plans for the future, and a set of questions gauging community interest in emergency management training; an area raised as a recommendation in the NSW Independent Flood Inquiry Report.

Survey structure

The survey questionnaire covered a broad range of areas and was divided into 15 content sections. Content covered prior flood exposure, impacts and losses related to the 2022 flood/s, information and warnings before and during the flood, actions taken during the floods, rescue, clean-up, current living conditions and future plans, support received, community actions, and health and well-being. The survey contained 'skips' to move past sections that were not applicable to some respondents, based on their responses. Each section contained space for open comments. The survey schematic is shown in Figure 2.

The survey was developed using Qualtrics XM software.

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[4] https://www.bnhcrc.com.au/research/resilience-hazards/7090

[5] https://www.bnhcrc.com.au/publications/biblio/bnh-5200

[6] https://mspgh.unimelb.edu.au/centres-institutes/centre-for-health-equity/research-group/beyond-disasters/projects/democracy-and-community-engagement/community-recovery-project

Figure 2. Survey schematic, showing the survey content sections and flow.
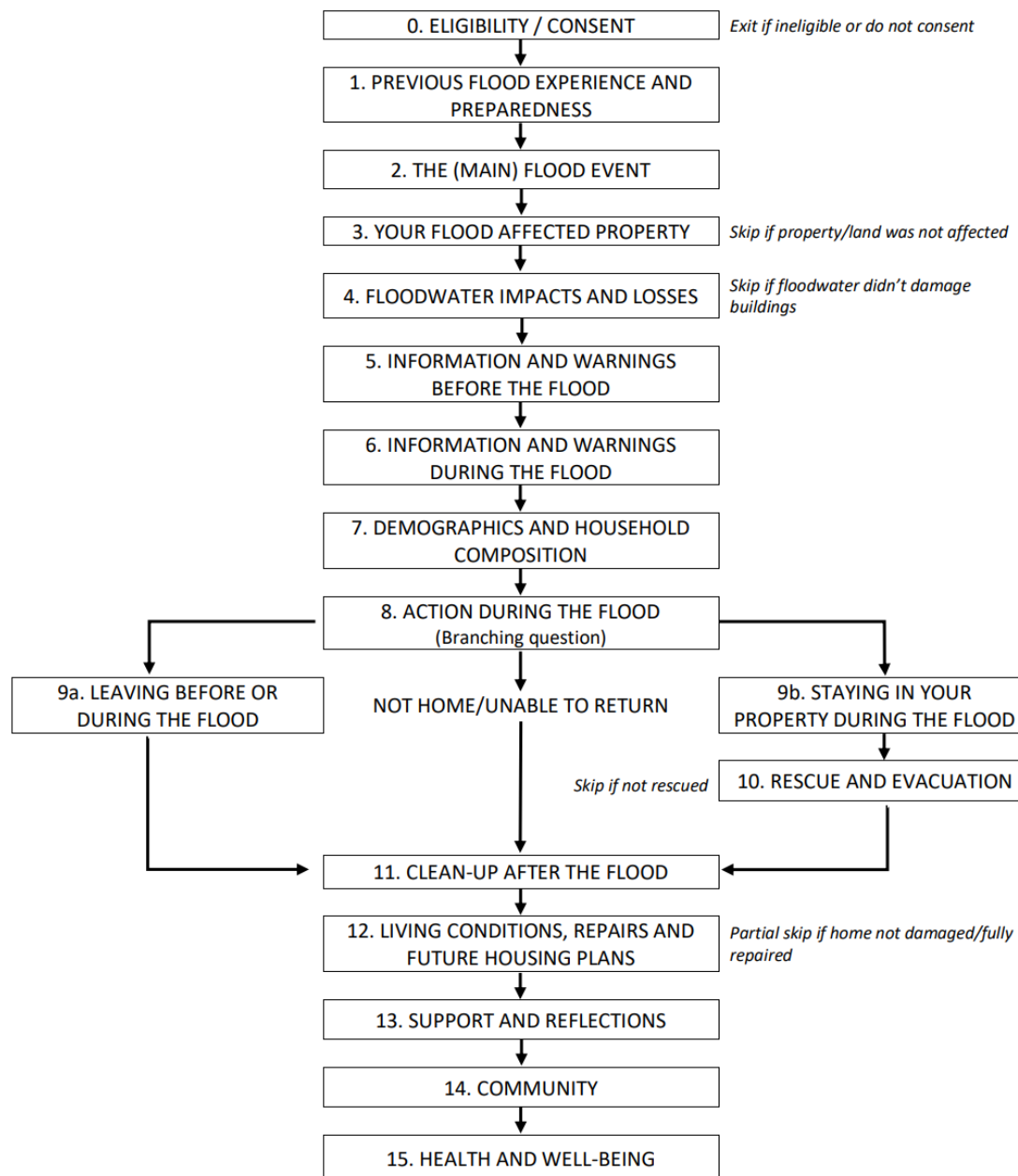
Data collection

The online link to the survey was open from 24 November 2022 to 17 February 2023 and was advertised using the same routes as the interviews - via social media, the project website page, as well as via interview participants and local contacts made during interview fieldwork. Some residents registered for the survey via the registration survey, initially, and they were sent a direct link via email.

Due to a combination of possible factors, including time since flood/s and time of year, survey uptake was slower than expected in December. Following a two week 'rest period' over the Christmas/New Year holiday period where no active attempts were made to promote the survey, further advertising via Facebook adverts and requests to local councils, NSW SES, and other official stakeholders to help advertise the survey were rolled out in early January. After an initial surge of responses uptake slowed again and the decision was taken

to include phone recruiting to targeted flood-impacted locations. A market research company, Taverner, was engaged to telephone residents in a list of target locations. When calls were answered a phone script was used to inform the resident about the research and to ask a short set of questions to confirm eligibility. If the resident was eligible and interested in the research, they were asked to provide an email address and the survey link was sent to them with a request to complete the survey.

No survey participants received monetary compensation for their time or contribution to the study. A map showing the locations covered in the survey data are presented in the main report.

Data analysis

The survey link was closed on 17 February 2023 and data were downloaded. SPSS Version 29 was used for data cleaning and the analysis included in this report.

To be eligible to complete the survey respondents needed to have experienced flood/s in the period January – July 2022, have experienced the flooding in NSW or QLD, be 18 years of age or older, and consent to take part in the survey. The first four questions in the opening 'Consent' section of the survey collected this information. If potential respondents did not meet the eligibility criteria at any of these question points, they were disqualified from the survey – with an appropriate thank you message.

A total of 531 people responded to the first eligibility question in the survey about the timing of the flood/s they experienced. From this point a further 54 did not qualify for the study (N=477). The first question in the survey asked about how many floods were experienced in 2022. A total of 430 people responded to this question and there were 47 missing records, with no responses, so the total sample size recorded for this survey is N= 430.

As shown in the survey schematic, the survey questionnaire contained multiple 'skips' and tiers that were only answered if relevant to the respondent. Therefore, the number of respondents within sections varies throughout the survey. Also, because the survey was detailed and comprehensive in coverage it took quite a long time to complete (estimated at around 30 minutes, but possibly longer if many open text comments were added), therefore there was some attrition across the survey. The final section of the survey, the section on health and wellbeing, was a universal section relevant to all respondents. Between 362-369 respondents answered questions in this section, therefore the overall attrition is estimated that around 15.8% (worst case) across the survey. Approximately half of this attrition (30/68) occurred by the end of the second section of questions early in the survey.

Frequency tables for all numerical questions in the survey are presented in this report. These data are presented for the full sample, and separately for the NSW and QLD sub-samples, with the total number of respondents in each group included. Some sections, that relate to less common experiences, such as emergency rescue or experiences in evacuation shelters contain small numbers of respondents, this is evident in the data tables, but a note to this effect is also included next to the table caption.

Some questions contained a 'Not/Applicable' response option. In most cases, the N/A option is provided for those people for whom the question or the specific response option, may not apply to them e.g., rating the support received from an official response organisation that they didn't use. For questions such as these the N/A responses have been excluded from the frequency tables and the calculation of percentages. A note 'N/A' is included for questions where this has occurred.

Some questions are 'multiple response' questions, where a respondent can endorse several responses, e.g., a list of preparedness actions where the respondent clicks only those options they have completed. In these questions, the percent calculations are based on the proportion within the sample/sub-sample who selected each response out of the total number of people in the sample/sub-sample who responded to the question. These questions are noted with 'MR'.

Sample characteristics

A total of 430 flood-impacted residents participated in the survey. Just over two-third of respondents 67.4% (n=290) experienced the flood/s in NSW and 32.6% (n=140) experienced the flood/s in QLD. In this study the total sample (n=430) provides an estimated margin of error of 4.8% at the 95% confidence level, and samples within each state have a margin of error of 5.8% for NSW and 8.3% for QLD.

The main demographics questions in the survey were in a mid-section of the survey in Section 7 and were answered by 386 respondents. Of these, 61.1% were female, 38.3% were male, and 0.5% identified as non-binary. The age profile of the sample is shown in Figure 3.

Figure 3. Age profile of the sample (Total=386, NSW= 260, QLD = 126)
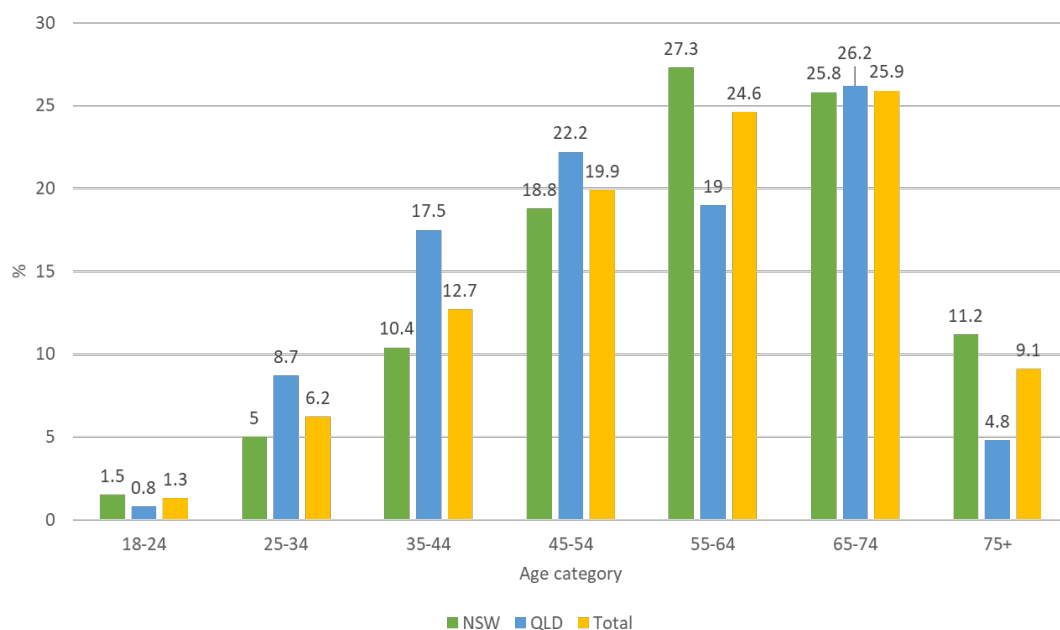
From Figure 3 it can be seen that there is a skew in the age data, towards the older age groups, with an underrepresentation of younger people. This profile is unsurprising and may be explained by several factors, such as time available to complete surveys (e.g., due to full time employment, young families). There may be further explanations based on demographic representation in some of the flood prone locations and/or in home ownership and the extent of financial losses that may be impacting a slightly older demographic more acutely. These effects will be investigated in due course. An over-representation of women is, again, not surprising. In many other research contexts, e.g., health research, it is not unusual for female household members to report on behalf of the household. The overrepresentation of NSW respondents is possibly due to the more widespread flooding across regions like the Northern Rivers and/or possibly due to greater population density overall in flood impacted locations, and possibly greater motivation to respond.

The following section comprises a set of data tables summarising responses to the numeric survey questions. This portion of report is ordered section by section to correspond with the survey schematic presented earlier. Limited commentary is provided at the start of each section, outlining the contents and a few top-level findings.

The Main Report includes some simple bivariate statistical tests, i.e., Chi Square tests of associations, for a limited set of variables, e.g., age, gender, previous flood exposure, time available to take action before the flood.

Survey data

1. Previous flood experience and preparedness

Section 1 comprised seven questions and focussed on previous flood experience, awareness of flood hazards and prior modifications made to houses to make them more flood resilient. Overall, residents had lived in their homes for around 15-16 years on average and more than two-thirds experienced more than one flood in 2022. Those in QLD were more likely to have experienced only one flood in 2022. Around 60% had experienced floods in the same property in the past. Overall, as a group they were generally aware of the likelihood of flooding in the local area but less aware of the likelihood, pre-2022, of their property being flooded, with just over 50% thinking that it would have been somewhat/extremely unlikely.

In terms of awareness of local flood related risks, respondents seemed to be least aware of the risks of landslides, with much greater awareness of other potential flood risks. Where modifications had been in place to increase flood resilience before the 2022 floods, these were mostly through houses being raised, tiled/cement floors, and raised plug sockets.

Table 1.1. How many floods did you experience in 2022?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
1	95	32.8	82	58.6	177	41.2
2	139	47.9	44	31.4	183	42.6
more than 2	56	19.3	14	10.0	70	16.3
Total	290	100.0	140	100.0	430	100.0

Table 1.2. Prior to 2022, how likely did you think it was that flooding would occur in your local area?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Extremely unlikely	28	9.8	7	5.0	35	8.2
Somewhat unlikely	34	11.9	19	13.6	53	12.4
Neither likely nor unlikely	18	6.3	6	4.3	24	5.6
Somewhat likely	103	36.0	53	37.9	156	36.6
Extremely likely	103	36.0	55	39.3	158	37.1
Total	286	100.0	140	100.0	426	100.0

Table 1.3. Prior to 2022, how likely did you think it was that flooding would affect your property?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Extremely unlikely	78	27.8	32	24.2	110	26.6
Somewhat unlikely	64	22.8	37	28.0	101	24.5
Neither likely nor unlikely	32	11.4	11	8.3	43	10.4
Somewhat likely	68	24.2	35	26.5	103	24.9
Extremely likely	39	13.9	17	12.9	56	13.6
Total	281	100.0	132	100.0	413	100.0

Table 1.4. Have you experienced floods previously at this same property/location? (MR)[7]

	New South Wales (N = 290)		Queensland (N = 140)		Total (N = 430)	
	N	%	N	%	N	%
No	106	36.6	54	38.6	160	37.2
Yes, last year (in 2021)	59	20.3	19	13.6	78	18.1
Yes, in the period 2015-2020	131	45.2	34	24.3	165	38.4
Yes, prior to 2015	61	21.0	51	36.4	112	26.0

Table 1.5. How many years have you been at this property?

	New South Wales (N = 290)	Queensland (N = 140)	Total (N = 430)
	%	%	%
Mean (years)	15.9	15.4	15.7

Table 1.6. Prior to 2022, how aware were you of the potential for these other hazards and issues associated with flooding in your area? (N/A)[8]

		New South Wales		Queensland		Total	
		N	%	N	%	N	%
Landslips/landslides	Not at all	83	32.8	52	46.4	135	37.0
	A little	33	13.0	15	13.4	48	13.2
	Somewhat	54	21.3	25	22.3	79	21.6
	Very	35	13.8	10	8.9	45	12.3
	Extremely	48	19.0	10	8.9	58	15.9
	Total	253	100.0	112	100.0	365	100.0
Isolation/being 'cut off' (due to damage to roads/bridges, access issues)	Not at all	31	10.9	15	11.2	46	11.0
	A little	31	10.9	10	7.5	41	9.8
	Somewhat	47	16.5	26	19.4	73	17.5
	Very	67	23.6	32	23.9	99	23.7
	Extremely	108	38.0	51	38.1	159	38.0
	Total	284	100.0	134	100.0	418	100.0
Flash flooding (fast/sudden rises in water levels)	Not at all	32	11.5	8	5.8	40	9.6
	A little	29	10.4	20	14.6	49	11.8
	Somewhat	67	24.0	34	24.8	101	24.3
	Very	67	24.0	29	21.2	96	23.1
	Extremely	84	30.1	46	33.6	130	31.3
	Total	279	100.0	137	100.0	416	100.0
Extended periods of flooding/flood risk (slow moving floods, water receding slowly)	Not at all	45	16.2	17	12.5	62	15.0
	A little	34	12.3	20	14.7	54	13.1
	Somewhat	66	23.8	34	25.0	100	24.2
	Very	58	20.9	29	21.3	87	21.1
	Extremely	74	26.7	36	26.5	110	26.6
	Total	277	100.0	136	100.0	413	100.0
Loss of essential services (power, water, phone/internet	Not at all	35	12.4	14	10.3	49	11.7
	A little	32	11.3	20	14.7	52	12.4
	Somewhat	58	20.6	30	22.1	88	21.1

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[7] MR = multiple response question. Respondents could provide more than one response, Response selection %s are calculated as a proportion of the number of people in each group who responded to the question – so the % will add up to more than 100.
[8] N/A = a not applicable option was available in this question, and these have been removed from the % calculations. The total number of respondents will be smaller – depending on how many people selected N/A in each part of the question.

Very	60	21.3	30	22.1	90	21.5
Extremely	97	34.4	42	30.9	139	33.3
Total	282	100.0	136	100.0	418	100.0

Table 1.7. What structural measures or modifications were in place at your home/property to reduce the impacts of flooding? (MR)

	New South Wales (N = 211)		Queensland (N = 98)		Total (N = 309)	
	N	%	N	%	N	%
Tiled or cement floors (instead of carpet)	79	27.3	38	27.3	117	27.3
House or building had been raised	85	29.4	32	23.0	117	27.3
Raised power points	61	21.1	12	8.6	73	17.1
Raised air-conditioning unit/s	47	16.3	24	17.3	71	16.6
Construction of a mezzanine or upper level to use for storage or shelter during floods	33	11.4	8	5.8	41	9.6
Water-resistant building materials on lower levels	57	19.7	17	12.2	74	17.3
Removable walls, cladding, or shelving	15	5.2	3	2.2	18	4.2
Removable fencing	9	3.1	2	1.4	11	2.6
Escape ladder fitted into roof cavity/onto roof	11	3.8	4	2.9	15	3.5
Roof modified to enable escape/exit from roof cavity	8	2.8	1	0.7	9	2.1
Other	69	23.9	32	23.0	101	23.6

2. The (main) flood event

In Section 2 respondents were asked for details about the flood event they experienced in the Jan-Jul 2022 period. Those who experienced more than one flood were asked to choose just one to respond about at this point. There were asked 10 questions in this section, the first two were about where they were located – the suburb and postcode. At the end of the section, they were asked an open question about why they chose the specific flood to answer the questions about (if they were flooded more than once) and they were given an opportunity to write comments. These questions have not been analysed yet and are not included here.

Most respondents were flooded in February and around a quarter had less than 2 hours to take action after becoming aware of the flood. More than half the NSW respondents did not have flood insurance cover for their house, compared to around a quarter of the QLD respondents. Although many respondents felt they had done everything they could to prepare (34% in NSW, 23% in QLD), a lack of time, ability or knowledge about what to do hampered others in their ability to prepare.

The last two questions asked about actions people took prior to the flooding, and other general emergency preparedness measures they had in place. Charging devices, moving possessions, equipment and cars and stocking up on food and medications were the actions that a greater proportion of respondents had done (55% - 79% overall). A relatively small percent (8%) had placed sandbags over drains or in toilet bowls, and generally sandbagging, moving waste containers, turning off utilities, and getting supplies for babies and infants were actions people were least likely to have taken. Compared to NSW respondents, the QLD respondents appeared less likely to have taken action to move pumps from dams or to have moved livestock.

Table 2.5. In what month did this flood begin?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
December 2021	3	1.1	1	.7	4	1.0
January 2022	20	7.2	23	17.2	43	10.4
February 2022	157	56.3	88	65.7	245	59.3
March 2022	48	17.2	11	8.2	59	14.3
April 2022	3	1.1	5	3.7	8	1.9
June 2022	3	1.1	0	.0	3	.7
July 2022	39	14.0	1	.7	40	9.7
Other	6	2.2	5	3.7	11	2.7
Total	279	100.0	134	100.0	413	100.0

Table 2.6. After becoming aware that the flood may impact you/your area, how much time did you have to take action?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Less than an hour	38	13.7	22	16.5	60	14.6
1-2 hours	30	10.8	9	6.8	39	9.5
2 -6 hours	43	15.5	19	14.3	62	15.1
6-12 hours	29	10.4	13	9.8	42	10.2
12-24 hours	38	13.7	18	13.5	56	13.6
1–2 days	44	15.8	13	9.8	57	13.9
2–7 days	19	6.8	8	6.0	27	6.6
More than a week	3	1.1	4	3.0	7	1.7

	N	%	N	%	N	%
Don't know / Don't remember	7	2.5	8	6.0	15	3.6
Other	27	9.7	19	14.3	46	11.2
Total	278	100.0	133	100.0	411	100.0

Table 2.7. At the time of the flood what types and level of insurance coverage did you have? (N/A)

		New South Wales		Queensland		Total	
		N	%	N	%	N	%
House/building	Insured - flood included	123	46.6	92	76.7	215	56.0
	Insured - flood excluded	89	33.7	13	10.8	102	26.6
	Not insured	52	19.7	15	12.5	67	17.4
	Total	264	100.0	120	100.0	384	100.0
Contents	Insured - flood included	107	42.0	90	75.0	197	52.5
	Insured - flood excluded	77	30.2	13	10.8	90	24.0
	Not insured	71	27.8	17	14.2	88	23.5
	Total	255	100.0	120	100.0	375	100.0
Vehicles	Insured - flood included	154	62.9	73	72.3	227	65.6
	Insured - flood excluded	57	23.3	13	12.9	70	20.2
	Not insured	34	13.9	15	14.9	49	14.2
	Total	245	100.0	101	100.0	346	100.0
Farm	Insured - flood included	9	15.5	2	10.5	11	14.3
	Insured - flood excluded	18	31.0	10	52.6	28	36.4
	Not insured	31	53.4	7	36.8	38	49.4
	Total	58	100.0	19	100.0	77	100.0
Business interruption	Insured - flood included	6	9.2	4	16.7	10	11.2
	Insured - flood excluded	17	26.2	7	29.2	24	27.0
	Not insured	42	64.6	13	54.2	55	61.8
	Total	65	100.0	24	100.0	89	100.0
Other	Insured - flood included	4	18.2	2	18.2	6	18.2
	Insured - flood excluded	6	27.3	3	27.3	9	27.3
	Not insured	12	54.5	6	54.5	18	54.5
	Total	22	100.0	11	100.0	33	100.0

Table 2.4. At the time the flood happened, which of the following best describes your feelings about your level of preparedness?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
I had done everything I could do to prepare	96	34.4	31	23.1	127	30.8
I had done a lot to prepare	53	19.0	21	15.7	74	17.9
I had made some preparations, but there was more I could have done	78	28.0	48	35.8	126	30.5
I had done little to prepare	25	9.0	18	13.4	43	10.4
I had done nothing to prepare	27	9.7	16	11.9	43	10.4
Total	279	100.0	134	100.0	413	100.0

Table 2.5. Why weren't you able to be fully prepared? (MR)

	New South Wales (N = 181)		Queensland (N = 100)		Total (N = 281)	
	N	%	N	%	N	%
Not enough time	82	45.3	42	42.0	124	44.1
Didn't know what to do	35	19.3	19	19.0	54	19.2
Wasn't able to get back to the property	18	9.9	17	17.0	35	12.5
Wasn't physically able to do what was needed (e.g., injury, unable to lift things)	34	18.8	20	20.0	54	19.2
Wasn't mentally or emotionally able to do what was needed (e.g., couldn't think/focus, anxious, upset)	20	11.0	18	18.0	38	13.5
Needed to look after or help other people (e.g., children, elderly, neighbours)	23	12.7	18	18.0	41	14.6
Needed to attend to animals (e.g., contain, find, or relocate them)	14	7.7	11	11.0	25	8.9
Other reason/s	64	35.4	38	38.0	102	36.3

Table 2.6. At the time of the flood, did you have access to a private vehicle (owned by you or someone else)?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes, more than one car/vehicle	165	59.8	86	64.7	251	61.4
Yes, one car/vehicle	70	25.4	40	30.1	110	26.9
No	41	14.9	7	5.3	48	11.7
Total	276	100.0	133	100.0	409	100.0

Table 2.7. Which of the following actions had you undertaken prior to the flooding? (N/A)

[*Note: % shown in table are the % who took the action shown as a proportion of those who answered the question (with the N/As removed) i.e., presumably only those people with livestock answered the question about moving livestock. In the full sample that was 79 people (total not shown in table) and 39 of those people (49.4%) moved them to a safer location.*]

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Charged up cell phone, laptop, and/or other devices	205	80.7	92	77.3	297	79.6
Turned off electricity or gas at mains	53	25.9	24	23.8	77	25.2
Moved furniture, other possessions/stock higher up	141	69.8	56	58.3	197	66.1
Moved empty vehicle(s) to a safer location	135	70.7	55	61.1	190	67.6
Moved packed vehicle(s) to a safer location (e.g., with belongings, clothes, documents)	66	41.3	41	48.2	107	43.7
Moved pets to a safer location	75	51.4	42	55.3	117	52.7
Moved livestock to a safer location	30	62.5	9	29.0	39	49.4
Moved pumps from rivers/dams	19	34.5	5	19.2	24	29.6
Moved equipment to higher ground	67	63.2	20	38.5	87	55.1
Placed sandbags around house/doorways/garage	35	22.4	16	20.0	51	21.6
Placed sandbags over drains/in toilet bowls	16	10.2	3	3.7	19	8.0
Prepared an evacuation kit	86	45.5	40	40.4	126	43.8

Stocked up on food and water	140	59.3	60	52.6	200	57.1
Stocked up on personal medications/health products	124	56.1	62	54.9	186	55.7
Stocked up on items for babies and infants	13	31.0	5	20.0	18	26.9
Secured objects that were likely to float or cause damage	100	53.8	46	45.1	146	50.7
Relocated or secured waste containers, chemicals, and poisons	43	31.2	19	24.4	62	28.7

Table 2.8. Which of the following actions had you undertaken, thinking about general emergency events (e.g., flooding, bushfires)? (MR)

	New South Wales (N = 254)		Queensland (N = 123)		Total (N = 377)	
	N	%	N	%	N	%
Obtained a torch and spare batteries, or candles	200	78.7	84	68.3	284	75.3
Obtained a battery powered radio	83	32.7	35	28.5	118	31.3
Identified items of sentimental value to save/protect	135	53.1	69	56.1	204	54.1
Identified a place to evacuate to	130	51.2	64	52.0	194	51.5
Exchanged phone numbers with neighbours	118	46.5	53	43.1	171	45.4
Developed a personal support network to help with information and moving items	75	29.5	34	27.6	109	28.9
Other	29	11.4	18	14.6	47	12.5

3. Your flood affected property

This section comprised six questions about the property that was affected by flood/s and about animal ownership. Those whose property (including outbuildings and land) were not affected, skipped to the question about animal ownership. A total of 79.3% of survey respondents had their property affected by flood/s. For most the house on their property was their primary residence (77.3%) and for 16.3% it was a business premise (with or without being their home too). A higher proportion of the QLD sample lived on hobby farms/small acreage properties (23.7%). The majority (84.0%) were homeowners/mortgagees. A high proportion (71.8%) had animals on their property, with 61.14% having pets/companion animals and 18.1% had chickens. The QLD respondents were more likely to have pets and horses and less likely to have chickens, compared to the NSW respondents.

Table 3.8. Was your property directly affected/damaged by the flood? (house/home, buildings, outbuildings, land)

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes	220	81.2	98	75.4	318	79.3
No [skip to question in Table 3.6]	51	18.8	32	24.6	83	20.7
Total	271	100.0	130	100.0	401	100.0

Table 3.9. Was your property…

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Your home/primary residence	167	77.3	75	77.3	242	77.3
Your business premises	9	4.2	6	6.2	15	4.8
Your home and business	25	11.6	11	11.3	36	11.5
A property you rent to others	6	2.8	0	.0	6	1.9
Other	9	4.2	5	5.2	14	4.5
Total	216	100.0	97	100.0	313	100.0

Table 3.10. Which of the following best describes the type of property?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
House or unit on a residential block	130	59.6	60	61.9	190	60.3
House/buildings on a hobby farm or small acreage	36	16.5	23	23.7	59	18.7
House/buildings on a large farm property	20	9.2	5	5.2	25	7.9
Building in an industrial area	5	2.3	3	3.1	8	2.5
Caravan/mobile home/cabin in caravan/tourist park	8	3.7	1	1.0	9	2.9
Multiple occupancy, e.g., aged care facility, hostel, hotel	4	1.8	0	.0	4	1.3
Outbuildings, shed/s	0	.0	1	1.0	1	.3
Land only	0	.0	1	1.0	1	.3
Other	15	6.9	3	3.1	18	5.7
Total	218	100.0	97	100.0	315	100.0

Table 3.11. Was this property…

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Owned / mortgaged by you	176	81.9	86	88.7	262	84.0
Rented / leased by you	28	13.0	8	8.2	36	11.5
Other	11	5.1	3	3.1	14	4.5
Total	215	100.0	97	100.0	312	100.0

Table 3.12. Which of the following best describes your house/home/building?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Raised house with storage/laundry/parking underneath	58	26.9	17	17.5	75	24.0
Two or more storey house with living areas on all levels	32	14.8	20	20.6	52	16.6
Two or more storey villa, unit or townhouse with living areas on all levels	3	1.4	6	6.2	9	2.9
Single storey raised house (on piers/supports/mound)	45	20.8	19	19.6	64	20.4
Single storey house	51	23.6	21	21.6	72	23.0
Single storey flat, villa	2	.9	3	3.1	5	1.6
Single storey, multiple occupancy building	3	1.4	0	.0	3	1.0
Multi-storey, multiple occupancy building	1	.5	1	1.0	2	.6
Mobile or temporary structure (e.g., caravan, shed, container)	5	2.3	2	2.1	7	2.2
Industrial building	4	1.9	3	3.1	7	2.2
Not applicable	0	.0	0	.0	0	.0
Other	12	5.6	5	5.2	17	5.4
Total	216	100.0	97	100.0	313	100.0

Table 3.13. What animals did you have on the property? (MR)

	New South Wales (N = 262)		Queensland (N = 124)		Total (N = 386)	
	N	%	N	%	N	%
No animals	77	29.4	32	25.8	109	28.2
Pets/Companion animals	153	58.4	84	67.7	237	61.4
Working/service dogs	6	2.3	5	4.0	11	2.8
Horse/s	11	4.2	10	8.1	21	5.4
Chickens	54	20.6	16	12.9	70	18.1
'Pet' livestock	10	3.8	8	6.5	18	4.7
Commercial livestock/animals	12	4.6	7	5.6	19	4.9
Other	15	5.7	2	1.6	17	4.4

4. Floodwater impacts and losses

This section asked respondents about the impacts of the floodwater and the losses they sustained. There were six questions in this section and an open question for text comments at the end. The first question asked if the respondent's house/home has been damaged by floodwater/stormwater. Just under two-thirds of the sample (65.8%) had sustained damage to their homes. Those that didn't have damage to their home skipped to the question about animal losses.

Over one third of respondents had floodwater above floor level in ground level habitable rooms (38.7%) and a greater proportion of NSW respondents had water above floor level in upper storey rooms compared to QLD respondents (20.3% cf. 81%). For more than 40% of the sample their homes were either severely damaged or destroyed and the same overall proportion lost more than 75% of their household contents. Around 12% of those with animals had animals killed, injured or lost.

Table 4.14. Did floodwater/stormwater damage your house/home/buildings?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes	188	69.9	74	57.4	262	65.8
No	81	30.1	55	42.6	136	34.2
Total	269	100.0	129	100.0	398	100.0

Table 4.15. How high did the floodwater get?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Didn't reach floor level in the home/main building/habitable rooms	28	15.0	10	13.5	38	14.6
Above floor level in lower-storey storage/garage/laundry areas only	17	9.1	6	8.1	23	8.8
Above floor level in ground level/lower-storey habitable rooms	67	35.8	34	45.9	101	38.7
Above floor level in upper storey habitable rooms	38	20.3	6	8.1	44	16.9
Above the ceiling height in single storey buildings	9	4.8	1	1.4	10	3.8
Above ceiling height in two storey buildings	3	1.6	2	2.7	5	1.9
Don't know / not sure	1	.5	1	1.4	2	.8
Other	24	12.8	14	18.9	38	14.6
Total	187	100.0	74	100.0	261	100.0

Table 4.16. To what extent were the following damaged in the flood? (N/A)

		New South Wales		Queensland		Total	
		N	%	N	%	N	%
Your home/house	Completely destroyed	9	5.1	4	5.6	13	5.2
	Seriously damaged	65	36.7	27	38.0	92	37.1
	Moderately damaged	50	28.2	18	25.4	68	27.4
	Minor damage	43	24.3	19	26.8	62	25.0
	No damage	10	5.6	3	4.2	13	5.2
	Total	177	100.0	71	100.0	248	100.0

		N	%	N	%	N	%
Your business/ building(s)	Completely destroyed	2	4.0	3	13.0	5	6.8
	Seriously damaged	19	38.0	8	34.8	27	37.0
	Moderately damaged	12	24.0	4	17.4	16	21.9
	Minor damage	11	22.0	5	21.7	16	21.9
	No damage	6	12.0	3	13.0	9	12.3
	Total	50	100.0	23	100.0	73	100.0
Your sheds/ outbuildings	Completely destroyed	8	7.2	4	8.9	12	7.7
	Seriously damaged	30	27.0	13	28.9	43	27.6
	Moderately damaged	29	26.1	9	20.0	38	24.4
	Minor damage	31	27.9	15	33.3	46	29.5
	No damage	13	11.7	4	8.9	17	10.9
	Total	111	100.0	45	100.0	156	100.0

Table 4.17. How extensive were your content losses from the flood? (N/A)

		New South Wales		Queensland		Total	
		N	%	N	%	N	%
Home/house contents	Lost most of the contents (more than 75%)	72	42.1	23	35.4	95	40.3
	Lost more than half (50-75%)	20	11.7	8	12.3	28	11.9
	Lost less than half (25-50%)	20	11.7	12	18.5	32	13.6
	Lost less than a quarter (5-25%)	29	17.0	11	16.9	40	16.9
	Few or no losses (less than 5%)	30	17.5	11	16.9	41	17.4
	Total	171	100.0	65	100.0	236	100.0
Business-related-equipment/stock	Lost most of the contents (more than 75%)	10	21.3	8	40.0	18	26.9
	Lost more than half (50-75%)	11	23.4	6	30.0	17	25.4
	Lost less than half (25-50%)	11	23.4	2	10.0	13	19.4
	Lost less than a quarter (5-25%)	4	8.5	0	.0	4	6.0
	Few or no losses (less than 5%)	11	23.4	4	20.0	15	22.4
	Total	47	100.0	20	100.0	67	100.0
Outbuilding(s) e.g., shed/ workshop/stables	Lost most of the contents (more than 75%)	29	29.3	16	38.1	45	31.9
	Lost more than half (50-75%)	21	21.2	7	16.7	28	19.9
	Lost less than half (25-50%)	10	10.1	5	11.9	15	10.6
	Lost less than a quarter (5-25%)	17	17.2	8	19.0	25	17.7
	Few or no losses (less than 5%)	22	22.2	6	14.3	28	19.9
	Total	99	100.0	42	100.0	141	100.0

Table 4.18. Were any of your animals injured, killed or lost in the flood?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Not applicable - didn't have animals	85	31.6	36	27.9	121	30.4
No - animals were unharmed	154	57.2	83	64.3	237	59.5
Yes [only 'yes' given next question]	28	10.4	10	7.8	38	9.5
Prefer not to answer	2	.7	0	.0	2	.5
Total	269	100.0	129	100.0	398	100.0

Table 4.19. What animals were injured, killed, or lost in the flood? (MR)

	New South Wale (N = 28)		Queensland (N = 9)		Total (N = 37)	
	N	%	N	%	N	%
Pets/companion animals	9	32.1	4	44.4	13	35.1
Working/service dogs	1	3.6	0	0.0	1	2.7
Horse/s	2	7.1	2	22.2	4	10.8
Chickens	12	42.9	2	22.2	14	37.8
'Pet' livestock	1	3.6	0	0.0	1	2.7
Commercial livestock/animals	5	17.9	2	22.2	7	18.9
Others (what animals)	4	14.3	0	0.0	4	10.8

5. Information and warnings before the flood

This section focussed on where respondents got warnings and information from in the early stages of the flood, what challenges they had, and what actions they took. This section comprised seven questions, some with large lists of sub-questions. 29.5% of respondents first found out about the likelihood of flooding through their own observations of the rainfall, floodwater, and rivers rising. Around 10% found out either via family, friends and neighbours, with similar proportions first finding out via SMS from emergency services, or via the BOM website, or via official sources of social media. 28-30% of respondents reported that they trusted ABC, SES members, emergency services, BOM, and family, friends, and neighbours 'a great deal'. QLD respondents were more likely to trust local council/locally elected representatives 'a great deal' than those in NSW (17.5% cf. 2.6%).

The general awareness of potential flood impacts that was gained from information received was quite polarised, but for those who received evacuation warnings, around half strongly disagreed that they had time to take protective action, and this rose to 55% for evacuation orders – with the latter being more than 70% in the QLD sample, i.e. more that 70% strongly disagreed that they received the order to evacuate with enough time to take action. Around half of respondents received an official warning about the flood via SMS, and around a quarter received warnings via ABC radio. A loss of phone coverage and electricity hampered access to warnings and information for almost half of respondents.

Table 5.20. How did you FIRST find out that your town or suburb was likely to experience flooding?

	New South Wales (n=262)		Queensland (n=125)		Total (n=387)	
	N	%	N	%	N	%
Heard radio announcement	9	3.4	9	7.2	18	4.7
Heard a town siren	2	.8	0	.0	2	.5
Radio talk back	2	.8	1	.8	3	.8
SES website	3	1.1	0	.0	3	.8
Received SMS text message from emergency services (e.g., QFES, Emergency Alert)	34	13.0	4	3.2	38	9.8
Bureau of Meteorology website	26	9.9	12	9.6	38	9.8
Saw it on an App (which app?)	4	1.5	2	1.6	6	1.6
Saw posts about it on social media (e.g., Facebook, Twitter) from the SES, Bureau of Meteorology, or other official sources	20	7.6	14	11.2	34	8.8
Saw posts about it on social media (e.g., Facebook, Twitter) from friends, family, community	14	5.3	3	2.4	17	4.4
Saw television announcement	6	2.3	6	4.8	12	3.1
Told by family, friends, or neighbours	28	10.7	11	8.8	39	10.1
Told by SES staff or volunteers	6	2.3	0	.0	6	1.6
Told by other emergency personnel (e.g., police, firefighters)	4	1.5	0	.0	4	1.0
Told by local council/elected representatives (website or announcement)	0	.0	2	1.6	2	.5
Told by local community member/s (community leader/business owner)	1	.4	1	.8	2	.5
Told at a community meeting	0	.0	1	.8	1	.3
Read about it in local paper/print media	1	.4	0	.0	1	.3
Observed heavy rainfall, floodwater, or rivers rising	70	26.7	44	35.2	114	29.5
Other	32	12.2	15	12.0	47	12.1

Table 5.21. How much did you TRUST the following sources for help in understanding the likely extent and location of the flooding? (N/A)

		New South Wales		Queensland		Total	
		N	%	N	%	N	%
ABC radio	Not at all	20	10.1	17	19.3	37	12.9
	A little	35	17.7	7	8.0	42	14.7
	A moderate amount	38	19.2	17	19.3	55	19.2
	A lot	52	26.3	17	19.3	69	24.1
	A great deal	53	26.8	30	34.1	83	29.0
	Total	198	100.0	88	100.0	286	100.0
Other local radio	Not at all	33	22.0	20	26.7	53	23.6
	A little	22	14.7	12	16.0	34	15.1
	A moderate amount	37	24.7	24	32.0	61	27.1
	A lot	29	19.3	11	14.7	40	17.8
	A great deal	29	19.3	8	10.7	37	16.4
	Total	150	100.0	75	100.0	225	100.0
SES members	Not at all	25	12.0	19	24.1	44	15.3
	A little	38	18.2	7	8.9	45	15.6
	A moderate amount	44	21.1	9	11.4	53	18.4
	A lot	50	23.9	17	21.5	67	23.3
	A great deal	52	24.9	27	34.2	79	27.4
	Total	209	100.0	79	100.0	288	100.0
Other emergency service personnel (e.g., Police, Firefighters)	Not at all	34	17.7	17	21.0	51	18.7
	A little	28	14.6	9	11.1	37	13.6
	A moderate amount	40	20.8	3	3.7	43	15.8
	A lot	42	21.9	21	25.9	63	23.1
	A great deal	48	25.0	31	38.3	79	28.9
	Total	192	100.0	81	100.0	273	100.0
Bureau of Meteorology	Not at all	22	9.0	13	10.7	35	9.6
	A little	30	12.3	12	9.9	42	11.5
	A moderate amount	62	25.4	19	15.7	81	22.2
	A lot	68	27.9	35	28.9	103	28.2
	A great deal	62	25.4	42	34.7	104	28.5
	Total	244	100.0	121	100.0	365	100.0
Local council/elected representatives (e.g., Mayor, Councillors)	Not at all	78	41.1	25	24.3	103	35.2
	A little	34	17.9	19	18.4	53	18.1
	A moderate amount	48	25.3	22	21.4	70	23.9
	A lot	25	13.2	19	18.4	44	15.0
	A great deal	5	2.6	18	17.5	23	7.8
	Total	190	100.0	103	100.0	293	100.0
Local community leaders	Not at all	54	30.2	28	33.7	82	31.3
	A little	36	20.1	13	15.7	49	18.7
	A moderate amount	38	21.2	18	21.7	56	21.4
	A lot	36	20.1	12	14.5	48	18.3
	A great deal	15	8.4	12	14.5	27	10.3
	Total	179	100.0	83	100.0	262	100.0
Television	Not at all	40	20.5	18	18.6	58	19.9
	A little	49	25.1	22	22.7	71	24.3
	A moderate amount	51	26.2	23	23.7	74	25.3
	A lot	38	19.5	25	25.8	63	21.6
	A great deal	17	8.7	9	9.3	26	8.9
	Total	195	100.0	97	100.0	292	100.0

Friends, family, or neighbours	Not at all	12	5.2	5	5.1	17	5.2
	A little	23	10.0	10	10.1	33	10.0
	A moderate amount	50	21.7	18	18.2	68	20.7
	A lot	77	33.5	36	36.4	113	34.3
	A great deal	68	29.6	30	30.3	98	29.8
	Total	230	100.0	99	100.0	329	100.0
Social media (e.g., Facebook)	Not at all	30	15.0	17	17.3	47	15.8
	A little	28	14.0	16	16.3	44	14.8
	A moderate amount	60	30.0	35	35.7	95	31.9
	A lot	48	24.0	16	16.3	64	21.5
	A great deal	34	17.0	14	14.3	48	16.1
	Total	200	100.0	98	100.0	298	100.0
Community Meeting/s	Not at all	47	36.4	29	52.7	76	41.3
	A little	21	16.3	5	9.1	26	14.1
	A moderate amount	27	20.9	8	14.5	35	19.0
	A lot	23	17.8	5	9.1	28	15.2
	A great deal	11	8.5	8	14.5	19	10.3
	Total	129	100.0	55	100.0	184	100.0
Print media - newspaper	Not at all	58	45.0	29	47.5	87	45.8
	A little	21	16.3	12	19.7	33	17.4
	A moderate amount	31	24.0	10	16.4	41	21.6
	A lot	11	8.5	8	13.1	19	10.0
	A great deal	8	6.2	2	3.3	10	5.3
	Total	129	100.0	61	100.0	190	100.0
Other sources	Not at all	10	33.3	6	40.0	16	35.6
	A little	3	10.0	2	13.3	5	11.1
	A moderate amount	4	13.3	2	13.3	6	13.3
	A lot	5	16.7	0	.0	5	11.1
	A great deal	8	26.7	5	33.3	13	28.9
	Total	30	100.0	15	100.0	45	100.0

Table 5.22. How much do you agree or disagree with the following statements. (N/A)

		New South Wales		Queensland		Total	
		N	%	N	%	N	%
From the information I had about the flooding I understood my property was likely to be affected by the floods.	Strongly agree	69	28.4	31	28.2	100	28.3
	Somewhat agree	61	25.1	24	21.8	85	24.1
	Neither agree nor disagree	24	9.9	12	10.9	36	10.2
	Somewhat disagree	33	13.6	16	14.5	49	13.9
	Strongly disagree	56	23.0	27	24.5	83	23.5
	Total	243	100.0	110	100.0	353	100.0
From the information I had about the flooding I understood when my property was likely to be affected by the floods.	Strongly agree	43	17.9	23	20.5	66	18.8
	Somewhat agree	73	30.4	25	22.3	98	27.8
	Neither agree nor disagree	22	9.2	18	16.1	40	11.4
	Somewhat disagree	34	14.2	13	11.6	47	13.4
	Strongly disagree	68	28.3	33	29.5	101	28.7
	Total	240	100.0	112	100.0	352	100.0
From the information I had about the flooding	Strongly agree	20	8.3	14	12.8	34	9.7
	Somewhat agree	30	12.4	15	13.8	45	12.8

I understood what the height of the floodwater at my property was likely to be.	Neither agree nor disagree	26	10.7	18	16.5	44	12.5
	Somewhat disagree	44	18.2	16	14.7	60	17.1
	Strongly disagree	122	50.4	46	42.2	168	47.9
	Total	242	100.0	109	100.0	351	100.0
I became aware of an evacuation warning (e.g., flooding is likely; prepare to evacuate) with enough time to take appropriate action.	Strongly agree	20	9.6	12	14.3	32	11.0
	Somewhat agree	40	19.2	12	14.3	52	17.8
	Neither agree nor disagree	26	12.5	7	8.3	33	11.3
	Somewhat disagree	24	11.5	8	9.5	32	11.0
	Strongly disagree	98	47.1	45	53.6	143	49.0
	Total	208	100.0	84	100.0	292	100.0
I received an evacuation order (e.g., evacuate immediately) with enough time to take appropriate action.	Strongly agree	18	9.9	6	10.3	24	10.0
	Somewhat agree	28	15.4	2	3.4	30	12.5
	Neither agree nor disagree	19	10.4	2	3.4	21	8.8
	Somewhat disagree	25	13.7	7	12.1	32	13.3
	Strongly disagree	92	50.5	41	70.7	133	55.4
	Total	182	100.0	58	100.0	240	100.0

Table 5.23. Were you at your home/property when you found out the flood might impact your property?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes [skip next question]	220	83.3	104	81.9	324	82.9
No	44	16.7	23	18.1	67	17.1
Total	264	100.0	127	100.0	391	100.0

Table 5.24. Did you return to your house or property after you found out it might be impacted flooding?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes	24	54.5	8	34.8	32	47.8
No, decided not to	4	9.1	4	17.4	8	11.9
No, was not in the area/not able to get back	16	36.4	11	47.8	27	40.3
Total	44	100.0	23	100.0	67	100.0

Table 5.25. Did you receive an official warning from the SES about the flooding in your area via any of the following?

		New South Wales		Queensland		Total	
		N	%	N	%	N	%
Landline telephone	Yes	21	10.1	3	3.1	24	7.9
	No	175	84.1	88	90.7	263	86.2
	Unsure	12	5.8	6	6.2	18	5.9
	Total	208	100.0	97	100.0	305	100.0
SMS (text message)	Yes	132	56.2	37	33.9	169	49.1
	No	87	37.0	65	59.6	152	44.2
	Unsure	16	6.8	7	6.4	23	6.7
	Total	235	100.0	109	100.0	344	100.0
SES website	Yes	36	17.7	8	8.5	44	14.8
	No	132	65.0	75	79.8	207	69.7

	Unsure	35	17.2	11	11.7	46	15.5
	Total	203	100.0	94	100.0	297	100.0
ABC Radio	Yes	53	26.2	18	17.8	71	23.4
	No	119	58.9	70	69.3	189	62.4
	Unsure	30	14.9	13	12.9	43	14.2
	Total	202	100.0	101	100.0	303	100.0
Another local radio station	Yes	30	15.4	8	8.2	38	13.0
	No	134	68.7	76	77.6	210	71.7
	Unsure	31	15.9	14	14.3	45	15.4
	Total	195	100.0	98	100.0	293	100.0
Television	Yes	43	21.5	14	14.0	57	19.0
	No	130	65.0	73	73.0	203	67.7
	Unsure	27	13.5	13	13.0	40	13.3
	Total	200	100.0	100	100.0	300	100.0
Door knocking by SES or other emergency service organisation	Yes	45	21.2	10	10.2	55	17.7
	No	160	75.5	85	86.7	245	79.0
	Unsure	7	3.3	3	3.1	10	3.2
	Total	212	100.0	98	100.0	310	100.0
Other	Yes	16	24.6	4	8.3	20	17.7
	No	35	53.8	33	68.8	68	60.2
	Unsure	14	21.5	11	22.9	25	22.1
	Total	65	100.0	48	100.0	113	100.0

Table 5.26. Did you have trouble accessing warnings or information due to any of the following? (MR)

	New South Wales (N = 182)		Queensland (N = 70)		Total (N = 252)	
	N	%	N	%	N	%
Pre-existing mobile phone blackspot/poor reception	46	25.3	14	20.0	60	23.8
Loss of mobile phone or landline connection/outage during the flood	100	54.9	23	32.9	123	48.8
Electricity outage/loss	99	54.4	22	31.4	121	48.0
No mobile phone/landline on property	11	6.0	3	4.3	14	5.6
Didn't know where to look	18	9.9	15	21.4	33	13.1
Other	36	19.8	24	34.3	60	23.8

6. Information and warnings during the flood

Section 6 continued data collection around information and warnings accessed but focussed on the time during the flood. This section comprised five questions and an open text comment area at the end of the section. Around two-thirds of the sample accessed social media for flood-related information during the flood and 35% found local community group sources most useful, and 23.6% found official social media most useful. Differences between QLD and NSW respondents emerged with a relatively larger proportion of QLD respondents finding local council pages the most useful (16.1% cf. 5.4% for NSW), and NSW respondents found local official sources, like local SES unit Facebook pages most useful (16.8% cf. 3.4% for QLD).

Receipt of information and warnings via SMS was a clearly preferred channel over other options, with 72.3% preferring this method. The final question in the section asked about the use of local council information to take action and, unsurprisingly, the QLD were more likely to be acting on information from this source (27.8%, cf. 12.0% for NSW).

Table 6.27. Did you use social media during the flood, for flood-related information?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes	169	64.3	87	69.0	256	65.8
No [skip next question]	94	35.7	39	31.0	133	34.2
Total	263	100.0	126	100.0	389	100.0

Table 6.28. What was the most useful source of information on social media?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Official sources such as QFES/NSW SES or Bureau of Meteorology	37	22.2	23	26.4	60	23.6
Local sources such as SES Unit Facebook pages	28	16.8	3	3.4	31	12.2
Local Council pages/posts	9	5.4	14	16.1	23	9.1
Media coverage, including local media	16	9.6	6	6.9	22	8.7
Local community groups	58	34.7	31	35.6	89	35.0
Other	19	11.4	10	11.5	29	11.4
Total	167	100.0	87	100.0	254	100.0

Table 6.29. For future floods, what would be your preferred methods for getting information and warnings? (MR)

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Radio	84	32.3	39	31.5	123	32.0
TV	58	22.3	31	25.0	89	23.2
Recorded phone message	35	13.5	19	15.3	54	14.1
SMS	191	73.5	88	71.0	279	72.7
Twitter	7	2.7	5	4.0	12	3.1
Facebook	83	31.9	38	30.6	121	31.5
Mobile phone app	93	35.8	38	30.6	131	34.1
Face to Face contact	67	25.8	26	21.0	93	24.2
Other	23	8.8	17	13.7	40	10.4

Table 6.30. Did you use any information from your local council to take action during the flood? (e.g., Council Disaster dashboard, preparedness information)

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes	31	12.0	35	27.8	66	17.2
No	204	79.1	78	61.9	282	73.4
Unsure	23	8.9	13	10.3	36	9.4
Total	258	100.0	126	100.0	384	100.0

7. Demographics and household composition

As mentioned at the end of the last section, the demographic questions were placed in the middle of the questionnaire to ensure that (relatively) more important information about the location of respondents, the flood, its impacts, preparedness, and information and warnings content was gathered earlier on.

The sample age and gender data have already been noted. Only 5.2% of the sample spoke a language other than English at home (6.2% in the NSW sample cf. 26.6% in the general population, and 3.2% in the QLD sample cf. 13.2% in the general population). 4.7% of the NSW sample identified as being of Aboriginal origin (cf. a state figure of 3.4% in the 2021 census), and 2.4% of the QLD sample were of Aboriginal origin (cf. to a state figure of 4.6% in the 2021 census). Overall, 18.9 % of households had someone elderly or frail in their mix (this proportion was higher for the NSW sample – 23.1% cf. 10.3% for QLD), and 12.4% included someone with a disability.

Table 7.31. How do you describe your gender?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Male	98	37.7	50	39.7	148	38.3
Female	162	62.3	74	58.7	236	61.1
Non-binary	0	.0	2	1.6	2	.5
Prefer to self-describe	0	.0	0	.0	0	.0
Prefer not to answer	0	.0	0	.0	0	.0
Total	260	100.0	126	100.0	386	100.0

Table 7.32. What is your age?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
18-24	4	1.5	1	.8	5	1.3
25-34	13	5.0	11	8.7	24	6.2
35-44	27	10.4	22	17.5	49	12.7
45-54	49	18.8	28	22.2	77	19.9
55-64	71	27.3	24	19.0	95	24.6
65-74	67	25.8	33	26.2	100	25.9
75+	29	11.2	6	4.8	35	9.1
Prefer not to answer	0	.0	1	.8	1	.3
Total	260	100.0	126	100.0	386	100.0

Table 7.33. Are you of Aboriginal or Torres Strait Islander origin?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
No	241	93.4	120	95.2	361	94.0
Yes, Aboriginal	10	3.9	2	1.6	12	3.1
Yes, Torres Strait Islander	2	.8	1	.8	3	.8
Yes, both Aboriginal and Torres Strait Islander	2	.8	1	.8	3	.8
Prefer not to answer	3	1.2	2	1.6	5	1.3
Total	258	100.0	126	100.0	384	100.0

Table 7.34. Do you only speak English at home?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes, only English is spoken at home	243	93.8	122	96.8	365	94.8
No, other language/s are spoken at home (please detail)	16	6.2	4	3.2	20	5.2
Total	259	100.0	126	100.0	385	100.0

Table 7.35. At the time of the flood, were any members of your household, including yourself... (MR)

	New South Wales (N = 260)		Queensland (N = 126)		Total (N = 386)	
	N	%	N	%	N	%
Someone elderly or frail	60	23.1	13	10.3	73	18.9
Someone with a disability	33	12.7	15	11.9	48	12.4
Infants or children under the age of 5	21	8.1	9	7.1	30	7.8
A single parent	11	4.2	10	7.9	21	5.4
A visitor or guest staying with you	17	6.5	8	6.3	25	6.5
Someone unwell or injured (physical/mobility issues, mental health)	44	16.9	23	18.3	67	17.4
An active volunteer or member of SES or other emergency services	19	7.3	3	2.4	22	5.7

8. Action during the flood

Section 8 in the survey was a branching section, comprising one question about the main action respondents took during the flood. This question was used to direct respondents to different sections of questions, depending on their answer.

As presented in the table below, 61.4% of respondents remained at their property for a range of reasons and may/may not have needed help to relocate or require rescue. 29.8% left the property and/or self-evacuated without help, and 8.8% were not at home and therefore did not experience the flood directly.

Table 8.1. What best describes what you did during the flooding?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
NOT AT PROPERTY (not there, not able to return, did not experience flood directly)	24	9.2	10	7.9	34	8.8
LEFT PROPERTY / SELF-EVACUATED (includes - left before flooding, left early, or left during the flooding without needing help with relocation or rescue by other people)	68	26.2	47	37.3	115	29.8
STAYED AT PROPERTY / UNABLE TO LEAVE / NEEDED HELP WITH RELOCATION OR RESCUE (includes - being cut-off, trapped, or isolated, returned to property and stayed there, chose to stay, and/or needed help to be rescued or relocated by other people)	168	64.6	69	54.8	237	61.4
Total	260	100.0	126	100.0	386	100.0

- Those who were 'not at property' moved to Section 11 – Clean-up.
- Those who 'left property' moved to Section 9a – Leaving before or during flood.
- Those who 'stayed at property' moved to Section 9b – Staying in your property during the flood.

9a. Leaving before or during the flood

This section of questions asked respondents who left their property before the flood, or self-evacuated during the flood, about their reasons for leaving, and asked where they went, how they got there, challenges they may have faced such as maintaining contact with other members of the household if some stayed behind. Respondents were also asked respondents to reflect on their decision-making about their decision and timing to leave, and they were asked about their timing to return to their property. There were 12 numerical questions (reported here) and a general open text section at the end where respondents could leave further comments or clarifications.

The decision to leave the property was based on several factors, but respondents reported that feeling it was too dangerous to stay (50.9%) and the property becoming flooded (36.0%) were the most common reasons for leaving. Most people left to go to another house, either locally (30.4%) or further away (27.8%), with the QLD respondents being more likely to go somewhere further away (44.7% cf. NSW 16.2%). Very few went to an evacuation centre (5.2%) and hence very few answered the set of questions about evacuation centres in the survey. Most people left in a vehicle (69.6%), especially in the QLD sample (87.2% cf. NSW 57.4%) and although more than half of the people with animals took them with them, many also were left behind.

Mostly, households stayed together when leaving the property (87.0% including single occupants), rather than some members staying behind, and most people felt that their decision to leave was the right decision (73.9%), with a few saying they felt they should have left earlier (13.0%).

The decision to return was mostly motivated by a need to get back and access the damage to start clearing up (66.1%). QLD respondents were more motivated to get back out of concern for the security of their property and possessions (36.2% cf. NSW 17.6%). The majority were away from their property for 1-3 days (47.8%) with the NSW respondents generally away for longer with 19.1% away for 1-3 weeks (cf. QLD 4.3%).

Table 9.36. Why did you leave your property before or during the flood? (MR)

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
It was always my plan to leave	18	26.5	18	39.1	36	31.6
There was an evacuation order to leave	15	22.1	6	13.0	21	18.4
SES, Police, or Fire services personnel told me to leave	13	19.1	7	15.2	20	17.5
Local council told me to leave	3	4.4	1	2.2	4	3.5
Official warnings made it clear to me that it was safer to leave	8	11.8	6	13.0	14	12.3
Relatives, friends, or neighbours advised me to leave	15	22.1	6	13.0	21	18.4
Felt it was too dangerous to stay	36	52.9	22	47.8	58	50.9
Felt I didn't have the capacity to manage the flood	9	13.2	5	10.9	14	12.3
Became anxious at the unfolding flood event	18	26.5	17	37.0	35	30.7
Wanted to remove other household members or visitors from any potential danger	13	19.1	15	32.6	28	24.6
My home or property became flooded	23	33.8	18	39.1	41	36.0
Left to help friends or neighbours	1	1.5	1	2.2	2	1.8
Left to evacuate animals (livestock, pets etc)	8	11.8	10	21.7	18	15.8
Left for other reasons	13	19.1	4	8.7	17	14.9

Table 9.37. When you left, where did you go?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Another house in my local area (e.g., a neighbour or friend's house)	24	35.3	11	23.4	35	30.4
Another house further away (e.g., family or friend's house)	11	16.2	21	44.7	32	27.8
Another building in my local area, such as a community hall or shops	2	2.9	0	.0	2	1.7
An area of higher ground (e.g., hill, park)	7	10.3	5	10.6	12	10.4
A nearby town that was safe from the flood	2	2.9	0	.0	2	1.7
An evacuation centre [only this option had the next question]	5	7.4	1	2.1	6	5.2
A motel, hotel, or other accommodation	7	10.3	5	10.6	12	10.4
Other	10	14.7	4	8.5	14	12.2
Total	68	100.0	47	100.0	115	100.0

Table 9.38. If you went to an evacuation centre, how satisfied, or dissatisfied were you with the following? (N/A) [very small numbers of respondents responded to this question]

		New South Wales		Queensland		Total	
		N	%	N	%	N	%
The distance you had to travel to get there	Extremely satisfied	0	.0	1	100.0	1	16.7
	Somewhat satisfied	3	60.0	0	.0	3	50.0
	Neither satisfied nor dissatisfied	2	40.0	0	.0	2	33.3
	Somewhat dissatisfied	0	.0	0	.0	0	.0
	Extremely dissatisfied	0	.0	0	.0	0	.0
	Total	5	100.0	1	100.0	6	100.0
Ease of getting there	Extremely satisfied	0	.0	1	100.0	1	20.0
	Somewhat satisfied	4	100.0	0	.0	4	80.0
	Neither satisfied nor dissatisfied	0	.0	0	.0	0	.0
	Somewhat dissatisfied	0	.0	0	.0	0	.0
	Extremely dissatisfied	0	.0	0	.0	0	.0
	Total	4	100.0	1	100.0	5	100.0
Registration process on arrival	Extremely satisfied	1	25.0	1	100.0	2	40.0
	Somewhat satisfied	3	75.0	0	.0	3	60.0
	Neither satisfied nor dissatisfied	0	.0	0	.0	0	.0
	Somewhat dissatisfied	0	.0	0	.0	0	.0
	Extremely dissatisfied	0	.0	0	.0	0	.0
	Total	4	100.0	1	100.0	5	100.0
Space allocation	Extremely satisfied	0	.0	1	100.0	1	20.0
	Somewhat satisfied	3	75.0	0	.0	3	60.0
	Neither satisfied nor dissatisfied	1	25.0	0	.0	1	20.0
	Somewhat dissatisfied	0	.0	0	.0	0	.0
	Extremely dissatisfied	0	.0	0	.0	0	.0
	Total	4	100.0	1	100.0	5	100.0
Privacy	Extremely satisfied	0	.0	0	.0	0	.0
	Somewhat satisfied	3	100.0	1	100.0	4	100.0

	Neither satisfied nor dissatisfied	0	.0	0	.0	0	.0
	Somewhat dissatisfied	0	.0	0	.0	0	.0
	Extremely dissatisfied	0	.0	0	.0	0	.0
	Total	3	100.0	1	100.0	4	100.0
Personal safety	Extremely satisfied	0	.0	1	100.0	1	16.7
	Somewhat satisfied	3	60.0	0	.0	3	50.0
	Neither satisfied nor dissatisfied	1	20.0	0	.0	1	16.7
	Somewhat dissatisfied	1	20.0	0	.0	1	16.7
	Extremely dissatisfied	0	.0	0	.0	0	.0
	Total	5	100.0	1	100.0	6	100.0
General comfort	Extremely satisfied	0	.0	1	100.0	1	16.7
	Somewhat satisfied	1	20.0	0	.0	1	16.7
	Neither satisfied nor dissatisfied	2	40.0	0	.0	2	33.3
	Somewhat dissatisfied	1	20.0	0	.0	1	16.7
	Extremely dissatisfied	1	20.0	0	.0	1	16.7
	Total	5	100.0	1	100.0	6	100.0
General organisation	Extremely satisfied	0	.0	1	100.0	1	16.7
	Somewhat satisfied	4	80.0	0	.0	4	66.7
	Neither satisfied nor dissatisfied	0	.0	0	.0	0	.0
	Somewhat dissatisfied	1	20.0	0	.0	1	16.7
	Extremely dissatisfied	0	.0	0	.0	0	.0
	Total	5	100.0	1	100.0	6	100.0
Facilities	Extremely satisfied	0	.0	1	100.0	1	16.7
	Somewhat satisfied	3	60.0	0	.0	3	50.0
	Neither satisfied nor dissatisfied	1	20.0	0	.0	1	16.7
	Somewhat dissatisfied	0	.0	0	.0	0	.0
	Extremely dissatisfied	1	20.0	0	.0	1	16.7
	Total	5	100.0	1	100.0	6	100.0
Food	Extremely satisfied	0	.0	1	100.0	1	16.7
	Somewhat satisfied	3	60.0	0	.0	3	50.0
	Neither satisfied nor dissatisfied	1	20.0	0	.0	1	16.7
	Somewhat dissatisfied	1	20.0	0	.0	1	16.7
	Extremely dissatisfied	0	.0	0	.0	0	.0
	Total	5	100.0	1	100.0	6	100.0
Help/advice available	Extremely satisfied	0	.0	1	100.0	1	16.7
	Somewhat satisfied	3	60.0	0	.0	3	50.0
	Neither satisfied nor dissatisfied	1	20.0	0	.0	1	16.7
	Somewhat dissatisfied	0	.0	0	.0	0	.0
	Extremely dissatisfied	1	20.0	0	.0	1	16.7
	Total	5	100.0	1	100.0	6	100.0
Psychosocial support	Extremely satisfied	0	.0	1	100.0	1	33.3
	Somewhat satisfied	1	50.0	0	.0	1	33.3
	Neither satisfied nor dissatisfied	0	.0	0	.0	0	.0
	Somewhat dissatisfied	1	50.0	0	.0	1	33.3
	Extremely dissatisfied	0	.0	0	.0	0	.0

	Total	2	100.0	1	100.0	3	100.0
Management of pets	Extremely satisfied	0	.0	0	.0	0	.0
	Somewhat satisfied	3	60.0	0	.0	3	60.0
	Neither satisfied nor dissatisfied	2	40.0	0	.0	2	40.0
	Somewhat dissatisfied	0	.0	0	.0	0	.0
	Extremely dissatisfied	0	.0	0	.0	0	.0
	Total	5	100.0	0	.0	5	100.0
Arrangements for the needs of babies, children, and women	Extremely satisfied	0	.0	0	.0	0	.0
	Somewhat satisfied	2	50.0	0	.0	2	50.0
	Neither satisfied nor dissatisfied	2	50.0	0	.0	2	50.0
	Somewhat dissatisfied	0	.0	0	.0	0	.0
	Extremely dissatisfied	0	.0	0	.0	0	.0
	Total	4	100.0	0	.0	4	100.0
Support with claiming assistance/grants etc.	Extremely satisfied	0	.0	1	100.0	1	25.0
	Somewhat satisfied	1	33.3	0	.0	1	25.0
	Neither satisfied nor dissatisfied	1	33.3	0	.0	1	25.0
	Somewhat dissatisfied	0	.0	0	.0	0	.0
	Extremely dissatisfied	1	33.3	0	.0	1	25.0
	Total	3	100.0	1	100.0	4	100.0

Table 9.39. How did you get there?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
In my vehicle	39	57.4	41	87.2	80	69.6
In someone else's vehicle	2	2.9	1	2.1	3	2.6
On foot	15	22.1	3	6.4	18	15.7
On a bike	0	.0	0	.0	0	.0
On my own boat	2	2.9	0	.0	2	1.7
SES/emergency services boat	2	2.9	0	.0	2	1.7
Civilian/private boat	3	4.4	0	.0	3	2.6
Public transport	2	2.9	0	.0	2	1.7
Bus/coach organised by SES, Local Council, or another organisation assisting with evacuation	1	1.5	1	2.1	2	1.7
Other	2	2.9	1	2.1	3	2.6
Total	68	100.0	47	100.0	115	100.0

Table 9.40. Did you take companion animals/pets with you when you left?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Not applicable	22	32.4	12	25.5	34	29.6
Yes, all	25	36.8	23	48.9	48	41.7
Yes, some	9	13.2	4	8.5	13	11.3
No, left them behind	11	16.2	6	12.8	17	14.8
No, they had been relocated earlier	1	1.5	2	4.3	3	2.6
Total	68	100.0	47	100.0	115	100.0

Table 9.41. What did other members of your household do when you left your property?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
There was only me at the property - and I left	11	16.2	12	25.5	23	20.0
We all left together	48	70.6	29	61.7	77	67.0
Someone/others stayed behind when I left, or we all left but went to more than one place (Please describe - Who stayed, or why did you go to different places?) [only this option received the next question]	9	13.2	6	12.8	15	13.0
Total	68	100.0	47	100.0	115	100.0

Table 9.7. Were you able to stay in contact during the time you were apart? [very small numbers responded to this question]

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes, for the whole time [skip next question]	4	44.4	3	50.0	7	46.7
Yes, for some of the time only	4	44.4	3	50.0	7	46.7
No	1	11.1	0	.0	1	6.7
Total	9	100.0	6	100.0	15	100.0

Table 9.8. How did you re-establish contact? (MR) [very small numbers responded to this question]

	New South Wales (N = 5)		Queensland (N = 3)		Total (N = 8)	
	N	%	N	%	N	%
Phone	4	80.0	2	66.7	6	75.0
Email	0	0.0	0	0.0	0	0.0
Social media	0	0.0	0	0.0	0	0.0
Through the help of another person	0	0.0	0	0.0	0	0.0
Through the help of Red Cross	0	0.0	0	0.0	0	0.0
Only when we were physically back together (e.g., at property or somewhere we arranged to meet up)	1	20.0	1	33.3	2	25.0
Other	1	20.0	0	0.0	1	12.5

Table 9.42. How safe did you feel during the flood?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Very safe	10	14.7	11	23.4	21	18.3
Somewhat safe	13	19.1	10	21.3	23	20.0
Neither safe nor unsafe	13	19.1	7	14.9	20	17.4
Somewhat unsafe	20	29.4	13	27.7	33	28.7
Very unsafe	12	17.6	6	12.8	18	15.7
Total	68	100.0	47	100.0	115	100.0

Table 9.10. Looking back, do you think leaving your property when you did was the best decision?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes	51	75.0	34	72.3	85	73.9
No, should have left earlier	10	14.7	5	10.6	15	13.0
No, should have stayed longer	3	4.4	3	6.4	6	5.2
No, should have stayed there/not left at all	0	.0	1	2.1	1	.9
Unsure	2	2.9	1	2.1	3	2.6
It wasn't a decision/choice – evacuation order/forced decision	2	2.9	3	6.4	5	4.3
Total	68	100.0	47	100.0	115	100.0

Table 9.11. After the flood/after you left your property - what were the main things that influenced your decision to return to your property? (MR)

	New South Wales (N = 68)		Queensland (N = 47)		Total (N = 115)	
	N	%	N	%	N	%
Emergencies services giving the 'all clear'	5	7.4	4	8.5	9	7.8
Neighbours letting me know it was safe to return	18	26.5	13	27.7	31	27.0
Identifying a route that was safe enough to use	21	30.9	20	42.6	41	35.7
Feeling a need to get back as soon as possible to assess the damage/start clearing up	45	66.2	31	66.0	76	66.1
Concerns for the security of my property and possessions	12	17.6	17	36.2	29	25.2
Concern for pets/animals left behind	10	14.7	6	12.8	16	13.9
Other	5	7.4	6	12.8	11	9.6

Table 9.12. How long was it before you got back to see/check on your property?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Less than a day	7	10.3	9	19.1	16	13.9
1-3 days	28	41.2	27	57.4	55	47.8
4 days to a week	18	26.5	7	14.9	25	21.7
1-3 weeks	13	19.1	2	4.3	15	13.0
More than 3 weeks	1	1.5	0	.0	1	.9
Other	1	1.5	2	4.3	3	2.6
Total	68	100.0	47	100.0	115	100.0

9b. Staying in your property during the flood

This section of questions asked respondents who stayed in their property during the floods their reasons for staying and asked about challenges they may have faced, such as maintaining contact with others, being unable to leave/trapped and/or isolated, loss of utilities etc. It also asked respondents to reflect on their decision-making. There were seven numerical questions (reported here) and two open text questions; one that asked about whether they think they made the right/best decision in staying and doing what they did, and the second was a general open text section at the end where respondents could leave further comments or clarifications.

When asked about their reasons for staying at their property (multiple response question), over half (53.3%) reported that they were unable to leave due to being cut-off, trapped or isolated, and 44.7% reported that it had always been their plan to stay. 30.7% reported that the flood didn't reach them or get bad enough, so they didn't feel it was necessary, and 37.7% said they'd stayed before and it had always been safe. Those in the NSW sample were more likely to report that a reason for staying was to protect their property from looting (16.8% cf. QLD 4.5%).

Just under half (47.9%) had at least some problems staying in contact with family/friends during the flood. Around half (50.7%) were unable to leave their homes after the floods 3 days or less, and there was some evidence of differences between the NSW and QLD samples, with 14.9% of the NSW respondents being unable to leave for 1-3 weeks (cf. QLD 1.5%). Overall, 75.4% of respondents experienced disruptions to electricity supply and more than half lost communications (52.3%). Loss of sewerage and water also impacted around a third of respondents overall (38.5% and 31.8%, respectively. These disruptions were more likely to affect NSW respondents, e.g., loss of sewerage NSW 43.5% cf. QLD 22.9%). Most of the sample felt that their decision to stay in the property was the best decision (79.1%) but more of the NSW sample felt this wasn't the case and that they should have left (15.5%, cf. QLD 4.3%). NSW respondents also reported feeling less safe during the floods than those in the QLD sample.

Table 9.43. Why did you stay with your property during the flood? (MR)

	New South Wales (N = 161)		Queensland (N = 67)		Total (N = 228)	
	N	%	N	%	N	%
Was unable to leave - cut-off / trapped / isolated	85	52.8	37	55.2	122	53.5
It was always my plan to stay	69	42.9	33	49.3	102	44.7
Received an official warning via SMS or telephone call advising me it was too late to leave	9	5.6	2	3.0	11	4.8
Received an official warning (other than a SMS or telephone call) advising me it was too late to leave	3	1.9	3	4.5	6	2.6
Relatives, friends, or neighbours advised me to stay	5	3.1	2	3.0	7	3.1
Felt it was too late/unsafe to leave	24	14.9	10	14.9	34	14.9
Flood didn't reach my property - or get bad enough - and I didn't feel it was necessary to leave	46	28.6	24	35.8	70	30.7
Official warnings made it clear to me that it would be safe to stay	19	11.8	10	14.9	29	12.7
I've stayed before during flooding, and it has always been safe	61	37.9	25	37.3	86	37.7

	N	%	N	%	N	%
To protect my property from looting	27	16.8	3	4.5	30	13.2
To reduce damage/losses, e.g., to wash down my property as the water receded, to raise things up (further) if needed	37	23.0	12	17.9	49	21.5
To protect livestock or other animals	28	17.4	13	19.4	41	18.0
Nowhere else to go	22	13.7	10	14.9	32	14.0
No transport	9	5.6	4	6.0	13	5.7
Physically difficult for me, or another household member, to leave	10	6.2	6	9.0	16	7.0
Other	19	11.8	8	11.9	27	11.8

Table 9.44. Were you able to stay in contact with family/friends during the flood?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes, for the whole time [skip next question]	72	43.1	51	73.9	123	52.1
Yes, for some of the time only	64	38.3	13	18.8	77	32.6
No	31	18.6	5	7.2	36	15.3
Total	167	100.0	69	100.0	236	100.0

Table 9.45. How did you re-establish contact? (MR)

	New South Wales (N = 94)		Queensland (N = 17)		Total (N = 111)	
	N	%	N	%	N	%
Phone	64	68.1	15	88.2	79	71.2
Email	5	5.3	2	11.8	7	6.3
Social media	19	20.2	4	23.5	23	20.7
Through the help of another person	12	12.8	1	5.9	13	11.7
Through the help of Red Cross	1	1.1	1	5.9	2	1.8

Table 9.46. If you were unable to leave your property (cut-off / trapped / isolated), how long was it before you could leave?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Less than a day	36	22.4	13	19.1	49	21.4
1-3 days	39	24.2	28	41.2	67	29.3
4 days to a week	36	22.4	17	25.0	53	23.1
1-3 weeks	24	14.9	1	1.5	25	10.9
More than 3 weeks	0	.0	2	2.9	2	.9
N/A – was able to leave if wanted	26	16.1	7	10.3	33	14.4
Total	161	100.0	68	100.0	229	100.0

Table 9.47. Did you encounter any of the following? (MR)

	New South Wales (N = 147)		Queensland (N = 48)		Total (N = 195)	
	N	%	N	%	N	%
Loss of electricity	116	78.9	31	64.6	147	75.4
Loss of water	52	35.4	10	20.8	62	31.8
Loss of sewerage/use of toilets	64	43.5	11	22.9	75	38.5
Loss of communications	86	58.5	16	33.3	102	52.3
Loss/run out of medications	14	9.5	5	10.4	19	9.7
Ran out of food	22	15.0	9	18.8	31	15.9
Injuries/illness to you or others in the household	13	8.8	11	22.9	24	12.3
Injuries/loss of pets	10	6.8	4	8.3	14	7.2
Anxiety at staying behind/being unable to leave	47	32.0	16	33.3	63	32.3

Table 9.48. How safe did you feel during the flood?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Very safe	42	25.5	24	35.8	66	28.4
Somewhat safe	51	30.9	23	34.3	74	31.9
Neither safe nor unsafe	19	11.5	8	11.9	27	11.6
Somewhat unsafe	22	13.3	7	10.4	29	12.5
Very unsafe	31	18.8	5	7.5	36	15.5
Total	165	100.0	67	100.0	232	100.0

Table 9.49. Looking back, do you think staying in your property was the best decision?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes	122	75.8	60	87.0	182	79.1
Unsure	14	8.7	6	8.7	20	8.7
No, I/we should have left	25	15.5	3	4.3	28	12.2
Total	161	100.0	69	100.0	230	100.0

10. Rescue and evacuation

This section followed on from the 'Staying at the property' – 9b questions and comprised seven questions, that asked respondents about their need for help with evacuation/relocation assistance or emergency rescue. Overall, 19.9% of respondents who stayed at their properties required rescue and evacuation (24% NSW, 10.1% QLD) and they answered these questions. Overall, 8.9% required emergency rescue and 11.0% required evacuation assistance. Nearly three-quarters of the group overall (74.5%) were helped by community members, mostly in boats/tinnies and people's pets were able to leave with them in most cases.

Just under half (43.2%) rang triple zero '000', but multiple sources were also contacted. An open text question asked about the contact with emergency services and comments were reported in the Main Report. Some people in the NSW groups (18.4%) waited 12-24 hours for assistance to leave.

Table 10.50. Were you rescued or evacuated by someone from your property?

[Note – numbers in this section are small, especially for the QLD sample]

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes – emergency rescue/life-threatening situation	16	9.6	5	7.2	21	8.9
Yes - evacuated/assisted off property (non-life-threatening)	24	14.4	2	2.9	26	11.0
No [skip section]	127	76.0	62	89.9	189	80.1
Total	167	100.0	69	100.0	236	100.0

Table 10.51. How were you rescued/evacuated?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Emergency services/military - vehicle	1	2.5	1	14.3	2	4.3
Emergency services/military - boat	4	10.0	2	28.6	6	12.8
Emergency services/military - helicopter	0	.0	1	14.3	1	2.1
Community member - vehicle	0	.0	1	14.3	1	2.1
Community member - boat/tinny	27	67.5	1	14.3	28	59.6
Community member - kayak, jet-ski, paddleboard, other watercraft	5	12.5	1	14.3	6	12.8
Private/non-military - helicopter	0	.0	0	.0	0	.0
Other (please describe)	3	7.5	0	.0	3	6.4
Total	40	100.0	7	100.0	47	100.0

Table 10.52. Were your pets rescued with you?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Not applicable	7	17.9	3	42.9	10	21.7
Yes	28	71.8	3	42.9	31	67.4
No	4	10.3	1	14.3	5	10.9
Total	39	100.0	7	100.0	46	100.0

Table 10.53. Did you contact any of the following for help with rescue/evacuation? (MR)

	New South Wales (N = 37)		Queensland (N = 7)		Total (N = 44)	
	N	%	N	%	N	%
Emergency services '000'	16	43.2	3	42.9	19	43.2
State Emergency Services 132 500	14	37.8	2	28.6	16	36.4
Friends/family/neighbours – via social media or phone	14	37.8	2	28.6	16	36.4
General call-out on social media	4	10.8	0	0.0	4	9.1
Shout/call for help from property	14	37.8	4	57.1	18	40.9
Other	17	45.9	2	28.6	19	43.2

Table 10.54. Once you realised you needed help to leave (couldn't get out by yourself/couldn't continue staying at your property) how long was it before you were rescued/evacuated?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Less than 2 hours	9	23.7	3	42.9	12	26.7
2-6 hours	10	26.3	2	28.6	12	26.7
6-12 hours	12	31.6	2	28.6	14	31.1
12-24 hours	7	18.4	0	.0	7	15.6
1-2 days	0	.0	0	.0	0	.0
3–7 days	0	.0	0	.0	0	.0
More than a week	0	.0	0	.0	0	.0
Total	38	100.0	7	100.0	45	100.0

Table 10.55. How safe did you feel during the rescue/evacuation?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Very safe	7	17.9	2	28.6	9	19.6
Somewhat safe	13	33.3	2	28.6	15	32.6
Neither safe nor unsafe	3	7.7	2	28.6	5	10.9
Somewhat unsafe	8	20.5	1	14.3	9	19.6
Very unsafe	8	20.5	0	.0	8	17.4
Total	39	100.0	7	100.0	46	100.0

11. Clean-up after the flood

Everyone in the survey was presented with this set of questions, after the branching sections. This section comprised six numerical questions (shown in the tables) and two open text questions, one being a general comments about the clean-up.

More than half of respondents (52.5%) had help with the clean-up after the flood/s and mostly this help was from friends/family and neighbours – people known to respondents (82.72). 40.6% received help from people outside their local area – 'mud army' helpers, 32.2% had other local help, and 29.7% had help from the Military/Army.

Respondents were asked about their satisfaction with the clean-up process and there was quite a spread of responses. More analysis will be undertaken, but overall, there were higher levels of satisfaction with the amount of help received and the timing of that help, and lower levels of satisfaction with advice about what could be saved and the time available to make decisions. This area had been a subject of much discussion in the interview phase of the project, and like much of the survey data, needs to be separated out more for analysis.

Just under half of respondents (47.4%) had properties that needed some level of stripping out after the floods and the majority received help with that (72.4%). An open text question asked respondents about how well that process went.

Table 11.56. After the floodwater receded... (N/A)

		New South Wales		Queensland		Total	
		N	%	N	%	N	%
Did you get someone to do a safety check, e.g., electricity, gas, structural?	Yes	114	59.7	50	56.2	164	58.6
	No	77	40.3	39	43.8	116	41.4
	Total	191	100.0	89	100.0	280	100.0
Did you take photographs of the damage/losses (for insurance or other assistance purposes)?	Yes	171	81.0	81	84.4	252	82.1
	No	40	19.0	15	15.6	55	17.9
	Total	211	100.0	96	100.0	307	100.0
Did anyone from the emergency services call in/talk to you?	Yes	66	31.1	18	17.3	84	26.6
	No	146	68.9	86	82.7	232	73.4
	Total	212	100.0	104	100.0	316	100.0
Did anyone from the local council call in/talk to you?	Yes	24	11.1	21	20.0	45	14.0
	No	193	88.9	84	80.0	277	86.0
	Total	217	100.0	105	100.0	322	100.0
Did neighbours check-in on you?	Yes	191	83.4	83	75.5	274	80.8
	No	38	16.6	27	24.5	65	19.2
	Total	229	100.0	110	100.0	339	100.0

Table 11.57. Did you get help with the clean-up?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes	146	56.4	56	44.4	202	52.5
No [skip next question]	113	43.6	70	55.6	183	47.5
Total	259	100.0	126	100.0	385	100.0

Table 11.58. Who helped you with the clean-up? (MR)

	New South Wales (N = 146)		Queensland (N = 56)		Total (N = 202)	
	N	%	N	%	N	%
Friends, family, or neighbours (people you knew)	121	82.9	45	80.4	166	82.2
People from your network/s (church, work, sports groups)	32	21.9	7	12.5	39	19.3
Other local people	48	32.9	17	30.4	65	32.2
People from outside the local area - 'mud army'	72	49.3	10	17.9	82	40.6
Fire Services personnel	35	24.0	9	16.1	44	21.8
SES personnel	17	11.6	6	10.7	23	11.4
Military/Army	50	34.2	10	17.9	60	29.7
Others	19	13.0	11	19.6	30	14.9

Table 11.59. How satisfied or dissatisfied are you about the following? (N/A)

		New South Wales		Queensland		Total	
		N	%	N	%	N	%
Advice I received about how to clean up effectively/make things safe	Extremely satisfied	16	10.0	11	13.3	27	11.1
	Somewhat satisfied	27	16.9	15	18.1	42	17.3
	Neither satisfied nor dissatisfied	46	28.7	25	30.1	71	29.2
	Somewhat dissatisfied	30	18.8	13	15.7	43	17.7
	Extremely dissatisfied	41	25.6	19	22.9	60	24.7
	Total	160	100.0	83	100.0	243	100.0
The speed with which I could get the property checked for structural safety	Extremely satisfied	14	10.1	7	11.7	21	10.6
	Somewhat satisfied	21	15.1	11	18.3	32	16.1
	Neither satisfied nor dissatisfied	34	24.5	16	26.7	50	25.1
	Somewhat dissatisfied	26	18.7	14	23.3	40	20.1
	Extremely dissatisfied	44	31.7	12	20.0	56	28.1
	Total	139	100.0	60	100.0	199	100.0
How satisfied or dissatisfied are you about the following? - The speed with which I could get utilities (power, water) re-connected	Extremely satisfied	20	10.8	9	12.7	29	11.3
	Somewhat satisfied	48	25.8	22	31.0	70	27.2
	Neither satisfied nor dissatisfied	36	19.4	15	21.1	51	19.8
	Somewhat dissatisfied	38	20.4	10	14.1	48	18.7
	Extremely dissatisfied	44	23.7	15	21.1	59	23.0
	Total	186	100.0	71	100.0	257	100.0
The amount of help I received to clean-up	Extremely satisfied	56	31.5	19	25.7	75	29.8
	Somewhat satisfied	36	20.2	13	17.6	49	19.4
	Neither satisfied nor dissatisfied	33	18.5	13	17.6	46	18.3
	Somewhat dissatisfied	23	12.9	10	13.5	33	13.1
	Extremely dissatisfied	30	16.9	19	25.7	49	19.4
	Total	178	100.0	74	100.0	252	100.0
Timing of the help I received to clean-up	Extremely satisfied	47	28.1	20	32.3	67	29.3
	Somewhat satisfied	43	25.7	10	16.1	53	23.1
	Neither satisfied nor dissatisfied	33	19.8	12	19.4	45	19.7

	Somewhat dissatisfied	21	12.6	7	11.3	28	12.2
	Extremely dissatisfied	23	13.8	13	21.0	36	15.7
	Total	167	100.0	62	100.0	229	100.0
Advice I received about what to save/discard	Extremely satisfied	8	5.7	7	11.1	15	7.4
	Somewhat satisfied	18	12.9	13	20.6	31	15.3
	Neither satisfied nor dissatisfied	47	33.6	13	20.6	60	29.6
	Somewhat dissatisfied	24	17.1	9	14.3	33	16.3
	Extremely dissatisfied	43	30.7	21	33.3	64	31.5
	Total	140	100.0	63	100.0	203	100.0
The time I had to make decisions about what to save/discard	Extremely satisfied	11	7.6	7	10.4	18	8.5
	Somewhat satisfied	18	12.5	15	22.4	33	15.6
	Neither satisfied nor dissatisfied	48	33.3	15	22.4	63	29.9
	Somewhat dissatisfied	29	20.1	12	17.9	41	19.4
	Extremely dissatisfied	38	26.4	18	26.9	56	26.5
	Total	144	100.0	67	100.0	211	100.0
The degree of control I had to make decisions about what to save/discard	Extremely satisfied	21	14.5	17	25.4	38	17.9
	Somewhat satisfied	27	18.6	20	29.9	47	22.2
	Neither satisfied nor dissatisfied	42	29.0	10	14.9	52	24.5
	Somewhat dissatisfied	23	15.9	7	10.4	30	14.2
	Extremely dissatisfied	32	22.1	13	19.4	45	21.2
	Total	145	100.0	67	100.0	212	100.0
Timing of council collections	Extremely satisfied	33	17.6	18	22.5	51	19.0
	Somewhat satisfied	54	28.7	17	21.3	71	26.5
	Neither satisfied nor dissatisfied	34	18.1	11	13.8	45	16.8
	Somewhat dissatisfied	26	13.8	9	11.3	35	13.1
	Extremely dissatisfied	41	21.8	25	31.3	66	24.6
	Total	188	100.0	80	100.0	268	100.0
Information about future council collections	Extremely satisfied	23	12.6	11	14.5	34	13.1
	Somewhat satisfied	42	23.0	14	18.4	56	21.6
	Neither satisfied nor dissatisfied	27	14.8	7	9.2	34	13.1
	Somewhat dissatisfied	36	19.7	17	22.4	53	20.5
	Extremely dissatisfied	55	30.1	27	35.5	82	31.7
	Total	183	100.0	76	100.0	259	100.0

Table 11.60. Did you need to strip out your property (e.g., removal of gyprock/walls, wiring, fixtures and fittings)?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes, throughout the property/extensively (e.g., most habitable rooms, whole walls)	72	27.9	27	21.4	99	25.8
Yes, partially (e.g., lower level, laundry/garage, just some rooms, some walls below level of power points)	54	20.9	29	23.0	83	21.6
No	132	51.2	70	55.6	202	52.6
Total	258	100.0	126	100.0	384	100.0

Table 11.61. Did you have help with stripping out (e.g., removal of gyprock/walls, wiring, fixtures and fittings)?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes (Who helped?)	85	68.0	46	82.1	131	72.4
No	40	32.0	10	17.9	50	27.6
Total	125	100.0	56	100.0	181	100.0

12. Living conditions, repairs, and future housing plans

This section included questions about respondents' current living conditions, the status of their flood-affected homes, and their hopes for the future regarding housing. There were 16 questions in this section and several 'skips' depending on the responses given. Approximately half of the sample (53.3%) experienced damage to their home from the flood, and approximately half of those respondents (50.7%) were not living back in their home in its previous (fully functional) state. Those respondents, whose homes were still in a level of disrepair, were asked about the conditions. In terms of utilities, 71.8% had running water, 60.2% had hot water, 67.0% had a working/flushable toilet, and 68.9% had electricity. Only 35.9% had a source of heating/cooling, 41.7% had an indoor kitchen/cooking area, and 42.7% had mould. Unsurprisingly, around three-quarters of the sample (76.5%) reported that there were things that needed to be done to be able to live in their home safely, and these respondents were asked to say what was needed in an open text question.

Just under half (49.1%) hoped to be back in their homes within the next 12 months, but 22.5% reported that they would never be able to return. When asked what the challenges they were facing, the main reasons were that everything just seemed to be taking longer than it normally would (55.3%) and they were unable to get access to trades or expertise (45.7%). In addition, just over a third reported that they were struggling to cope with the situation and manage all the things that needed to be done (36.2%).

In terms of where people were living now, 38.2% were in their houses (in various states of repair). 16.7% (NSW only) were living in caravans, and 20.0% of the QLD sample were living in private rentals (cf. 12.5% NSW). Just over a quarter (26.7%) felt that their current living conditions were either unsatisfactory or very unsatisfactory. When asked about the likelihood of their property being impacted by flooding again, 43.5% felt this was extremely likely and 35.5% thought it was somewhat likely.

All respondents returned to answer the question about hopes for the future (Table 12.12). In terms of what people were planning to do, 41.4% reported they were planning to stay where they were, 27% were rebuilding, some with more flood resilient changes, and 10.3% were planning to sell.

Table 12.62. Was the property you were living in/your home damaged by water in the flood (e.g., floodwater or stormwater inundation, or water through ceiling/windows)?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes	136	52.9	68	54.0	204	53.3
No [skip to question in Table 12.12]	121	47.1	58	46.0	179	46.7
Total	257	100.0	126	100.0	383	100.0

Table 12.63. Are you living in your home normally/comfortably now i.e., is your home fully functional, secure, safe - repaired to a level where you can live in it as you did before the flood(s)?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes [skip to question in Table 12.11]	63	46.3	37	55.2	100	49.3
No	73	53.7	30	44.8	103	50.7
Total	136	100.0	67	100.0	203	100.0

Table 12.64. Currently, in your flood-affected home, do you have the following. (MR)

	New South Wales (N = 73)		Queensland (N = 30)		Total (N = 103)	
	N	%	N	%	N	%
Running water?	52	71.2	22	73.3	74	71.8
Hot water?	45	61.6	17	56.7	62	60.2
A working/flushable toilet?	50	68.5	19	63.3	69	67.0
A working shower or bath?	44	60.3	16	53.3	60	58.3
Electricity?	51	69.9	20	66.7	71	68.9
Working power sockets?	45	61.6	19	63.3	64	62.1
An adequate number of power sockets?	33	45.2	9	30.0	42	40.8
Internet/wi-fi?	34	46.6	13	43.3	47	45.6
A source of heating/cooling – e.g., log burner, working air conditioning?	24	32.9	13	43.3	37	35.9
Mould issues	31	42.5	13	43.3	44	42.7
Any missing internal walls – e.g., no gyprock or partial gyprock/cladding?	35	47.9	20	66.7	55	53.4
A working washing machine?	35	47.9	15	50.0	50	48.5
An indoor kitchen/cooking area?	26	35.6	17	56.7	43	41.7
A secure space – somewhere you can lock up to keep yourself/your possessions safe?	32	43.8	15	50.0	47	45.6

Table 12.65. Are there things that need to be done to be able to live in your home safely?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes	56	77.8	22	73.3	78	76.5
No [skip next question]	16	22.2	8	26.7	24	23.5
Total	72	100.0	30	100.0	102	100.0

Table 12.66. How long do you expect it will be before you are back living in your home as you were before the flood (with a similar level of comfort/security/function)?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Already in/back in my property living as I was before the flood/s [skip next question]	3	4.2	1	3.3	4	3.9
Less than 6 months	13	18.1	9	30.0	22	21.6
6-12 months	20	27.8	8	26.7	28	27.5
1-2 years	13	18.1	3	10.0	16	15.7
More than 2 years	6	8.3	3	10.0	9	8.8
Never	17	23.6	6	20.0	23	22.5
Total	72	100.0	30	100.0	102	100.0

Table 12.67. What challenges are you facing to get back into living in your home/property? (MR)

	New South Wales (N = 65)		Queensland (N = 29)		Total (N = 94)	
	N	%	N	%	N	%
Can't afford to do what is needed	26	40.0	11	37.9	37	39.4
Can't get the trades/expertise needed	30	46.2	13	44.8	43	45.7
Can't get the building supplies/fixtures needed	18	27.7	6	20.7	24	25.5
Can't get rid of mould	11	16.9	3	10.3	14	14.9
Lack of information about what I need to do/get done	15	23.1	7	24.1	22	23.4
Waiting on damage assessment/flood assessment	12	18.5	5	17.2	17	18.1
Waiting on insurance decision	17	26.2	6	20.7	23	24.5
Waiting on decisions for buy-back/land swap/relocation	20	30.8	6	20.7	26	27.7
Waiting on planning/local council action	10	15.4	5	17.2	15	16.0
Everything just seems to take longer than it should normally	34	52.3	18	62.1	52	55.3
Not coping well with the situation, not able to manage all the things that need to be done	23	35.4	11	37.9	34	36.2
Other	22	33.8	6	20.7	28	29.8

Table 12.68. Do you plan to instal/fit any of the following... (MR)

	New South Wales (N = 57)		Queensland (N = 22)		Total (N = 79)	
	N	%	N	%	N	%
Replace carpeted areas with tiled or cement floors	21	36.8	8	36.4	29	36.7
Raise house or building/s	12	21.1	9	40.9	21	26.6
Raise power points	23	40.4	8	36.4	31	39.2
Raise air-conditioning units	27	47.4	9	40.9	36	45.6
Build a mezzanine or upper level to use for storage or shelter during floods	10	17.5	3	13.6	13	16.5
Use water-resistant building materials on lower levels	32	56.1	9	40.9	41	51.9
Instal removable walls, cladding, shelving	11	19.3	5	22.7	16	20.3
Instal removable fencing	7	12.3	2	9.1	9	11.4
Paint/display house number on upper storey deck/veranda/roof	11	19.3	3	13.6	14	17.7
Fit escape ladder into roof cavity	6	10.5	1	4.5	7	8.9
Modify roof to enable escape/exit from roof cavity	7	12.3	1	4.5	8	10.1
Other modifications	14	24.6	5	22.7	19	24.1

Table 12.69. Where are you currently living?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
In the flood impacted property – minor or no damage to habitable areas	9	12.5	6	20.0	15	14.7
In the flood impacted property – stripped out/cleaned up/unfinished	8	11.1	5	16.7	13	12.7
In the structure of the property – with only one or two rooms that have been made habitable	9	12.5	2	6.7	11	10.8
In a caravan	12	16.7	0	.0	12	11.8
In a tent	0	.0	0	.0	0	.0
In emergency accommodation – e.g., motel, pods, Airbnb	4	5.6	2	6.7	6	5.9
In private rental accommodation	9	12.5	6	20.0	15	14.7
With family/friends	7	9.7	5	16.7	12	11.8
Other (please describe)	14	19.4	4	13.3	18	17.6
Total	72	100.0	30	100.0	102	100.0

Table 12.70. Overall, how satisfactory are your current living conditions?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Very satisfactory	10	13.9	4	13.8	14	13.9
Satisfactory	18	25.0	8	27.6	26	25.7
OK	23	31.9	10	34.5	33	32.7
Unsatisfactory	17	23.6	5	17.2	22	21.8
Very unsatisfactory	4	5.6	2	6.9	6	5.9
Total	72	100.0	29	100.0	101	100.0

Table 12.71. How much longer can you manage in your current living situation?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
No limit – I can live like this for a year or more	33	46.5	10	33.3	43	42.6
No more than 6-12 months	22	31.0	6	20.0	28	27.7
No more than 3-6 months	7	9.9	10	33.3	17	16.8
No more than 1-3 months	7	9.9	2	6.7	9	8.9
No more than another month	2	2.8	2	6.7	4	4.0
Total	71	100.0	30	100.0	101	100.0

Table 12.72. How likely do you think it is that your home/property will be impacted by flooding again?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Extremely likely	55	41.4	32	47.8	87	43.5
Somewhat likely	48	36.1	23	34.3	71	35.5
Neither likely nor unlikely	15	11.3	5	7.5	20	10.0
Somewhat unlikely	13	9.8	5	7.5	18	9.0
Extremely unlikely	2	1.5	2	3.0	4	2.0
Total	133	100.0	67	100.0	200	100.0

Table 12.73. What would you like to do in the future (or what are you doing/planning to do)?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Repair/rebuild my house to how it was before the flood	18	7.3	5	4.0	23	6.2
Repair/rebuild my house to a more flood-resistant standard than it was before the flood.	34	13.8	15	12.1	49	13.2
Repair/rebuild and raise my home	16	6.5	12	9.7	28	7.6
Sell my house / property	24	9.8	14	11.3	38	10.3
Relocate my house to a flood-free area	3	1.2	0	.0	3	.8
Take a land-swap and rebuild	1	.4	3	2.4	4	1.1
Take a buy-back	16	6.5	9	7.3	25	6.8
None of the above / I want to stay where I am	101	41.1	52	41.9	153	41.4
Other	33	13.4	14	11.3	47	12.7
Total	246	100.0	124	100.0	370	100.0

Table 12.74. Considering future flood risk, how safe do you feel about continuing to live in/returning to live in your property?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Very safe	83	33.1	44	35.2	127	33.8
Somewhat safe	70	27.9	32	25.6	102	27.1
Neither safe nor unsafe	41	16.3	20	16.0	61	16.2
Somewhat unsafe	37	14.7	15	12.0	52	13.8
Very unsafe	20	8.0	14	11.2	34	9.0
Total	251	100.0	125	100.0	376	100.0

13. Support and reflections

In this section respondents were asked to reflect on the support they received and the things they felt contributed to the flooding. This section comprised five questions and like most of the other sections, concluded with an open text box for general comments. The first question asked about how respondents were feeling financially, and 17.5% reported they were finding it difficult, with a further 27.1% reporting that they were just getting along.

Respondents were asked to rate their satisfaction with a range of organisations and groups they had received support from (with those who hadn't receive support from an organisation or group selecting 'not applicable'). Table 13.2 summarised the top-level data with N/A responses excluded. These data will be analysed in more depth, but at this point the satisfaction with local points of contact – community groups, neighbours, etc. is generally higher, as is satisfaction with recovery centres.

Respondents were asked to rate their own recovery, as well as how they felt they were doing compared to others in their community. These questions will be useful outcome measures for further statistical analysis. Most respondents felt they were doing OK (38.7%) with a generally more positive response overall. Interestingly, the distribution in the ratings was less positive for the NSW sample with 24.4% rating their recovery as good, and 19.3% as very good, compared to QLD responses at 17.9% good and 30.9% very good. Generally, respondents felt they were recovering faster than others in their community (47.7%, somewhat or much faster), with those in QLD feeling a little less like this (16.9%, somewhat faster, cf. NSW 26.1%).

In the final question in this section, respondents were asked to rate the extent to which they felt various infrastructure and external forces contributed to the flooding. Again, there was a not applicable option which has been excluded from the calculations (Table 13.5). 44.1% felt that poor stormwater/drainage maintenance had contributed 'a great deal' to the flooding, general land use planning was 39.4%, and climate change 37.5%. Like many of the survey questions, there is a need to look in more detail at the responses to interpret them properly, especially as some of these issues are likely to be quite localised, and more useful in that local context.

Table 13.75. Given your current needs and financial responsibilities, would you say that you and your household are…?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Finding it difficult	42	16.5	24	19.7	66	17.5
Just getting along	73	28.6	29	23.8	102	27.1
Reasonably comfortable	95	37.3	41	33.6	136	36.1
Very comfortable	31	12.2	23	18.9	54	14.3
Prosperous	3	1.2	2	1.6	5	1.3
Prefer not to specify	11	4.3	3	2.5	14	3.7
Total	255	100.0	122	100.0	377	100.0

Table 13.76. In general, how satisfied or dissatisfied are you with the support that you received from the following groups? (N/A)

		New South Wales		Queensland		Total	
		N	%	N	%	N	%
Local Council	Extremely satisfied	15	6.8	15	15.0	30	9.4
	Somewhat satisfied	47	21.4	19	19.0	66	20.6
	Neither satisfied nor dissatisfied	49	22.3	15	15.0	64	20.0
	Somewhat dissatisfied	37	16.8	16	16.0	53	16.6
	Extremely dissatisfied	72	32.7	35	35.0	107	33.4
	Total	220	100.0	100	100.0	320	100.0
Utilities providers (water, electricity, telecommunications)	Extremely satisfied	22	10.8	14	14.4	36	12.0
	Somewhat satisfied	57	28.1	39	40.2	96	32.0
	Neither satisfied nor dissatisfied	54	26.6	16	16.5	70	23.3
	Somewhat dissatisfied	43	21.2	15	15.5	58	19.3
	Extremely dissatisfied	27	13.3	13	13.4	40	13.3
	Total	203	100.0	97	100.0	300	100.0
SES	Extremely satisfied	34	17.0	19	28.8	53	19.9
	Somewhat satisfied	48	24.0	9	13.6	57	21.4
	Neither satisfied nor dissatisfied	41	20.5	15	22.7	56	21.1
	Somewhat dissatisfied	33	16.5	6	9.1	39	14.7
	Extremely dissatisfied	44	22.0	17	25.8	61	22.9
	Total	200	100.0	66	100.0	266	100.0
Fire Service	Extremely satisfied	44	28.8	20	35.7	64	30.6
	Somewhat satisfied	40	26.1	8	14.3	48	23.0
	Neither satisfied nor dissatisfied	39	25.5	14	25.0	53	25.4
	Somewhat dissatisfied	13	8.5	3	5.4	16	7.7
	Extremely dissatisfied	17	11.1	11	19.6	28	13.4
	Total	153	100.0	56	100.0	209	100.0
Army	Extremely satisfied	45	29.8	11	23.9	56	28.4
	Somewhat satisfied	35	23.2	8	17.4	43	21.8
	Neither satisfied nor dissatisfied	35	23.2	12	26.1	47	23.9
	Somewhat dissatisfied	20	13.2	7	15.2	27	13.7
	Extremely dissatisfied	16	10.6	8	17.4	24	12.2
	Total	151	100.0	46	100.0	197	100.0
Recovery Centres	Extremely satisfied	58	37.9	9	18.0	67	33.0
	Somewhat satisfied	42	27.5	12	24.0	54	26.6
	Neither satisfied nor dissatisfied	35	22.9	12	24.0	47	23.2
	Somewhat dissatisfied	8	5.2	6	12.0	14	6.9
	Extremely dissatisfied	10	6.5	11	22.0	21	10.3
	Total	153	100.0	50	100.0	203	100.0
Other government agencies	Extremely satisfied	22	13.9	7	10.8	29	13.0
	Somewhat satisfied	35	22.2	8	12.3	43	19.3
	Neither satisfied nor dissatisfied	38	24.1	18	27.7	56	25.1
	Somewhat dissatisfied	29	18.4	8	12.3	37	16.6
	Extremely dissatisfied	34	21.5	24	36.9	58	26.0

	Total	158	100.0	65	100.0	223	100.0
Bureau of Meteorology	Extremely satisfied	27	13.2	19	17.4	46	14.6
	Somewhat satisfied	51	24.9	32	29.4	83	26.4
	Neither satisfied nor dissatisfied	61	29.8	28	25.7	89	28.3
	Somewhat dissatisfied	41	20.0	17	15.6	58	18.5
	Extremely dissatisfied	25	12.2	13	11.9	38	12.1
	Total	205	100.0	109	100.0	314	100.0
Primary Industries	Extremely satisfied	5	6.8	2	6.7	7	6.7
	Somewhat satisfied	11	14.9	6	20.0	17	16.3
	Neither satisfied nor dissatisfied	42	56.8	15	50.0	57	54.8
	Somewhat dissatisfied	8	10.8	3	10.0	11	10.6
	Extremely dissatisfied	8	10.8	4	13.3	12	11.5
	Total	74	100.0	30	100.0	104	100.0
Lifeline	Extremely satisfied	11	15.3	10	29.4	21	19.8
	Somewhat satisfied	17	23.6	3	8.8	20	18.9
	Neither satisfied nor dissatisfied	30	41.7	13	38.2	43	40.6
	Somewhat dissatisfied	4	5.6	2	5.9	6	5.7
	Extremely dissatisfied	10	13.9	6	17.6	16	15.1
	Total	72	100.0	34	100.0	106	100.0
Red Cross	Extremely satisfied	32	27.8	15	32.6	47	29.2
	Somewhat satisfied	39	33.9	11	23.9	50	31.1
	Neither satisfied nor dissatisfied	27	23.5	9	19.6	36	22.4
	Somewhat dissatisfied	11	9.6	4	8.7	15	9.3
	Extremely dissatisfied	6	5.2	7	15.2	13	8.1
	Total	115	100.0	46	100.0	161	100.0
Community groups/charities	Extremely satisfied	59	39.9	16	26.2	75	35.9
	Somewhat satisfied	55	37.2	23	37.7	78	37.3
	Neither satisfied nor dissatisfied	25	16.9	14	23.0	39	18.7
	Somewhat dissatisfied	7	4.7	3	4.9	10	4.8
	Extremely dissatisfied	2	1.4	5	8.2	7	3.3
	Total	148	100.0	61	100.0	209	100.0
Local community	Extremely satisfied	106	54.4	30	36.1	136	48.9
	Somewhat satisfied	58	29.7	24	28.9	82	29.5
	Neither satisfied nor dissatisfied	20	10.3	18	21.7	38	13.7
	Somewhat dissatisfied	6	3.1	6	7.2	12	4.3
	Extremely dissatisfied	5	2.6	5	6.0	10	3.6
	Total	195	100.0	83	100.0	278	100.0
Neighbours	Extremely satisfied	143	63.8	56	50.9	199	59.6
	Somewhat satisfied	51	22.8	30	27.3	81	24.3
	Neither satisfied nor dissatisfied	18	8.0	15	13.6	33	9.9
	Somewhat dissatisfied	7	3.1	3	2.7	10	3.0
	Extremely dissatisfied	5	2.2	6	5.5	11	3.3
	Total	224	100.0	110	100.0	334	100.0
Family and friends	Extremely satisfied	147	62.6	68	63.0	215	62.7
	Somewhat satisfied	57	24.3	26	24.1	83	24.2

	N	%	N	%	N	%
Neither satisfied nor dissatisfied	18	7.7	4	3.7	22	6.4
Somewhat dissatisfied	9	3.8	3	2.8	12	3.5
Extremely dissatisfied	4	1.7	7	6.5	11	3.2
Total	235	100.0	108	100.0	343	100.0

Table 13.77. Given what you have experienced, how would you rate your own recovery to this point?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Very poor	11	4.3	9	7.3	20	5.3
Poor	27	10.6	13	10.6	40	10.6
OK	105	41.3	41	33.3	146	38.7
Good	62	24.4	22	17.9	84	22.3
Very good	49	19.3	38	30.9	87	23.1
Total	254	100.0	123	100.0	377	100.0

Table 13.78. How does your own recovery compare with that of other people in your community?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Much faster	63	24.9	28	23.7	91	24.5
Somewhat faster	66	26.1	20	16.9	86	23.2
About the same	96	37.9	47	39.8	143	38.5
Somewhat slower	17	6.7	11	9.3	28	7.5
Much slower	11	4.3	12	10.2	23	6.2
Total	253	100.0	118	100.0	371	100.0

Table 13.79. How much do you feel the following contributed to the flooding? (N/A)

		New South Wales		Queensland		Total	
		N	%	N	%	N	%
Recent or new developments/ buildings	Not at all	59	29.8	24	23.1	83	27.5
	A little	32	16.2	20	19.2	52	17.2
	A moderate amount	32	16.2	18	17.3	50	16.6
	A lot	30	15.2	7	6.7	37	12.3
	A great deal	45	22.7	35	33.7	80	26.5
	Total	198	100.0	104	100.0	302	100.0
Land use planning generally (previous decisions on where properties/towns were built)	Not at all	26	12.0	15	14.2	41	12.7
	A little	38	17.6	9	8.5	47	14.6
	A moderate amount	29	13.4	15	14.2	44	13.7
	A lot	43	19.9	20	18.9	63	19.6
	A great deal	80	37.0	47	44.3	127	39.4
	Total	216	100.0	106	100.0	322	100.0
Poor stormwater/drainage maintenance	Not at all	25	11.1	16	14.8	41	12.3
	A little	34	15.1	12	11.1	46	13.8
	A moderate amount	27	12.0	11	10.2	38	11.4
	A lot	41	18.2	20	18.5	61	18.3
	A great deal	98	43.6	49	45.4	147	44.1
	Total	225	100.0	108	100.0	333	100.0
New roads/infrastructure	Not at all	46	22.2	27	25.7	73	23.4
	A little	30	14.5	14	13.3	44	14.1
	A moderate amount	36	17.4	13	12.4	49	15.7
	A lot	37	17.9	14	13.3	51	16.3
	A great deal	58	28.0	37	35.2	95	30.4
	Total	207	100.0	105	100.0	312	100.0
Operation of a local dam	Not at all	64	42.4	33	39.3	97	41.3
	A little	18	11.9	19	22.6	37	15.7
	A moderate amount	22	14.6	9	10.7	31	13.2
	A lot	13	8.6	13	15.5	26	11.1
	A great deal	34	22.5	10	11.9	44	18.7
	Total	151	100.0	84	100.0	235	100.0
Alterations made on private land – e.g., levee bank, structures	Not at all	56	35.9	28	31.1	84	34.1
	A little	26	16.7	14	15.6	40	16.3
	A moderate amount	26	16.7	14	15.6	40	16.3
	A lot	18	11.5	11	12.2	29	11.8
	A great deal	30	19.2	23	25.6	53	21.5
	Total	156	100.0	90	100.0	246	100.0
Climate change	Not at all	38	17.0	22	20.4	60	18.1
	A little	22	9.9	19	17.6	41	12.4
	A moderate amount	31	13.9	19	17.6	50	15.1
	A lot	42	18.8	14	13.0	56	16.9
	A great deal	90	40.4	34	31.5	124	37.5
	Total	223	100.0	108	100.0	331	100.0
Other	Not at all	3	11.1	1	9.1	4	10.5
	A little	3	11.1	1	9.1	4	10.5
	A moderate amount	2	7.4	0	.0	2	5.3
	A lot	6	22.2	1	9.1	7	18.4
	A great deal	13	48.1	8	72.7	21	55.3
	Total	27	100.0	11	100.0	38	100.0

14. Community

This penultimate section in the survey focussed on community-related issues, how people felt the flood/s affected their community and their interest in community training and the role of community in future floods. There were eight questions in this section.

The mean number of years respondents had lived in their community was 22.2 years. Almost half (48.0%) felt the flood/s had made their community closer and more cohesive and 42.0% felt more connected to their community. These positive impacts appeared to be felt more strongly by those in the NSW sample.

Respondents were asked about their volunteering during 2022, and their potential interest in flexible training to become a community responder. Overall, 29.1% had been involved in responding to emergencies or helping in disaster recovery in 2022, and 37.4% were either definitely or probably interested in training in this area. There were some differences evident between the NSW and QLD samples, with the NSW respondents having been more involved in 2022 (34.1% cf. QLD18.7%) and being more interested in training (NSW 40.9% cf. QLD 30.0%). Respondents were then asked about their potential interest in a range of hypothetical structured training/ support options for various roles.

Finally, respondents were asked about the extent to which they agreed or disagreed with a range of policy-related statements about the balance of government/emergency services and community in various aspects of emergency management. There was strong support for emergency response to continue to be led by emergency services (71.8% agreed strongly or somewhat). There was, however, also strong support for the community to be supported by emergency services and government in spontaneous/ad hoc community response and in having equipment and training provided to help respond (81.5% and 86.1%, respectively – strongly or somewhat agreed). Around three quarters (74.8%) agreed that community-led initiatives were the best way for government to support recovery after floods, and 68.2% indicated that they would rely more on local information from community in future events.

Table 14.1. How many years have you lived in the community where you experienced the flood/s? (include the total time, even if you've moved houses within the same community)

	New South Wales (N = 290) %	Queensland (N = 140) %	Total (N = 430) %
Mean (years)	22.8	20.9	22.2

Table 14.2. Do you think the experience of the flood/s has changed your community?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes, it has become closer and more cohesive	139	55.6	40	32.5	179	48.0
No, it is the same as it was before	76	30.4	68	55.3	144	38.6
Yes, it has made it more distant and less cohesive	35	14.0	15	12.2	50	13.4
Total	250	100.0	123	100.0	373	100.0

Table 14.3. Do you think the experience of the flood/s has changed <u>your feeling</u> of community?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes, I feel more connected to my community	119	47.2	38	31.1	157	42.0
No, it is the same as it was before	106	42.1	66	54.1	172	46.0
Yes, I feel less connected	27	10.7	18	14.8	45	12.0
Total	252	100.0	122	100.0	374	100.0

Table 14.4. At ANY point since January 2022, have you been involved in responding to emergencies or helping disaster recovery efforts as a community volunteer (i.e., unpaid, and not as a member a formal government/emergency response agency)?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes, I am currently	32	12.7	11	8.9	43	11.5
Not currently, but I have done this during 2022	54	21.4	12	9.8	66	17.6
Not, currently, but I have done this in recent years	28	11.1	16	13.0	44	11.7
No	128	50.8	83	67.5	211	56.3
Prefer not to answer	10	4.0	1	.8	11	2.9
Total	252	100.0	123	100.0	375	100.0

Table 14.5. If flexible options were available to help you train to be a community responder in future flood emergencies, would this be of interest to you?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Yes, definitely	34	13.5	18	14.6	52	13.9
Yes, probably	69	27.4	19	15.4	88	23.5
Unsure	64	25.4	32	26.0	96	25.6
No, probably not	65	25.8	38	30.9	103	27.5
No, definitely not	20	7.9	16	13.0	36	9.6
Total	252	100.0	123	100.0	375	100.0

Table 14.6. If there were options available for more structured training and support for community responders, would you be interested in any of the following?

		Where did you experience the flood/s in 2022?					
		New South Wales		Queensland		Total	
		N	%	N	%	N	%
Promoting community resilience – assisting with emergency planning and preparedness, risk reduction activities	Yes, definitely	42	16.8	19	16.0	61	16.5
	Yes, probably	64	25.6	29	24.4	93	25.2
	Unsure	62	24.8	30	25.2	92	24.9
	No, probably not	67	26.8	28	23.5	95	25.7
	No, definitely not	15	6.0	13	10.9	28	7.6
	Total	250	100.0	119	100.0	369	100.0
Training to assist with response during emergency events - E.g., evacuation, rescue	Yes, definitely	31	12.5	14	11.8	45	12.3
	Yes, probably	66	26.6	23	19.3	89	24.3
	Unsure	60	24.2	30	25.2	90	24.5
	No, probably not	74	29.8	34	28.6	108	29.4
	No, definitely not	17	6.9	18	15.1	35	9.5
	Total	248	100.0	119	100.0	367	100.0
Spontaneous/flexible volunteering opportunities	Yes, definitely	36	14.6	16	13.6	52	14.3
	Yes, probably	85	34.6	29	24.6	114	31.3
	Unsure	55	22.4	26	22.0	81	22.3
	No, probably not	58	23.6	32	27.1	90	24.7
	No, definitely not	12	4.9	15	12.7	27	7.4
	Total	246	100.0	118	100.0	364	100.0
Assisting in evacuation centres tasks	Yes, definitely	29	11.6	17	14.5	46	12.6
	Yes, probably	77	30.9	30	25.6	107	29.2
	Unsure	55	22.1	27	23.1	82	22.4
	No, probably not	70	28.1	31	26.5	101	27.6
	No, definitely not	18	7.2	12	10.3	30	8.2
	Total	249	100.0	117	100.0	366	100.0
Assisting in recovery centres – community support after floods	Yes, definitely	34	13.7	16	13.6	50	13.7
	Yes, probably	82	33.1	37	31.4	119	32.5
	Unsure	51	20.6	22	18.6	73	19.9
	No, probably not	65	26.2	31	26.3	96	26.2
	No, definitely not	16	6.5	12	10.2	28	7.7
	Total	248	100.0	118	100.0	366	100.0
Assisting with animal emergency management	Yes, definitely	22	8.9	10	8.5	32	8.8
	Yes, probably	60	24.4	26	22.0	86	23.6
	Unsure	43	17.5	24	20.3	67	18.4
	No, probably not	78	31.7	36	30.5	114	31.3
	No, definitely not	43	17.5	22	18.6	65	17.9
	Total	246	100.0	118	100.0	364	100.0

Table 14.7. To what extent do you agree or disagree with the following statements.

| | | Where did you experience the flood/s in 2022? | | | | | |
| | | New South Wales | | Queensland | | Total | |
		N	%	N	%	N	%
Emergency response in floods should continue to be led by emergency services/government agencies	Strongly agree	103	41.4	54	45.0	157	42.5
	Somewhat agree	76	30.5	32	26.7	108	29.3
	Neither agree nor disagree	34	13.7	26	21.7	60	16.3
	Somewhat disagree	16	6.4	6	5.0	22	6.0
	Strongly disagree	20	8.0	2	1.7	22	6.0
	Total	249	100.0	120	100.0	369	100.0
Spontaneous/ad-hoc community response during floods should be supported and enabled by emergency services/government agencies.	Strongly agree	145	58.5	55	46.2	200	54.5
	Somewhat agree	61	24.6	38	31.9	99	27.0
	Neither agree nor disagree	27	10.9	21	17.6	48	13.1
	Somewhat disagree	10	4.0	4	3.4	14	3.8
	Strongly disagree	5	2.0	1	.8	6	1.6
	Total	248	100.0	119	100.0	367	100.0
The Government should provide equipment and training for communities, so they can respond to future floods.	Strongly agree	155	62.2	48	40.3	203	55.2
	Somewhat agree	64	25.7	50	42.0	114	31.0
	Neither agree nor disagree	21	8.4	15	12.6	36	9.8
	Somewhat disagree	6	2.4	4	3.4	10	2.7
	Strongly disagree	3	1.2	2	1.7	5	1.4
	Total	249	100.0	119	100.0	368	100.0
Community-led initiatives are the best way for Government to support recovery after floods.	Strongly agree	121	49.0	43	36.4	164	44.9
	Somewhat agree	69	27.9	40	33.9	109	29.9
	Neither agree nor disagree	39	15.8	30	25.4	69	18.9
	Somewhat disagree	14	5.7	5	4.2	19	5.2
	Strongly disagree	4	1.6	0	.0	4	1.1
	Total	247	100.0	118	100.0	365	100.0
I will rely more on local information from community in future flood events.	Strongly agree	115	46.4	37	31.6	152	41.6
	Somewhat agree	66	26.6	31	26.5	97	26.6
	Neither agree nor disagree	47	19.0	35	29.9	82	22.5
	Somewhat disagree	12	4.8	12	10.3	24	6.6
	Strongly disagree	8	3.2	2	1.7	10	2.7
	Total	248	100.0	117	100.0	365	100.0

15. Health and well-being

This final section comprised seven questions. Many of these questions are standard questions used in state or national population health studies and were included to enable the study to compare this sample of flood-impacted residents against state/national data or against other disaster impacted groups. These data will be important health and wellbeing indicators in statistical analyses. No additional commentary is added for this section, but the top-level data are provided for reference.

Table 15.80. In general, would you say your health is

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Excellent	34	13.7	11	9.2	45	12.2
Very good	74	29.8	44	36.7	118	32.1
Good	77	31.0	30	25.0	107	29.1
Fair	50	20.2	26	21.7	76	20.7
Poor	13	5.2	9	7.5	22	6.0
Total	248	100.0	120	100.0	368	100.0

Table 15.81. How true of you are the following…

		New South Wales		Queensland		Total	
		N	%	N	%	N	%
I am able to adapt to change	not true at all	0	.0	4	3.4	4	1.1
	rarely true	9	3.6	6	5.1	15	4.1
	sometimes true	60	24.2	29	24.8	89	24.4
	often true	97	39.1	47	40.2	144	39.5
	true nearly all of the time	82	33.1	31	26.5	113	31.0
	Total	248	100.0	117	100.0	365	100.0
I tend to bounce back after illness or hardship	not true at all	1	.4	3	2.5	4	1.1
	rarely true	7	2.9	9	7.6	16	4.4
	sometimes true	56	22.9	23	19.3	79	21.7
	often true	96	39.2	51	42.9	147	40.4
	true nearly all of the time	85	34.7	33	27.7	118	32.4
	Total	245	100.0	119	100.0	364	100.0

Table 15.82. How actively involved in community groups or organisations have you been during the past two years?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Not at all	55	22.1	36	30.3	91	24.7
A little	53	21.3	32	26.9	85	23.1
Somewhat	74	29.7	24	20.2	98	26.6
Very	38	15.3	13	10.9	51	13.9
Extremely	29	11.6	14	11.8	43	11.7
Total	249	100.0	119	100.0	368	100.0

Table 15.83. How connected do you feel to your local community?

	New South Wales		Queensland		Total	
	N	%	N	%	N	%
Not at all	19	7.6	19	15.8	38	10.3
A little	49	19.7	30	25.0	79	21.4
Somewhat	96	38.6	44	36.7	140	37.9
Very	66	26.5	21	17.5	87	23.6
Extremely	19	7.6	6	5.0	25	6.8
Total	249	100.0	120	100.0	369	100.0

Table 15.84. Over the past 12 months, did you or anyone in your household experience any of the following financial issues?

		New South Wales		Queensland		Total	
		N	%	N	%	N	%
Our household has spent more money than it gets (over the past 12 months)	Yes	99	40.4	42	35.6	141	38.8
	No	123	50.2	69	58.5	192	52.9
	Prefer not to answer	23	9.4	7	5.9	30	8.3
	Total	245	100.0	118	100.0	363	100.0
I/we would be unable to raise $2,000 in a week for something important	Yes	76	31.1	39	32.8	115	31.7
	No	140	57.4	73	61.3	213	58.7
	Prefer not to answer	28	11.5	7	5.9	35	9.6
	Total	244	100.0	119	100.0	363	100.0
I/we could not pay electricity, gas or telephone bills on time	Yes	39	16.0	17	14.3	56	15.5
	No	182	74.9	97	81.5	279	77.1
	Prefer not to answer	22	9.1	5	4.2	27	7.5
	Total	243	100.0	119	100.0	362	100.0
I/we went without meals	Yes	28	11.5	10	8.4	38	10.5
	No	205	84.0	104	87.4	309	85.1
	Prefer not to answer	11	4.5	5	4.2	16	4.4
	Total	244	100.0	119	100.0	363	100.0
I/we sought assistance from welfare/community organisations	Yes	70	28.7	24	20.2	94	25.9
	No	161	66.0	90	75.6	251	69.1
	Prefer not to answer	13	5.3	5	4.2	18	5.0
	Total	244	100.0	119	100.0	363	100.0
I/we sought financial help from friends or family.	Yes	40	16.4	18	15.3	58	16.0
	No	190	77.9	95	80.5	285	78.7
	Prefer not to answer	14	5.7	5	4.2	19	5.2
	Total	244	100.0	118	100.0	362	100.0

Table 15.85. Have any of these been a problem for you or anyone close to you in the last 12 months? (MR)

	New South Wales (N = 247)		Queensland (N = 118)		Total (N = 365)	
	N	%	N	%	N	%
Serious illness	66	26.7	38	32.2	104	28.5
Serious accident	13	5.3	8	6.8	21	5.8
Death of a family member or close friend	61	24.7	27	22.9	88	24.1
Mental illness	71	28.7	48	40.7	119	32.6
Serious disability	20	8.1	7	5.9	27	7.4
Loss of job / unable to get a job	30	12.1	16	13.6	46	12.6
Financial stress	95	38.5	44	37.3	139	38.1
None of the above	65	26.3	30	25.4	95	26.0

Table 15.86. Have any of these been a problem for you or anyone close to you in the last 12 months? (MR)

	New South Wales (N = 236)		Queensland (N = 109)		Total (N = 345)	
	N	%	N	%	N	%
Discrimination	15	6.4	12	11.0	27	7.8
Bullying / harassment	28	11.9	19	17.4	47	13.6
Witness to violence	10	4.2	7	6.4	17	4.9
Abuse or violent crime	12	5.1	7	6.4	19	5.5
Trouble with police	3	1.3	1	0.9	4	1.2
Divorce, separation, relationship breakdowns	33	14.0	15	13.8	48	13.9
Alcohol or drug related problems	32	13.6	10	9.2	42	12.2
Gambling problems	6	2.5	2	1.8	8	2.3
Problems with children attending school	10	4.2	6	5.5	16	4.6
Removal of children	2	0.8	1	0.9	3	0.9
None of the above	158	66.9	70	64.2	228	66.1

Next steps

As noted at the start, this report has been produced to accompany the study's Main Report. The Main Report provided more detailed content from the qualitative phase of the study, i.e., quotes from the interviews with flood-affected residents and focussed on policy-relevant themes. It also contained selected data and analysis of five content area from the survey. This Technical Report provided an extended section on the study methodology, a detailed overview of the coding approach taken and the coding frames/codebooks, and an overview of the summary level quantitative data collected in the online survey.

The intent with both reports is to provide the study's end users (NSW SES and QFES), official stakeholders working with disaster impacted communities, and any other interested parties an opportunity to explore the detailed content in the study. We hope that these reports will provide readers with some early insights into areas of content that may be useful to them. We also hope that this information will engage a broad set of stakeholders in the study and showcase the potential for greater use of the data.

Plans are in place for further analysis. There is a great deal of information to unpack in both phases of the study. As the sample size is limited, especially in some sections, there are data-driven decisions to be made about the most meaningful and productive ways to explore the data further. For the study's end users there are obvious advantages in an initial state-based breakdown. However, longer-term there is possibly more to gain from undertaking more targeted (content-specific) analyses using objectively measured flood characteristics, e.g., the depth/severity/physical impact, or self-reported personal impacts, or measures of accessibility to services[9], or socio-economic indices[10] as the basis for exploring research questions in the data.

Participants in the study gave their time freely and were motivated by the opportunity to share their stories and make a difference. They wanted to provide personal accounts of what had happened to them, so that both good and bad aspects could be captured, fed back to those who might be able to make a difference next time, and provide better and safer outcomes in the future. Many provided insights into the main things they had learned and would do/would do differently next time or would want to tell others. Some suggested ways services and government processes could or should be changed, and some provided ideas for resources, training, and things that would have made a difference to them and their post-flood journey.

The research team will be working to present data to varied audiences at briefings, meetings, and conferences, and we will be working on several research papers. We welcome, through Natural Hazards Research Australia, further interest in the data from stakeholders who can utilise the findings, use content for case studies in training, or take insights from this study to produce evidence-based resources for flood survivors.

> …I'm such a loner and strong, proud, dignified; I think I feel ashamed that I've lost so much, and I feel stupid, like an idiot. I don't know, I feel angry with the weather, trying to kill the dog and me. Yeah, I was so angry with the rain on the roof, but I've got to a stage now where I have a strategy. While I'm very confused about what to do, the reality is, I've rebuilt. I've rebuilt as best I possibly can. [NSW032]

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[9] For example, using ARIA+ - the Accessibility/Remoteness Index of Australia https://able.adelaide.edu.au/hugo-centre/services/aria
[10] For example, the Australian Bureau of Statistics SEIFA measure (Socio-economic Indexes for Areas) https://www.abs.gov.au/websitedbs/censushome.nsf/home/seifa

Appendix 1: Interview guide

Residents were asked to 'share their story' followed by some gentle prompts to explore the following themes:

- **Prior experience of flooding and perception of risk**

- **Information and Warnings:** General information received prior to the event and both formal and informal warnings received around the 2022 events. How did they first become aware of the floods and what information did they access and use?

- **Preparedness and response**: Had any preparedness activities been conducted (lifting up belongings, moving their car, preparing to evacuate, sandbagging etc.) Did they have a plan? How did they respond?

- **Evacuation and sheltering:** The influences on, the decision making around, and the experiences of sheltering and / or evacuation. Why did they take the course of action that they did?

- **Vulnerability and Resilience:** Any factors that hampered their ability to prepare and respond (e.g., dependents to look after; ill-health; Covid related concerns or measures (such as home isolation); elderly; renting; highly exposed location) Similarly, what about factors that enabled people to respond easily with little challenges? What determined a resilient outcome?

- **Community champions:** Are there any community-led risk reduction schemes in their area that they are aware of or involved with? Are they aware of any community champions who assisted prior to, during or following the floods? E.g., translating and providing information and warnings, assisting with response and in the recovery etc.

- **Expectations**: What were their expectations of assistance from government organisations prior to the floods? What were their expectations of householder and community responsibility? How do they view a shared responsibility? Have these expectations changed? Do they see any changes into the future?

- **Compounding and cascading disasters:** Were they already impacted by the recent/former bushfires or earlier floods or storms? Did this influence their ability to prepare and respond to the floods? Similarly, do they think the pandemic has had an impact on their ability to reduce their risks from the flooding?

- **Recovery**: How is their process of recovery going? What are the challenges? What are the vulnerability factors that inhibit recovery for some and not for others? What factors have aided their recovery?

- **Adaptation**: Were there any changes to their property, at any time prior to the event, to reduce the risks of flooding? [This includes minor adaptations such as permanently shifting white goods and electrical points, tiles instead of carpet etc. to the bigger options such as house raising and involvement in a buy back schemes?] Do they plan to / can they make any permanent changes to reduce risks? What are the barriers to adaptation? (Renting, low income, house on a slab etc. no insurance) Were there any changes to the surrounding local area (neighbourhood/LGA/catchment), at any time prior to the event, to reduce the risks of flooding? What plans for future adaptation exist in the local area?

- **The future:** Is there anything they plan to do differently in future flood events? What are their perceptions of future floods and other disasters?

Appendix 2. NSW Codebook – detailed coding

The codebook used by the NSW-based team was structured with up to three levels of coding. Main themes, with sub-themes nested under those, and in some areas, there was a third level of codes nested under the sub-themes. These are shown in the following table with colour-coding and a numbering convention, i.e., **1**, 1a, **4**, 4a. The lowest level/third tier codes are not numbered.

Key

	1st level – main theme – parent node – first/top level theme
	2nd level – sub-theme - child node – second level
	3rd level –grandchild node – third level

Files	The number of transcript files in which the code was assigned. This translates to the number of residents, overall, who mentioned the issue that was coded. The total number of NSW interviews was 100.
References	The number of 'codes' assigned across the full NSW interview dataset.

Name	Description (Not all-inclusive - examples from research debriefs that were used to guide coding)	Files	References
1. Prior to the Flood	Areas of relevance before the flood/s. Prior experience of flood. Awareness of flood risk. Engagement in flood risk. Preparedness and planning/expectations about flooding generally (NOTE- this is NOT the period immediately before the flood – but generally before flooding happened or was forecast)	72	167
1A. Engaged - aware and or prepared		29	52
Awareness of flood risk	Knew it could flood, had considered it	17	24
Planning or preparedness	Comments about having a plan, thinking what they might do, having done anything – bought battery powered radio, made adaptations to home – tiled floors, etc.	16	25
1B. Not engaged - Not aware, prepared, underplaying risk		28	44
Discounting of risk	Knew it could happen/had happened before but didn't think it would happen/happen again/happen to them	13	19
Lack of awareness of flood risk	Hadn't thought of it as a risk, hadn't realised it could affect them, e.g., been here 20 years and it has never flooded	14	18
No planning or preparedness before	Mention having no plan/not preparing	4	4
1C. Prior experience of floods or emergencies		44	65
Prior experience influencing actions	Any comments about prior flood influencing what they had done beforehand re. planning or arranging somewhere to go	16	18
Prior experience of flooding (or other emergencies)	Comments about prior flooding at same or different location. Any exposure or familiarity with flooding or other emergencies – bushfire, cyclone, emergency medicine etc. Consequences of prior flooding	28	38
1D. No prior experience		4	4
No prior experience of floods or natural hazard events	No prior experience of floods or natural hazard events	2	2
1E. Other	Any other comments about experience of floods, disasters or planning and preparedness	2	2

Other	Any other comments about experience of floods, disasters or planning and preparedness	2	2
2. Early Stages	**Things that were happening before the flood hit, i.e., when they became aware of it, the possibility of it, aware of weather forecast etc. Start of the flood.**	**86**	**322**
2A. Monitoring warnings or looking for information		51	79
Aware of SES warnings – 'flood watch' or messaging	Receiving any kind of information from SES beforehand. Hearing messages, door knocking	22	24
Aware of weather BOM forecast	Aware of poor weather, forecasts	7	7
Monitoring	Comments about being alert, watching, listening for information beforehand	27	33
2B. Issues with warnings		48	85
Didn't receive any warnings	No warnings issued, sad there weren't any warnings or no information	16	18
Ignored warnings	Not trusting info/warnings, reasons for ignoring or not acting as advised e.g., staying when told to leave/evacuation orders	3	3
Problems with warnings	Too late, incorrect, too general/vague	31	46
2C. Local information and communication		34	55
Communication with others – neighbours, family	Talking, hearing conversations, local social media, family alerting them, telling people your plans	21	26
Helping others	Checking on neighbours, elderly, assisting others	5	7
Local observations	Noticing water high, local gauges, phone trees or structured local alerting, tried to communicate observations to SES	11	14
2D. Optimism		10	12
Reassurances from others or Comparison to previous floods	Being told it won't be that bad, won't be as bad as (previous flood) or as forecast	3	4
She'll be right	Thinking it wouldn't be that bad, using own judgement to decide it wasn't going to be that bad. Reasons why they didn't think it would be that bad	6	7
2E. Protective actions		47	65
Actions	Raising things, moving vehicles, relocating animals, taking children to another place, getting supplies, charged phones, got fuel in car, left early	45	60
2F. Decision-making		15	18
Decisions	Comments about deciding to do things at certain times/points – triggers for action/things that influenced decisions	14	16
2G. Not being home		5	6
Away from home	Being away, not being local, unable to do anything	3	4
2H. Other	Any other comments about the time before the flood peaked.	2	2
3. During the Floods	**When flooding is in full flow/rising, at peak. Also, if stuck at home – during the period when stranded/isolated**	**93**	**586**
3A. The flood		61	143
Floodwater	Comments about the water – flow, depth, rose quickly, watching the water	51	100
Surprise or shock	Didn't think it would get so high, couldn't believe it, didn't think it was possible/would happen	30	39
3B. Help during flood (not rescue-related)		23	32
Emergency services	Any interactions with SES or other emergency services during the flood – help/lack of help, not seeing them etc.	10	13

Helped by others during flood	Went to neighbours' house, taken in by someone, assisted by others	15	18
3C. Bad behaviour during flood		11	18
Poor behaviour	Looting during the flood, selfish behaviour, lack of help or thought for others	10	17
3D. Other General	General comments about the flood/during the flood	4	4
3E. Action - Staying		31	59
Problems and, or issues when stuck at home	No power/water/sewerage, no comms, no food	9	10
Protective actions and, or monitoring safety	Things people did to protect their stuff, to assess their safety (e.g., deciding if they needed to leave – what trigger might be), other actions	8	9
Stayed	Chose to remain, reasons why they chose to stay, planned to stay	11	16
Trapped and, or Isolated	No choice, Unable to leave, isolated/couldn't leave, didn't realise until it was too late, why/what reasons	12	21
3F. Action – Leaving or Evacuating		53	113
Act of leaving (not rescue)	Getting into boat, getting out of home in boat or vehicle, walking/wading in water	16	20
Evacuation centre	Comments about evacuation centres, decisions about why to go/not go, conditions there, organisation, help/support	29	43
Evacuation to other places	Friends, to safer areas/interim solutions (e.g., high ground, overpass, bridge, school), reasons	14	20
Leaving decisions	Evacuated during flood. Anything about decisions to leave, why they left when they did, triggers	18	20
Other evacuation comments		9	10
3G. Warnings and Info during flood		19	32
Warning and information sources	Emergency services/SES, BOM, Council, Higgins Storm Chasers, Community, Neighbours	9	10
Warning and/or information channels	Social media, text/SMS, tv, website, word of mouth	3	4
Warning comments link to actions	Comments about warnings during the flood and link to actions taken	2	2
Warnings – negative	Too late, incorrect, didn't trust, poor, insufficient, weren't any	8	13
Warnings – positive	Helpful, accurate, timely	0	0
3H. Communication and contact during flood		45	78
Called for rescue – got through	What happened. Did they get through, what were they told	8	10
Contact with people	People checking on me/checking on others, speaking to people	16	19
Other communications	Comments about other communication during the flood	15	17
Separation	Separated from family members, comments about someone not being there with them, being separated, leaving someone behind.	4	4
Unable to make contact with emergency services	Couldn't get through, couldn't get anyone's attention if tried to stop a boat	5	5
Unable to make contact with others – family, neighbours	No phone/no internet/no communications. Couldn't let people know we were ok, couldn't ask for help	15	16
3I. Rescue and Relocation		41	107
Emergency rescue	Comments about emergency rescue – life at risk, water still rising	10	15
Other rescue comments		15	27
Recued or picked up by emergency services	Not emergency – picked up/relocated - e.g., came round after flood peak/after stranded for a day or so	4	5

Rescued or picked up by community or neighbours	Not emergency – picked up/relocated after peak	25	38
Rescuers	Comments about rescuers	11	21
4. Post Flood	**Comments about the time immediately after the flood/water receded, and first month after. Comments about the clean-up, help received, problems, help and support**	**99**	**717**
4A. Damage and Loss		77	183
Broader damage	Infrastructure, nature, waterways, landslips	35	46
Damage and losses	Extent of damage to home, property, description of losses	56	97
Evidence of damage	Photographing for insurance, proving damage	5	6
Experience of coming home and seeing damage	Decision to return (when, decision), feelings coming back	18	22
4B. Clean-up stage		72	214
Army	Army assistance in clean-up specifically (see later under 9 also)	3	3
Cleaning	getting rid of mud, cleaning, challenges to get things clean	37	56
Collection	Timing, help, pick-up of belongings	4	5
Mould	Issues with mould	12	15
Mud-army	Strangers, out of area helping, number of people, organisation	22	36
Other clean-up comments		16	19
Other helpers	Faith-based groups, Lions, local community	15	21
Poor behaviour	Looting when houses weren't occupied, scavenging	8	11
Possessions and vehicles	Things being removed, sorting through stuff, vehicles, making decisions, efforts to save things	10	14
SES, Firies, Emergency Services help	Help from emergency services, hosing out	12	14
Strip out	Removal of gyprock, plumbing, fittings	7	9
Water impacts	Impacts of time, slow water receding, soaking up Gyprock, mud	7	9
4C. Help and support		72	193
Community Help	Not clean-up related - Food, clothes, donations, washing	48	86
Help for businesses	Help available for businesses. Comments about businesses	5	6
Help from businesses	Vets, Mines, Supermarkets, Bakers, Local shops etc.	8	9
Help from Government services	Initial disaster payments / $1000, help with grants, flood assessments	25	26
Help from NGOs and groups	Vouchers, assistance, donations, --Lions, Rotary, Red Cross, local church	9	12
Help getting help	Lack of awareness of what was available, help from people to access help/support, advocacy	5	8
Ineligible	Ineligible for government assistance – definition of flood, financial loss, income, having insurance meant ineligible	8	9
Other help	Other comments about help in the early stages after flood	17	23
Tradespeople	Comments about tradespeople, utility reconnection, safety checking property	5	5
4D. Relocation		41	83
Accommodation	Comments about accommodation, good/bad, getting accommodation, quality/suitability of accommodation	12	15
Insecure accommodation	Moving around, unsettled, temporary accommodation	14	19
Issues for homeowners	No rental history, having to pay mortgage/bills	4	8

Issues for renters	Contents insurance, moved out or evicted if minor damage	7	13
Other accommodation	Other comments about accommodation, caravans, tents	5	5
Where people stayed after flood	How they came to be there, where they stayed, comments about being away from houses/community or trauma	19	23
4E. Getting around		28	44
Other getting around	Other comments about mobility/getting about	7	7
Roads and Infrastructure	Potholes, water over roads, bridges, landslips	19	28
Traveling	Unable to get around, expectations of getting around, appointments, issues getting places	5	7
5. Recovery - Getting Back on Track	Comments about longer term issues during 'recovery' – after the first month post-flood, and comments about the process of recovering/getting back on track. Sometimes these comments may be broader or more general than the 'recovery phase' and may be more reflective generally	**96**	**830**
5A. Community actions		36	53
People doing the wrong things or being unhelpful	Selfish behaviours, cliques, falling out. Fraudulent claims, people taking help and financial support when not affected/indirectly impacted. Making it harder for people who need help.	14	17
People helping each other, self-organising, doing good	Positive comments about how community has organised itself / supported each other /champions, good programs, events etc.	24	31
5B. Government agencies and formal support		40	62
Bureaucracy, poor service	Government support and services – poor, bureaucratic, jumping through hoops	24	34
Help received, appreciation	Provision of government support and services, good things, smooth processes, helpful financial, health	16	20
5C. Housing and Accommodation post flood		29	51
Negative	Moved about, unsettled, forgotten, problems – moving around, rental issues	17	27
Other housing	General comments, neutral	11	16
Positive	Good, settled, good support, help getting somewhere to stay	4	4
5D. Insurance mentions		63	152
Claims	Issues getting people on phone, progressing claims, assessment reports, evidence issues/photos etc	36	52
Insurance – Other	Water, Electricity company, Gas companies	23	34
Limbo	Unable to move on, make decisions until insurance settled, slow	12	23
No insurance	Comments about not having insurance / being advised not to take it due to lack of flooding	22	27
Renewing	Too expensive. Never having it again, future issues	8	8
5E. Barriers to recovery – external actors or practical issues		36	58
Media and attention	Focus on Lismore/other places, other people, or situations	13	19
Official organisations slow to act	Council slow to act/sort problems out, things not getting done, not getting the information needed to help	9	9
Political issues	Stunts, delays, decisions, political or power motives	8	12
Scarcity – supplies and skills	Supplies, lack of tradies or expertise, assessors	12	14

5F. Barriers to recovery – personal, society, capacity	[extended to any mentions about these groups at any stage]	75	272
Children	Issues for children/young people – school, future	29	63
Elderly	Issues for older or isolated people, need help/support, giving up, not getting, or taking up help, strengths too	40	70
Other personal	Injuries, ill-health, family issues, relationships	25	30
Persistence	Needing to keep going, hard to keep persisting with other things going on, taking lots of time when also working etc.	6	9
Personal Trauma	Issues with trauma, mental health, fear, PTSD, managing after the flood	49	102
5G. Concurrent, compounding, and cascading issues		47	95
Bushfires, other threats, impacts	Impacted by bushfires as well, bushfire emergency comparisons	8	10
Complicating issues	Situations or mixes of things coming together, things going from bad to worse, increased vulnerability – caravans low lying, bitumen	33	62
Multiple floods	Still recovering from previous flood/s. Still facing problems/barriers to recovery, unresolved issues	16	19
5H. Enablers to recovery		9	13
Things that help recovery	Things that help recovery Not mentioned elsewhere – family, kindness	8	12
5I. Rebuilding and modifications	Rebuilding, making improvements,	31	53
5J. Other recovery comments	Other things – not covered elsewhere	20	21
6. Reflections, Observations and Learnings	Comments made when interviewee is reflecting about what happened – things learned, things they would do (differently) next time, silver linings, problems encountered. Also, some issues that are broader that the chronology of the disaster – don't fit elsewhere.	99	621
6A. Preparedness, awareness	Need to be more prepared, would pay more attention to warnings/conditions, act sooner to get ready, relocate sooner, buy a boat	55	83
6B. Increased self-reliance and community resilience	Lack of help/assistance has led to a feeling that they wouldn't rely on others/officials. Wouldn't wait for warnings, would rely on community information.	36	63
6C. Trust	Specific comments about trust/lack of trust. Wouldn't trust official warnings now	20	27
6D. Reviewing decisions and actions	How would do differently now. Leave earlier, would stay, wouldn't have done X and Y (things they did this time)	28	38
6E. In clean-up	Take more time, not let people strip out plumbing, slow down, have friend to help with decisions	14	14
6F. In 'recovery' phase	Push more for grants, accept help quicker	14	26
6G. Infrastructure blame	Blame on manmade things – motorway, dams, developments, etc.	35	50
6H. Attribution, Explanations, making sense	Climate change, environmental changes, philosophical explanations, conspiracy theories, chemtrails	24	27
6I. About self – general, negative or improvement	Feeling abandoned / forgotten, misled, made poor decisions, not thinking straight/brain fog, need to be more self-reliant, too optimistic, or naïve.	5	6
6J. About self – general, positive	Good decisions/best decisions possible, helped others, strong person, good attitude, persistent, decided not to care as much about possessions	13	19
6K. About organisations	Emergency services, council, local businesses, insurance, telcos	14	18
6L. About other people	Neighbours, elderly	14	14
6M. Community - positive	Great support, people rallied, Hubs are good	32	43

6N. Community - negative	poor behaviour – looting, fraud, don't be as trusting	10	15
6O. Future plans	Leave, raise house, wait for buy-back, stuck, things will get/be worse	62	102
6P. Other reflections	Please grab other final/concluding comments – learnings, things for others to know.	49	76
7. Special Issues	**Things the team is interested to identify for future analysis/academic papers**	**89**	**528**
7A. Animals, Pets		67	237
Affecting decisions	Any examples of animals affecting decisions – e.g., we didn't leave because of the pets, we didn't go to the evac centre because we have dogs.	15	24
Animal welfare, care, behaviour	Concern about animal welfare and well-being, animal care, e.g., in evac centres, people not looking after their animals not cleaning up faeces etc, animal toileting during flood (e.g., refusing to 'go'), Behaviour comments – e.g., dog being calm during evacuation, dogs barking	34	61
Loss, death, survival	Losing animals, witnessing animals in distress, dead animals	29	60
Other comments about animals	Things not covered above – other mentions of animals - pets, horses, livestock, wildlife – snakes, spiders etc. Captive animals/zoos	36	52
Preparedness and planning	Plans in place for animals, things people did to protect animals	15	29
7B. Food		58	109
Food-related comments	Any mentions of food – community meals, eating with people, food scarcity, importance of food	46	81
7C. Environmental Contamination and Health		23	38
Human Health Issues	Rashes, reactions to floodwater	12	15
Toxicity, garbage, and contamination	Contamination of floodwater, environmental contamination, chemicals, things being killed off – crops, plants, animals, asbestos, garbage	14	23
7D. Connection to Environment		18	40
Connectivity across landscape		6	14
Living with rivers	Connection to landscape, respect for rivers, floods, nature-wellness, value of rivers	12	22
7E. Climate Change		20	33
Climate Change	Any mentions of climate change	17	27
7F. Sensory		16	29
Emotional	Comments about emotional responses to flood – shame, embarrassment, anger, frustration, personal reactions	15	23
Sensory	Comments about sensory responses – smell, sensing changes, touch, feel, sounds, taste.	5	6
7G. COVID	Any comments about COVID	26	36
8. Good Quotes	**Please select enough text to provide reference around the quote if possible. Capture things that are insightful, profound, well expressed, things that 'jump out' at you. Things that are great suggestions that might back up actions/recommendations. Some of these might be at the end of the interviews when interviewees are reflecting on the bigger picture.**	**78**	**322**
8A. Emergency response - positive	good performance from emergency services or 'the response' or communication/warnings	8	10
8B. Emergency response - negative	poor performance from emergency services or 'the response' or communication/warnings	23	26

8C. Community, People, Connection, humanity		26	32
8D. Help and Support		24	45
8E. Flood	About the floodwater, the flood specifically	20	26
8F. Preparedness		34	49
8G. Vulnerabilities	Identifying issues around risk, vulnerability of people, communities, animals	26	47
8H. Positive	Strengths, Uplifting, good comments	8	8
8I. Negative	Negative comments, disappointments, anger	22	34
8J. Neutral	Statements	5	5
8K. Things of value to them	Kids, family, possessions, pets	13	20
8L. Other	Anything that doesn't fit elsewhere but is worth capturing	17	18
9. Stakeholders and Other 'Formal' Actors	**Any mentions of stakeholders directly – things we might be able to extract to inform stakeholders later Can also include generalisations – e.g., the power company. Don't code Insurance companies here or Community groups and organisations (they'll be picked up in the earlier themes)**	**94**	**509**
9A. NSW SES	As SES is our main end user in NSW, it would be good to pick up any direct mention of them or quotes where the interviewee is clearly referencing them (e.g. we called them, but they didn't send a rescue boat)	68	153
9B. BOM	Bureau of Meteorology/BOM	7	14
9C. RFS, Firies		19	26
9D. Army	Military help	32	44
9E. Emergency services	Either others specifically– Police, Ambulance, Surf Life Saving or 'Emergency services' generally when they mean all/any of them	11	14
9F. Local government, council	Any mentions of 'the council', or local government, the Mayor, Counsellors	48	96
9G. Resilience NSW	Might say 'Resilience' when meaning the organisation – see context.	15	24
9H. Service NSW	Might be hard to know whether people mean Service NSW or Resilience NSW – if they're talking about grants and money or if not sure – put them here.	24	31
9I. 'Recovery' agency	Might say 'Recovery', or Resilience and Recovery agency. Use when interviewee is referring to a commonwealth recovery agency if you can tell – if in doubt include it here	3	5
9J. Agriculture, Primary Industries	Department looking after agriculture, farming, livestock feeding	1	5
9K. Red Cross		12	16
9L. Lifeline		1	1
9M. Other NGOs	Salvos, Vinnies/St Vincent de Paul	4	7
9N. Formal Community organisations	Lions, Rotary, Scouts, Business Chamber	8	10
9O. Utilities – power, energy, water	Water, Electricity company, Gas companies	9	12
9P. Telcos	Telstra, Vodaphone, Optus, iiNet, etc	2	3
9Q. NRRC	Northern Rivers Reconstruction Corporation – deciding on buybacks etc.	3	5
9R. QRA	Queensland Reconstruction Authority	1	1
9S. Local employing industry, local businesses	Shops, vets, etc. In some areas there are big employers who helped – e.g., 'the mines', NORCO, mention of businesses	6	12
9T. Others	If in doubt, code it here. We can return to it.	18	30