

# Understanding our Community Post-Flood: Survey Summary

August 2024

From May to June 2024, Council asked impacted residents for their input to better understand their experience related to the October 2022 flood event. This information will help Council tailor programs to meet needs and advocate on behalf of the community.

In total there were 65 survey responses.

## Key themes

Key themes from the survey included:

- Mitigation
- Insurance
- Wellbeing
- Communication
- Warning systems/preparedness
- Financial impact

## Evacuation

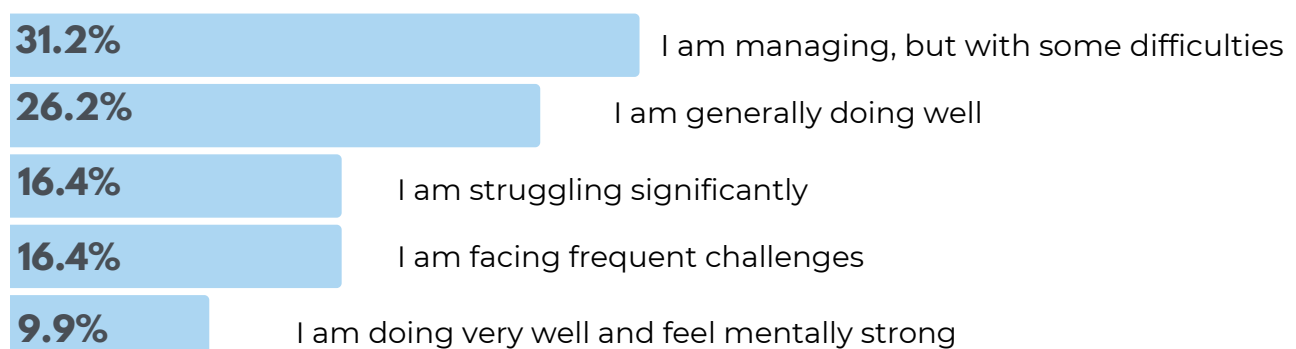
Of the 61 responses to this question:

- **77% (47)** were required to evacuate
- **23% (14)** were not required to evacuate

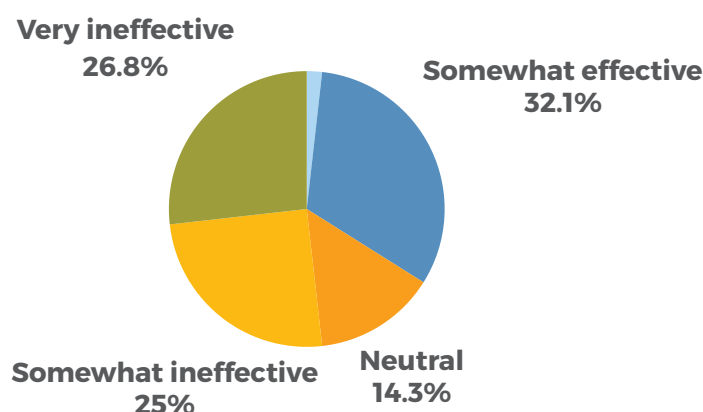
Some respondents expressed uncertainty about where to evacuate to and frustration about the warning systems

## Wellbeing

How are you feeling? - 61 responses



## Recovery efforts



## Insurance



**69%**

were covered by insurance at the time of the flood



**66%**

of those who were insured made a claim



**66%**

did not seek assistance with their claim



**68%**

are currently covered by flood insurance



**32%**

are not currently covered by flood insurance

Reasons for not being covered by insurance included:

- the cost of insurance is too expensive
- strata is not covered for flood insurance in apartments/units
- cannot get insurance due to location
- unsure about options
- insurer cancelled policy
- insurer will not cover an uninhabitable space

## Preparedness

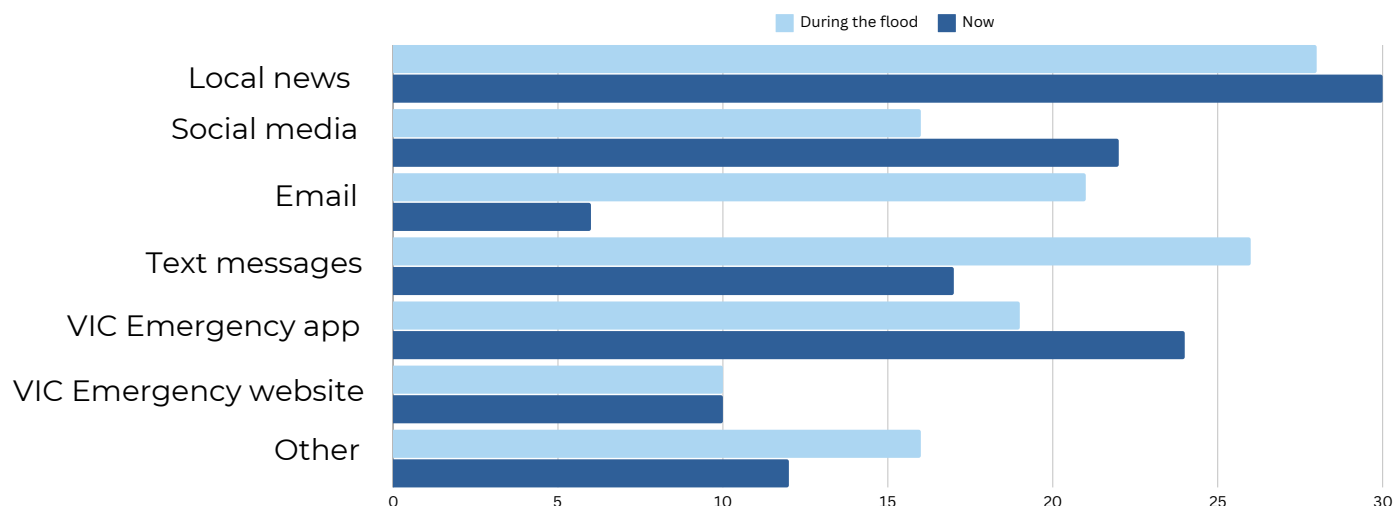
**68%** are taking steps to prepare for future flooding, including reviewing their insurance policy, storing sandbags and exchanging contact details with neighbours

## Community connection

**55%** of 55 responses felt the events of 14 October have brought the community closer

**71%** of 55 responses felt connected or aware of community recovery networks or volunteer activities in Maribyrnong

## Communication Channels used during the flood event



## Next steps

- Develop an advocacy plan
- Host a community workshop
- Door-knock flood impacted properties to assess recovery needs and provide information
- Extend the Tai Chi program until the end of 2024
- Create a recovery program card to collect feedback on recovery needs and how to meet them through the program.