

Queensland Community Preparedness Survey

November 2013

Summary Report

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This summary report is based on survey results and data provided in the Queensland Government Statistician's Office, Queensland Treasury and Trade, Queensland Community Preparedness Survey November 2013 *Survey Report*.

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The role of Inspector-General Emergency Management (IGEM) is a statutory position, established in 2013 following the Police and Community Safety Review. The IGEM is responsible for providing the Premier, Government and people of Queensland an assurance of public safety, through the establishment and implementation of an assurance framework to direct, guide and focus work of all agencies, across all tiers of Government to the desired outcomes of the disaster and emergency management arrangements for Queensland.

The functions of the IGEM are established within the *Disaster Management Act 2003* and the strategic objectives of the Office of the IGEM are to:

- Provide independent assurance and advice about emergency management arrangements in Queensland.
- Provide authoritative reporting that is used by the emergency management sector to fulfil accountabilities and improve outcomes for the community.
- Drive a culture of excellence across the emergency management sector by connecting stakeholders, creating partnerships and marshalling expertise.
- Sustain a highly motivated, competent office that embraces change and is committed to delivering continuous improvement.

FINDINGS

Changes in preparedness levels since May 2013

There are two measures demonstrating a significant change, from the May 2013 Queensland Community Preparedness Survey (QCPS) results:

- The number of households that had prearranged for members to stay with family or friends in case of evacuation fell by 14% points (from 56.6% in May to 42.6% in November 2013).
- The proportion of households that had identified the strongest room in their home to shelter in during a severe storm or cyclone dropped by 3.3% points (from 73.5% in May to 70.3% in November).

Additional preparatory steps

Of the 27.7% of households that had taken new preparedness steps in the last 12 months (as at November 2013), 23.0% had taken additional steps beyond those specifically addressed in the questions that they believed had contributed to their preparedness. The most common of these steps included acquiring a generator; improving drainage on their premises; and/or purchasing gas or solar powered items.

There were no further significant changes to the findings at a state level from the May 2013 QCPS and the following findings are consistent for both the May and November 2013 surveys:

- Queensland households believe they know their local risks from natural disasters (94.9%) and have taken basic steps to help minimise damage and cope with disasters (e.g. have building insurance (94.1% of those not renting), have a battery operated torch or wind up torch (91.6%), and have enough medications (93.3%) and food (90.4%) for three days);
- In reality, Queenslanders' responses to further questions show that they are not as prepared as they believe they are (e.g. significant numbers of households had not discussed and decided what to do if the home was at risk (52.6%), they had not developed and documented their household emergency plan (92.7%), had no access to a printed or hand written list of emergency contact phone numbers (49.5%) and had not stored essential items in an emergency kit (73.1%));
- Approximately 30% of Queensland households had taken some steps to be better prepared in the previous 12 months prior to the survey, mostly in response to recent disaster events;
- Complacency remains a key issue in the 10% of Queensland households who thought they were unprepared; and
- Cultural background, household tenure and type may affect how some people prepare.

IMPLICATIONS/RECOMMENDATIONS

Implications remain the same as for the May 2013 QCPS summary report, in that, future efforts need to maintain the focus on:

- Encouraging people to 'Get Ready', based on the risks they know they face (particularly household emergency planning for specific hazards);
- Households with children;
- Landlords and tenants of rental properties; and
- Households that usually speak languages other than English in the home.

Background

The former Department of Community Safety commissioned the Queensland Government Statistician's Office (QGSO) to conduct the second QCPS in November 2013, to determine/measure levels of community preparedness at the beginning of the 2013-14 storm and cyclone season.

The inaugural QCPS was conducted by the QGSO in May 2013 to measure levels of community preparedness at the end of the 2012-13 storm and cyclone season. Copies of both the May 2013 and November 2013 QCPS full reports are available under the General Publications tab on www.disaster.qld.gov.au.

Shared responsibilities for disaster preparedness and resilience

The Queensland Strategy for Disaster Resilience¹ acknowledges that building resilience is an ongoing responsibility of all Queenslanders. “If you do a little, we all accomplish a lot”. Community disaster resilience is dependent on individuals taking responsibility by actively undertaking measures to protect their lives and property such as: understanding their exposure to risks and planning and preparing for all hazards. To support individuals in their resilience and preparedness, local and state governments have a legislated role² in ensuring the community has an understanding of risks and hazards and to educate the community on ways to reduce risk from hazard exposure, vulnerability and impact.

A considerable body of evidence exists supporting the need for emergency management stakeholders to work in partnership with the communities they serve. Individuals are in a better position to act to protect themselves and their families from harm and to reduce the damage caused by hazard events when adequate and appropriate preparation measures are taken³.

By learning about the range of possible hazards, associated risks and potential impacts, people are better equipped to take appropriate action when warnings are issued. Household planning for what each person will do in a flood, bushfire, storm and/or cyclone is a key way to reduce household risk⁴. Community education and engagement programs have been shown to make a difference, with a “significant association between the participation in community safety programs, higher levels of household preparation and higher levels of adoption of more appropriate protective action intentions⁵.”

It is important that individuals and households are prepared and have the knowledge they need to make informed decisions, as action may need to be taken well before any official warning is provided or received, or in the absence of any warning. Whilst emergency management stakeholders strive to provide timely, relevant and accurate warning messages, it will not always be possible for some warnings to be sent and received before protective action is necessary⁶.

Purpose of the survey

The QCPS is designed to provide evidence on the preparedness levels of households in Queensland, at both state and regional levels. Survey findings assist emergency management stakeholders in prioritising community safety programs and target groups, as well as determining appropriate messages and strategies required to further influence levels of community preparedness.

The range of themes investigated in the November 2013 QCPS include:

- any significant changes to community preparedness compared with the May 2013 survey;
- knowledge and understanding of risk type, probability and potential impacts;
- perceptions of household level of preparedness versus actual household preparedness determined by questions based on actions prescribed in current preparedness messaging;
- levels of general preparedness (such as preparing to meet household essential needs for 3 or more days in the case of services being disrupted with little warning);
- levels of specific household emergency planning (such as discussing and deciding what to do, where to go and prearranging evacuation destinations);
- any new measures implemented in the last 12 months (as at November-December 2013) and whether households were adopting new measures beyond the usual prescribed actions included in current messaging (NB: this measure was included as an indicator of household innovation in adopting measures beyond what is currently communicated by authorities); and

¹ Queensland Strategy for Disaster Resilience: To make Queensland the most disaster resilient state in Australia, Queensland Government 2014.

² Disaster Management Act 2003 s23 (f), s30 (e).

³ A national systems approach to community warnings Australasian Fire and Emergency Services Authorities Council (AFAC) 2009 Discussion Paper.

⁴ Emergency Risks in Victoria: Report of the 2012-13 State Emergency Risk Assessment.

⁵ Rhodes, 2005, cited in A national systems approach to community warnings AFAC 2009 Discussion Paper.

⁶ A national systems approach to community warnings AFAC 2009 Discussion Paper.

- influential factors on preparing such as what motivated any changes in preparedness or prevented the adoption of preparedness measures.

Method

The survey used up to 21 questions to collect information on the range of themes described above. Respondents were surveyed by telephone between 21 November and 4 December 2013 and a total of 3,909 useable responses were collected. The response rate for the survey was 49.3%.

This summary and the QCPS November 2013 full report present comparisons with baseline QCPS May 2013 data for most questions. The QCPS November 2013 questionnaire was very similar to the May 2013 survey, with some changes based on feedback from interviews and issues identified during the analysis period.

Two significant changes were made to the November 2013 questionnaire:

- Two questions relating to provisions and arrangements for pets in case of emergency were removed; and
- Four questions were added to determine if households had taken additional preparatory steps in addition to those addressed in the survey, and what those measures were.

Summary of state level results

Queensland households still believe they know their local risks.

Large majorities of Queensland households felt they had:

- a good understanding of the types of natural disasters that could occur in Queensland and the chances of them occurring (97.7%); and
- a good understanding of how a disaster might impact their local area (94.9%).

Queensland households maintain high levels of some basic preparedness measures. (See Figure 1)

The majority of households had taken basic preparedness measures, such as:

- ensuring they have building insurance (94.1% of those not renting), a torch and fresh batteries/wind up torch (91.6%), a first aid kit (87.7%), adequate supplies of medications (93.3%) and/or enough food (90.4%) for up to three days if cut off from services;
- identified the strongest room to shelter in during a severe storm or cyclone (70.3% of those not living in caravans, this result shows a 3.3% point decrease from the survey in May 2013, in which 73.6% of households had identified the strongest room in their home); and
- removed or secured items in outdoor areas (84.0%) and/or cleaned out gutters (76.2%) to protect against storms/cyclones.

By contrast, lower percentages of households had taken the following basic preparedness measures:

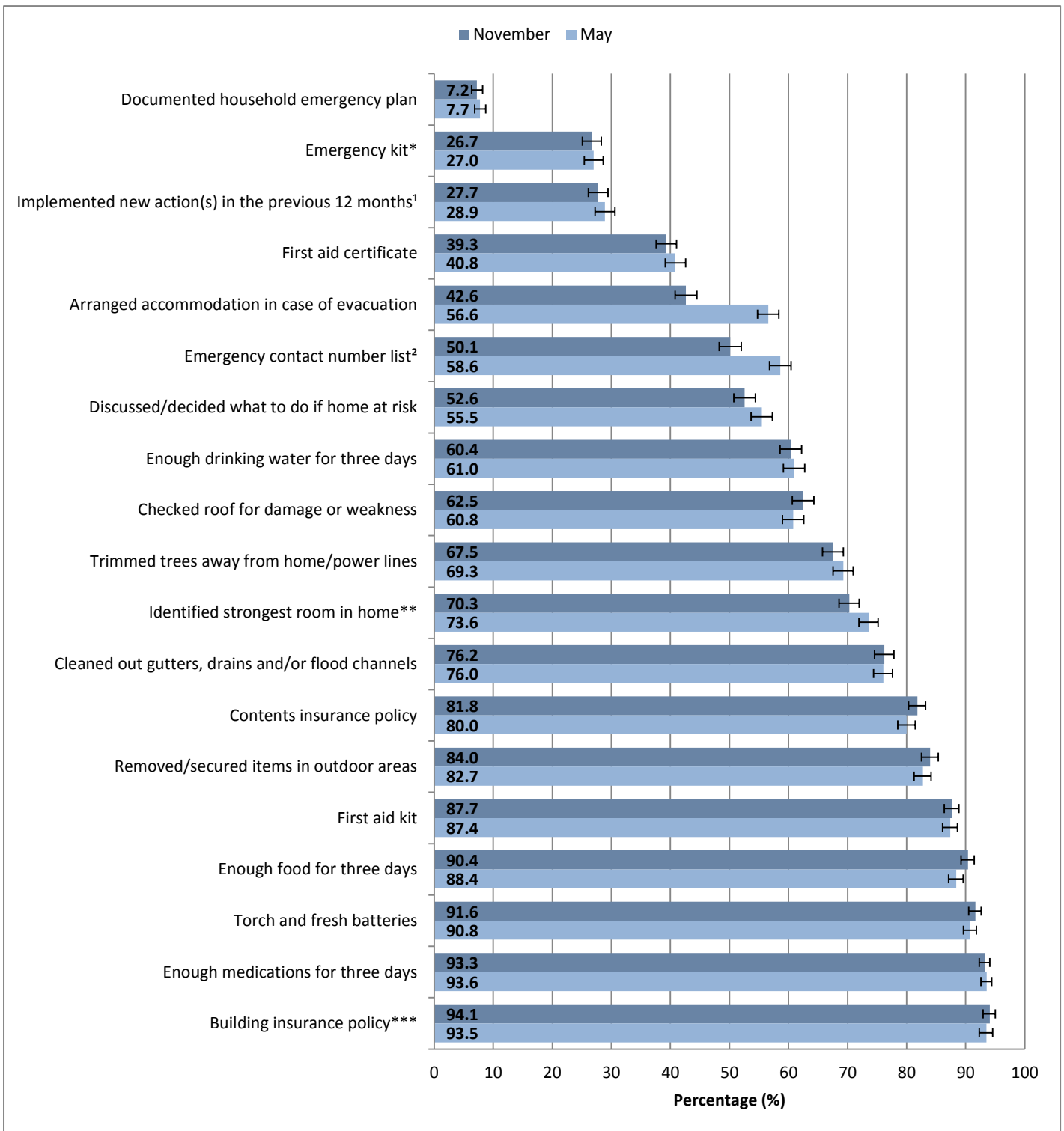
- trimmed trees away from home and/or power lines (67.5%) and/or checked their roof for damage or weakness (62.5%); and
- ensuring they have a battery powered / wind up radio (52.0%) and/or enough drinking water for up to three days if cut off from services (60.4%).

Queenslanders continue to over-estimate their preparedness when it comes to household disaster and emergency planning. (See Figure 1)

Almost three quarters (73.1%) of Queensland households believed they were either prepared or very prepared for natural disasters, however their responses to more detailed questions about household emergency planning demonstrates much lower levels of preparedness, for example:

- just over half of all households (52.6%) had discussed and decided what to do if their home was at risk;
- two in five households (42.6%) had arranged accommodation with a family member or friend in case they needed to evacuate their home (this result shows a 14% point decrease from the survey in May 2013, in which 56.6% of households had arranged accommodation in case of evacuation);
- approximately half (50.1%) of households had access to a prepared printed or written out list of disaster-related emergency contact numbers;
- only one in fourteen households (7.2%) had a documented emergency plan;
- just over a quarter (26.7%) of respondents who had one or more of the general preparedness items listed previously, stored these items as an emergency kit; and
- only two in five (39.3%) households include a member with a current first aid certificate.

Figure 1. Estimated proportion of Queensland households that had undertaken various preparedness measures May and November 2013.⁷



⁷ Base: All respondents (May n=3,934; November n=3,909) except:

*Base: Respondents who indicated they had two or more of the resources discussed in questions 8a-k (May n=3,897; November n=3,861)

**Base: Respondents who were not living in a caravan (May n=3,919; November n=3,904)

***Base: Respondents who were not renting (May n=2,692; November n=2,789)

¹ This result is derived from a number of questions and, unlike the remaining estimates on this graph, does not relate to a specific preparedness measure.

² Minor changes to the wording of this question were made between the May and November 2013 surveys, therefore caution is advised when comparing results across years. Due to this change, tests of significance have not been conducted.

The proportion of Queensland households that had identified the strongest room in their home decreased significantly from 73.6% in May to 70.3% in November.

The proportion of Queensland households that had arranged accommodation for household members in case of evacuation decreased significantly from 56.6% in May to 42.6% in November.

Source: QCPS November 2013 Output Tables and Graphs, QGSO, Queensland Treasury and Trade.

More than a quarter of Queensland households (27.7%) had implemented one or more new preparedness measures in the previous 12 months

Of those that had taken new steps, the most common steps taken were:

- stored enough drinking water to last for three days (16.9%);
- discussing / deciding what to do if the home was at risk (14.9%);
- identifying the strongest room in the home (14.9%);
- having a torch and fresh batteries (14.8%);
- having enough food to last three days (14.7%);
- preparing a list of emergency contact numbers (14.6%); and
- additional preparatory steps beyond the usual prescribed measures (14.3%).

Respondents who had taken new preparedness measures in the last 12 months were asked what had prompted them to do so (multiple responses were allowed).

The most common reasons were categorised as being due to:

- “recent Queensland disasters not affecting (their) household” (20.9%);
- “recent disasters (their) household (had) personally experienced” (20.7%); and
- “recent local incidents” (18.5%) such as minor flooding, mudslides etc.

Additional preparatory steps identified

Of the estimated 466,853 of households (27.7%) that had undertaken new measures in the previous 12 months, 23.0% had taken one or more additional steps beyond those addressed in the questions. Within this group, 62.4% had taken these additional steps in the previous 12 months.

The most common additional steps included:

- acquired a generator (18.6%)
- improved drainage on their premises (5.8%)
- purchased some gas and or solar powered items (5.1%)

Complacency remains as an ongoing barrier to preparedness

One in ten (10.0%) of Queensland households believed they were ‘unprepared or not at all prepared’.

Of these households:

- 31.4% felt that they were unlikely to be affected by a natural disaster;
- 25.1% had not thought about preparing for a natural disaster;
- 16.7% stated that nothing had prevented them from preparing;
- 8.0% stated that lack of money prevented them from preparing; and
- 7.7% stated a lack of knowledge prevented them from preparing.

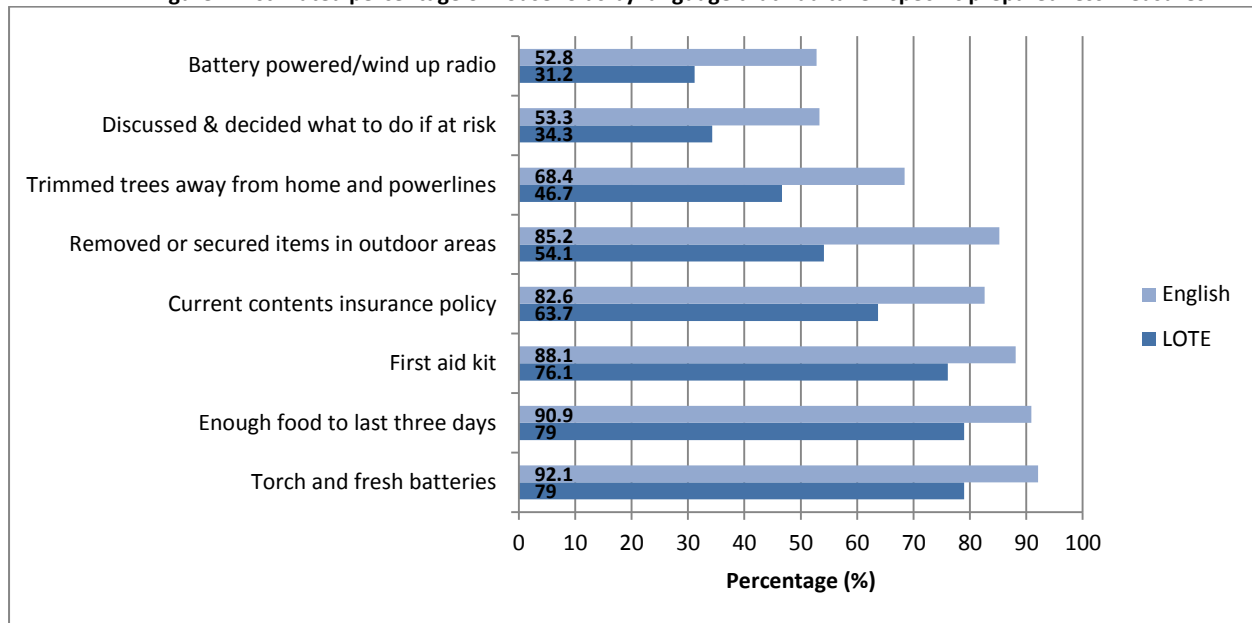
Households that were publicly renting (17.7%) were more likely to be unprepared for a natural disaster because of ‘money’ than households in owner-occupied homes (2.3%). Households in owner-occupied homes (46.4%) were more likely to be unprepared because a disaster was ‘unlikely to happen to (them)’ than households that were privately renting (18.6%).

Cultural background may affect beliefs around understanding of natural disaster risk and impact, levels of preparedness and may influence the types of preparedness measures taken by Queensland households

Households that usually spoke English at home were more likely than those that usually spoke a language other than English (LOTE) to believe:

- that they have a good understanding of the types and chances (98.0% and 89.6% respectively) and local impacts (95.8% and 86.9% respectively) of natural disasters; and
- that they are very prepared or prepared (73.8% and 56.3% respectively).

English speaking households were significantly more prepared than LOTE households across a number of preparedness measures (see Figure 2).

Figure 2: Estimated percentage of households by language that had taken specific preparedness measures⁸

Both English speaking and LOTE households tended to overestimate their preparedness based on their actual preparedness levels for household emergency and disaster planning for specific risks, such as:

- discussed and decided what to do if their home was at risk from storms, cyclones, flooding or bushfire (53.3% and 34.3% respectively);
- having a documented emergency plan (7.3% and 4.1% respectively);
- having access to a prepared printed or written out list of emergency contact phone numbers (50.2% and 47.3% respectively); and
- of those with two or more preparedness items, having them stored as an emergency kit (26.8% and 24.1% respectively).

Household tenure and type may affect the types of preparedness and planning measures taken by Queensland households

The range of household types and household tenures demonstrated significant differences across a range of preparedness measures. These differences were found between:

- A range of dwelling tenures (owner-occupied households, households publicly renting and households privately renting);
- households with children and those without children;
- multi-person households and single-person households; and
- a range of dwelling types (detached house, flat or apartment, and townhouse or duplex).

Household tenure

A significantly lower percentage of owner-occupied households (40.4%) had arranged for members to stay with family or friends in case of evacuation, compared with households in rented accommodation (48.3%).

Households in rented accommodation (35.4%) were more likely to have implemented new preparedness measures (in the last 12 months of the survey) compared with owner-occupied households (24.9%).

Household type

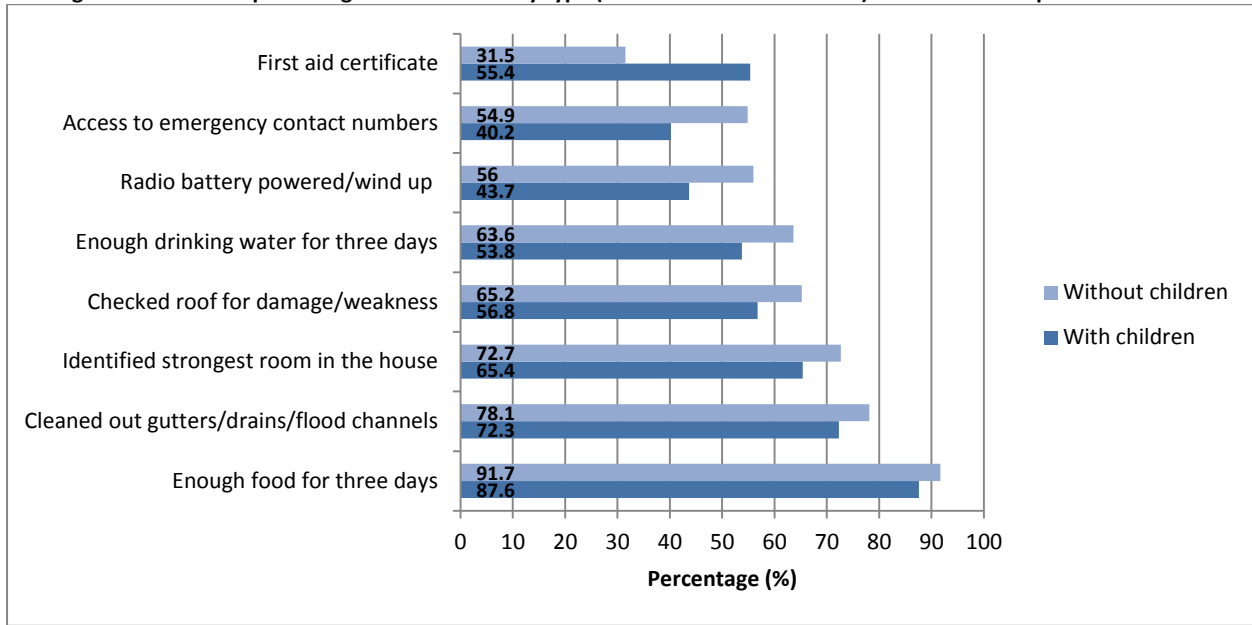
A significantly lower percentage of households with children (64.5%) believed they were very prepared or prepared compared with households without children (77.3%), however, households with children (36.0%) were more likely to have implemented new preparedness measures (within the last 12 months of the survey) compared with households without children (23.7%).

Where statistically significant differences were found between these two demographic groups, in the majority, households without children had implemented more measures than those with children, with the exception of one

⁸ Figure 2 depicts measures that demonstrate statistical difference. Data source: QCPS November 2013 Report, QGSO, Queensland Treasury and Trade.

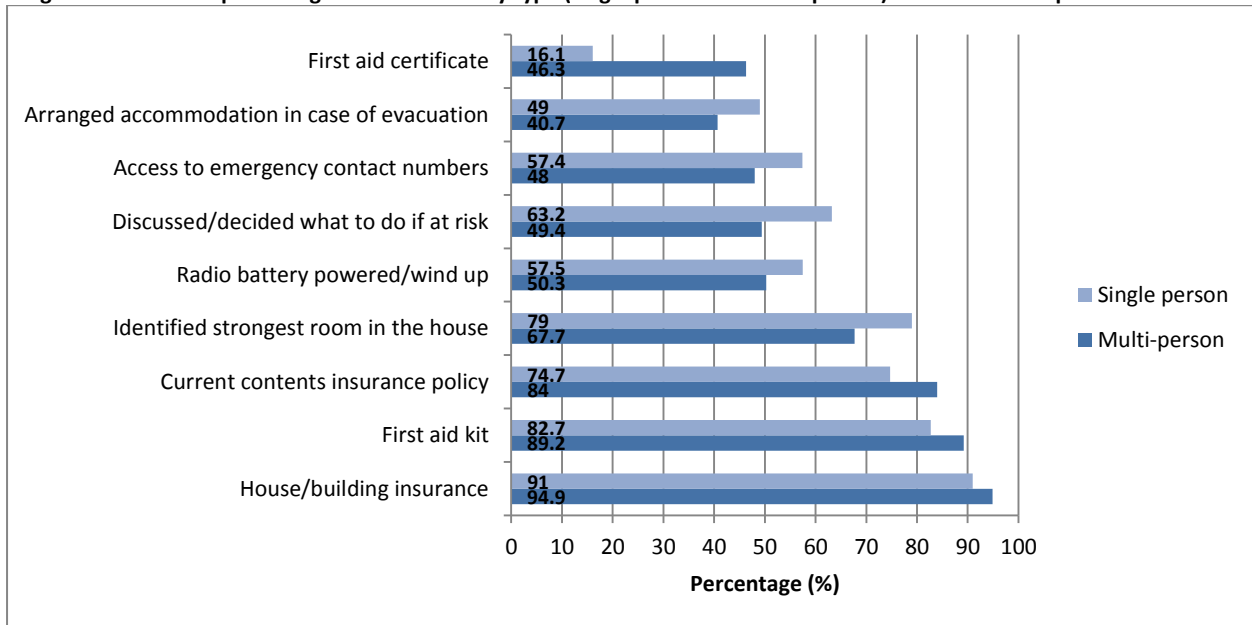
measure: households with children were more likely to include a member with a current first aid certificate (see Figure 3).

Figure 3: Estimated percentage of households by type (with and without children) that had taken specific measures⁹



No significant difference was found between single and multi-person households in their belief that they are ‘very prepared or prepared’, however, there were significant differences in the actions these households take when preparing. Multi-person households were more likely to implement safety and household protection measures (such as having insurance policies, first aid kit and certificate) whereas single-person households were more likely to implement preparedness planning measures (such as deciding what to do if home is at risk, arranging accommodation with family or friends in case of evacuation, identifying strongest room in the home etc.). See Figure 4 for further details.

Figure 4: Estimated percentage of households by type (single person and multi-person) that had taken specific measures¹⁰



There was no significant difference found between households with different income levels and their beliefs about their level of preparedness, however, higher income households were generally more likely than lower income households to have a member with a current first aid certificate and insurance, but were less likely to have identified

⁹ Figure 4 depicts measures that demonstrate statistical difference. Data source: QCPS November 2013 Report, QGSO, Queensland Treasury and Trade.

¹⁰ Figure 5 depicts measures that demonstrate statistical difference. Data source: QCPS November 2013 Report, QGSO, Queensland Treasury and Trade.

the strongest room in the home, to have a battery powered / wind up radio or to have access to a printed list emergency numbers.

Summary of regional results

Significant differences between regions were found across the range of measures detailed below.

Knowledge and understanding of risk type, probability and potential impacts

Understanding the local impact of a natural disaster:

Households in the South West (98.7%), Far North Queensland (98.6%) and Capricornia (98.4%) regions were more likely to have a good understanding of local impacts than households in the Gold Coast (91.8%) and South Brisbane (91.2%) regions. See Figure 5.

Basic preparedness measures

Enough food if cut off from services for three days:

Households in the South West (95.5%), Wide Bay Burnett (95.3%) and Moreton (94.3%) regions were more likely to have enough food than those in Ipswich (86.7%) and Gold Coast (85.9%) regions. See Figure 6.

Enough drinking water if cut off from services for three days:

Households in the South West region (90.9%) with enough drinking water was almost double that of households in the North Brisbane region (45.7%). See Figure 7.

Battery-powered or wind-up radio in the event they are cut off from services:

Results ranged from 39.1% in the Mount Isa region to 72.6% in the Townsville region.

Emergency kit:

Households in the Far North Queensland region were more than twice as likely to have an emergency kit (39.8%) than households in the South Brisbane region (17.6%).

Households in Far North Queensland (39.8%), Mackay (39.3%) and Townsville (36.8%) regions were more likely to have an emergency kit than those in North Brisbane (23.3%), Sunshine Coast (22.9%) and South Brisbane (17.6%) regions. See Figure 8.

Emergency contact number list:

Households in the Moreton and Wide Bay Burnett regions were more likely to have easy access to a list of emergency numbers (58.1% each) than those in the North Brisbane (45.1%), Gold Coast (44.3%) and Mount Isa (38.4%) regions. See Figure 9.

Current first aid certificate:

Households in the Mount Isa region were more likely to include a member with a current first aid certificate (63.2%) than households in any other region, and were almost twice as likely as those in the Sunshine Coast region (31.8%). See Figure 10.

Removing/securing items in outdoor areas:

Proportions of households that removed or secured items in outdoor areas ranged from 76% in the South West region to 94.6% in the Mackay region. See Figure 11.

Specific household emergency planning

Discussed and/or decided what to do if home was at risk:

More than three quarters (76%) of Far North Queensland households had decided what to do, compared with 39.2% of Gold Coast households. See Figure 12.

Identified strongest room in home:

Approximately nine in ten households in the Townsville and Far North Queensland regions had identified the strongest room in their home (90.4% and 90%, respectively) compared with 62.9% of households in the South West region. See Figure 13.

Arranged accommodation if evacuation required:

Households in the Ipswich (55.9%) and Townsville (53.8%) regions were more likely to have arranged for household members to stay with a family member or friend in case of evacuation than those in the South Brisbane (39.8%), Sunshine Coast (39.1%), Darling Downs (38.2%) and North Brisbane (37.5%) regions. See Figure 14.

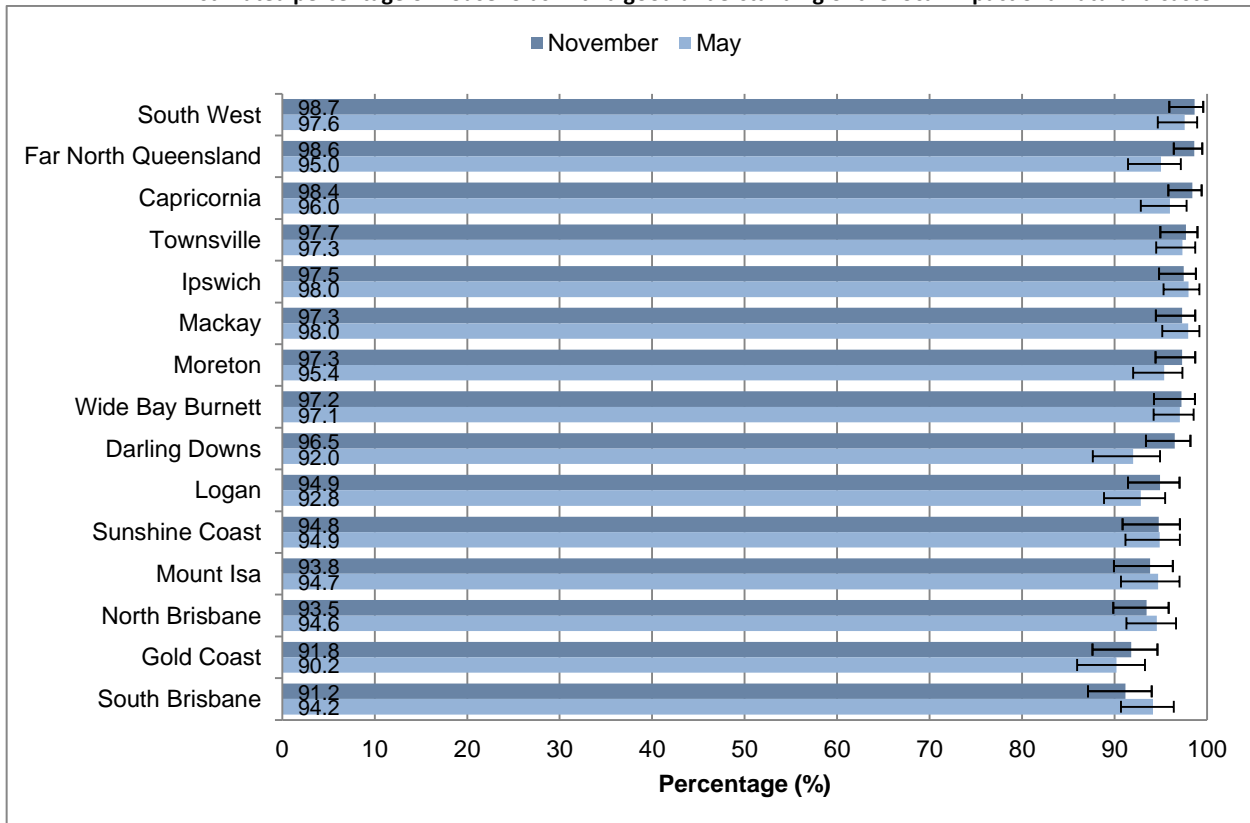
Influential factors to adopting new preparedness measures

Reasons for implementing new preparedness measures in the last 12 months:

Of those households that had implemented new preparedness measures in the last 12 months, households in the Darling Downs region were more likely to be motivated by “recent local incidents” (32.1%) than those in the South Brisbane (9.5%) and Townsville (5.8%) regions.

Almost half (46.4%) of Townsville region households who had recently undertaken steps to prepare for a natural disaster were motivated by “recent disasters their household had personally experienced”. By comparison, only 13.3% of Logan region households, 12.9% of Gold Coast households and 10.7% of North Brisbane households were motivated by recent disasters they had experienced.

Figure 5: Regional results
Estimated percentage of households with a good understanding of the local impact of a natural disaster¹¹.



¹¹ Source: QCPS November 2013 Regional Charts, Queensland Government Statistician’s Office, Queensland Treasury and Trade.

Figure 6: Regional results

Estimated percentage of households that would have enough food if cut off from services for three days¹².

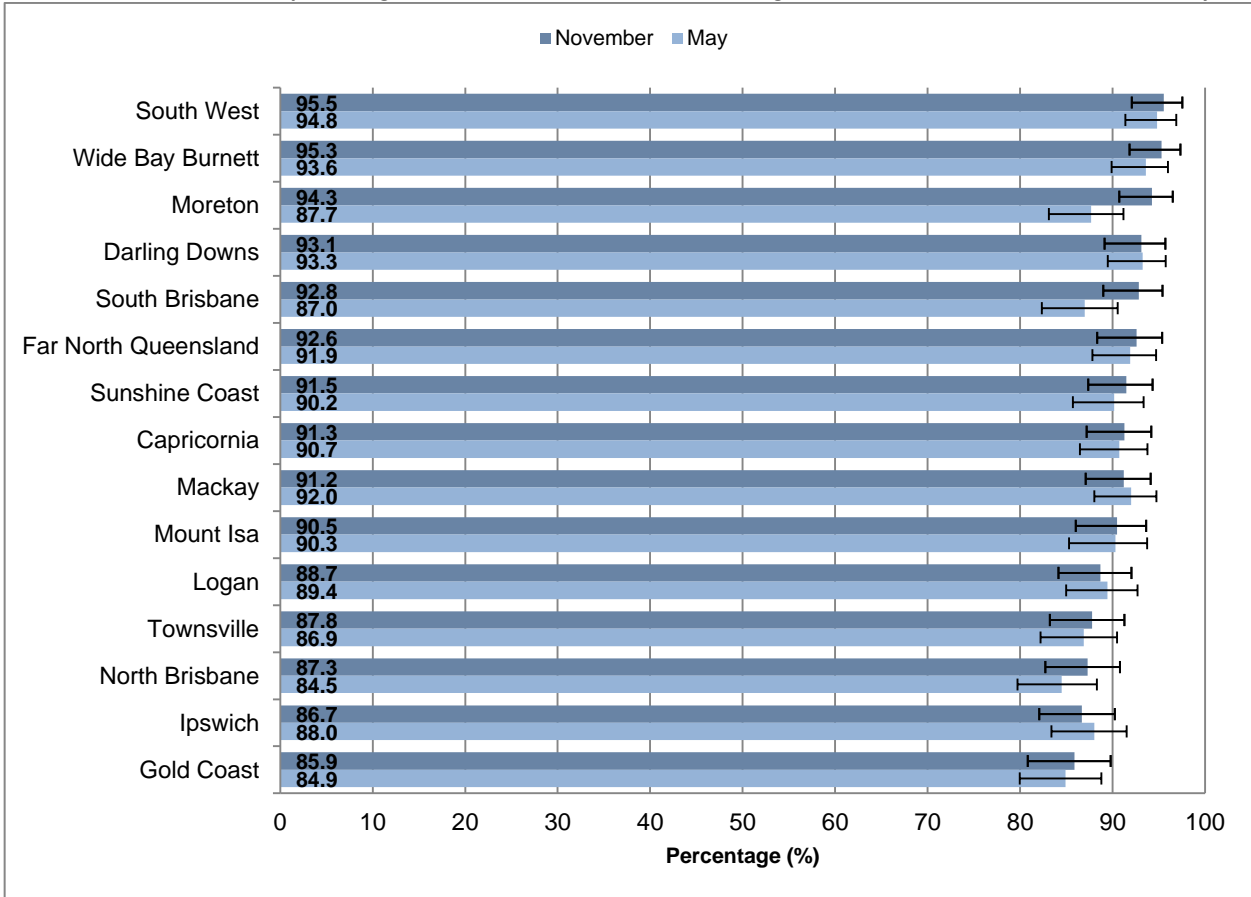
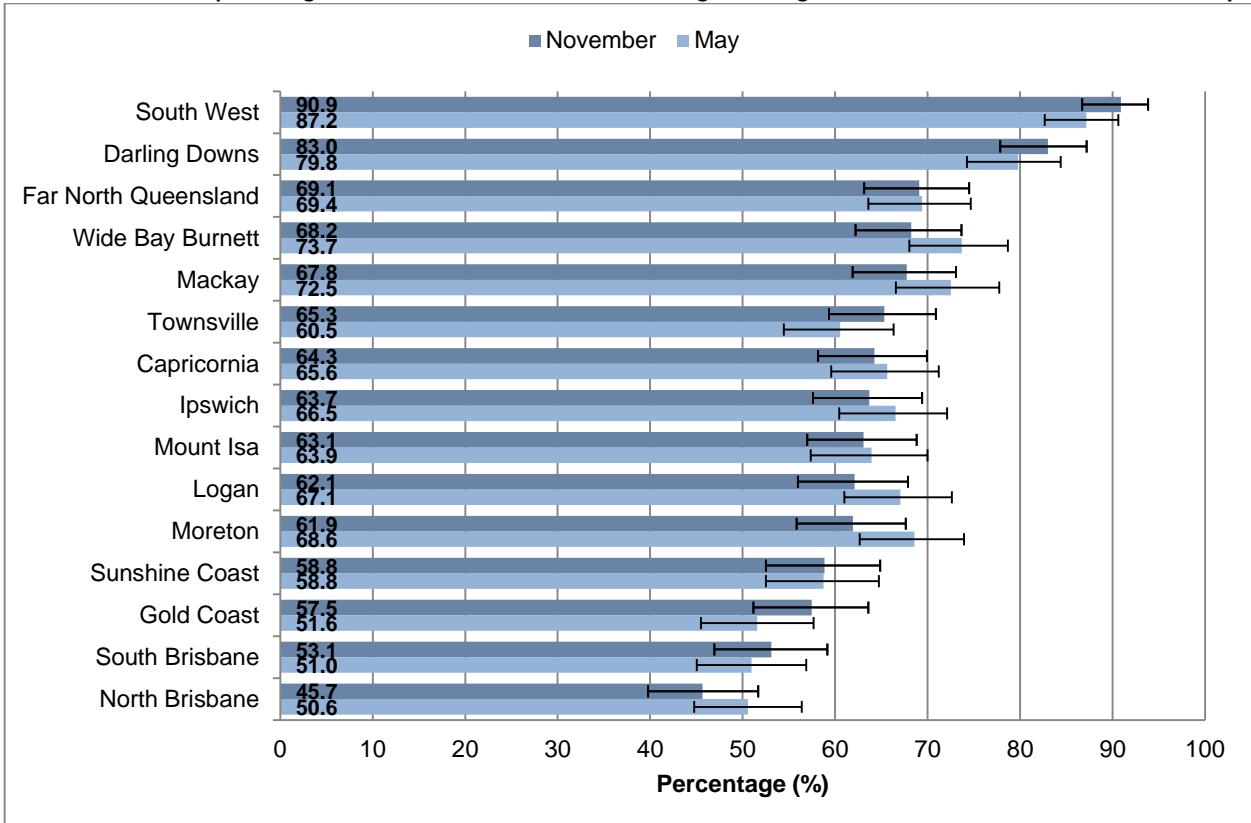


Figure 7: Regional results

Estimated percentage of households that would have enough drinking water if cut off from services for three days¹³.



¹² Source: QCPS November 2013 Regional Charts, Queensland Government Statistician's Office, Queensland Treasury and Trade.

¹³ Source: QCPS November 2013 Regional Charts, Queensland Government Statistician's Office, Queensland Treasury and Trade.

Figure 8: Regional results - Estimated percentage of households that would have supplies stored in an emergency kit¹⁴.

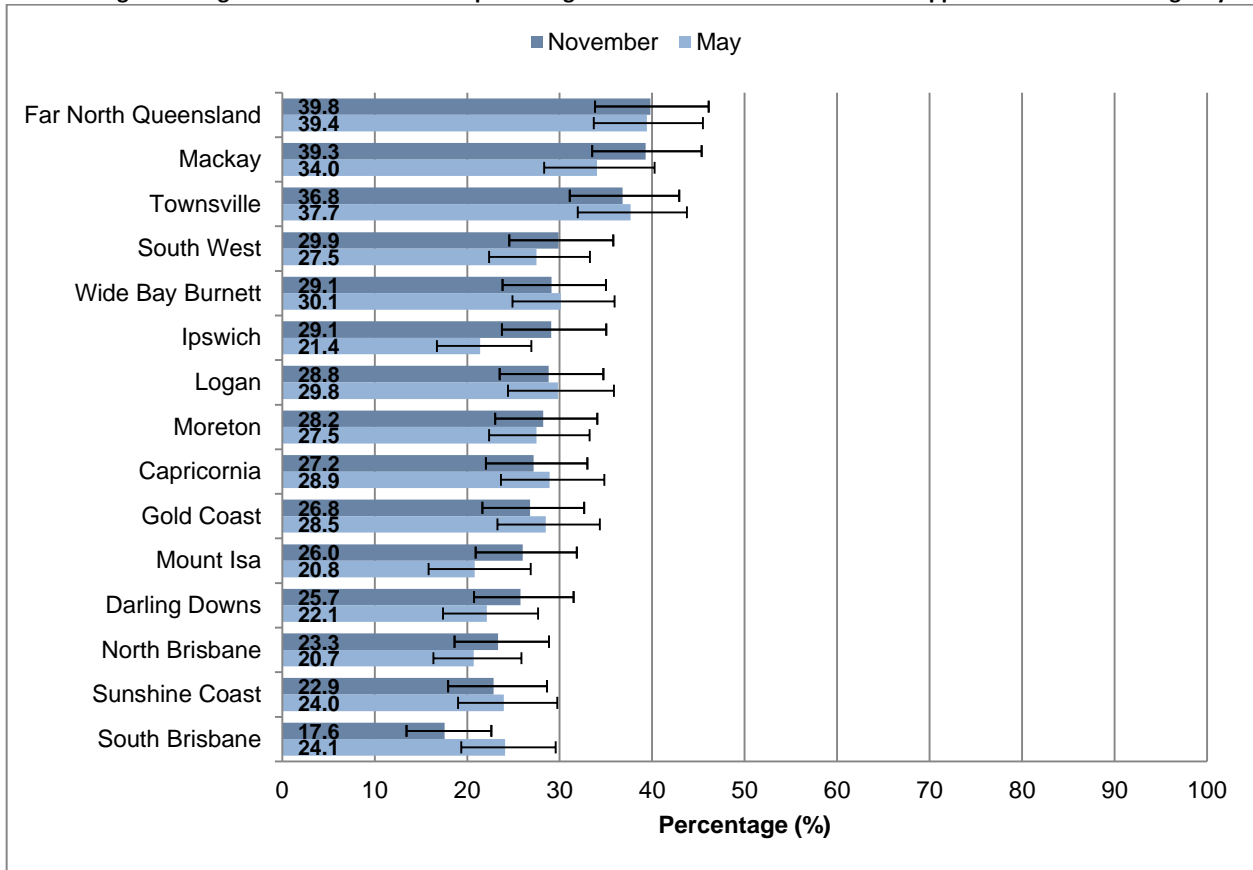
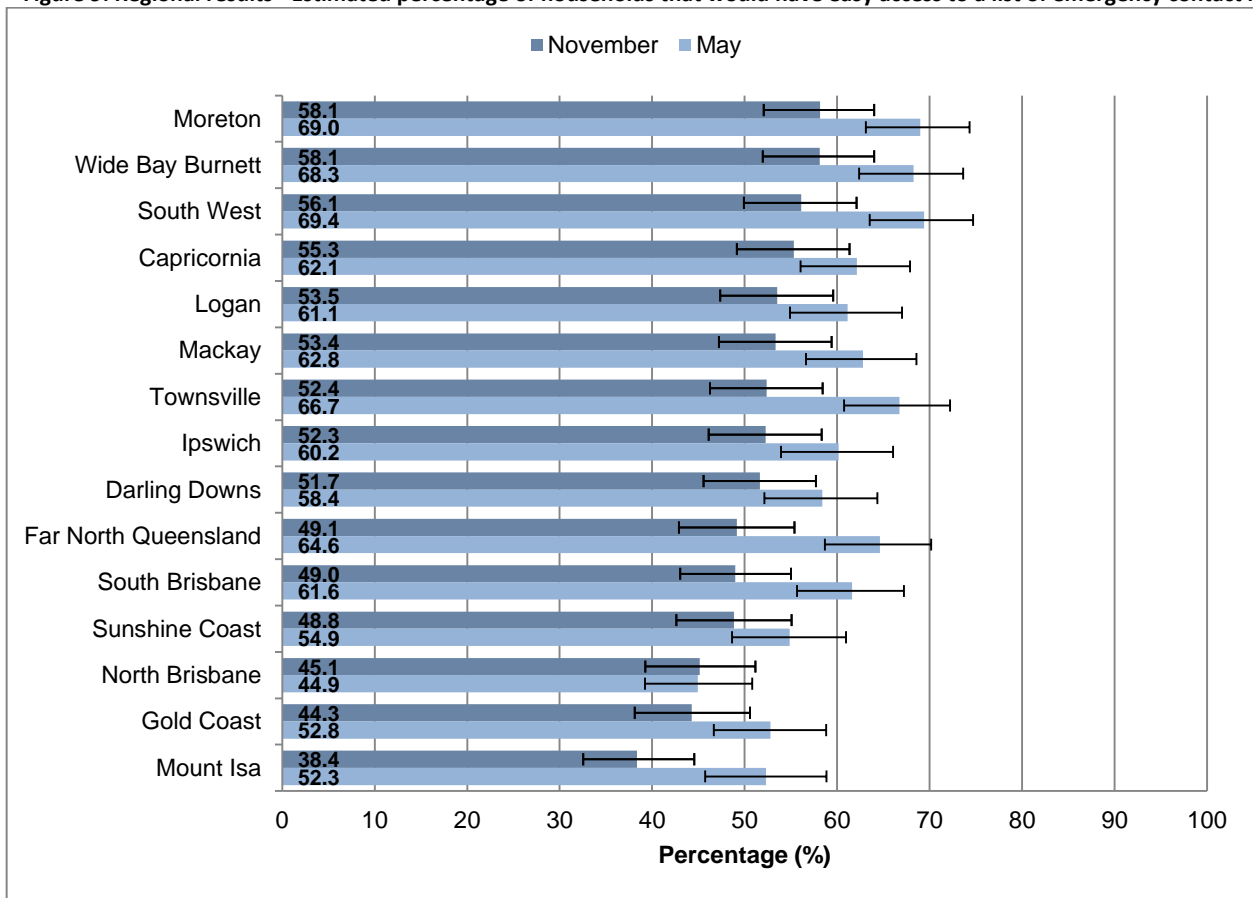


Figure 9: Regional results - Estimated percentage of households that would have easy access to a list of emergency contact numbers¹⁵.



¹⁴ Source: QCPS November 2013 Regional Charts, Queensland Government Statistician's Office, Queensland Treasury and Trade.

¹⁵ Source: QCPS November 2013 Regional Charts, Queensland Government Statistician's Office, Queensland Treasury and Trade. NB: minor changes to wording of this question were made between May and November 2013 surveys, therefore results should be interpreted with caution.

Figure 10: Regional results - Estimated percentage of households that include a member with a current first aid certificate¹⁶.

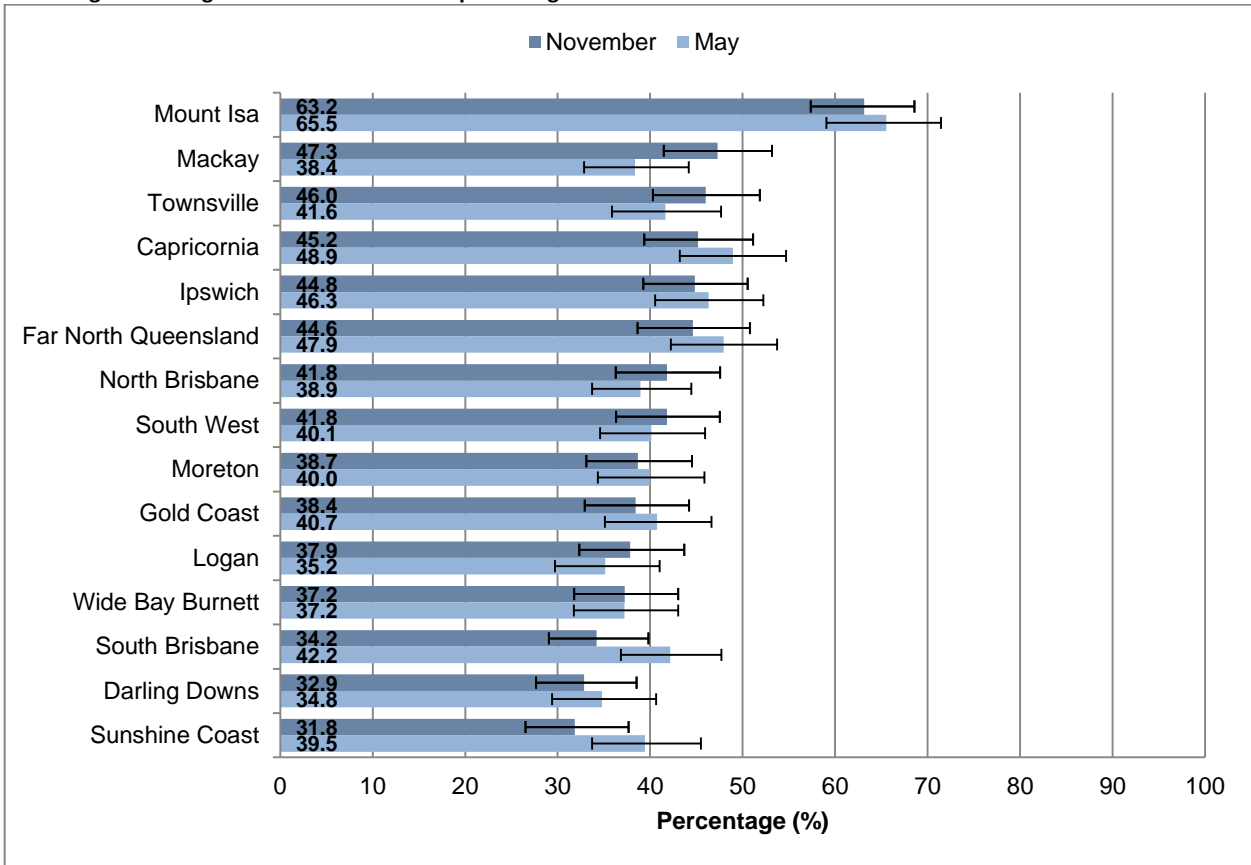
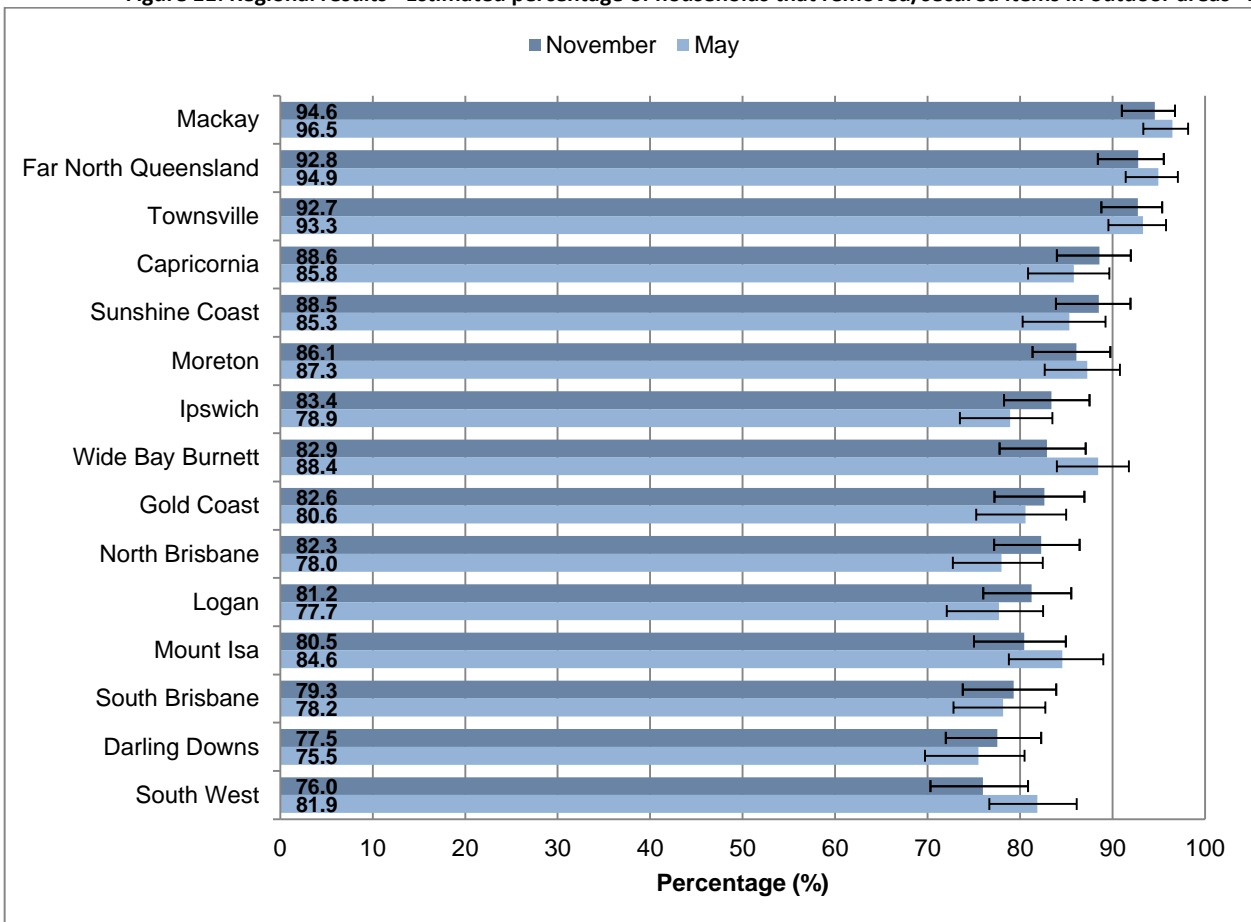


Figure 11: Regional results - Estimated percentage of households that removed/secured items in outdoor areas¹⁷.



¹⁶ Source: QCPS November 2013 Regional Charts, Queensland Government Statistician's Office, Queensland Treasury and Trade.

¹⁷ Source: QCPS November 2013 Regional Charts, Queensland Government Statistician's Office, Queensland Treasury and Trade.

Figure 12: Regional results - Estimated percentage of households that has discussed/decided what to do if home was at risk¹⁸.

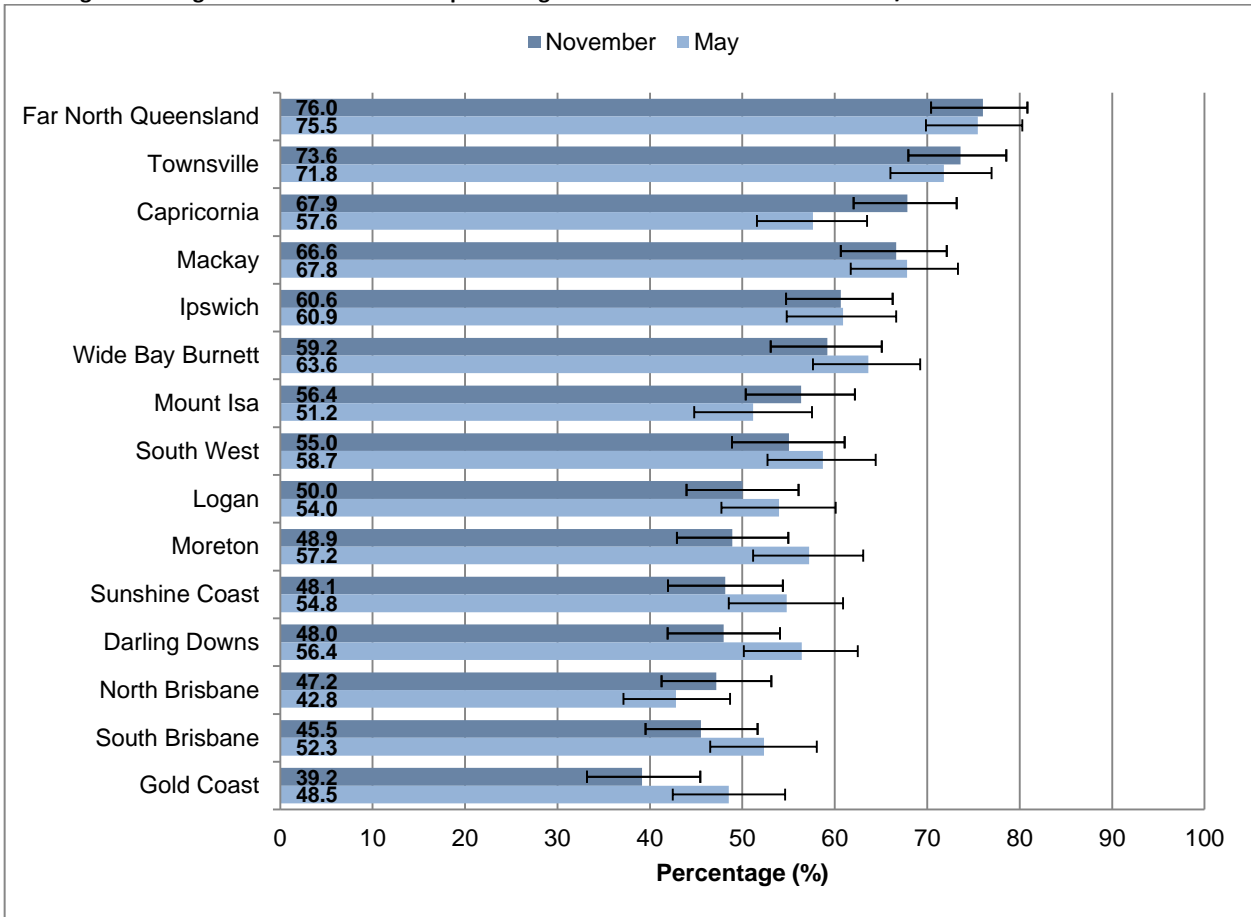
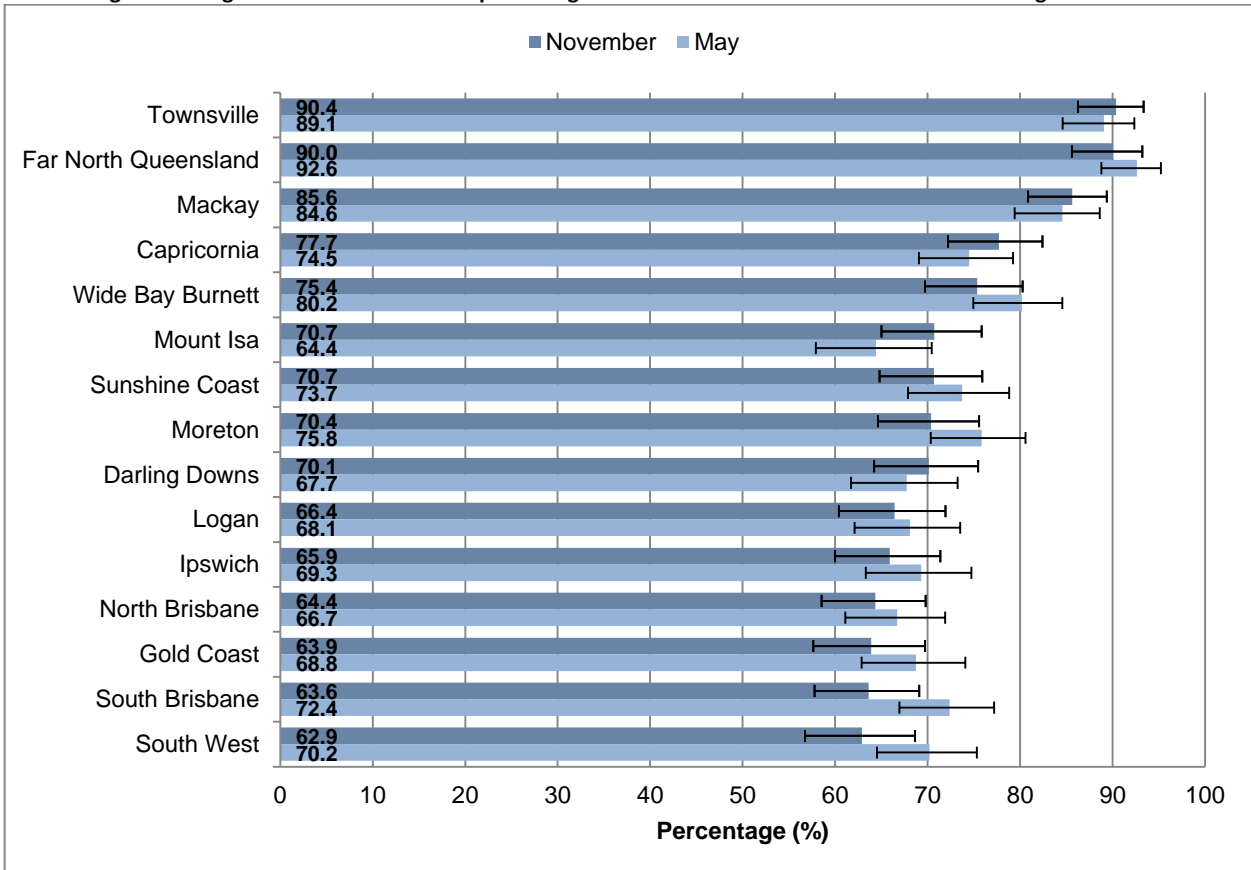


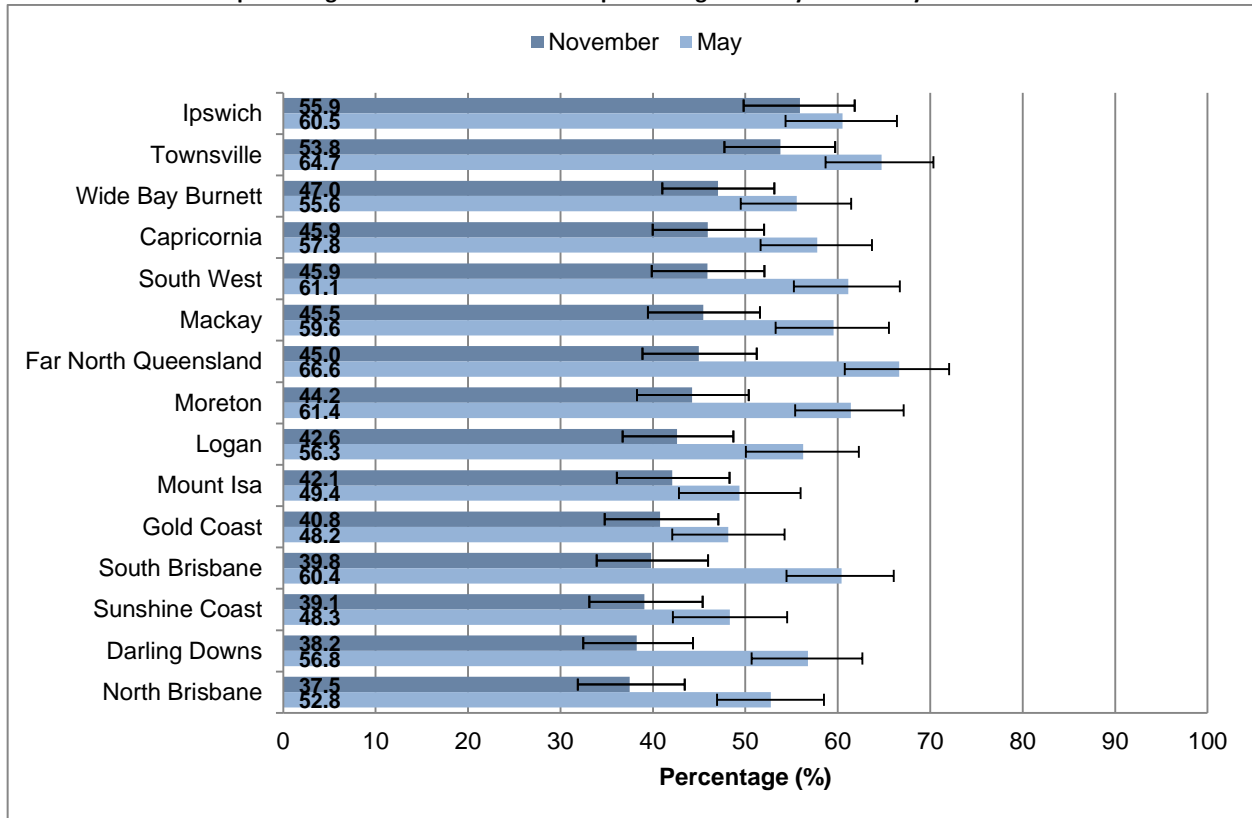
Figure 13: Regional results - Estimated percentage of households that have identified the strongest room in the home¹⁹.



¹⁸ Source: QCPS November 2013 Regional Charts, Queensland Government Statistician's Office, Queensland Treasury and Trade.

¹⁹ Source: QCPS November 2013 Regional Charts, Queensland Government Statistician's Office, Queensland Treasury and Trade.

Figure 14: Regional results
Estimated percentage of households that have pre-arranged to stay with family or friend in case of evacuation²⁰.



Discussion

Beliefs on preparedness levels and preparedness actions implemented

The demographic groups that demonstrated a significant difference around their belief that they were 'very prepared or prepared' include:

- Dwelling type – those living in houses were more like to assess their preparedness level as very prepared or prepared (75.9%) than those living in townhouses or duplexes (63.4%) or units, flats or apartments (58.1%) and this is reflected to a degree in the application of some preparedness measures (where those living in houses showed higher levels of preparedness that either those living in townhouses etc. or units etc. across some measures²¹).
- Household type – households without children were more like to consider themselves very prepared or prepared (77.3%) than households with children (64.5%) and this is reflected to a degree in the application of some preparedness measures (where households without children showed higher levels of preparedness than households with children across some measures – see Figure 3).
- Language – households that usually spoke English at home were more likely to assess their level of preparedness as very prepared or prepared (73.8%) that those that usually spoke another language (56.3%) and this was reflected to a degree in the application of some preparedness measures (see Figure 2).
- Tenure – households in owner-occupied homes were more likely to consider themselves very prepared or prepared (77.9%) than households that were either publicly (61.8%) or privately renting (60.3%), however, a significantly lower percentage of owner-occupied households (40.4%) had arranged for members to stay with family or friends in case of evacuation, compared with households in rented accommodation (48.3%).

²⁰ Source: QCPS November 2013 Regional Charts, Queensland Government Statistician's Office, Queensland Treasury and Trade.

²¹ Those living in a house (91.9%) were more likely to have enough food to last three days than those living in a unit etc. (84.9%) or a townhouse etc. (81.6%), similarly those in a house were more likely to have enough drinking water (64.1%) to last three days than those living in a unit etc. (43.1%) or a townhouse etc. (44.1%). Full details for all significantly different results across dwelling types are provided in the QCPS November 2013 Full Report, Queensland Government Statistician's Office, Queensland Treasury and Trade.

These results above, demonstrate that a significant difference around beliefs of level of preparedness do not necessarily correlate to differences in preparedness actions taken.

In some cases where there were no significant differences between demographic groups around their beliefs that they were 'very prepared or prepared', there were significant differences in some of the preparedness actions taken. For example, within household type and annual income demographic groups:

- Multi-person households were more likely to implement safety and household protection measures (such as having insurance policies, first aid kit and certificates, whereas single-person households were more likely to implement preparedness planning measures (such as deciding what to do if their home is at risk, arranging to stay with family or friends in case of evacuation and identifying the strongest room in the home to shelter in during severe storms or cyclones. See Figure 4.)
- Households with higher annual incomes were generally more likely to have insurance²², first aid kits and certificates²³ than households earning \$23,000, whereas households with lower annual incomes (less than \$34,000) were more likely to have identified the strongest room in their home (76.7%) that households earning \$68,000 to less than \$110,000 (65.6%).

Comparisons between May and November 2013 surveys

The results of the November 2013 survey indicate community preparedness levels have reduced significantly for two measures contributing to specific household emergency planning²⁴, whereas preparedness levels for basic preparedness measures remain relatively consistent to the May 2013 results.

At the state level, two preparedness measures demonstrated a statistically significant change from the May 2013 results:

- The number of households that had prearranged for household members to stay with family or friends in case of evacuation fell by 14% (from 56.6% in May to 42.6% in November 2013).
- The proportion of households that had identified the strongest room in their home to shelter in during a severe storm or cyclone dropped by 3.3% (from 73.5% in May to 70.3% in November)

At respective regional levels, slight variances in preparedness levels are demonstrated across the two surveys (see Figures 8 to 17), however only one preparedness measures demonstrated a statistically significant change from the May 2013 results:

- prearranged for household members to stay with family or friends in case of evacuation (eight regions demonstrated statistically significant decreases for this measure. See Table 1).

Table 1. Estimated percentage of households that had prearranged to stay with family or friends in case of evacuation: regions that demonstrated statistically significant differences from May to November 2013.

Region	May 2013	November 2013	Total change (percentage points)
Far North Queensland	66.6%	45.0%	-21.6
South Brisbane	60.4%	39.8%	-20.6
Darling Downs	56.8%	38.2%	-18.6
Moreton	61.4%	44.2%	-17.2
North Brisbane	52.8%	37.5%	-15.3
South West	61.1%	45.9%	-15.2
Mackay	59.6%	45.5%	-14.1
Logan	56.3%	42.6%	-13.7

²² Households earning \$68,000 or more annually were more likely to have a current building insurance policy (96.1%) than households earning less than \$23,000 (87.7%); and households earning \$110,000 or more were more likely to have contents insurance (92.7%) than households earning \$23,000 (62.6%).

²³ Households earning more than \$57,000 annually were more likely to have had a first aid kit (90.6%) than households earning less than \$23,000 per year (79.3%); and households earning \$110,000 or more were six times more likely to include a member with a first aid certificate (57.4%) than households earning less than \$23,000 (9.4%).

²⁴ These two measures include: arranging accommodation with family or friends in case of evacuation and having identified the strongest room to shelter in during severe storm or cyclone.

Conclusions and recommendations

As in the May 2013 survey summary report, the November 2013 results indicate further that future disaster and emergency management arrangements and resilience building activities need to move beyond encouraging general preparedness measures to encouraging more focussed disaster readiness measures relative to local risks, such as:

- discussing and deciding, in advance, on what to do if the home is threatened by a natural disaster;
- documenting household emergency plans that detail what to do, where to go, who to contact; and
- if residing in evacuation or flood zones, pre-arranging to stay with family or friends located in safer locations.

The November 2013 results further indicate that specific effort is required to focus on those demographic groups demonstrating lower preparedness levels, including:

- households with children;
- landlords and tenants of rental properties, both public and private; and
- households that usually speak languages other than English in the home.