City of Ipswich

Community-based Flood Awareness Guides

Community Engagement Report

March 2026

ACKNOWLEDGEMENT OF COUNTRY

Ipswich City Council respectfully acknowledges the traditional Owners, the Jagera, Yuggera and Ugarapul People of the Yugara/Yagara Language Group, as the custodians of the and waters we share.

We pay our respects to their Elders past and present, as the keepers of the traditions, customs, cultures and stories of proud peoples.

CONTENTS

Disclaimer: *Quantitative and qualitative data was collected from participants during the engagement, in accordance with council's Information Privacy Policy. Quantitative data was downloaded from the various digital platforms and/or transcribed into a master Excel database by project staff. The data was cleaned, de-identified, aggregated and charted in the master database. Open thematic analysis of qualitative comments was carried out using Excel. For the purposes of this report, percentages are rounded to the nearest whole number, which may result in a total not equal to 100%*

EXECUTIVE SUMMARY

Ipswich City Council (council) received financial support through the Flood Risk Management Program, a jointly funded Australian Government and Queensland Government funding package managed by the Queensland Reconstruction Authority (QRA), to develop Community-based Flood Awareness Guides (guides). It is intended that plans will be developed and implemented for seven priority locations that have been identified based on hydraulic risk and community vulnerability in the Ipswich Integrated Catchment Plan, and the structural impacts from the 2022 Flooding Event. The seven locations are:

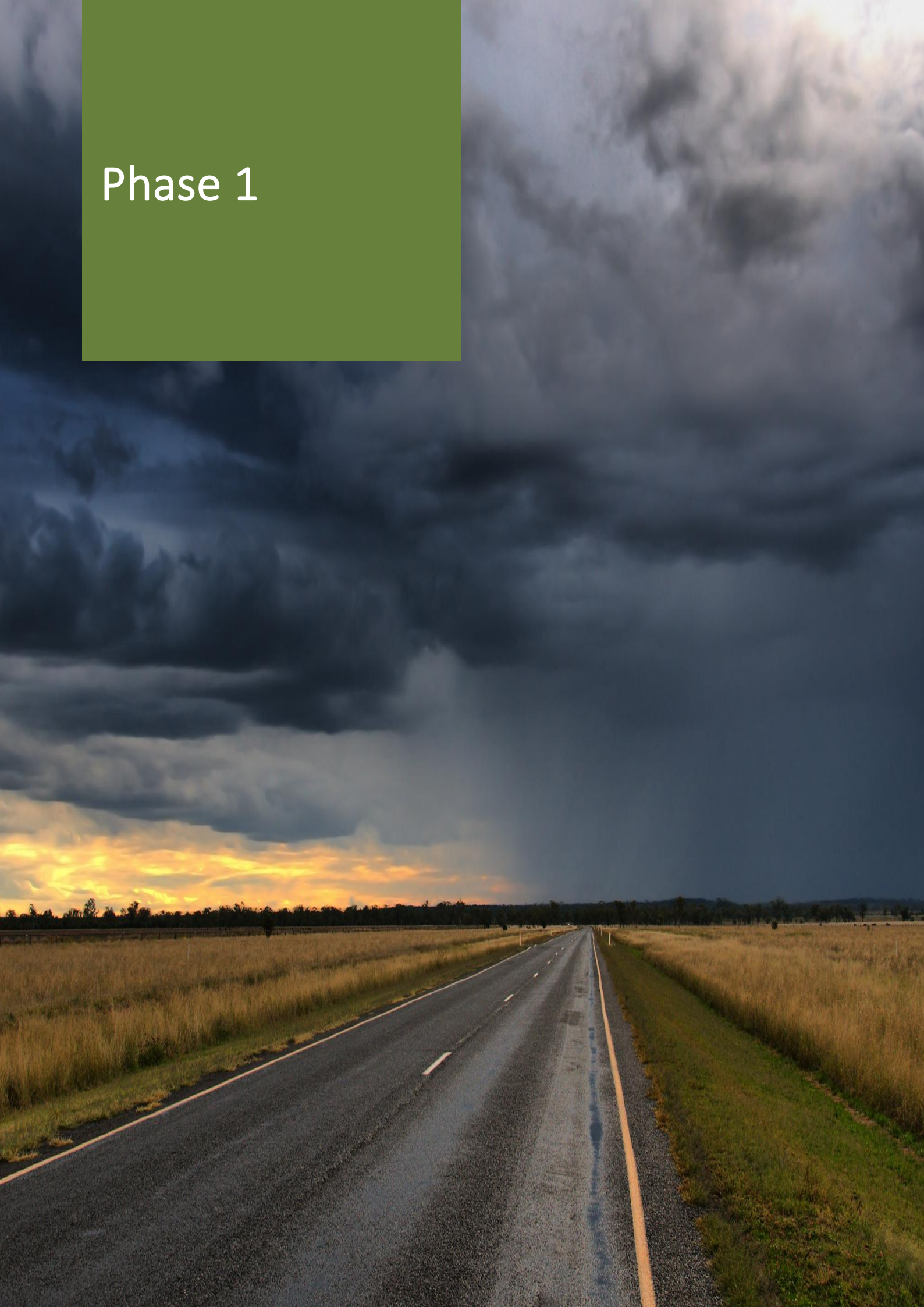
1. Goodna (Divisions 2 and 3)
2. Brassall (Division 4)
3. North Booval (Division 3)
4. Bundamba (Division 3)
5. Karalee (Division 4)
6. Gailes (Division 2)
7. Grandchester (Division 1).

Council engaged The Yellow Company and Synergy Solutions (the project team) to partner with staff from the council's Disaster and Natural Hazards Section (DNHS) to develop and deliver the Community-based Flood Awareness Guides by 30 June 2026 in line with funding guidelines.

Community engagement for this project shares some features, such as disaster preparedness and education on understanding disaster risks, with the Get Ready Queensland program. Managed by DNHS, the 2025 Get Ready Queensland Week Report was received and its contents noted by the Environment and Sustainable Committee on 19 August 2025.

Engagement will be in two phases. The first, from 1 October 2025 to 12 December 2025, sought to understand community awareness of, and previous exposure to, flood risk and impacts, while also empowering community members to build and apply the knowledge of how to prepare for and respond to a disaster. This was achieved by inviting participants to share their lived experiences of flooding in Ipswich.

Phase 1



WHY WE ENGAGED

The Community-based Flood Awareness Guides aims to strengthen community resilience to flood risk by equipping residents with the knowledge, confidence, and capability needed to effectively prepare for and respond to natural disasters.

Key Goals and Desired Outcomes

Community engagement activities were undertaken to:

- Inform community members about the project and outline opportunities for participation
- Identify and understand community needs, expectations, and priorities for the development of the guides
- Explore the community's current understanding of flood risk and identify opportunities to enhance this knowledge
- Generate ideas, options, and insights to support the development of the guides
- Understand community reactions to the proposed guides and consider implications for implementation
- Encourage behaviour change that supports improved flood preparedness and response

Engagement focused on capturing lived experiences of flooding across Ipswich, with particular emphasis on the seven identified locations informing the Community-based Flood Awareness Guides.

SUPPORTING ENGAGEMENT EVIDENCE

Disaster preparedness and community education continue to be strengthened through a coordinated suite of initiatives delivered across council and partner agencies. A key component of this work is the Get Ready Queensland program, managed locally by DNHS, which provides practical tools and public-facing education to improve community understanding of disaster risks. The 2025 Get Ready Queensland Week Report was received and its contents noted by the Environment and Sustainability Committee on 19 August 2025, reaffirming council's commitment to proactive preparedness and risk-awareness initiatives. Insights from this program directly inform broader strategic planning, including the City of Ipswich Local Disaster Management Plan (LDMP), ensuring alignment between community education, operational readiness and long-term resilience objectives.

These activities are further supported by targeted engagement undertaken as part of the Community-based Flood Awareness Guides. Consultation for the initial phase included a mix of community, stakeholder, and sector-specific engagement activities designed to capture local knowledge, identify vulnerabilities, and understand community expectations around flood preparedness and response. This engagement has provided valuable qualitative data that complements technical flood-modelling and risk-assessment work, strengthening the evidence base for future planning.

Sector and Community Engagement

In addition to the previously noted engagement activities, further sector and community engagement has been undertaken to ensure a broad and inclusive understanding of disaster risk across Ipswich. This has included:

- **Workshops and information sessions** with community groups, neighbourhood associations and local service providers to build awareness of local hazards and preparedness actions.
- **Targeted engagement with vulnerable-population service organisations**, including aged-care providers, disability services and culturally and linguistically diverse (CALD) community networks, to identify specific needs and barriers to preparedness.
- **Stakeholder roundtables** with emergency services, infrastructure providers and regional partners to ensure alignment of roles, responsibilities and communication pathways.
- **Pop-up engagement at community events** during Get Ready Queensland Week, enabling direct conversations with residents about household preparedness, evacuation planning and local hazard profiles.
- **Online surveys and interactive mapping tools** that allowed residents to share localised flood experiences, preparedness levels and preferred communication channels.

Collectively, these activities have strengthened council's understanding of community risk perceptions, preparedness behaviours and preferred engagement methods. The insights gained continue to inform the development of tailored disaster-readiness initiatives, communication strategies, and place-based resilience planning across the city.

HOW WE ENGAGED

ENGAGEMENT CHANNELS

The first phase of engagement took place from 1 October 2025 to 12 December 2025. The community was able to share feedback through the channels outlined below.

Shape Your Ipswich
Comments were captured via a survey on the project page, Community-based Flood Awareness Guides, hosted on Shape Your Ipswich. Survey questions can be seen in Appendix 1.

Hard copy survey
Community members were invited to complete a hard copy survey that mirrored the online version available on Shape Your Ipswich. Copies were made available at all community-facing events and stalls for the duration of the engagement. Surveys could also be collected from council's administration building at 1 Nicholas Street, Ipswich. A copy of the Phase 1 hardcopy survey can be seen in Appendix 1.

Targeted industry stakeholder engagement sessions
Targeted engagement with industry stakeholders was undertaken to understand their experiences and gather ideas for the future direction of the initiative. 131 interactions took place over seven sessions, as outlined in the table below.

Date	Event details	Attendance
2 October 2025	Human and Social Recovery Taskforce Meeting	6
9 October 2025	Ipswich Multicultural Leaders Network	19
28 October 2025	CX Exchange	22
13 November 2025	SES Special Interest Night	15
15 November 2025	Pacific Islands Council of Queensland	28
26 November 2025	Ipswich Disability Interagency Network	20
26 November 2025	Karalee and Surrounding Communities Association Meeting	21

Community forums

Six community forums were conducted across six of the seven identified locations, resulting in 24 interactions delivered over these sessions, as outlined in the table below.

Date	Event details	Attendance
15 October 2025	Gailes Community Forum (Gailes Community House)	7
5 November 2025	Brassall Community Forum	2
18 November 2025	Bundamba Community Forum	2
19 November 2025	Goodna Community Forum	0
25 November 2025	Grandchester Community Forum	0
1 December 2025	Karalee Community Forum	13

Pop-ups

Ten pop-ups were delivered across six of the seven identified locations. Overall, the pop-ups resulted in 374 interactions with community members.

Date	Event details	Attendance
1 October 2025	Ipswich Seniors Expo	64
18 October 2025	Ipswich Sustainable Living Festival	71
20 October 2025	Booval Train Station	10
24-25 October 2025	Goodna Jacaranda Festival	117
3 November 2025	Bundamba Swim Centre	23
6 November 2025	Karalee Shopping Village	18
17 November 2025	Gailes Train Station	16
28 November 2025	Brassall Christmas in the Park	2
4 December 2025	Booval Shopping Centre	26
6 December 2025	Handmade Market Expo Ipswich	27

Email

The community was able to directly reach out to council via communityengagement@ipswich.qld.gov.au and disaster@ipswich.qld.gov.au with feedback on this project. Two emails were received during the consultation period.

Phone

The community was able to directly reach out to the Disaster Management and Natural Hazards Section at council via 07

3810 6666 with contributions and to share feedback on this project. No phone calls were received during the consultation period.

PROMOTIONAL CHANNELS

To support community participation, the following communication channels were used between 1 October 2025 and 12 December 2025 to raise awareness and share information.

Shape Your Ipswich
An email campaign was distributed via Shape Your Ipswich on 1 October 2025 to align with the project launch. The campaign targeted members who had expressed interest in the following categories:

- Community
- Disaster Management
- Environment, Sustainability and Climate Change
- Goodna
- Brassall
- North Booval
- Bundamba
- Karalee
- Gailes
- Grandchester

In total, 999 members received the campaign. Of these, 437 members opened the email, resulting in an open rate of 44%, and the campaign achieved a 5% click-through rate.

Ipswich First
One Ipswich First article promoted the consultation, which was also featured on the Ipswich City Council's main website. It encouraged residents to participate in the Community-based Flood Awareness Guides engagement and asked those living in seven high-risk locations to complete the survey on Shape Your Ipswich. This article included:

- A list of the priority locations: Brassall, Bundamba, Gailes, Goodna, Grandchester, Karalee, North Booval.
- Quotes from Cr Jim Madden, urging community participation
- A community call to action to complete the survey
- Information to highlights the tangible outcomes from sharing feedback in the form of the development of community-based guides

See the Ipswich First article can be seen in Appendix 2.

Direct Mail

A promotional postcard was sent by mail to residents within Gailes and Grandchester. The postcard provided an overview of the project and directed recipients to Shape Your Ipswich for further details.

Marketing Overview

Due to the specific geographic nature of this campaign, very select channels were chosen for promotion as opposed to a blanket LGA approach. This included digital billboards located within the identified lcoations, geo-targeted ads run on Meta and Google, a targeted mail out to Grandchester and Gailes residents only, as well as press adverts in the Moreton Border News and Local Ipswich News publications. The only channel that was included that targeted a broader geographic spread was a poster and postcard distribution across the LGA as this was done within local businesses and provided a better opportunity to get to people as they were out and about visiting shops, etc.

Examples of promotion materials can be seen in Appendix 3.

Digital advertisement	Impressions	Reach[1]	Clicks[2]
Meta	185,532	109,719	3,032
Google	688,364	303,000	12,249

Media mentions

In addition to council-owned channels, media monitoring also recorded this engagement was mentioned in the following outlets:

- River FM, Ipswich Marnie & Campo Breakfast Show
- River FM, Ipswich 0700 News
- Moreton Boarder News
- Local Ipswich News

The table below presents the formal engagement contributions captured for reporting purposes. It does not reflect informal conversations or brief exchanges in which council provided information and guidance to community members throughout the engagement period. These additional interactions are instead reflected in attendance numbers from pop-up sessions, community forums, and targeted industry stakeholder engagement sessions.

Engagement channels	Contributions[3]
Shape Your Ipswich	300
Hard copy survey	49
Email	2
Total	**351**

[1] Total number of times a social media post was viewed.

[2] Total number of times a URL in a social media post was clicked.

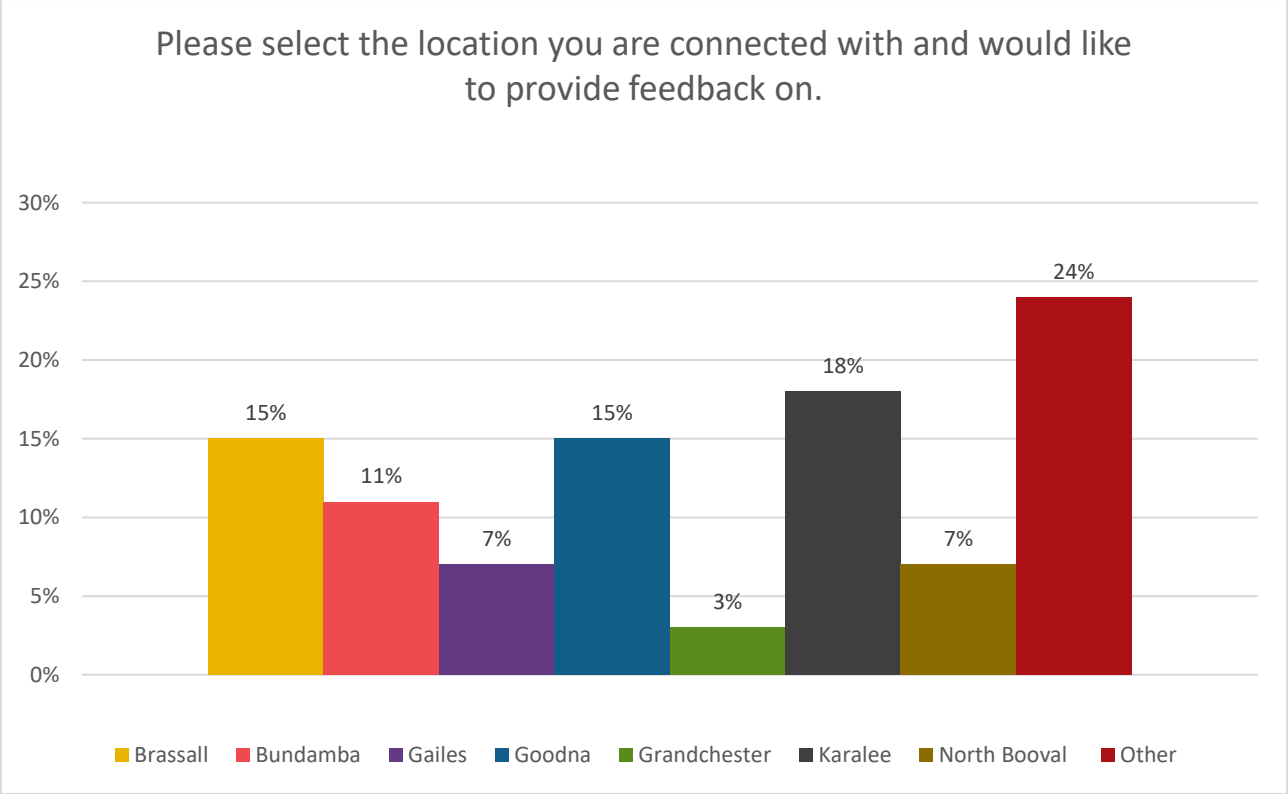
[3] Total number of individuals who submitted feedback per engagement channel. Noting individuals may be counted multiple times if submitting multiple submissions.

WHAT THE COMMUNITY TOLD US

A summary of the feedback received across all channels has been outlined below.

Q: Please select the location you are connected with and would like to provide feedback on.

Respondents could select more than one location to provide their feedback on. Of the 351 respondents, Brassall accounted for 54 respondents (15%), while Bundamba contributed 40 respondents (11%) and Gailes provided 23 respondents (7%). Goodna recorded 53 respondents (15%), and Grandchester added a further 11 respondents (3%). Karalee represented one of the larger groups with 63 respondents (18%), followed by North Booval with 24 respondents (7%). The remaining 83 respondents (24%) came from other areas across Ipswich, indicating strong engagement beyond the major locations.



Graph based on 351 respondents

Brassall

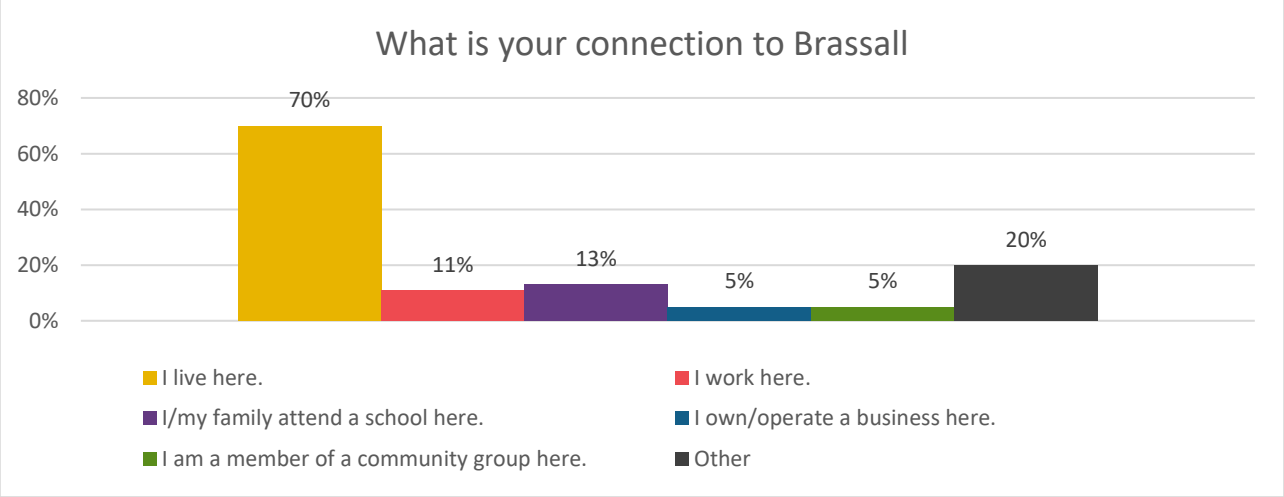
BRASSALL

Q: What is your connection to Brassall?

Of the 54 respondents who indicated a connection to Brassall, 38 (70%) reported that they lived in the area, six respondents (11%) worked in Brassall, and seven respondents (13%) stated that they or a family member attended a local school. In addition, three respondents (5%) owned or operated a business in Brassall, and another three respondents (5%) identified as members of local community organisations.

A further 11 respondents (20%) shared other reasons for their connection, such as involvement in a community group, having family in the area, or being former residents.

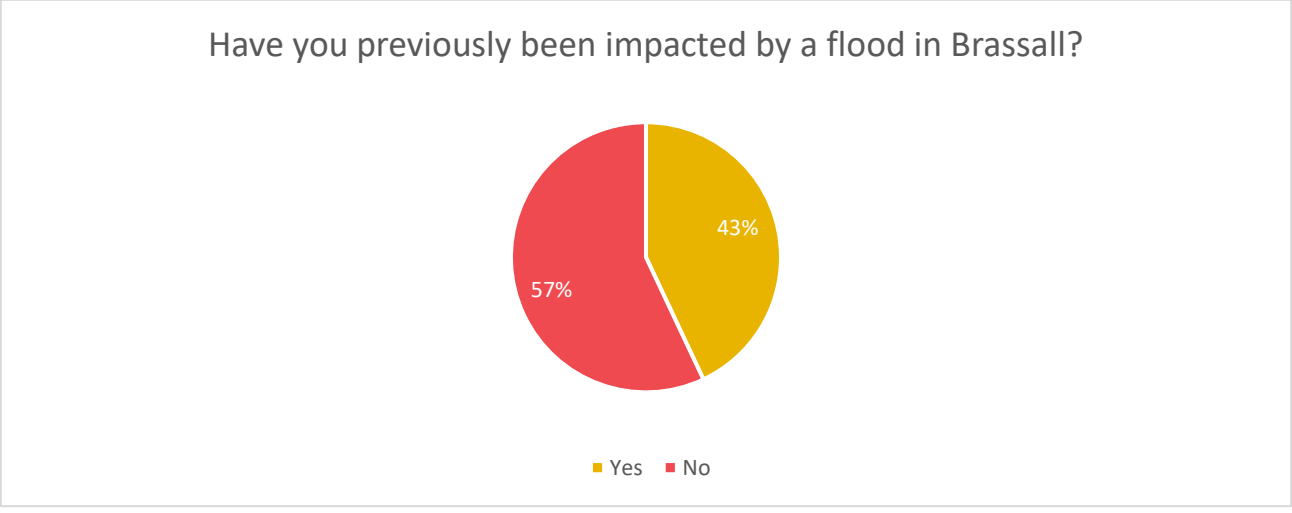
Respondents were able to select more than one option.



Graph based on 54 respondents

Q: Have you previously been impacted by a flood in Brassall?

Of the 54 respondents for Brassall, 23 respondents reported that they had previously been impacted by a flood in Brassall (43%), while 31 respondents indicated they had not (57%).



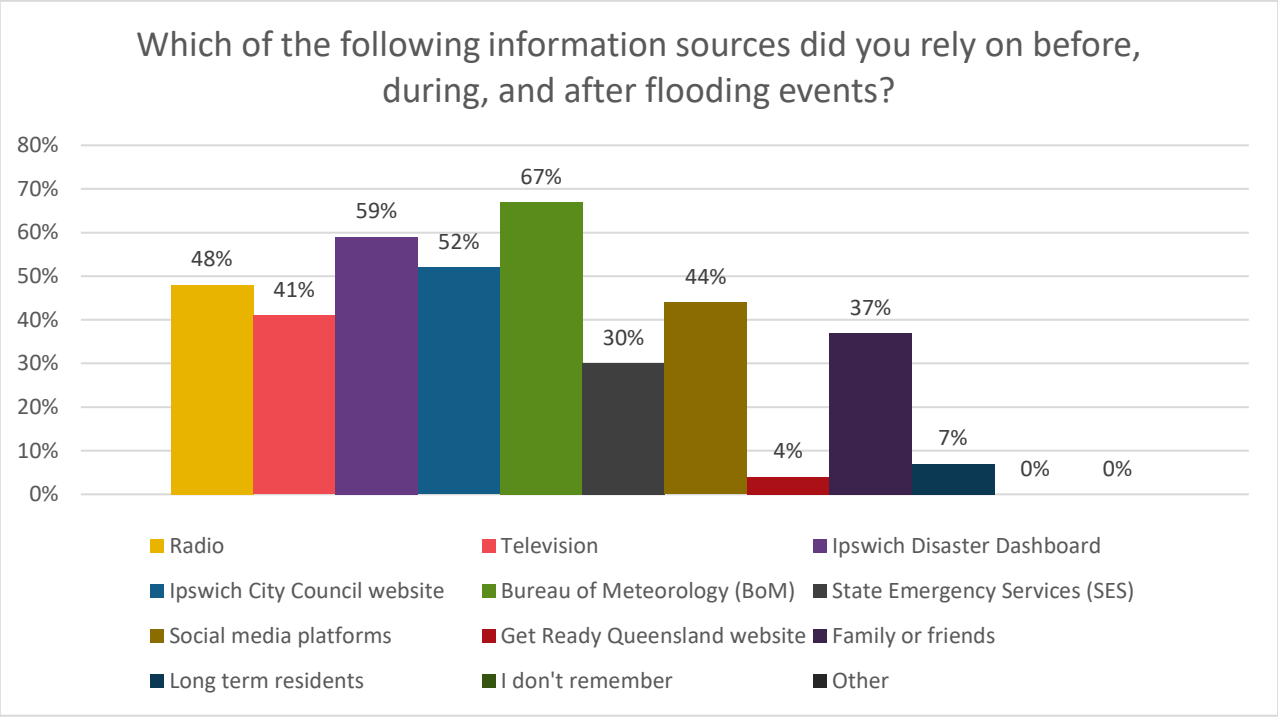
Graph based on 54 respondents

Q: Which of the following information sources did you rely on before, during, and after flooding events?

27 respondents provided an answer to this question. The Bureau of Meteorology was the most commonly used information source, selected by 18 respondents (67%). Council-managed channels were also widely accessed, with 16 respondents (59%) using the Ipswich Disaster Dashboard and 14 respondents (52%) using the Ipswich City Council website, indicating strong engagement with official local government platforms. Traditional media also played an important role, with 13 respondents (48%) using radio and 11 respondents (41%) using television during the flood event.

Social media was used by 12 respondents (44%), reflecting the ongoing importance of online networks and community pages. Community-based sources were also significant, with 10 respondents (37%) turning to family or friends and eight respondents (30%) seeking information from long-term residents. Eight respondents (30%) relied on the State Emergency Service. Only one respondent (4%) relied on the Get Ready Queensland website, showing that while this source was accessed, it was less central to most respondents' information-seeking behaviour.

Respondents were able to select more than one option.



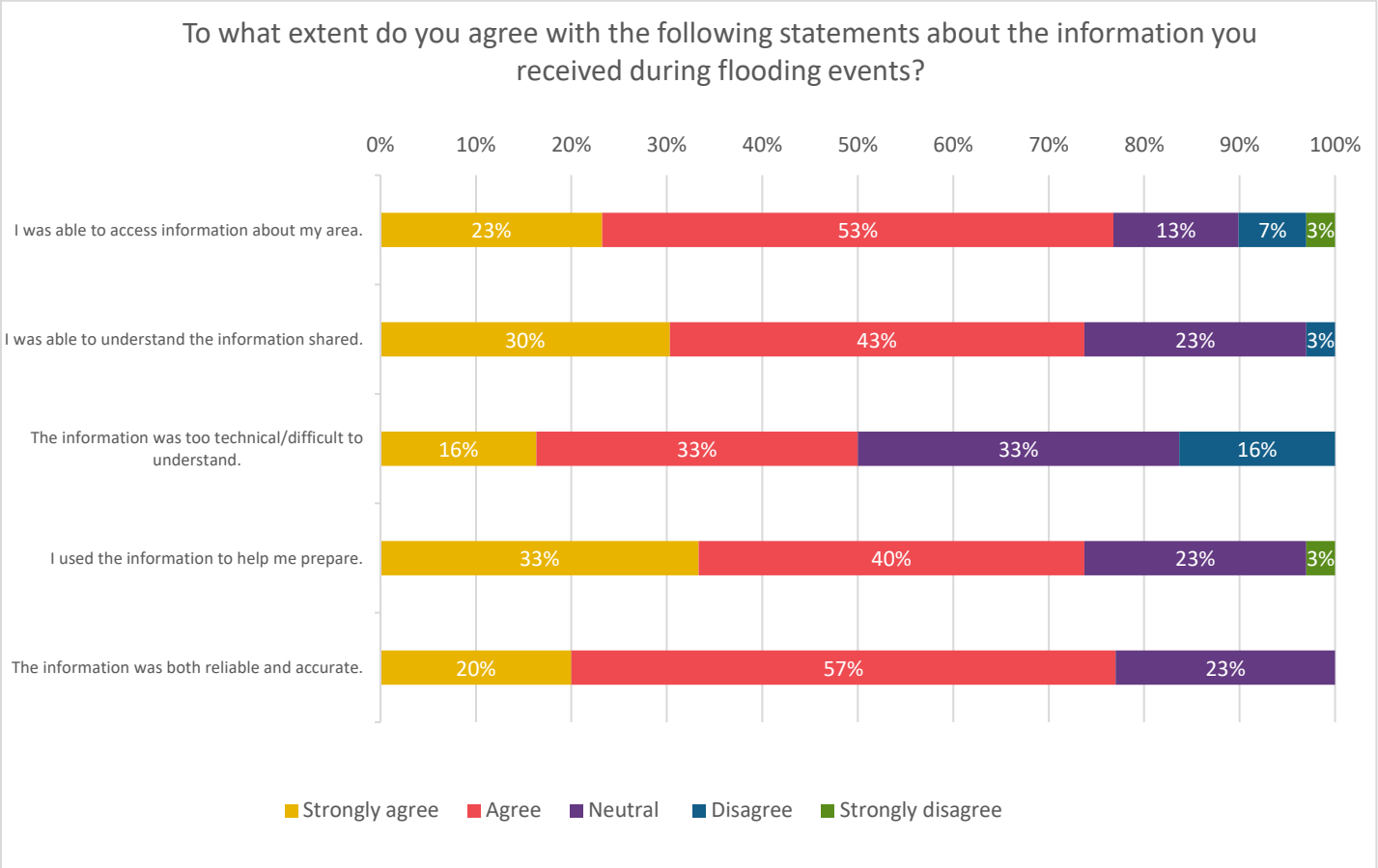
Graph based on 27 respondents

Q: To what extent do you agree with the following statements about the information you received during flooding events?

Most of the 31 respondents to the five statements for this question indicated generally positive experiences.

Highlights included:

- 53% of respondents agreeing they were able to access information about their area
- 43% of respondents agreeing that they could understand the information shared
- 33% of respondents agreeing that information was too technical or difficult to understand
- 40% of respondents agreeing that they used the information to help them prepare
- 57% of respondents agreeing that the information was both reliable and accurate.



Graph based on 31 respondents

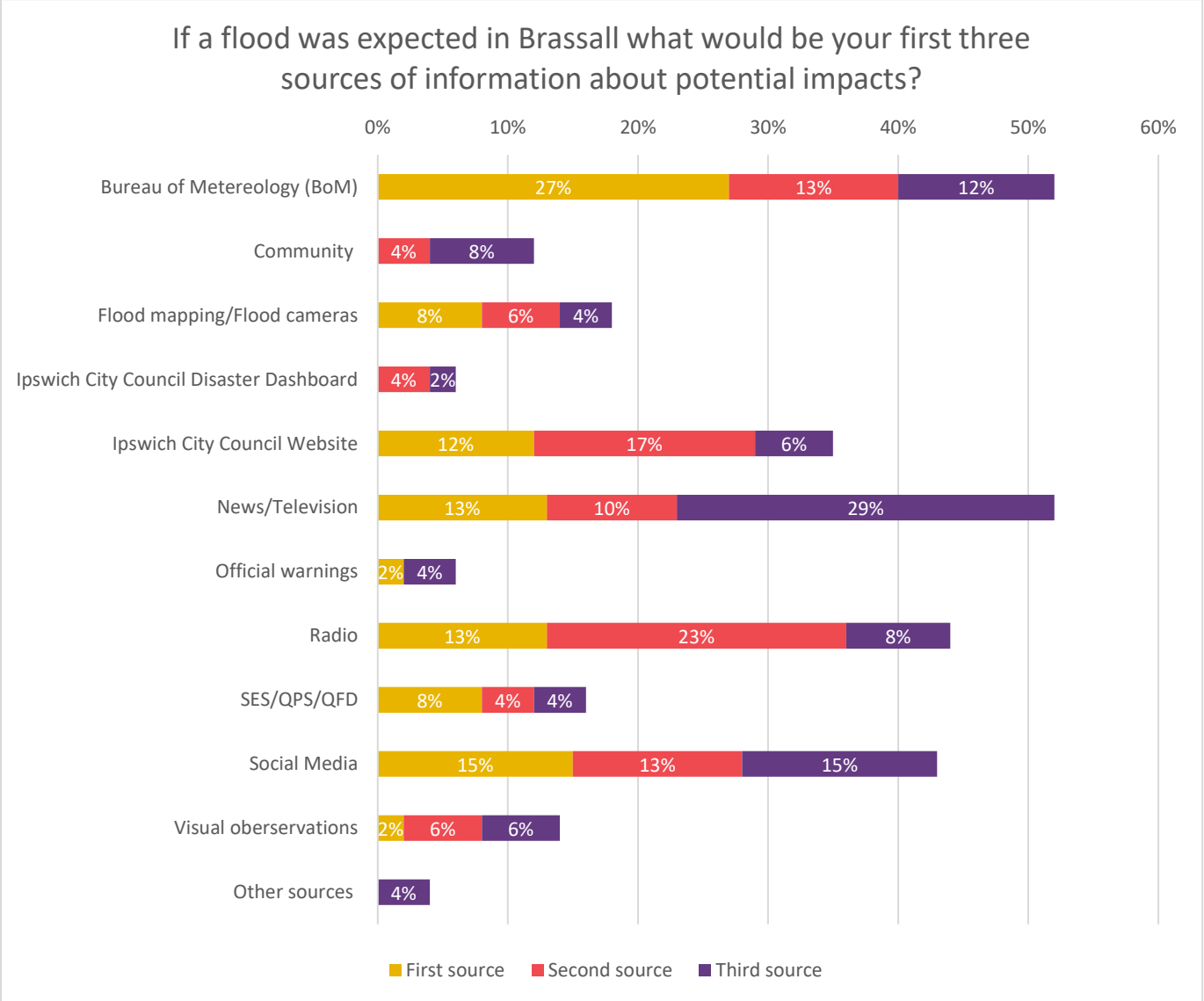
Q: If a flood was expected in Brassall, what would be your first three sources of information about potential impacts?

Across the 52 respondents, the Bureau of Meteorology was the most commonly selected first-preference source, chosen by 14 respondents (27%). Ipswich City Council updates were the next most frequent first choice, with six respondents (12%), followed by social media with eight respondents (15%), radio with seven respondents (13%), and the Disaster Dashboard with four respondents (8%).

Second-preference selections were more varied. Ipswich City Council updates were the most common second choice with 9 respondents (17%), followed by radio with 12 respondents (23%) and with the Bureau of Meteorology and social media each selected by 7 respondents (13%).

Traditional media, particularly news and television, were the strongest third-preference sources, selected by 15 respondents (29%). Social media was also commonly chosen as a third preference of eight respondents (15%), followed by the Bureau of Meteorology for six respondents (12%).

Respondents were able to select more than one option.



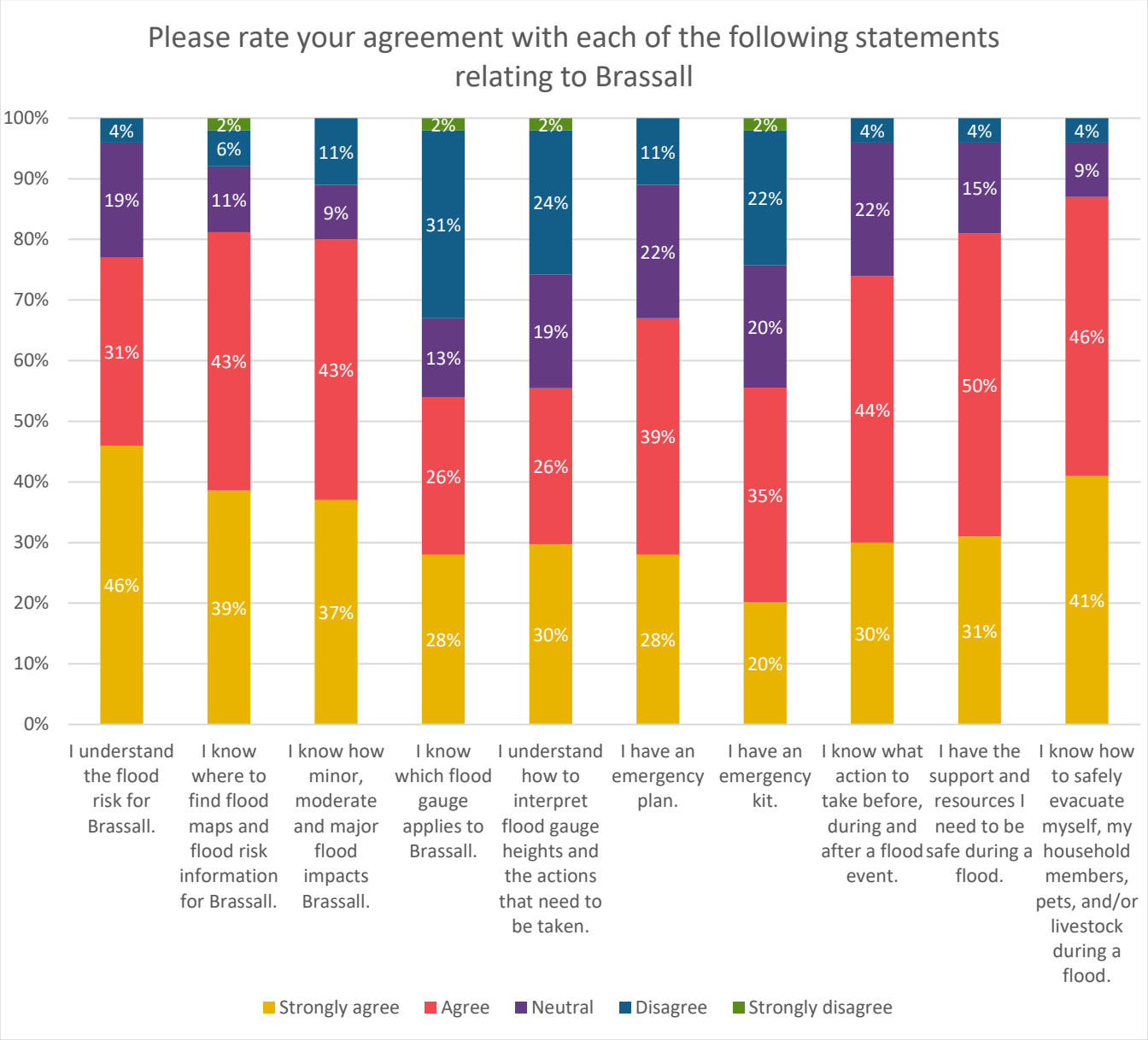
Graph based on 52 respondents

Q: Please rate your agreement with each of the following statements relating to Brassall.

Of the 54 respondents, most indicated strong confidence in their understanding and ability to respond to flooding.

Highlights included:

- 46% of respondents strongly agreeing that they understood the flood risk for Brassall
- 39% of respondents strongly agreed that they knew where to access information related to this
- 37% of respondents strongly agreed that they understood the impact of minor, moderate, and major flood impacts in Brassall.
- 28% of respondents strongly agreed that they knew which flood gauge applied to their area.
- 41% of respondents strongly agreed that they knew how to safely evacuate themselves, their household members, pets, or livestock.

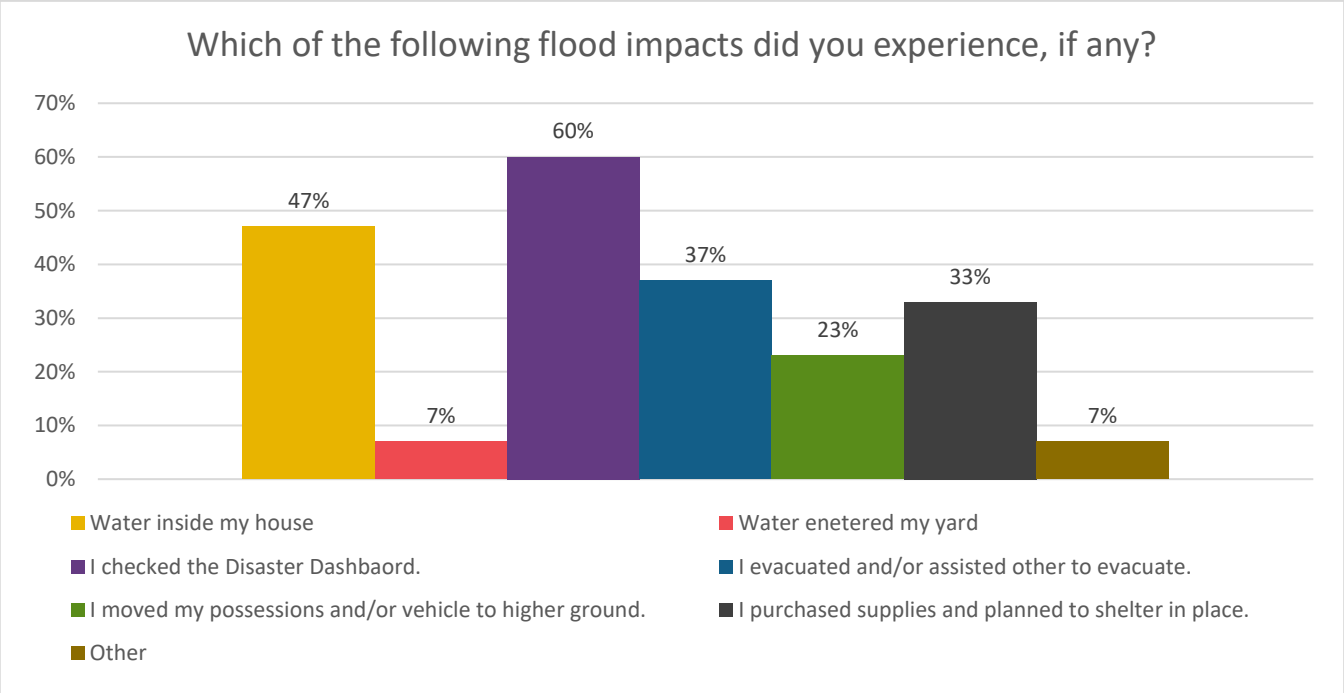


Graph based on 54 respondents

Q: Which of the following flood impacts did you experience, if any?

Across the 31 respondents who answered this question, the most commonly reported experience was water inside the home, selected by 16 respondents (52%). Water entering the yard was also noted, with nine respondents (29%) reporting this impact. Evacuation activity was another significant experience, with 19 respondents (61%) indicating that they evacuated and/or assisted others to evacuate. 10 respondents (32%) reported checking the Disaster Dashboard.

Respondents were able to select more than one option.

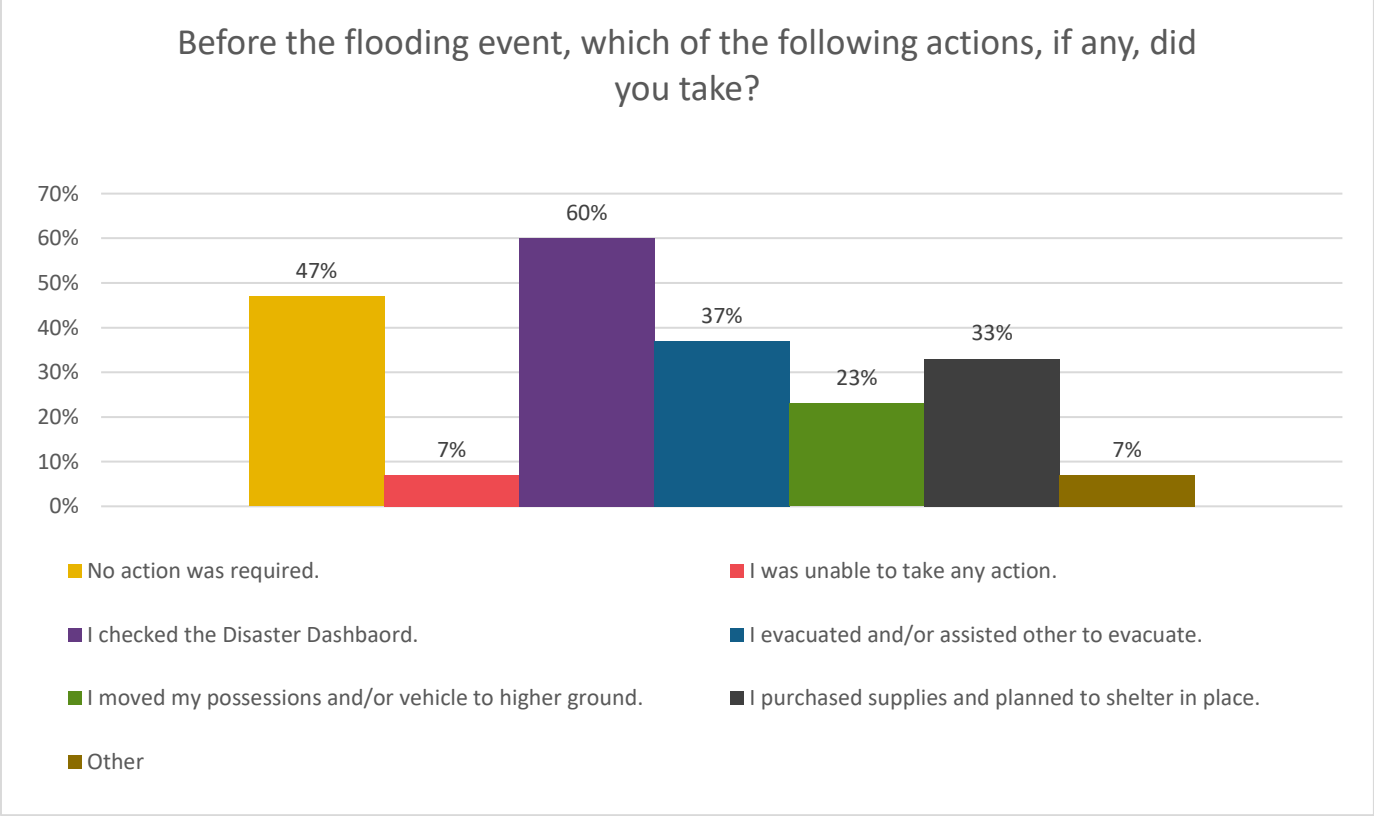


Graph based on 31 respondents

Q: Before the flooding event, which of the following actions, if any, did you take?

Of the 30 respondents who answered this question, the most common action taken before the flooding event was checking the Disaster Dashboard, reported by 18 respondents (60%). A smaller group indicated that no action was required, with 14 respondents (47%) selecting this option.

Respondents were able to select more than one option.



Graph based on 30 respondents

Q: What, if anything, made it difficult to take action during the flood?

The table below outlines the key themes identified from the 10 respondents describing the factors that made it difficult for residents to take action during the flood.

Theme	Summary
Evacuation planning and strategy	4 of 10 respondents (40%) suggested refinement to existing evacuation planning, such as notifications, road access, and the and noisy be timing of closures.
Critical infrastructure and utilities	5 of 10 respondents (50%) raised infrastructure concerns, including bridges, phone reception, electricity, and noisy roads.
Enhance personal preparedness measures	3 of 10 respondents (30%) reflected individual preparedness challenges, such as lack of places to move possessions/pets and staying awake to monitor creek levels.
Environmental considerations	3 of 10 respondents (30%) described environmental dynamics, focusing on the speed of rising water and unpredictability of creek levels.
Communication and messaging	4 of 10 respondents (40%) raised issues with communication such as repetitive news, and delayed or no BOM updates
Community support and social cohesion	2 of 10 respondents (20%) touched on social/community aspects, such as noise and disturbance from road activity and other activities causing community disruption.

Based on 10 respondents

Q: Is there anything you would do differently if another flood occurred?

The following table summarises the key themes identified from the 13 respondents regarding what residents would do differently if another flood occurred.

Theme	Summary
Evacuation planning and strategy	4 of 13 respondents (31%) directly addressed evacuation planning, stressing the need for clear, pre-established evacuation centres and routes.
Critical infrastructure and utilities	3 of 13 respondents (23%) raised infrastructure concerns, focusing on inadequate bridges, communications systems, and power reliability.
Enhance personal preparedness measures	5 of 13 respondents (38%) reflected on individual actions or challenges, such as moving belongings, insurance checks, and sandbag use.
Environmental considerations	1 of 13 respondents (8%) focused on environmental solutions, suggesting tree planting and improved drainage to mitigate flooding.
Communication and messaging	1 of 13 respondents (8%) shared difficulties receiving warnings and communicating with family members.
Community support and social cohesion	1 of 13 respondents (8%) reflected on the difficulties experienced by others with limited abilities and little to no support network.
No change required	5 of 13 respondents (38%) indicated satisfaction with self preservation efforts.

Based on 13 respondents

Q: Is there any additional information you would like to share about your experiences during previous flood events in Brassall?

The following table summarises the key themes identified from the eight respondents regarding additional experiences and observations shared about previous flood events in Brassall

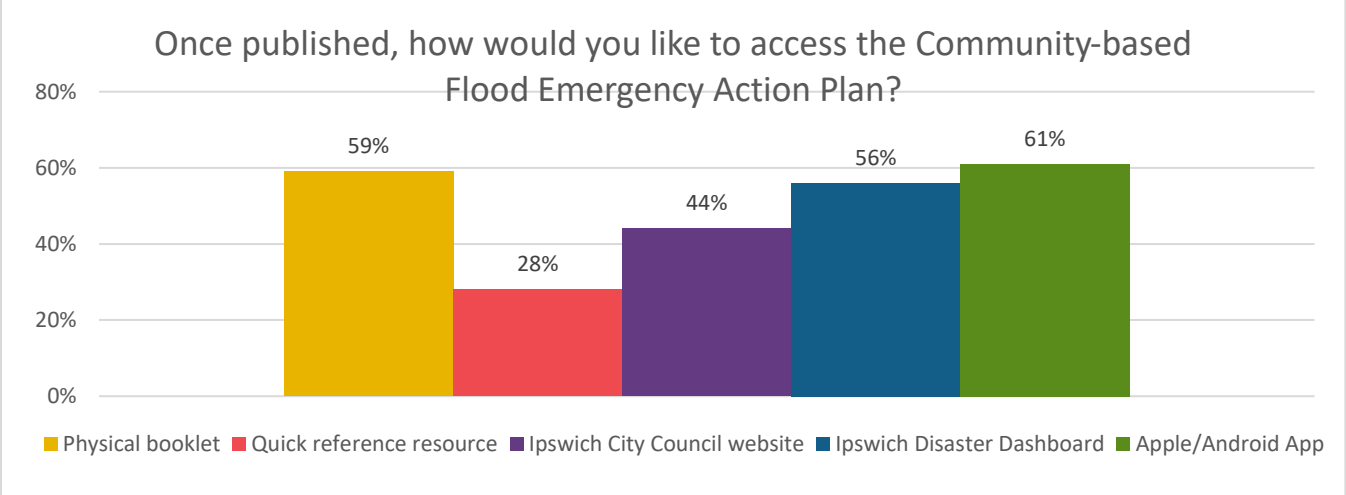
Theme	Summary
Evacuation planning and strategy	4 of 8 respondents (50%) suggested improvements to evacuation logistics, specifically proposing a helipad for emergency access. This reflects a city-wide planning measure rather than individual action.
Critical infrastructure and utilities	1 of 13 respondents (13%) raised infrastructure concerns, including flood-proofing a rail bridge and road closure classifications. This highlights vulnerabilities in transport, utilities, and community infrastructure.
Enhance personal preparedness measures	3 of 8 respondents(38%) focused on individual or household preparedness, such as assistance with sandbagging and moving belongings upstairs during flooding. These highlight both proactive measures and the need for community support.
Environmental considerations	1 of 8 respondents (13%) indirectly touched on environmental factors, describing secondary groundwater flooding and drainage issues. This emphasizes the role of natural water flow and soil conditions in disaster impacts.
Communication and messaging	1 of 8 respondents (13%) raised concerns about communication and messaging, noting that warnings were either not received in time to take action or not received at all.
Community support and social cohesion	2 of 8 respondents (25%) raised concerns about neighbours' ability to safeguard their properties, suggesting that additional support may be needed for those who are unable to prepare or respond effectively. Respondents also noted tensions within neighbourhoods, including disputes related to noise from generators, fans, and other equipment used during recovery.
No change required	2 of 8 respondents (25%) indicated satisfaction or no further action needed. These show some individuals felt their current approach was sufficient

Based on 8 respondents

Q: Once published, how would you like to access the Community-based Flood Emergency Action Plan?

Across the 54 respondents who answered this question, 32 respondents (61%) indicated they would like to access the plans via an Apple/Android app, closely followed by 32 respondents (59%) who preferred a physical booklet. Access within the Ipswich Disaster Dashboard was selected by 30 respondents (56%).

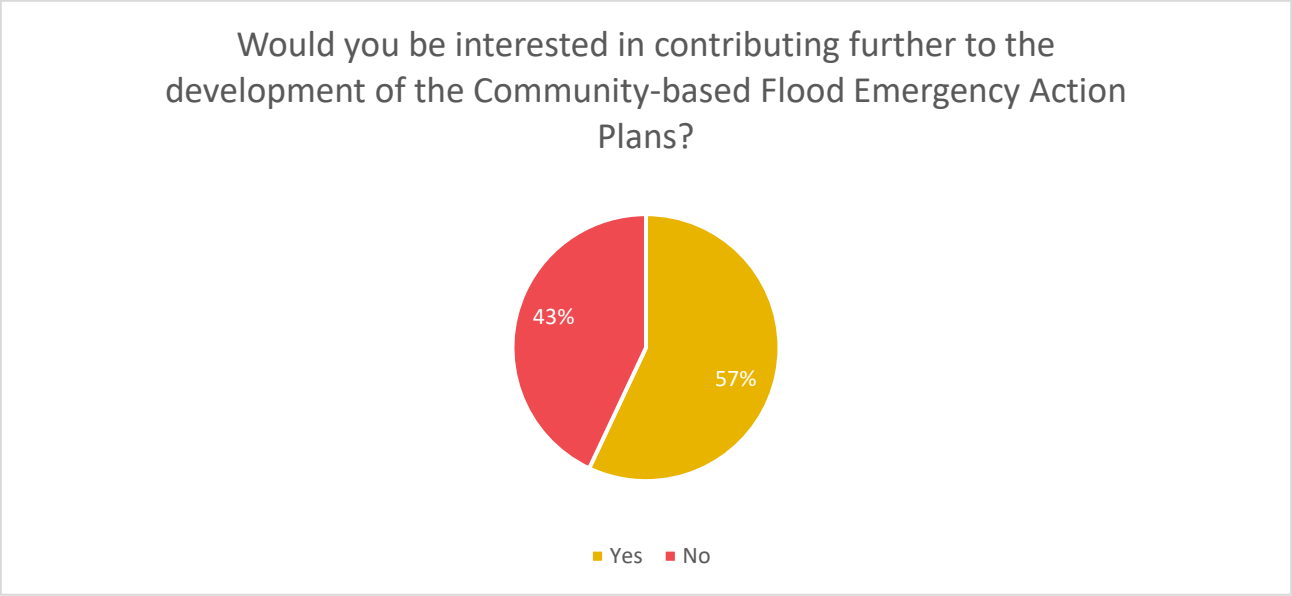
Respondents were able to select more than one option.



Based on 54 respondents

Q: Would you be interested in contributing further to the development of the Community-based Flood Emergency Action Plans??

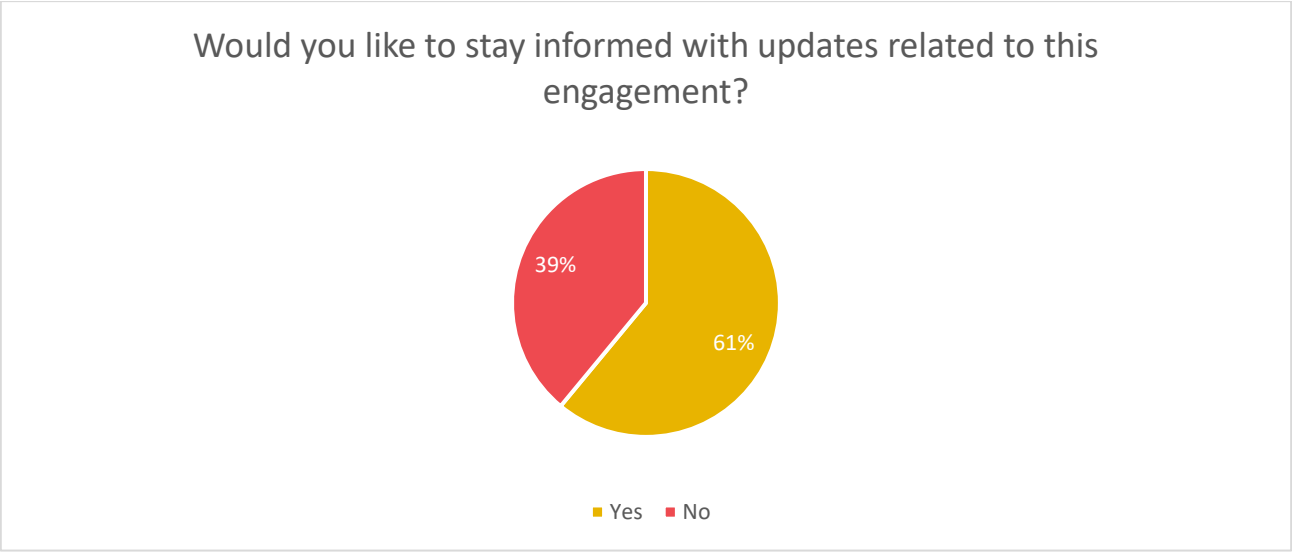
Of the 54 respondents for Brassall, 31 respondents (57%) expressed a desire in contributing further in the development of the plans.



Graph based on 54 respondents

Q: Would you like to stay informed with updates related to this engagement??

Of the 54 respondents for Brassall, 33 respondents (61%) shared that they would like to stay informed with updates related to the engagement.



Graph based on 54 respondents

FINDINGS

Community connection and lived experience

Most respondents had strong ties to Brassall, with 48% living locally and others connected through work (41%), school (59%), business ownership, or community groups (52%). A further 37% identified “other” connections, including former residents and those with family in the area. This pattern reflects a community that is closely connected to the location and its conditions. Many respondents also reported previous flood experience (43%), indicating a population with lived knowledge of local flood behaviour and its impacts.

Information seeking and understanding of flood risk

Residents relied on a wide mix of information sources during flood events. The Bureau of Meteorology was the most frequently used and trusted source (67%), followed by council platforms such as the Ipswich Disaster Dashboard (59%) and the Ipswich City Council website (52%). Traditional media also played a significant role, with radio (48%) and television (41%) commonly used. Social media (44%), family or friends (37%), and long-term residents (30%) contributed important community-based insights. Smaller numbers accessed SES updates (30%) or the Get Ready Queensland website (7%). While most respondents felt confident in their understanding of flood risk, several noted uncertainties around interpreting gauge heights or knowing which gauge applied to Brassall.

Flood impacts experienced

Respondents described a range of impacts, including water entering yards and homes, property damage, and disruptions to daily life. Some reported evacuation or assisting others, while others experienced prolonged power outages, blocked roads, or difficulty accessing essential services. Concerns were raised about runoff from neighbouring properties, drainage issues, and the cumulative effects of repeated flood events. Some respondents highlighted stress and anxiety, particularly among households with medical or mobility needs.

Preparedness actions taken

Before and during flooding, residents undertook a variety of preparedness actions. These included purchasing supplies, moving vehicles or belongings to higher ground, monitoring the Disaster Dashboard, and checking updates from the Bureau of Meteorology. Some residents acted early based on past experience, while others became more proactive after being caught off guard in earlier events. Community-oriented actions, such as assisting neighbours, supporting family members, or helping local organisations was also common. Several respondents expressed uncertainty about the accuracy of online tools and relied on personal observation to verify conditions.

Barriers to taking action

Respondents identified several challenges that made it difficult to act during the flood. The most common barriers included uncertainty about when to act, unclear triggers for evacuation, and difficulty judging how severe conditions would become. Infrastructure limitations, such as power outages, telecommunications failures, and road closures, reduced situational awareness and limited mobility. Some residents noted that official messaging did not always arrive in time, while others faced personal constraints such as limited physical capacity, competing responsibilities, or reliance on others for transport or information.

What residents would do differently

Looking ahead, many respondents indicated they would improve their preparedness by securing supplies earlier, upgrading equipment, or strengthening property-level protections. Others said they would act sooner, refine their evacuation timing, or relocate vehicles and valuables earlier in the event. Several highlighted the need for clearer warnings, more reliable updates, and improved local infrastructure, such as better drainage, more visible water level gauges, and enhanced road safety. A portion of respondents felt they would not change their actions, suggesting confidence in their current approach or limited ability to do more.

Additional experiences and observations

Respondents emphasised the need for clearer evacuation triggers and more consistent communication during flood events. Infrastructure concerns were common, including inadequate drainage, blocked culverts, and unreliable utilities. Environmental issues, such as increased runoff from new developments, siltation, and perceived lack of creek maintenance, were frequently mentioned. Community support varied, with some residents reporting strong neighbour assistance and others noting gaps in council responsiveness or slow recovery processes.

Access Preferences

The mix of preferred access methods shows that residents value flexibility, with interest spread across digital platforms and physical materials, indicating that a multi-channel approach will be essential to ensure the guides are accessible to everyone.

Ongoing Engagement

The results point to a community that is willing to stay involved, with most respondents wanting to contribute further and remain informed, suggesting a strong foundation of residents who are prepared to participate in shaping and refining the guides.

Communication Expectations

The strong desire for ongoing updates highlights the importance of consistent, clear communication, reinforcing that regular information sharing will be key to maintaining trust and supporting community readiness as the guides progress.

Overall interpretation

The findings show a community that is connected, experienced, and generally confident in its ability to respond to flooding. However, residents' capacity to act is shaped by external constraints, particularly communication reliability, infrastructure performance, and environmental changes associated with development. Strengthening real-time information, improving guidance on gauge interpretation, addressing drainage and infrastructure concerns, and supporting households with tailored preparedness resources would significantly enhance community resilience in Brassall.

Bundamba

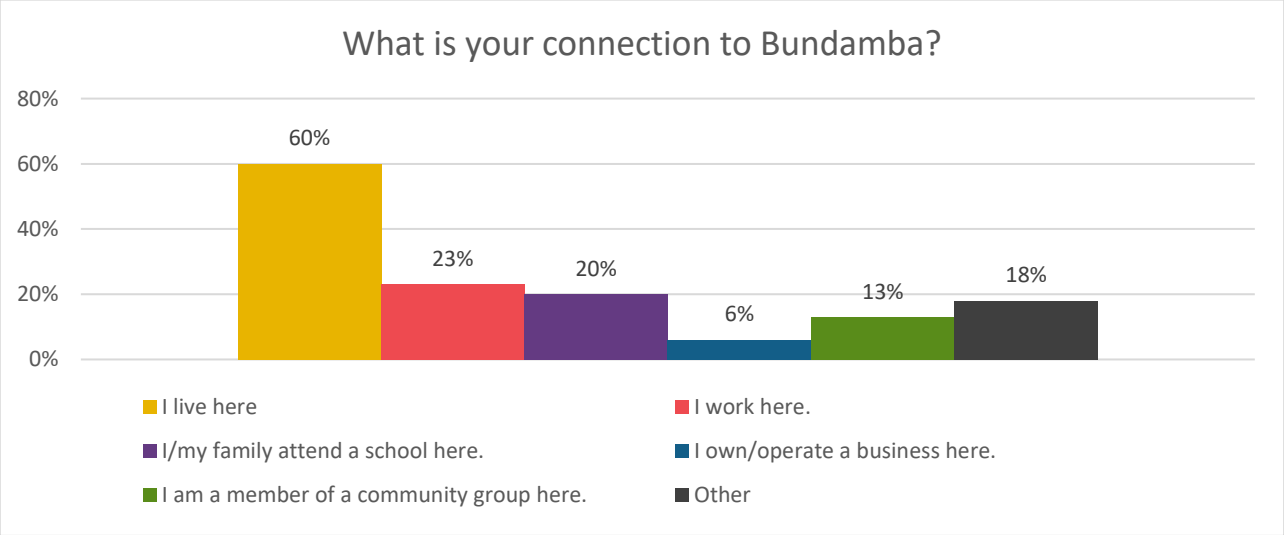
BUNDAMBA

Q: What is your connection to Bundamba?

Of the 40 respondents who indicated a connection to Bundamba, 24 respondents (60%) reported that they live in the area, while nine respondents (23%) stated that they work in Bundamba. A further eight respondents (20%) indicated that they or a family member attends a local school, and three respondents (6%) own or operate a business in the area. In addition, five respondents (13%) identified as members of a local community group.

A further seven respondents (18%) selected "other" and described a range of additional connections, including having previously lived in Bundamba, owning property jointly with family members, visiting the area frequently, having friends who still live locally, and participating in recreational activities in the location.

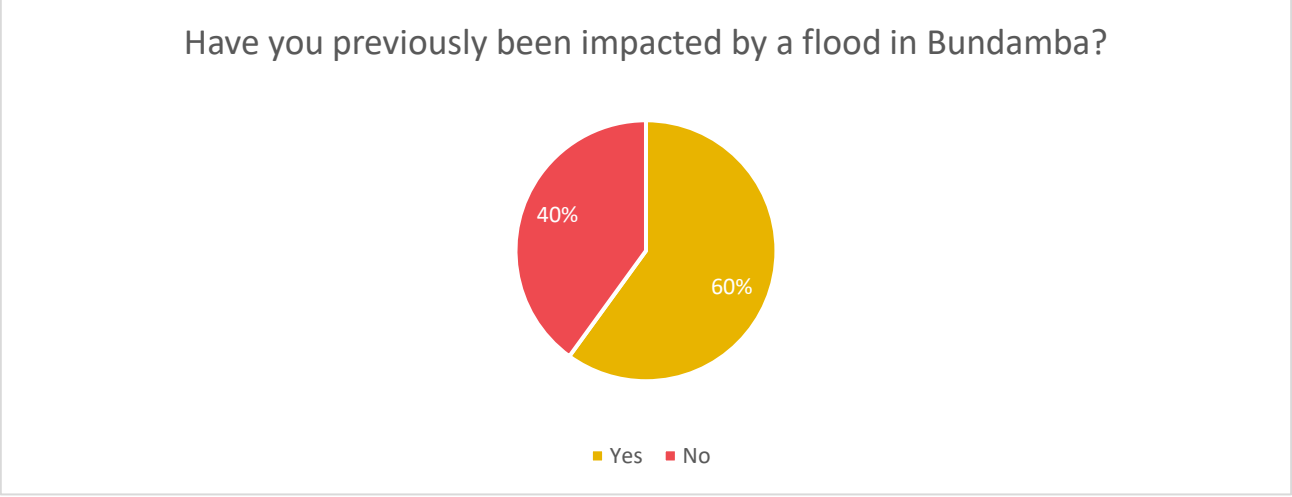
Respondents were able to select more than one option.



Graph based on 40 respondents.

Q: Have you previously been impacted by a flood in Bundamba?

Of the 40 respondents, 24 respondents (60%) reported that they had previously been impacted by a flood in Bundamba, while 16 respondents (40%) indicated they had not.



Graph based on 40 respondents.

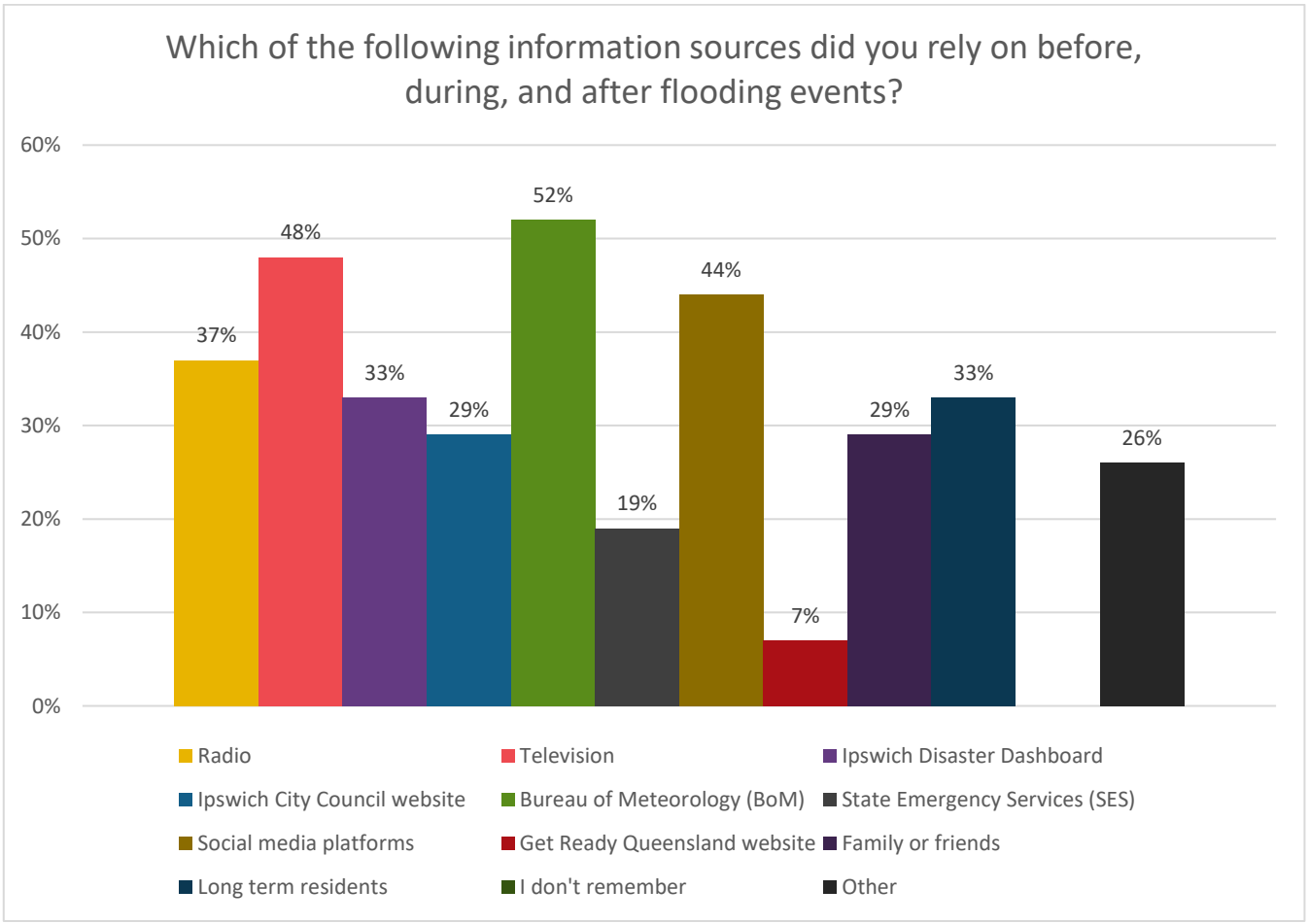
Q: Which of the following information sources did you rely on before, during, and after flooding events?

Across the 27 respondents who answered this question, the Bureau of Meteorology was the most frequently selected source as first-preference by 14 respondents (52%) amongst Brassall respondents. Traditional media also featured strongly in first preferences, with 13 respondents (48%) selecting television and 10 respondents (37%) selecting radio.

Second-preference selections were more varied. Flood mapping data was the most common second choice (6 respondents, 22%), followed by news/television (5 respondents, 19%), the Bureau of Meteorology (5 respondents, 19%), and social media (4 respondents, 15%). These patterns suggest that once initial awareness is established, residents turn to more detailed or confirmatory sources.

Third-preference selections showed further diversification. News/television was the most common third choice (6 respondents, 22%), while smaller numbers selected the Ipswich City Council website (3 respondents, 11%) or "other" sources such as Weatherzone, RACQ, Higgins Storm Chasing, and Seqwater (3 respondents, 11%). Community-based sources—including family, friends, and long-term residents were selected across all three rankings, generally by 1 - 2 respondents each, demonstrating the continued value of local knowledge.

Respondents were able to select more than one option.



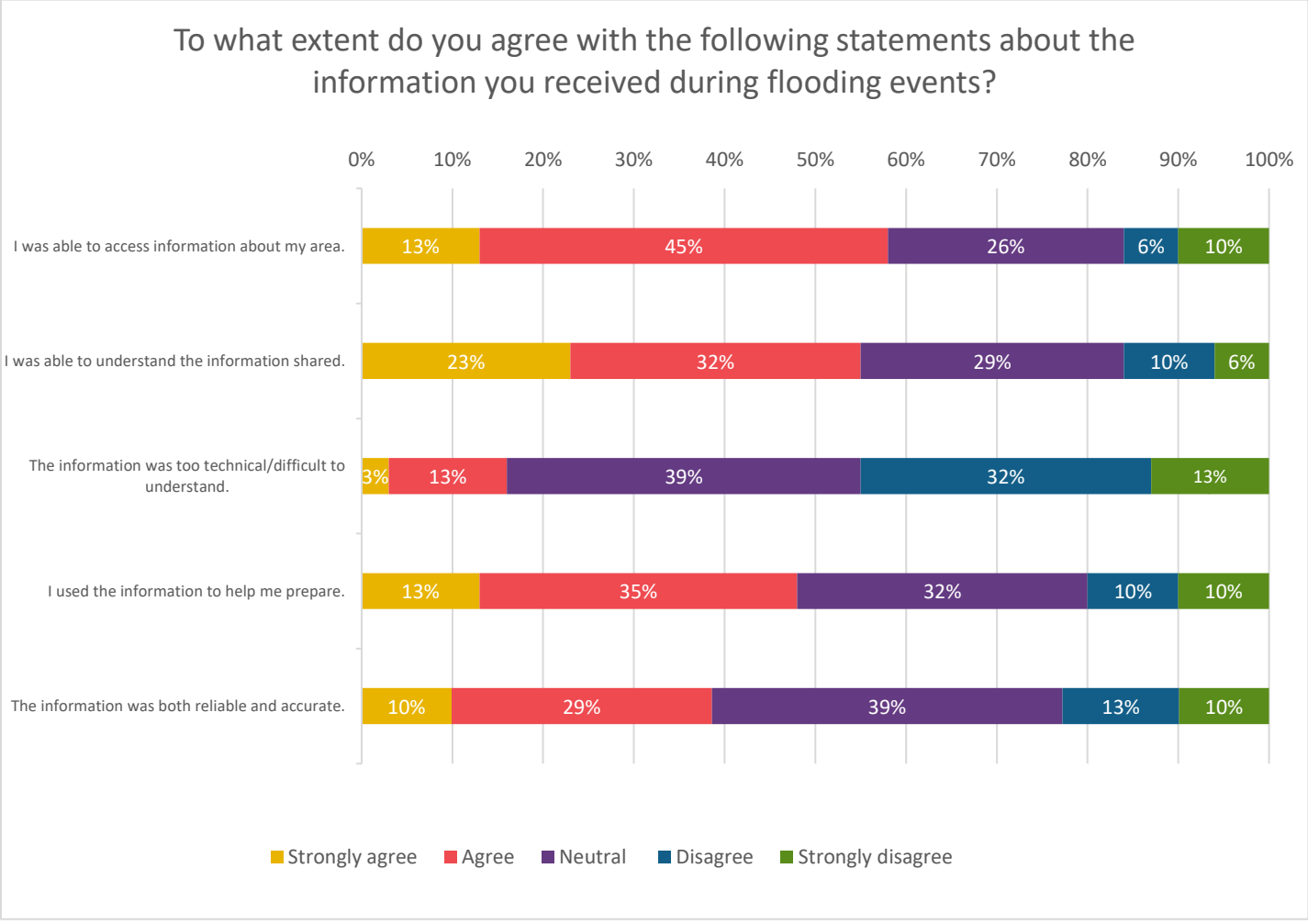
Graph based on 27 respondents.

Q: To what extent do you agree with the following statements about the information you received during flooding events?

Across the 31 respondents who answered this question, most reported generally positive experiences with the information they received during flooding events.

Highlights included:

- 45% of respondents agreeing they were able to access information about their area
- 32% of respondents agreeing that they could understand the information shared
- 13% of respondents agreeing that information was too technical or difficult to understand
- 35% of respondents agreeing that they used the information to help them prepare
- 29% of respondents agreeing that the information was both reliable and accurate.



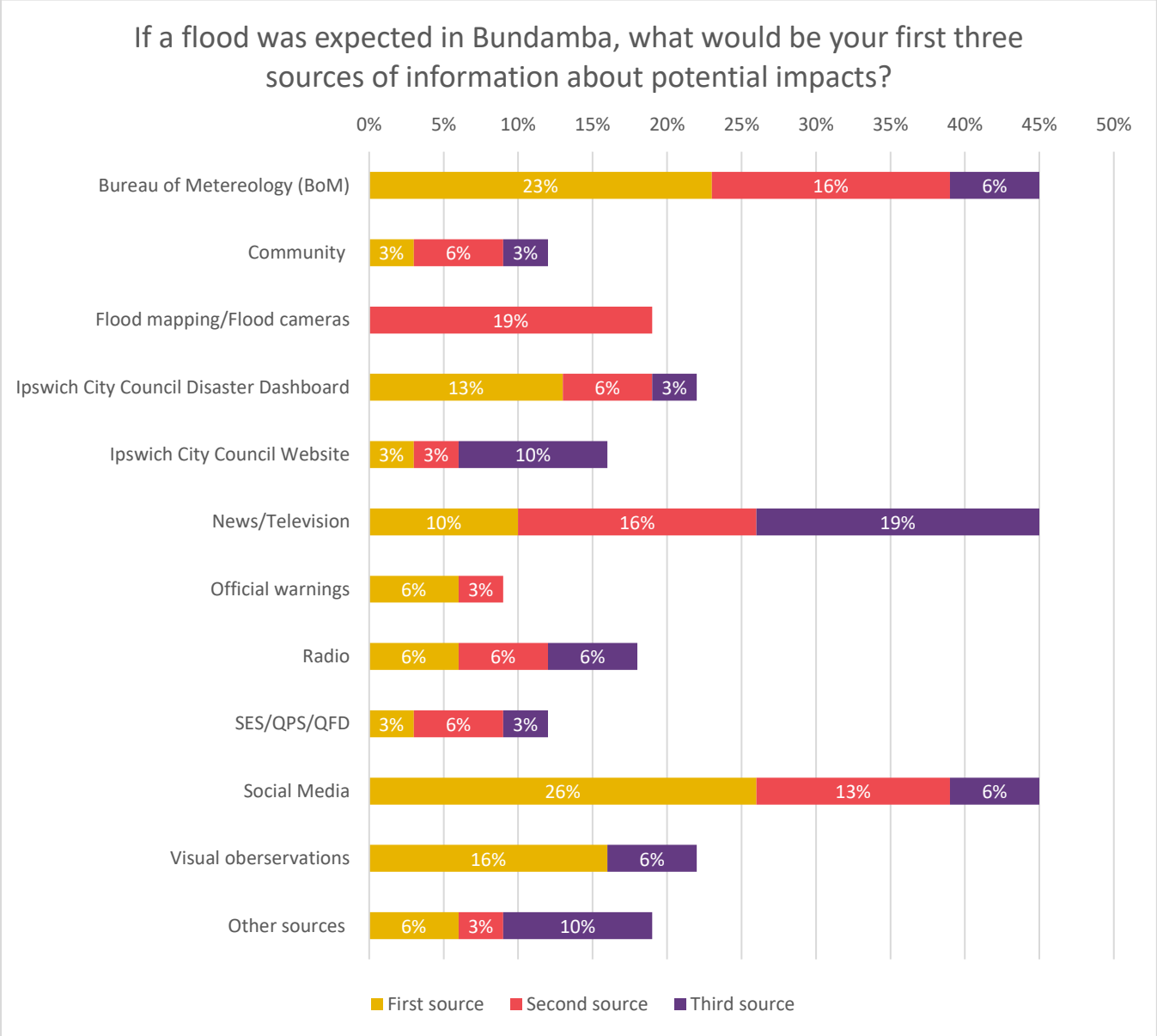
Graph based on 31 respondents.

Q: If a flood were expected in Bundamba, what would be your first three sources of information about potential impacts?

Across the 36 respondents who answered this question, the Bureau of Meteorology was the most frequently selected source across all three preference rankings, with seven respondents (23%) choosing it first, five respondents (16%) second, and two respondents (6%) third.

Second-preference selections were more varied, with six respondents (19%) selecting flood mapping data, five respondents (16%) selecting news/television, five respondents (16%) selecting the Bureau of Meteorology, and four respondents (13%) selecting social media.

For third preferences, six respondents (19%) selected news/television, while three respondents (10%) selected the Ipswich City Council website and three respondents (10%) selected other sources, which included Weatherzone, RACQ, Higgins Storm Chasing, and Seqwater.



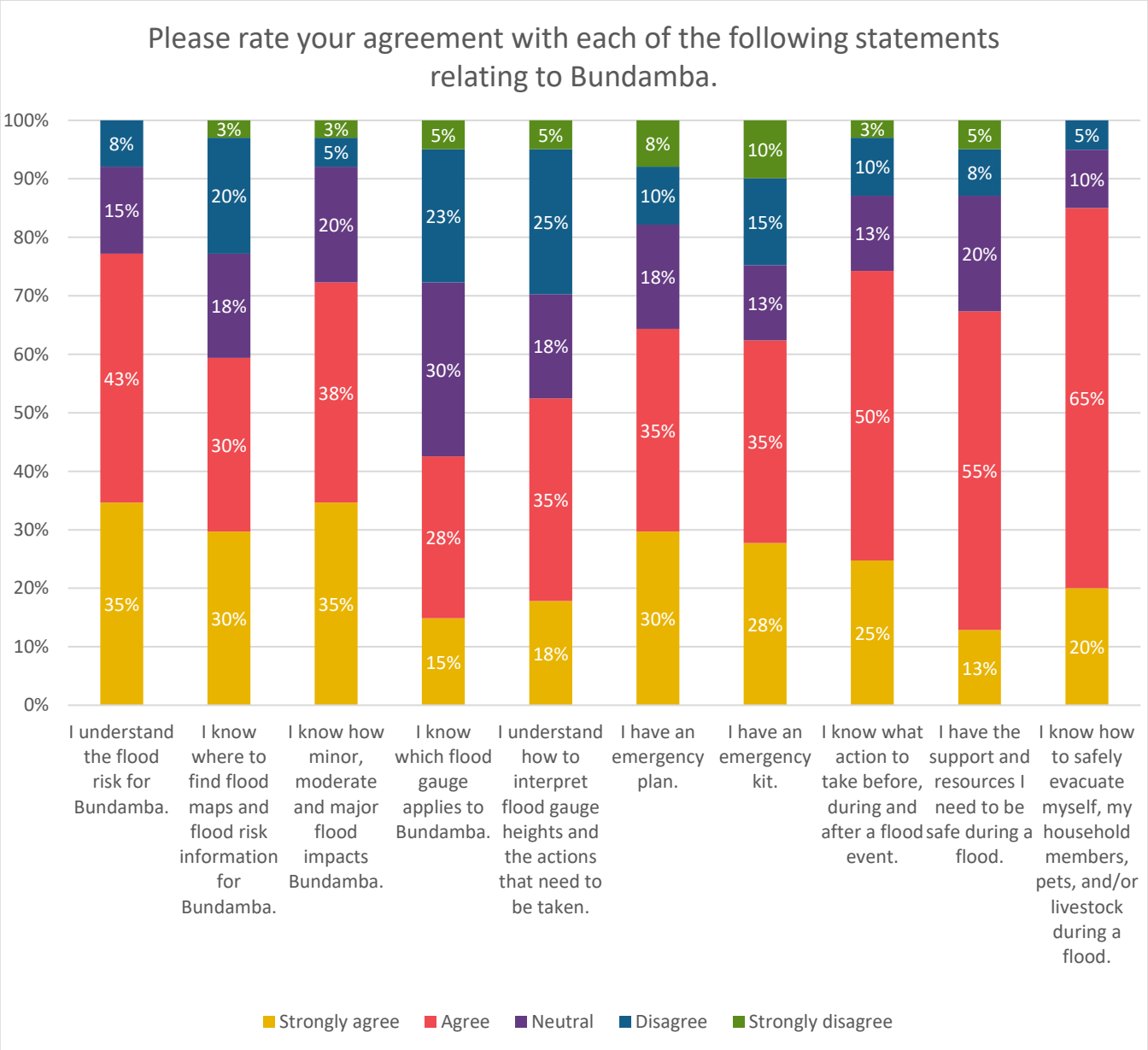
Graph based on 36 respondents.

Q: Please rate your agreement with each of the following statements relating to Bundamba.

Of the 20 respondents, most indicated strong confidence in their understanding and ability to respond to flooding.

Highlights included:

- 35% of respondents strongly agreeing that they understood the flood risk for Bundamba
- 30% of respondents strongly agreed that they knew where to access information related to this
- 35% of respondents strongly agreed that they understood the impact of minor, moderate, and major flood impacts in Bundamba.
- 15% of respondents strongly agreed that they knew which flood gauge applied to their area.
- 20% of respondents strongly agreed that they knew how to safely evacuate themselves, their household members, pets, or livestock.



Graph based on 40 respondents.

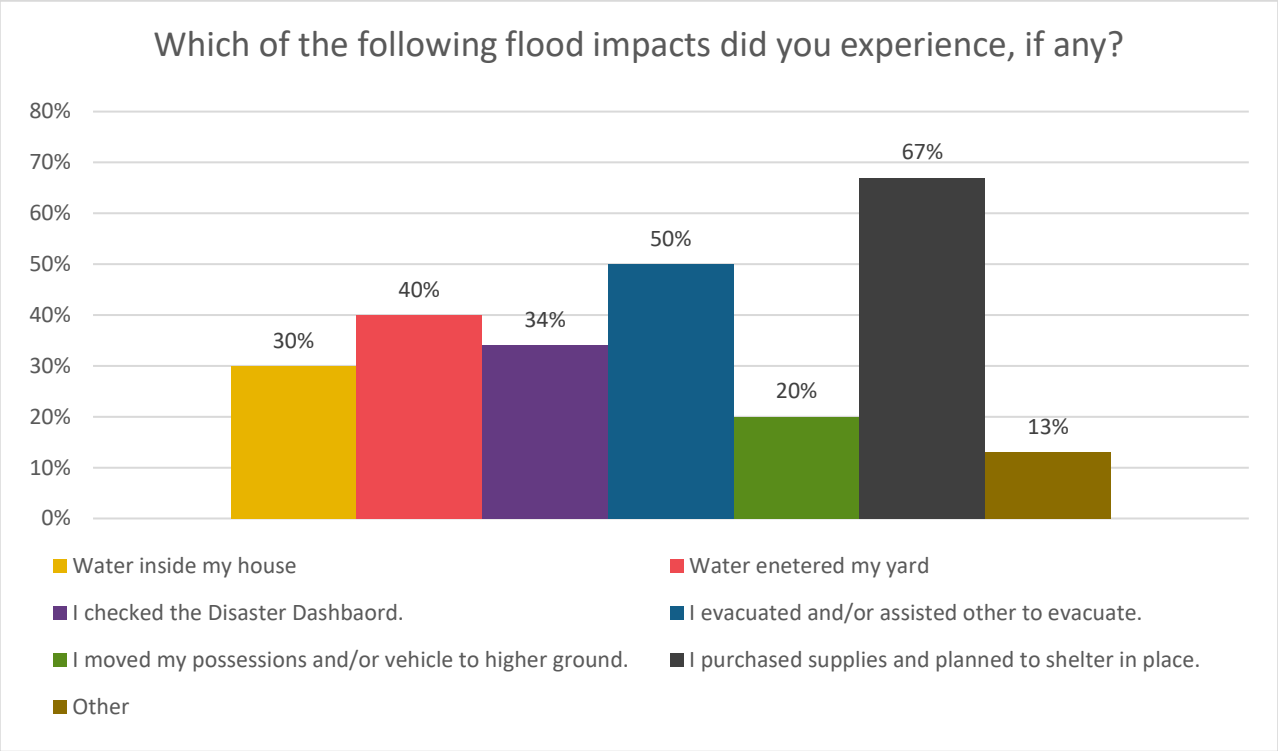
Q: Which of the following flood impacts did you experience, if any?

Across the 30 respondents who answered this question, the most commonly reported experience was evacuation or assisting others to evacuate, selected by 15 respondents (50%). Water-related impacts were also significant, with 12 respondents (40%) reporting water entering their yard and nine respondents (30%) experiencing water inside their house.

Other preparedness or protective actions were less common. Six respondents (20%) moved their possessions or vehicle to higher ground.

Additional comments highlighted a range of impacts, including severe business losses due to inundation, uninsured damage, and prolonged power outages. Others described runoff from surrounding properties, the significant impacts experienced by the Ipswich Men's Shed, and concerns about the lack of creek maintenance, including rubbish and overgrown vegetation restricting water flow. One respondent also noted anxiety about losing power due to medical needs.

Respondents were able to select more than one option.



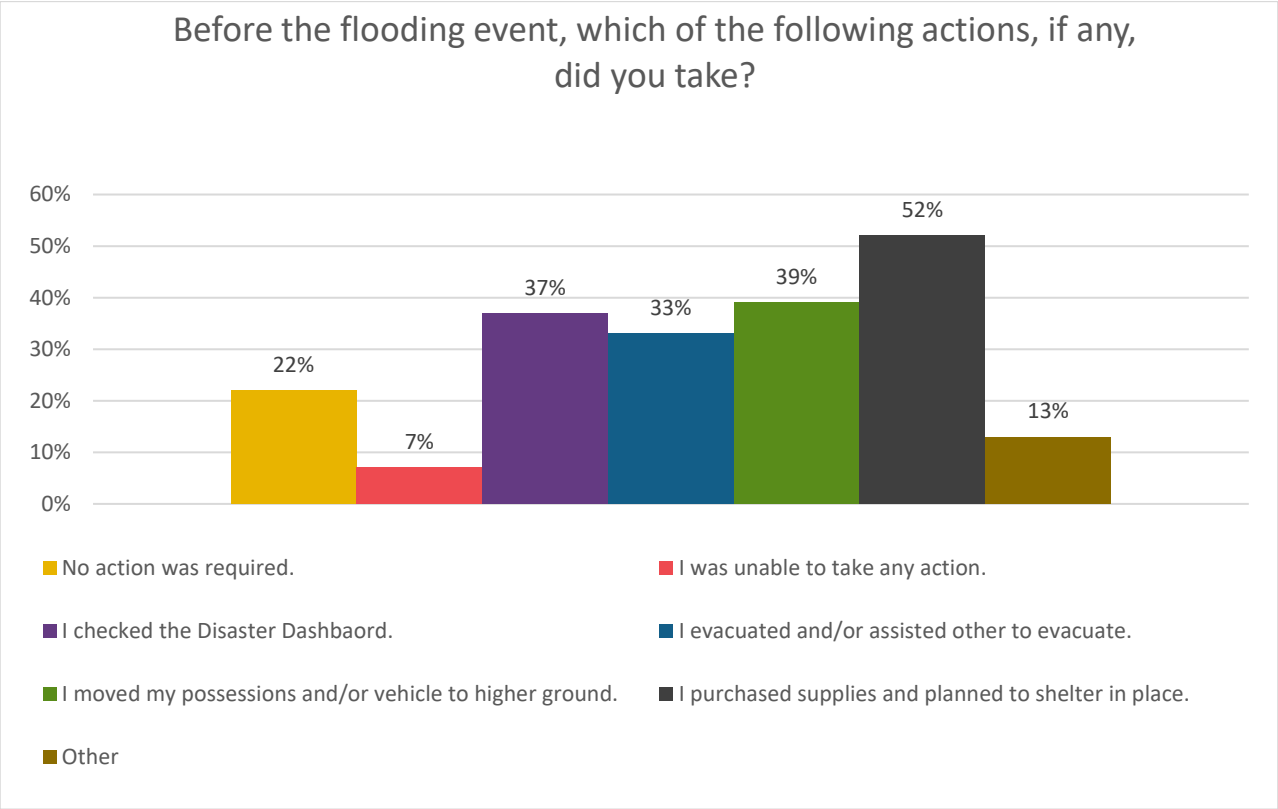
Graph based on 30 respondents.

Q: Before the flooding event, which of the following actions, if any, did you take?

Of the 30 respondents, the most common action taken before the flooding event was purchasing supplies and preparing to shelter in place, reported by 16 respondents (52%). Many also undertook protective measures, including moving possessions or vehicles to higher ground (12 respondents, 39%), checking the Ipswich Disaster Dashboard (10 respondents, 37%), and evacuating or assisting others to evacuate (9 respondents, 33%).

Additional comments provided further insight into individual experiences. Several respondents described being taken by surprise during the 2022 event and becoming better prepared in 2024. Others reported urgent or complex actions, such as working through the night, abandoning a business to relocate livestock, or assisting community groups to protect assets.

Respondents were able to select more than one option.



Graph based on 27 respondents.

Q: What, if anything, made it difficult to take action during the flood?

The table below outlines the key themes identified from the 23 respondents describing the factors that made it difficult for residents to take action during the flood.

Theme	Summary of Issues Reported
Evacuation planning and strategy	11 of 23 respondents (48%) highlighted difficulty knowing when to act, where to go, and how severe the situation would become. Lack of timely cues and unclear evacuation triggers created hesitation and risk.
Critical infrastructure and utilities	8 of 23 respondents (35%) raised infrastructure concerns, including failures or limitations in essential services, power, telecommunications, road access, and real-time digital tools, which restricted people's ability to respond and stay informed.
Enhance personal preparedness measures	6 of 23 respondents (26%) reflected personal preparedness challenges, with individual and commercial preparedness levels varying. Some respondents were unable to act due to absence, delayed decision-making, or limited access to supplies and services.
Environmental considerations	1 of 23 respondents (14%) shared observations about physical flood behaviour and concerns about how land-use changes may worsen future flood impacts
Communication and messaging	7 of 23 respondents (17%) raised communication issues, including gaps in warnings, real-time updates, and communication channels, which reduced situational awareness and confidence in official information
Community support and social cohesion	4 of 23 respondents (17%) touched on social/community aspects, sharing mixed experiences; some felt unsupported by formal agencies, while others relied on community networks for practical help.
No change required	2 of 23 respondents (9%) indicated no action or minimal concern. These show some individuals felt unaffected or did not see a need for change.

Based on 23 respondents

Q: Is there anything you would do differently if another flood occurred?

The following table summarises the key themes identified from the 23 respondents regarding what residents would do differently if another flood occurred.

Theme	Summary of Issues Reported
Evacuation planning and strategy	5 of 23 respondents (22%) of respondents would refine their evacuation timing, relocate earlier, protect assets sooner, or physically move to safer locations. Experience from previous floods strongly shaped improved planning.
Critical infrastructure and utilities	3 of 23 respondents (13%) raised infrastructure concerns, calling for improved physical infrastructure, such as water level gauges, road barriers, cameras, and water supply, reflecting frustration with inadequate systems that hinder safe movement and decision-making.
Enhance personal preparedness measures	10 of 23 respondents (43%) identified practical steps they would take to strengthen household or business readiness, including equipment, supplies, and protective measures.
Environmental considerations	2 of 23 respondents (9%) made comments on their awareness of local flood behaviour and upstream influences shaped how respondents thought about future preparedness.
Communication and messaging	2 of 23 respondents (9%) raised communication and utility issues, including lack of warnings, reliance on Facebook, and council support. These underscore the importance of reliable information received in a timely manner.
Community support and social cohesion	1 of 23 respondents (4%) shared a desire for stronger on-the-ground support, cleanup assistance, and practical help during and after events.
No change required	10 of 23 respondents (43%) indicated no further action or satisfaction with current measures.

Based on 23 respondents

Q: Is there any additional information you would like to share about your experiences during previous flood events in Bundamba?

The following table summarises the key themes identified from the 21 respondents regarding additional experiences and observations shared about previous flood events in Bundamba.

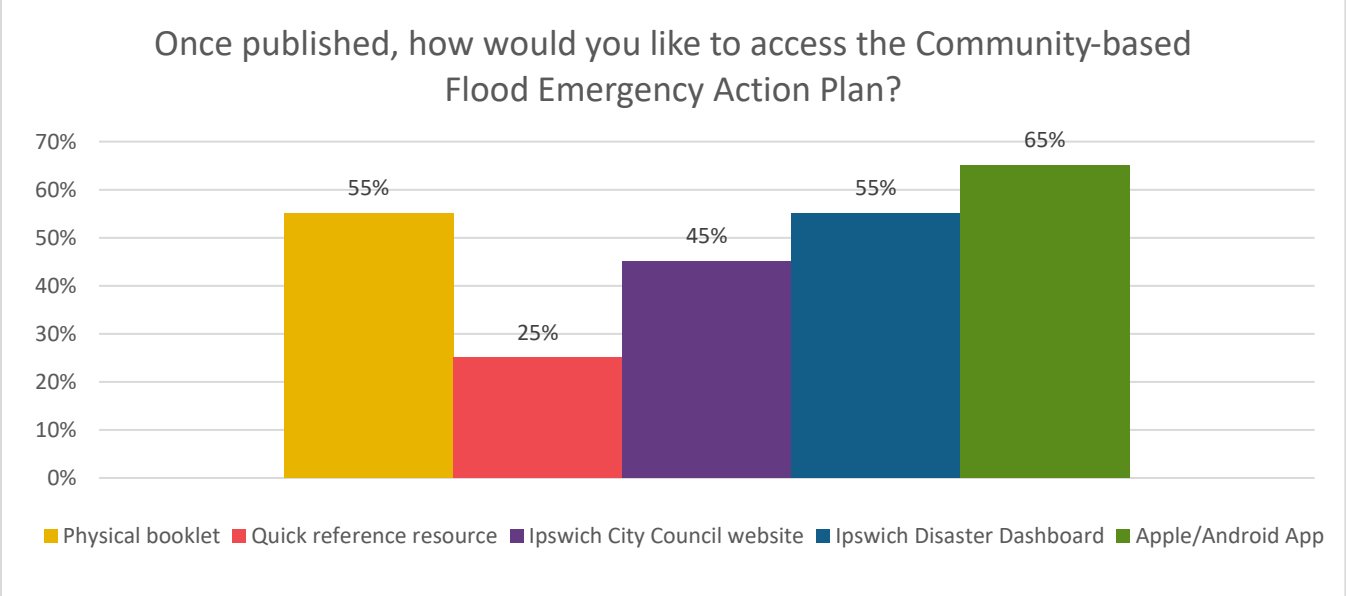
Theme	Summary of Issues Reported
Evacuation planning and strategy	6 of 21 respondents (29%) highlighted evacuation planning, including clearer, more reliable evacuation triggers and plans that reflect changing land conditions and new developments
Critical infrastructure and utilities	7 of 21 respondents (33%) raised infrastructure concerns, including perceptions that infrastructure is inadequate or worsening flood impacts, with strong concerns about drainage, road safety, and utilities.
Enhance personal preparedness measures	4 of 21 respondents (29%) reflected comfort with individual preparedness, due to location or experience, while others identified simple but important improvements.
Environmental considerations	6 of 21 respondents (29%) expressed strong concern that development decisions are worsening flood behaviour, increasing runoff, and degrading waterways.
Communication and messaging	1 of 21 respondents (5%) wanted clearer, more consistent communication, real-time monitoring, and transparency in council decisions.
Community and social cohesion	3 of 21 respondents (14%) %) raised community and social cohesion issues, such as perceived inequities in council support and frustration with slow or inconsistent recovery programs.
No change required	6 of 21 respondents (29%) indicated no further action or satisfaction with current measures.

Based on 21 respondents

Q: Once published, how would you like to access the Community-based Flood Emergency Action Plan?

Across the 40 respondents who answered this question, 26 respondents (65%) indicated they would like to access the plans via an Apple/Android app, closely followed by physical booklets, and equally published on the Ipswich Disaster Dashboard by 22 respondents (55%).

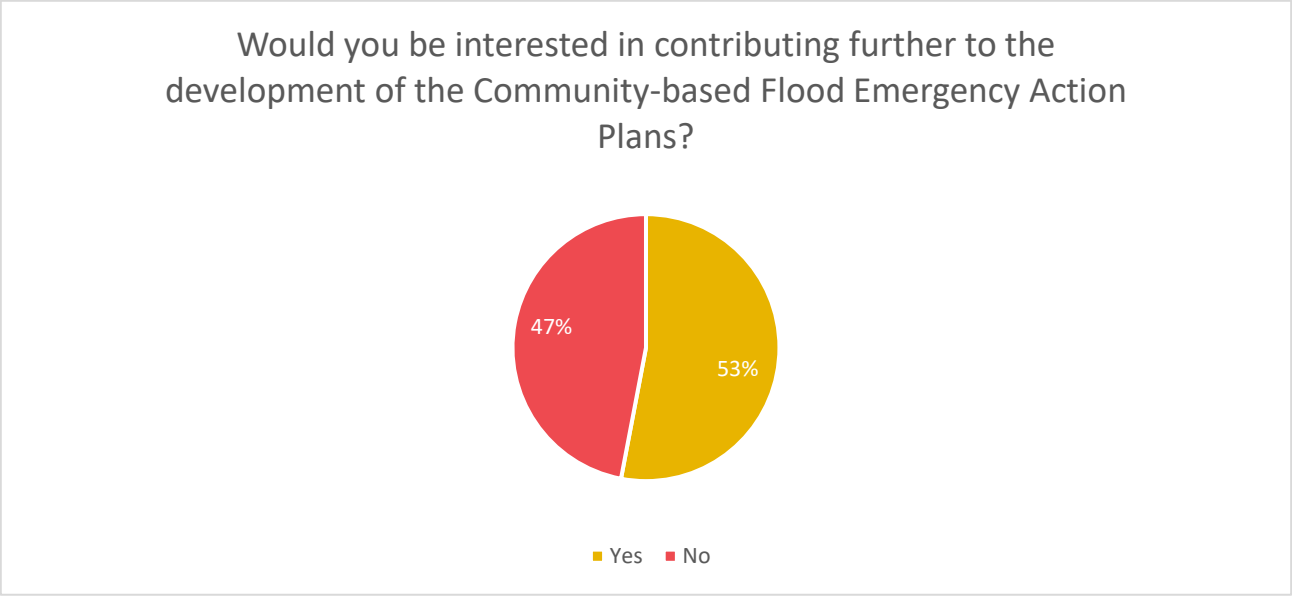
Respondents were able to select more than one option.



Based on 54 respondents

Q: Would you be interested in contributing further to the development of the Community-based Flood Emergency Action Plans??

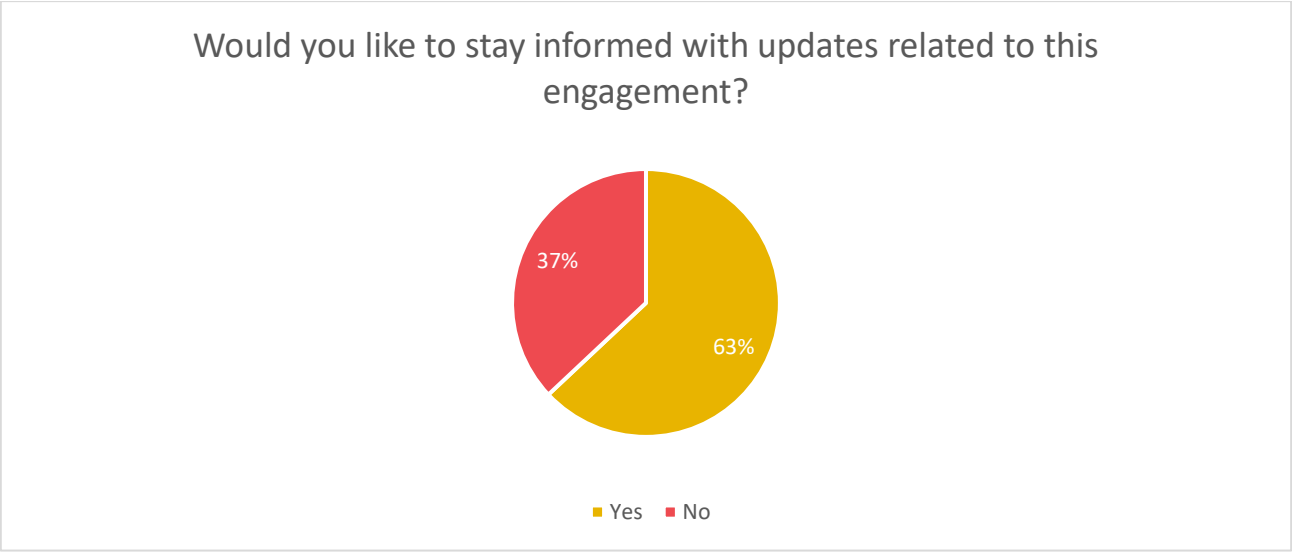
Of the 20 respondents for Bundamba, 21 (53%) expressed a desire to contribute further to the development of the plans, 19 (47%) indicated they did not.



Graph based on 40 respondents.

Q: Would you like to stay informed with updates related to this engagement??

Of the 40 respondents,25 (63%) shared that they would like to stay informed with updates related to the engagement, while 15 did not (37%).



Graph based on 40 respondents.

FINDINGS

Community connection and lived experience
Most respondents had strong ties to Bundamba, with 60% living locally and others connected through work (23%), school (20%), business ownership, or community groups (13%). A further 20% identified "other" connections, including former residents and those with family in the area. This highly localised profile reflects a community with direct exposure to flood risk, reinforced by the fact that 60% had previously experienced flooding.

Information-seeking and understanding of flood risk
Residents relied on a wide mix of information sources during flood events. The Bureau of Meteorology was the most trusted and frequently used source, followed by television, social media, radio, and council platforms such as the Ipswich Disaster Dashboard. Community networks and visual observation also played an important role. Most respondents felt confident in their understanding of flood risk and severity categories, though many were unsure about the correct water level gauge for Bundamba or how to interpret gauge heights, highlighting a key technical knowledge gap.

Flood impacts experienced
Evacuation or assisting others to evacuate was the most common impact (50%), followed by water entering yards (40%) and homes (30%). Additional impacts included business losses, uninsured damage, prolonged power outages, runoff from neighbouring properties, and concerns about poor creek maintenance. Some respondents reported heightened anxiety due to medical needs, illustrating the varied and sometimes compounding nature of flood impacts.

Preparedness actions taken
Before flooding, residents undertook a range of actions, including purchasing supplies (52%), moving possessions or vehicles to higher ground (39%), checking the Disaster Dashboard (37%), and evacuating or assisting others (33%). Some were caught off guard in earlier events and became more proactive in later floods. Others undertook urgent or labour-intensive tasks such as relocating livestock or assisting community organisations. Several questioned the accuracy of the Disaster Dashboard and sought additional verification or relied on personal observation.

Barriers to taking action
Respondents identified several challenges that made it difficult to act during the flood. The most common were uncertainty about when to act, where to go, and how severe conditions would become. Infrastructure limitations, including power outages, telecommunications failures, blocked roads, and unreliable digital tools, also hindered response. Communication gaps reduced situational awareness, while some residents faced personal preparedness challenges or were affected by environmental changes such as altered water flow.

What residents would do differently?
Looking ahead, many respondents said they would improve their preparedness by securing supplies, upgrading equipment, or strengthening property-level protections. Others would act earlier, refine evacuation timing, or relocate sooner. Infrastructure improvements, such as better water level gauges, road barriers, cameras, and water supply, were frequently mentioned. Some highlighted the need for clearer warnings and more reliable updates. A significant proportion indicated they would not change their actions, suggesting confidence in their current approach or limited capacity to do more.

Additional experiences and observations

Respondents emphasised the need for clearer evacuation triggers and guides that reflect changing land conditions and new developments. Infrastructure concerns were common, including inadequate drainage, poor road safety, and unreliable utilities. Environmental concerns centred on development in flood-prone areas, increased runoff, siltation, and perceived lack of creek maintenance. Some residents felt confident in their preparedness, while others identified areas for improvement. Issues related to community support, including inconsistent council assistance and slow recovery processes, were also raised.

Ongoing Engagement

The responses show a community that is willing to stay involved, with just over half of Bundamba participants interested in contributing further and nearly two-thirds wanting to stay informed, indicating a solid base of residents who are prepared to remain engaged as the guides develop.

Access Preferences

Interest is spread across multiple access methods, with strong support for an app and equal preference for physical booklets and the Disaster Dashboard, suggesting that residents value flexible, multi-platform access that accommodates both digital and traditional formats.

Communication Expectations

The majority wanting ongoing updates highlights the importance of consistent communication, reinforcing that clear, regular information sharing will be essential to maintain confidence and support community readiness as the planning process continues.

Overall interpretation

The findings show a community that is engaged, experienced, and generally confident in its ability to respond to flooding. However, residents' ability to act is shaped by external constraints—particularly infrastructure reliability, communication clarity, and environmental changes. Strengthening real-time information, improving gauge interpretation guidance, addressing environmental and infrastructure concerns, and supporting households with tailored preparedness resources would significantly enhance community resilience in Bundamba.

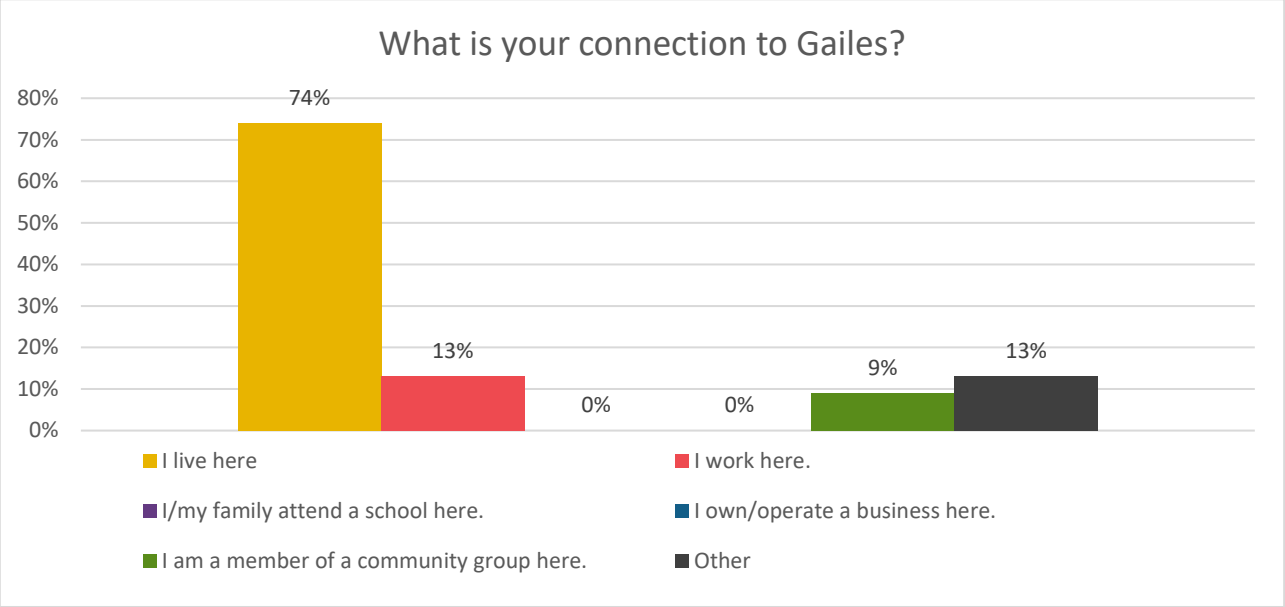
Gailes

GAILES

Q: What is your connection to Gailes?

Of the 23 respondents who indicated a connection to Gailes, 17 (74%) reported that they live in the area, three (13%) work in Gailes, and two (9%) identified as members of local community organisations.

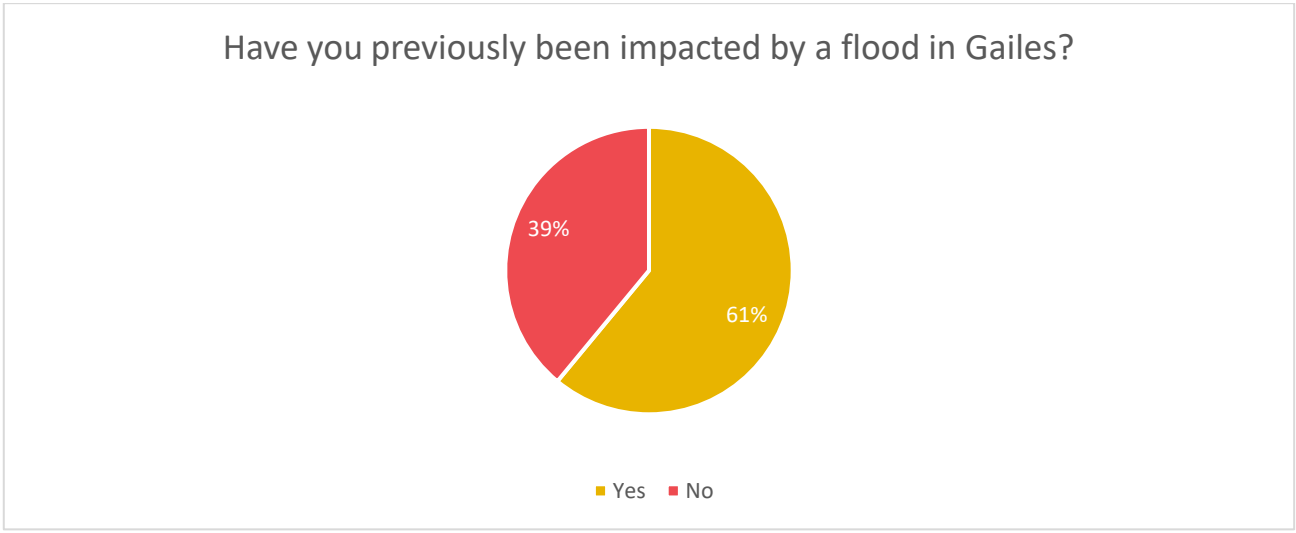
Respondents were able to select more than one option.



Graph based on 23 respondents.

Q: Have you previously been impacted by a flood in Gailes?

Of the 23 respondents for Gailes, 14 reported that they had previously been impacted by a flood in Gailes (61%), while nine indicated they had not (39%).

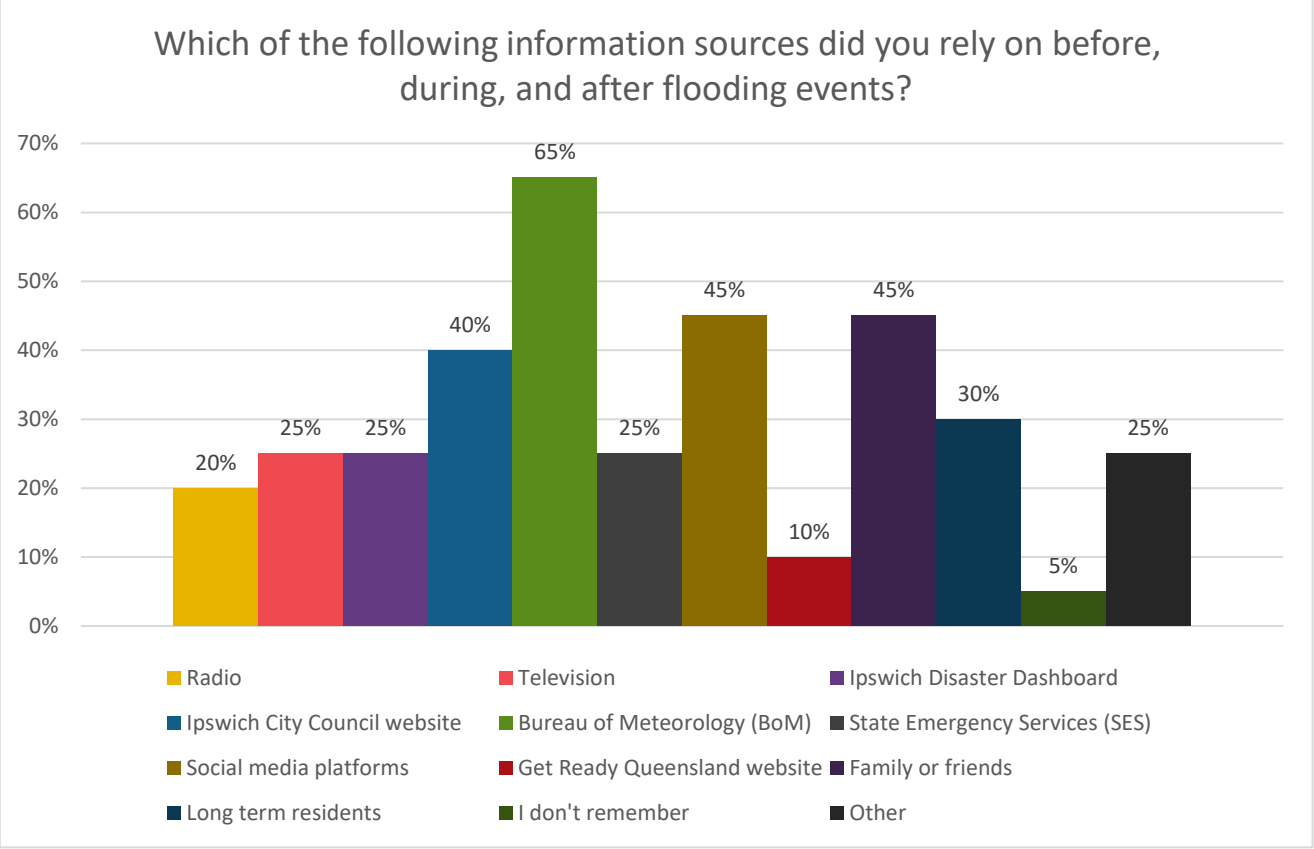


Graph based on 23 respondents.

Q: Which of the following information sources did you rely on before, during, and after flooding events?

Across the 20 respondents from Gailes, the Bureau of Meteorology was the most commonly used source, with 13 respondents (65%) relying on it for flood information. Local channels such as social media, notably community group pages, and family or friends were also significant, each cited by nine respondents (45%). These informal networks played an important role in helping residents stay updated during the event.

Respondents were able to select more than one option.



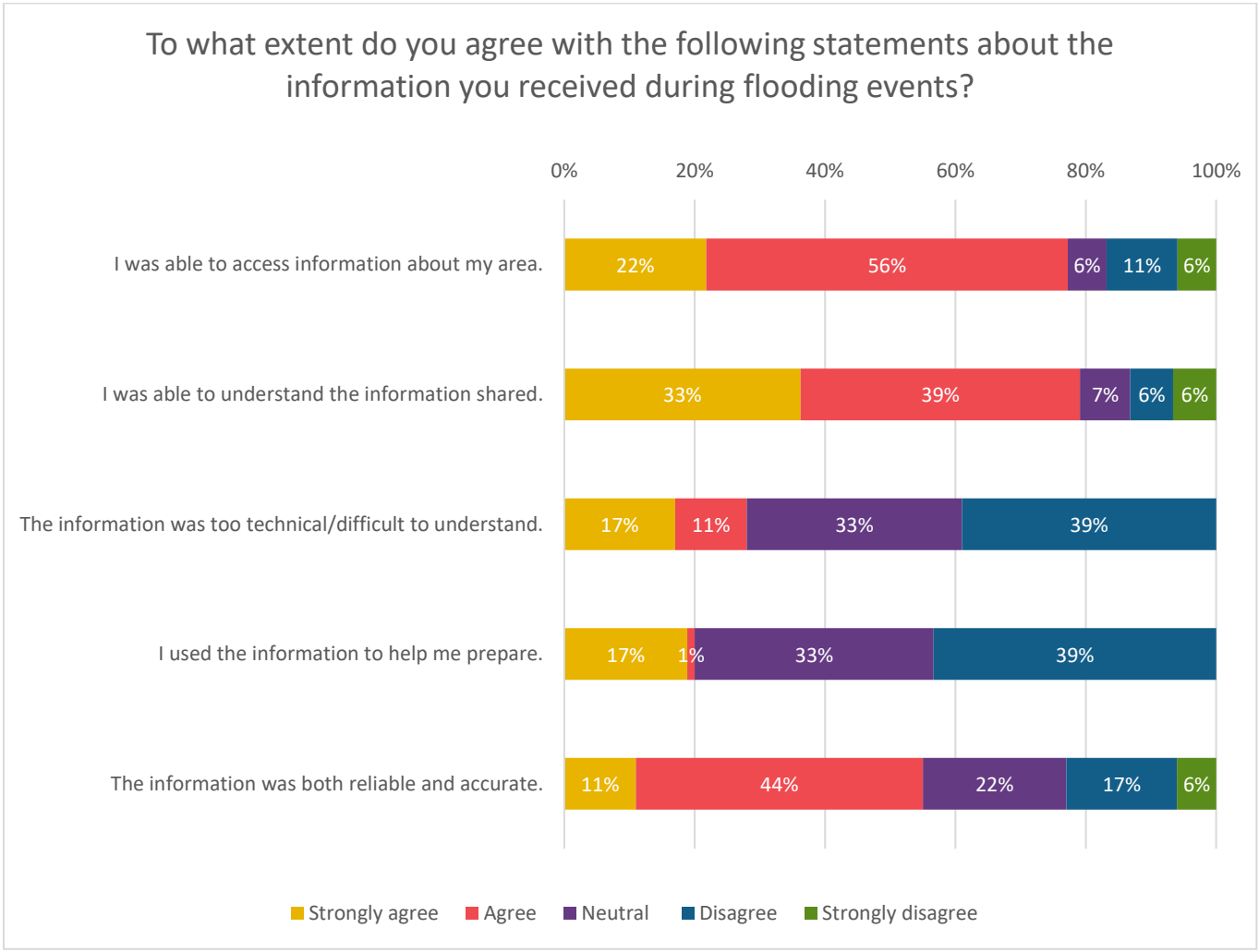
Graph based on 20 respondents.

Q: To what extent do you agree with the following statements about the information you received during flooding events?

Across the 18 respondents who answered this question, most indicated generally positive experiences with the information they received during flooding events.

Highlights included:

- 56% of respondents agreeing they were able to access information about their area
- 39% of respondents agreeing that they could understand the information shared
- 11% of respondents agreeing that information was too technical or difficult to understand
- 1% of respondents agreeing that they used the information to help them prepare
- 44% of respondents agreeing that the information was both reliable and accurate.



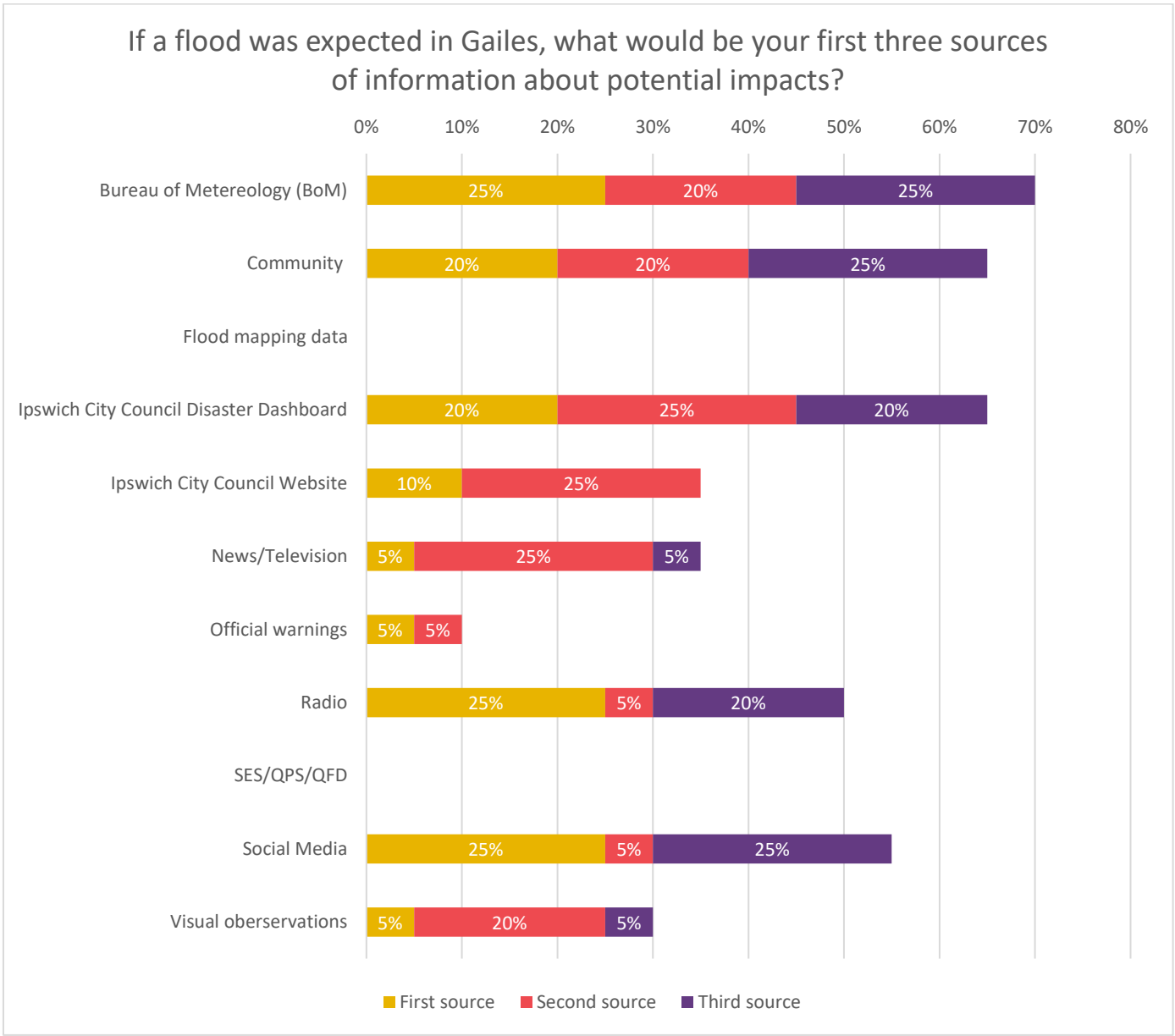
Graph based on 18 respondents.

Q: If a flood were expected in Gailes, what would be your first three sources of information about potential impacts?

Across the 20 respondents, family and friends were the most common first-preference source of flood information, selected by 20% of respondents. The Bureau of Meteorology, social media, and radio were each chosen by 15%, indicating that residents relied on a mix of personal networks and official channels when seeking their initial updates.

Television was the most prominent second-preference source, selected by 17% of respondents. Council channels were also important at this stage, with 17% choosing the Disaster Dashboard or council website as their second source.

Family and friends again featured strongly as a third-preference source (20%), alongside the Bureau of Meteorology (20%) and social media (20%).

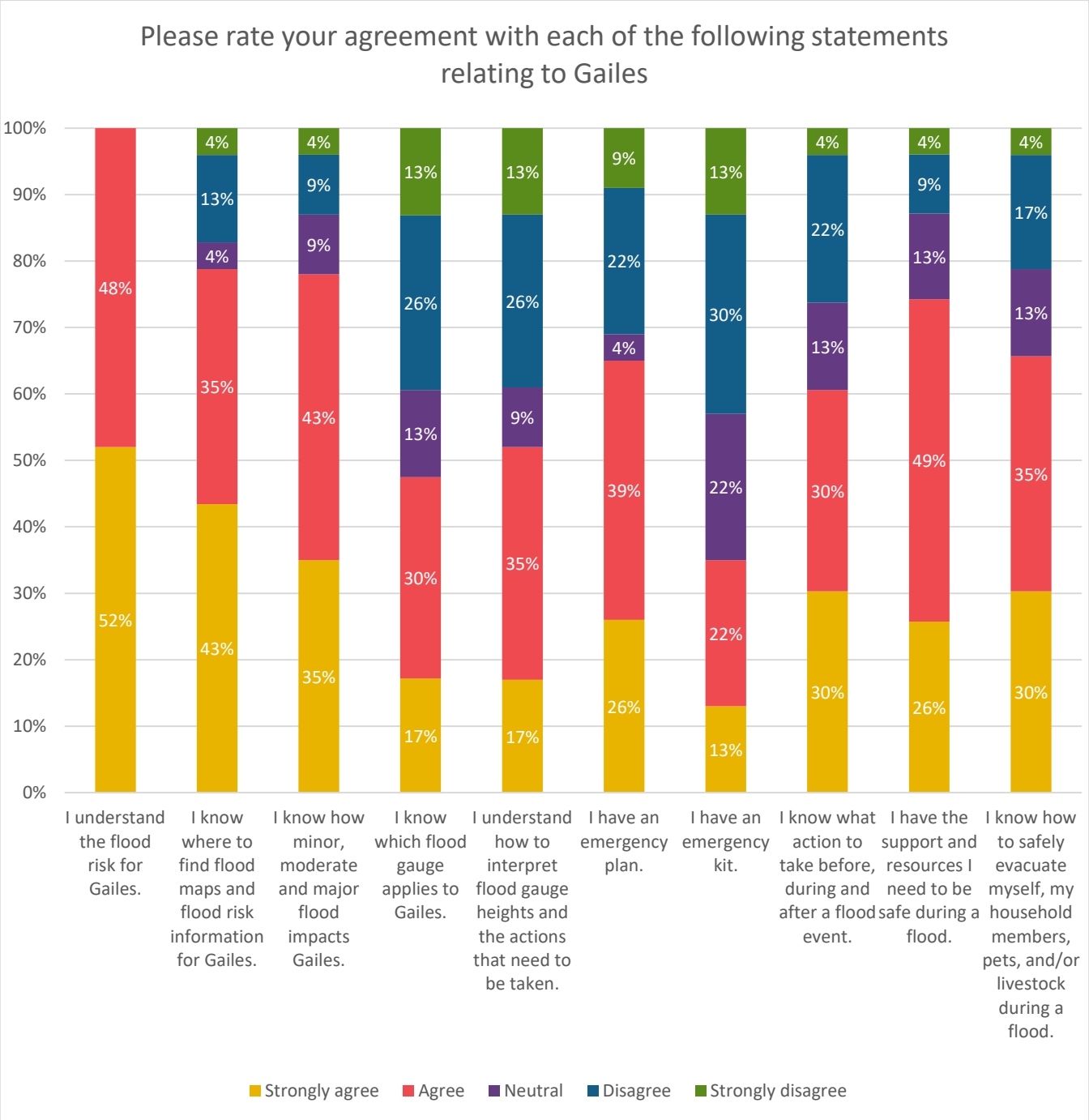


Graph based on 20 respondents.

Q: Please rate your agreement with each of the following statements relating to Gailes.

Of the 23 respondents, most indicated strong confidence in their understanding and ability to respond to flooding in Gailes. Highlights included:

- All participants reported understanding the flood risk for the location
- 43% of respondents strongly agreed and eight respondents (35%) agreed that they knew where to find information
- 43% of respondents agreed that they understood what was meant by minor, moderate, and major flood impacts
- 26% of respondents strongly agreed they had an emergency plan

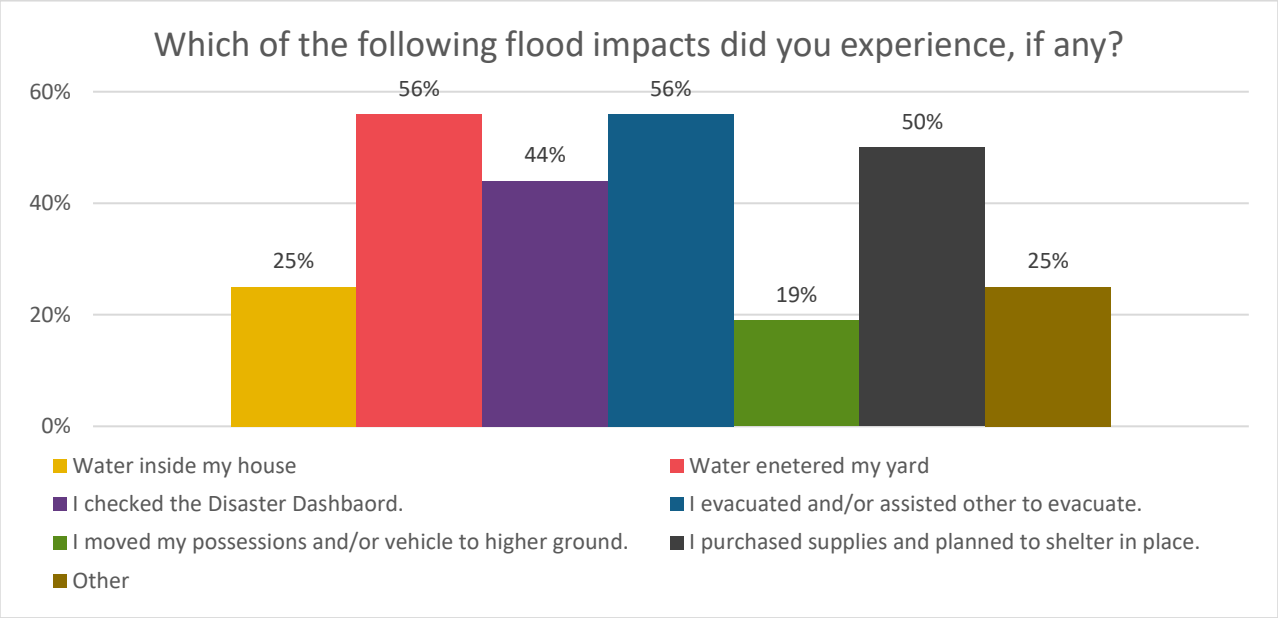


Graph based on 23 respondents.

Q: Which of the following flood impacts did you experience, if any?

Across the 16 respondents who answered this question, the most commonly reported experiences were water entering their yard and evacuation-related activity. Nine respondents (56%) indicated that water entered their yard, and an equal number (56%) reported that they evacuated and/or assisted others to evacuate.

Respondents were able to select more than one option.



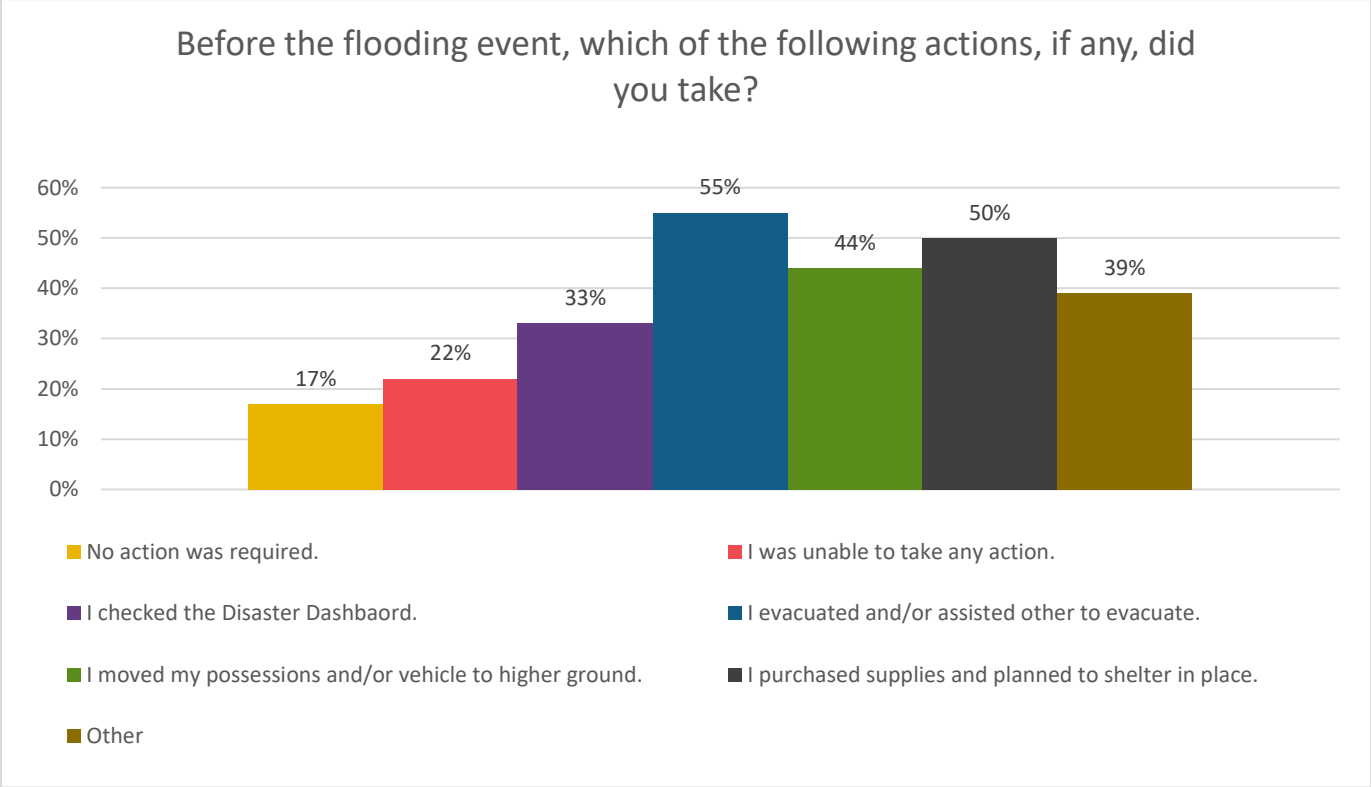
Graph based on 16 respondents.

Q: Before the flooding event, which of the following actions, if any, did you take?

Of the 18 respondents who answered this question, the most common action taken before the flooding event was evacuating and/or assisting others to evacuate, reported by 10 respondents (55%). Purchasing supplies and planning to shelter in place was also common, selected by nine respondents (50%). A further eight respondents (44%) moved their possessions and/or vehicles to higher ground, and six respondents (33%) checked the Ipswich Disaster Dashboard.

Additional comments described contacting family members, listening to the radio for updates, charging phones, and re-checking the dashboard. Some respondents reflected on neighbourhood-level monitoring, such as placing witches' hats on the street in 2022 to observe rising water levels and communicating with neighbours.

Respondents were able to select more than one option.



Graph based on 18 respondents.

Q: What, if anything, made it difficult to take action during the flood?

The table below outlines the key themes identified from the 16 respondents describing the factors that made it difficult for residents to take action during the flood.

Theme	Summary of Issues Reported
Evacuation planning and strategy	5 of 16 respondents (31%) highlighted evacuation planning needs, including alerts and warning notifications, a clearer user interface for the Disaster Dashboard, and updated road closure information with approximate closure timing.
Critical infrastructure and utilities	2 of 16 respondents (13%) raised infrastructure concerns, calling for more flood cameras across Ipswich with improved night vision and shorter update intervals. Respondents emphasised the need for the community to directly access accurate, real-time data.
Enhance personal preparedness measures	8 of 16 respondents (50%) reported individual preparedness challenges such as having to monitor river levels, being unable to interpret alert symbols, river height and flood gauge data into digestible information and difficulty locating correct information from reputable sources.
Environmental considerations	3 of 16 respondents (30%) described environmental dynamics, focusing on the speed of rising water and unpredictability of creek levels.
Communication and messaging	6 of 16 respondents (28%) raised issues with communication, including difficulty interpreting messaging and alerts, misinformation, repetitive news, and delayed BOM updates.
No change required	4 of 16 respondents (25%) shared that they were satisfied with their actions, did not have any difficulties during flooding events in Gailes or were not affected.

Based on 16 respondents

Q: What, if anything, made it difficult to take action during the flood?

The following table summarises the key themes identified from the 15 respondents regarding what residents would do differently if another flood occurred.

Theme	Summary of Issues Reported
Evacuation planning and strategy	3 of 15 respondents (20%) cited issues with the Disaster Dashboard, while also expressing a willingness to take measures on personal property to improve flood resilience, provided the costs were reimbursed or funded.
Enhance personal preparedness measures	9 of 15 respondents (60%) reflected challenges or gaps in individual preparedness measures, such as conducting insurance checks, consideration for pets and the importance of household emergency plans and checklists. They reveal willingness to prepare, but also barriers like physical effort and access to resources.
No change required	5 of 15 respondents (38%) indicated satisfaction with current measures or felt no further action was needed. These responses indicate that some individuals believe their personal plans were effective or that no further improvements are necessary.

Based on 15 respondents

Q: Is there any additional information you would like to share about your experiences during previous flood events in Gailes?

The following table summarises the key themes identified from the 14 respondents regarding additional experiences and observations shared about previous flood events in Gailes.

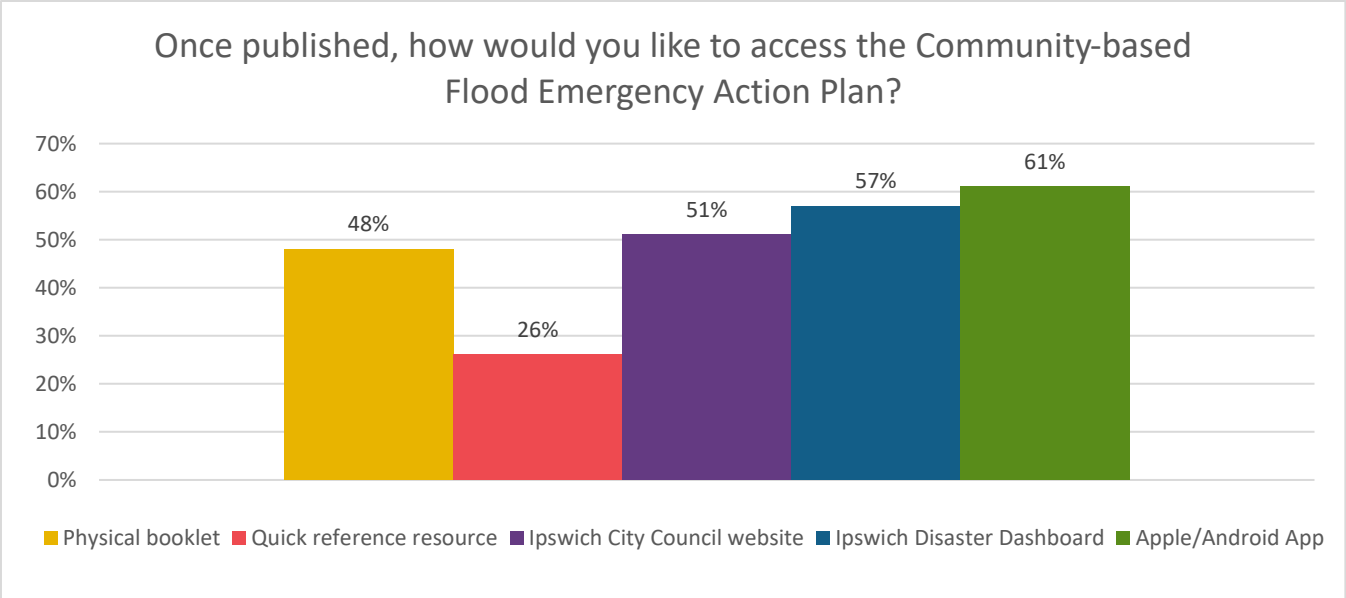
Theme	Summary of Issues Reported
Evacuation planning and strategy	2 of 14 respondents (14%) suggested the need for dedicated plans to ensure the homeless community is warned and provided with safe alternate locations. Respondents also noted that works at Alice Street and Ipswich Road have improved flooding impacts, and expressed a desire to see similar measures implemented in other areas.
Critical infrastructure and utilities	4 of 14 respondents (29%) raised infrastructure concerns, including frustration that entire surrounding areas were cut off due to a few houses being underwater, calls to better isolate affected properties, lack of support from insurance agencies, perceptions of profiteering, and the need for a dedicated emergency evacuation service.
Enhance personal preparedness measures	7 of 14 respondents (50%) focused on individual or household preparedness, including assistance with relocating medical patients, contacting friends and family, and checking for up-to-date information.
Community and social cohesion	4 of 14 respondents (29%) described a strong sense of community, noting that neighbours supported one another and stayed connected during difficult times.
No change required	3 of 14 respondents (21%) indicated satisfaction or no further action needed. These show that some individuals felt their current approach was sufficient.

Based on 14 respondents

Q: Once published, how would you like to access the Community-based Flood Emergency Action Plan?

Across the 23 respondents who answered this question, 14 respondents (61%) indicated they would like to access the plans via an Apple/Android app, closely followed by the Ipswich Disaster Dashboard by 13 respondents (57%), then the Ipswich City Council website by a further 12 respondents (51%). Access via physical booklet is preferred by 11 respondents (48%), and quick reference guides for six respondents (26%).

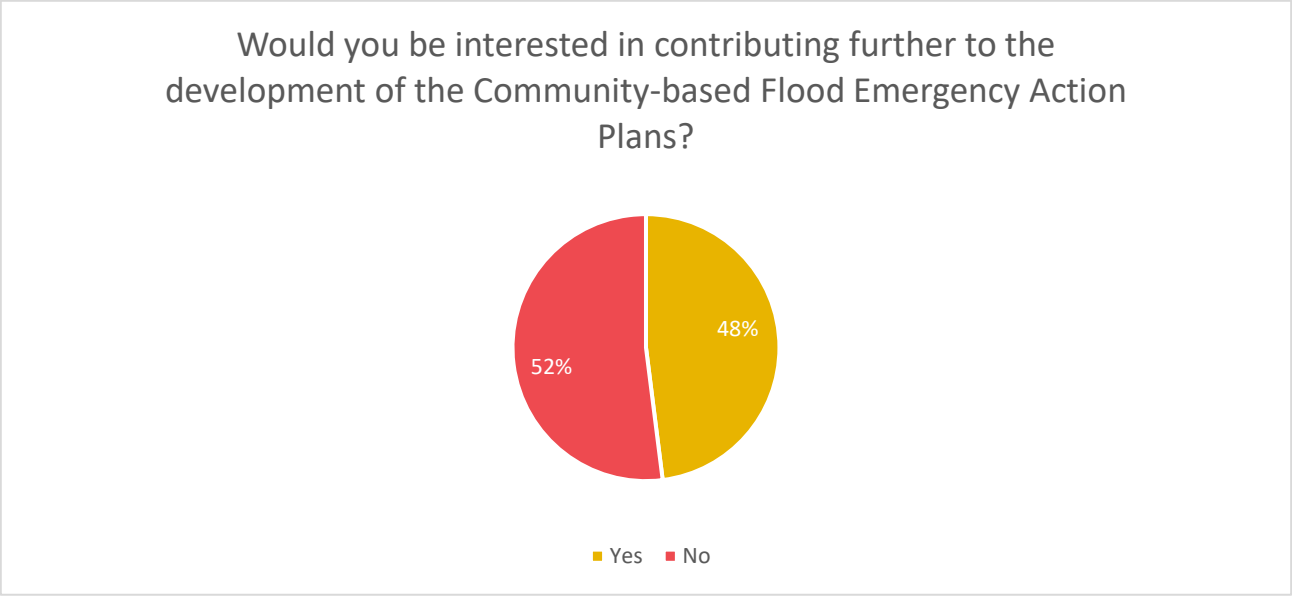
Respondents were able to select more than one option.



Based on 23 respondents

Q: Would you be interested in contributing further to the development of the Community-based Flood Emergency Action Plans??

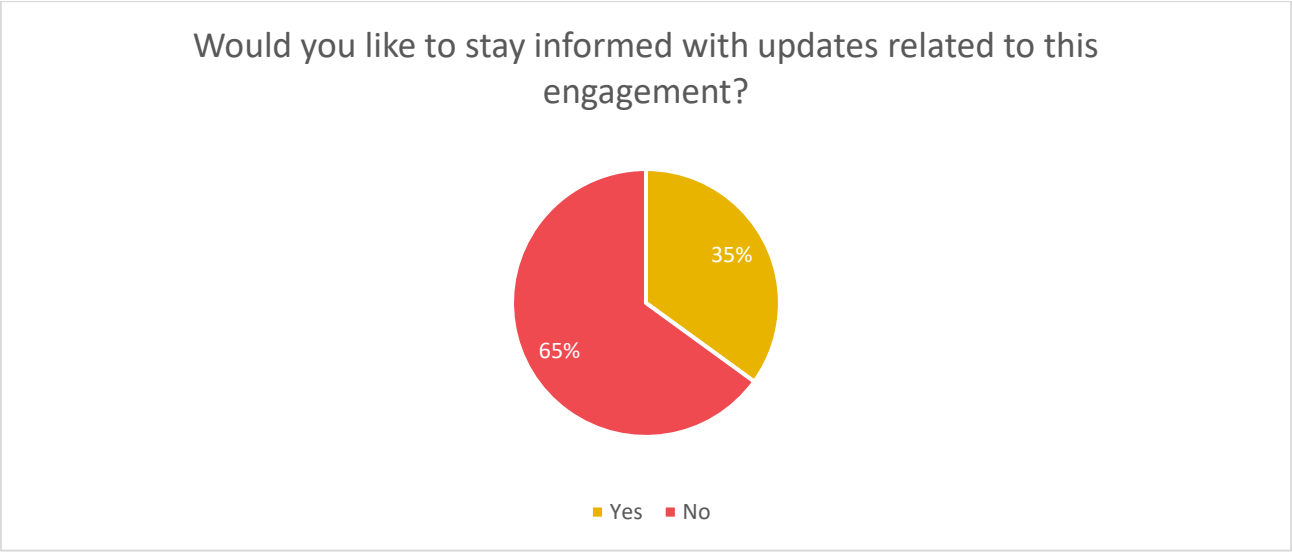
Of the 23 respondents for Gailes, 11 (48%) expressed a desire to contribute further to the development of the plans, and 12 (52%) indicated they did not.



Graph based on 23 respondents.

Q: Would you like to stay informed with updates related to this engagement??

Of the 23 respondents, eight (35%) shared that they would like to stay informed with updates related to the engagement, while 15 did not (65%).



Graph based on 23 respondents.

FINDINGS

Community connection and lived experience

Most respondents had strong ties to Gailes, with 17 of the 23 respondents (74%) reporting that they live in the location. Smaller proportions were connected through work (13%) or involvement in local community organisations (9%). No respondents indicated owning or operating a business in Gailes, nor having themselves or a family member attending a local school, suggesting that community ties are primarily residential rather than commercial or institutional. A further 13% identified “other” connections, including travelling through Gailes as part of their daily commute or having family in the area. This highly localised profile reflects a community with direct familiarity with local conditions and flood behaviour, reinforced by the fact that 61% had previously experienced flooding.

Information seeking and understanding of flood risk

The Bureau of Meteorology was the most commonly used source (65%), followed by social media and family or friends (each 45%). These community-based channels played a significant role in helping residents stay updated. Council platforms were also well used, including the Ipswich Disaster Dashboard (25%) and the Ipswich City Council website (40%), indicating that official local government sources formed an important part of the information mix.

Confidence in understanding flood risk was generally high. All respondents agreed they understood the flood risk for Gailes, and most felt confident in locating flood maps and understanding minor, moderate, and major flood impacts. However, confidence dropped sharply when respondents were asked about the specific water level gauge for Gailes and how to interpret gauge heights.

Flood impacts experienced

The most commonly reported impacts were water entering yards (56%) and evacuation-related activity (56%). Half of the respondents purchased supplies and prepared to shelter in place (50%). Water entering homes was reported by 25%, and the same proportion selected “other,” describing impacts such as mental health strain, lack of evacuation advice in 2011, frustrations with home buy-back eligibility, rising insurance premiums, and emergency assisted evacuations.

Preparedness actions taken

Before flooding, residents undertook a range of preparedness actions. Evacuating or assisting others to evacuate was the most common (55%), followed by purchasing supplies and planning to shelter in place (50%). Many also moved possessions or vehicles to higher ground (44%) and checked the Disaster Dashboard (33%). Some respondents indicated that no action was required (17%), while others were unable to take action (22%). Additional comments described contacting family members, listening to radio updates, charging phones, re-checking the dashboard, and neighbourhood-level monitoring, such as placing witches’ hats on the street to observe rising water levels. These responses reflect a mix of proactive behaviours, situational constraints, and community-based monitoring.

Barriers to taking action
Respondents identified several challenges that made it difficult to act during the flood. Common issues included uncertainty about when to act, difficulty interpreting alerts, and challenges locating reliable information. Infrastructure limitations, such as limited flood cameras, slow update intervals, and the need for real-time data, also hindered response. Communication gaps were frequently mentioned, including delayed Bureau of Meteorology updates, repetitive news coverage, and difficulty interpreting messaging.

What residents would do differently?
Many respondents said they would improve their preparedness by refining evacuation planning, seeking clearer alerts, or advocating for improvements to the Disaster Dashboard. Others highlighted the need for better infrastructure, including more flood cameras, improved night vision capability, and more frequent updates.

Additional experiences and observations
Respondents emphasised the need for clearer evacuation triggers and dedicated guides for vulnerable groups, including the homeless community. Infrastructure concerns were common, including frustration that entire areas were cut off due to a few inundated properties, perceptions of inadequate insurance support, and calls for a dedicated emergency evacuation service. Environmental concerns centred on the speed of rising water, runoff patterns, and the need for targeted mitigation works similar to those implemented at Alice Street and Ipswich Road.

Ongoing Engagement
The responses suggest a community with mixed levels of involvement, with just under half interested in contributing further and a smaller proportion wanting ongoing updates, indicating that while some residents are engaged, many prefer a more hands-off role in the planning process.

Access Preferences
Interest is distributed across several access methods, with strong support for an app and the Disaster Dashboard, alongside steady preference for the council website and physical booklets, showing that residents value flexible access options that cater to both digital and traditional needs.

Communication Expectations
The relatively low interest in receiving updates highlights a community that may prefer simple, accessible information rather than continuous engagement, suggesting that communication should be clear and available but not overly frequent or demanding.

Overall interpretation
The findings show a community that is highly localised, experienced, and generally confident in its understanding of flood risk. However, residents' ability to act is shaped by external constraints—particularly communication clarity, infrastructure reliability, and the technical complexity of interpreting water level gauges. Strengthening real-time information, improving gauge interpretation guidance, addressing environmental and infrastructure concerns, and supporting households with tailored preparedness resources would significantly enhance community resilience in Gailes.

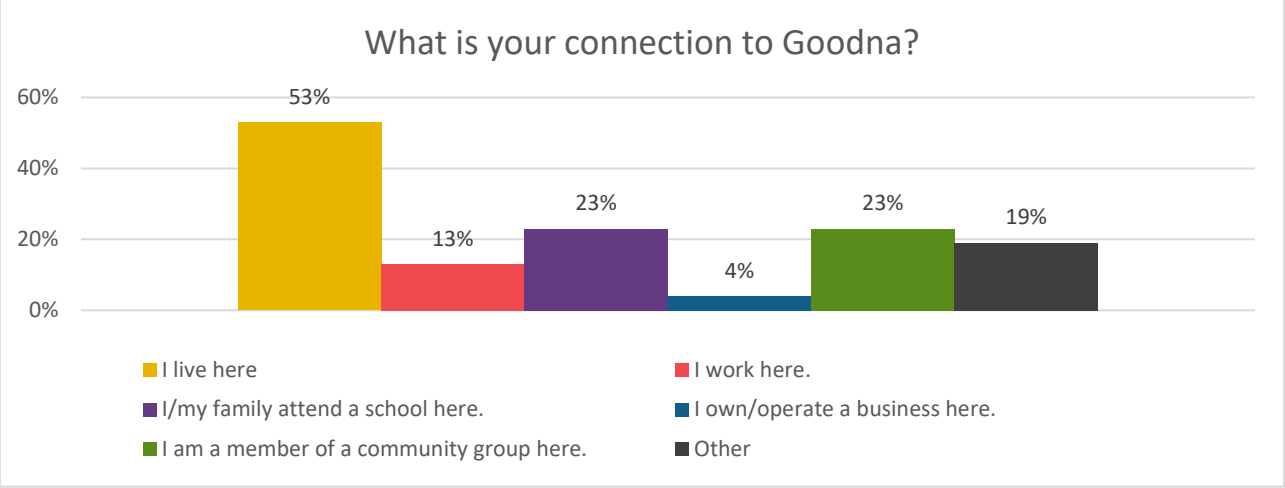
Goodna

GOODNA

Q: What is your connection to Goodna?

Of the 53 respondents who indicated a connection to Goodna, 28 respondents (53%) reported that they live in the area, while seven respondents (13%) stated that they work in Goodna. A further 12 respondents (23%) indicated that they or a family member attends a local school, and two respondents (4%) reported that they own or operate a business in the location. In addition, 12 respondents (23%) identified as members of a local community group.

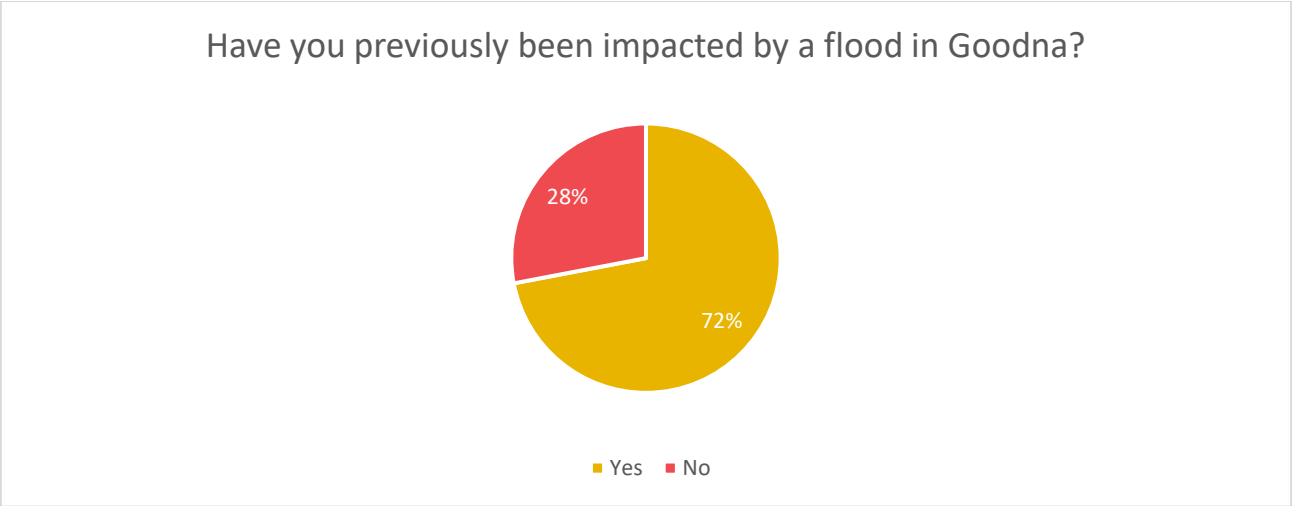
Respondents were able to select more than one option.



Graph based on 53 respondents.

Q: Have you previously been impacted by a flood in Goodna?

Of the 53 respondents for Goodna, 38 reported that they had previously been impacted by a flood in Goodna (72%), while 15 indicated they had not (28%).

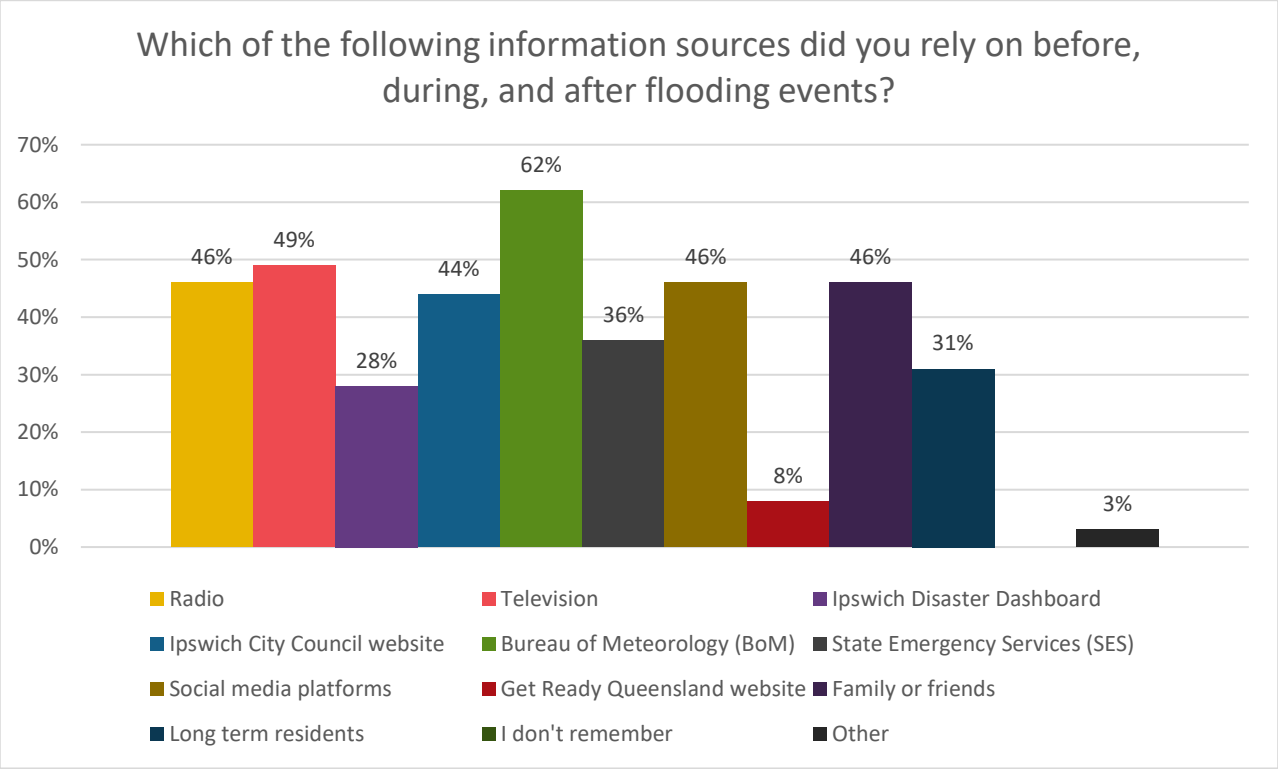


Graph based on 53 respondents.

Q: Which of the following information sources did you rely on before, during, and after flooding events?

Across the 39 respondents, the Bureau of Meteorology was the most frequently used source of flood information, with 24 respondents (62%) relying on it. Traditional media remained highly relevant, with 18 respondents (46%) using radio and 19 respondents (49%) turning to television.

Social and community-based channels played a substantial role. Social media platforms were used by 18 respondents (46%), while long-term residents were consulted by an equal number (18 respondents, 46%).



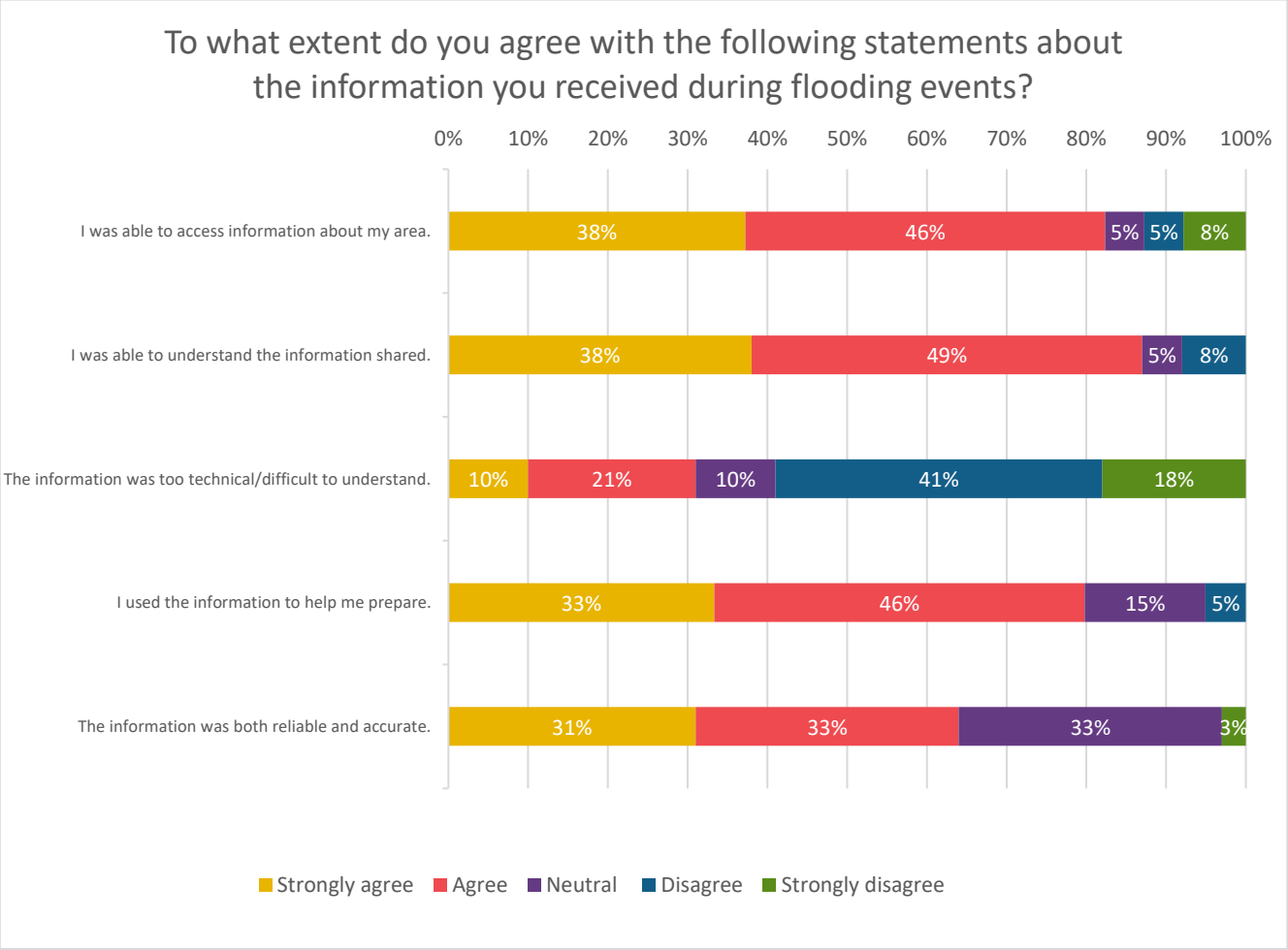
Graph based on 39 respondents

Q: To what extent do you agree with the following statements about the information you received during flooding events?

Across the 39 respondents who answered this question, most reported positive experiences with the information they received during flooding events.

Highlights included:

- 46% of respondents agreeing they were able to access information about their area
- 49% of respondents agreeing that they could understand the information shared
- 21% of respondents agreeing that information was too technical or difficult to understand
- 46% of respondents agreeing that they used the information to help them prepare
- 33% of respondents agreeing that the information was both reliable and accurate.



Graph based on 39 respondents.

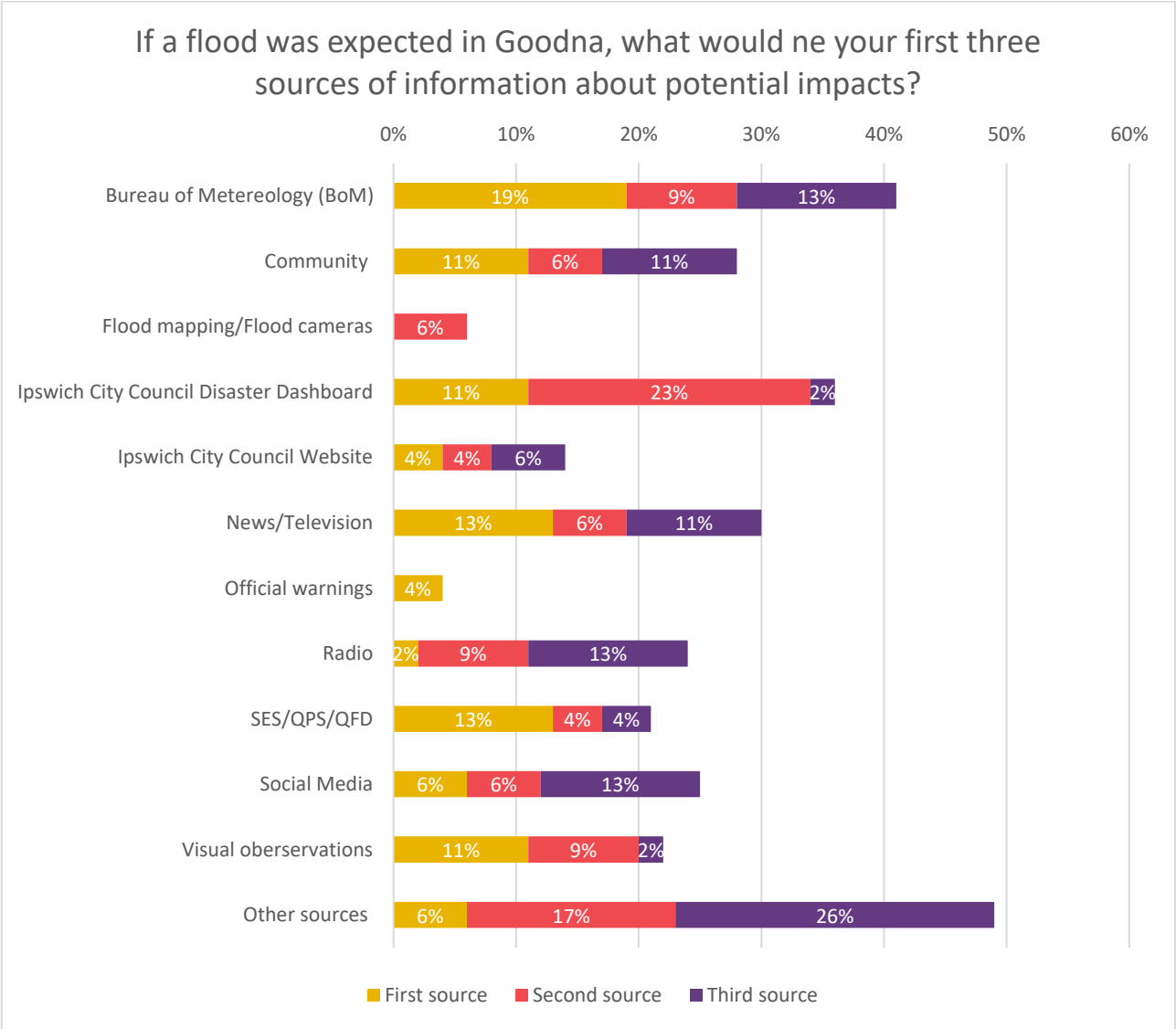
Q: If a flood were expected in Bundamba, what would be your first three sources of information about potential impacts?

Across the 47 respondents who answered this question for Goodna, the Bureau of Meteorology was the most frequently selected first-preference source, chosen by nine respondents (19%). News/television and SES/QPS/QFES were also common first-preference selections, each chosen by six respondents (13%), followed by community sources and visual observations, both selected by five respondents (11%).

Second-preference selections showed greater variation. The Ipswich City Council Disaster Dashboard was the most frequently selected second-preference source, chosen by 11 respondents (23%). Other sources were also commonly selected (8 respondents, 17%), followed by the Bureau of Meteorology, radio, and visual observations, each selected by four respondents (9%).

For third preferences, other sources were selected most frequently, with 12 respondents (26%) choosing this category.

Overall, the results indicate a diverse mix of preferred information sources, with respondents drawing on a combination of official channels, community networks, media, and alternative platforms when seeking flood-related information.

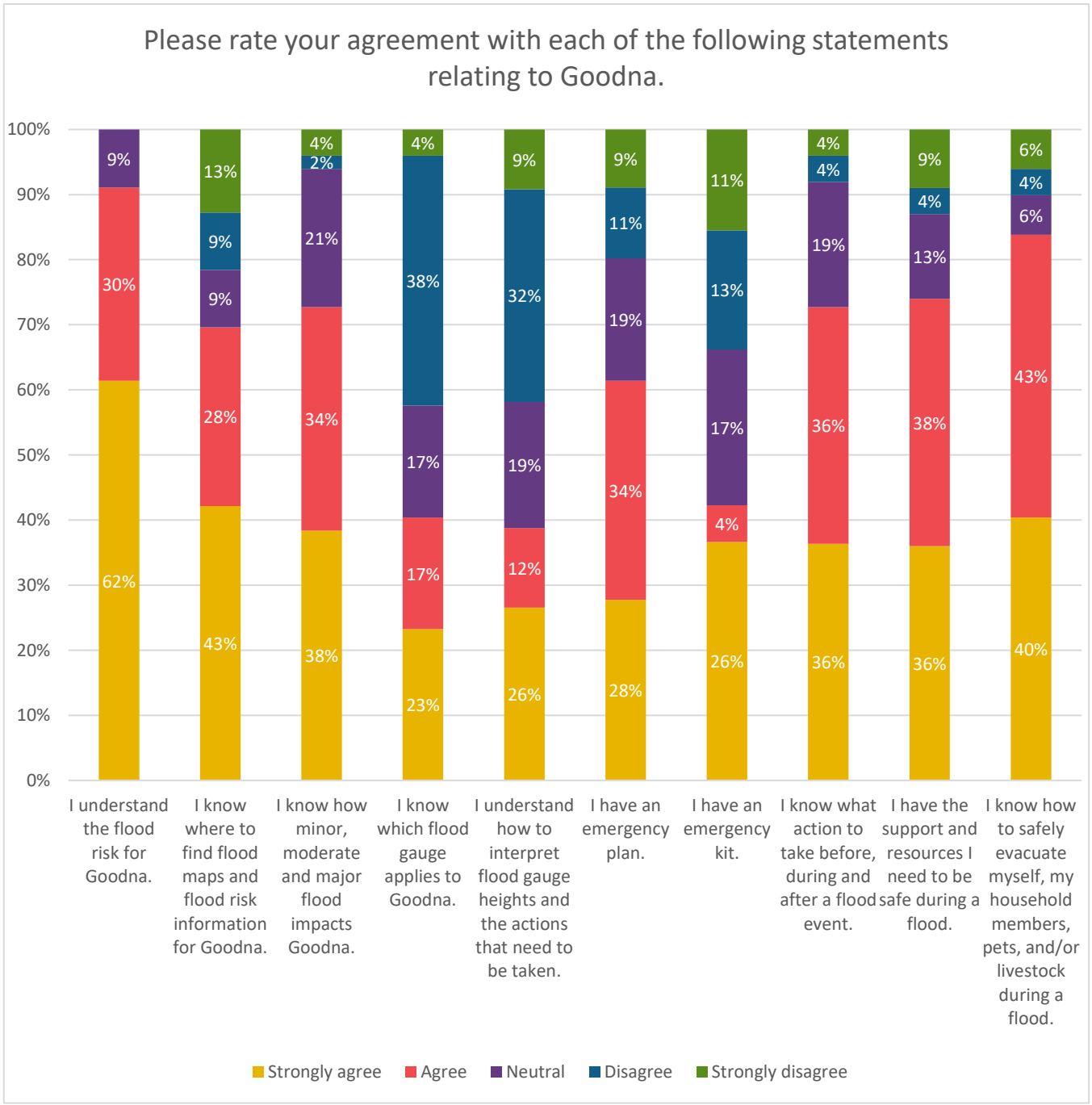


Graph based on 47 respondents.

Q: Please rate your agreement with each of the following statements relating to Goodna.

Of the 47 respondents, most indicated strong confidence in their understanding of the flood risk for Goodna. Twenty-nine respondents (62%) strongly agreed that they understood the flood risk, and 14 respondents (30%) agreed. Other highlights included:

- 43% of respondents strongly agreed that they knew where to find flood maps and flood risk information
- 38% of respondents strongly agreed, and 16 respondents (34%) agreed that they understood the impacts of minor, moderate, and major flood levels in the community
- 38% of respondents disagreed that they understood which flood gauge applies to Goodna.
- 36% of respondents agreed that they felt confident in knowing what actions to take before, during, and after a flood.



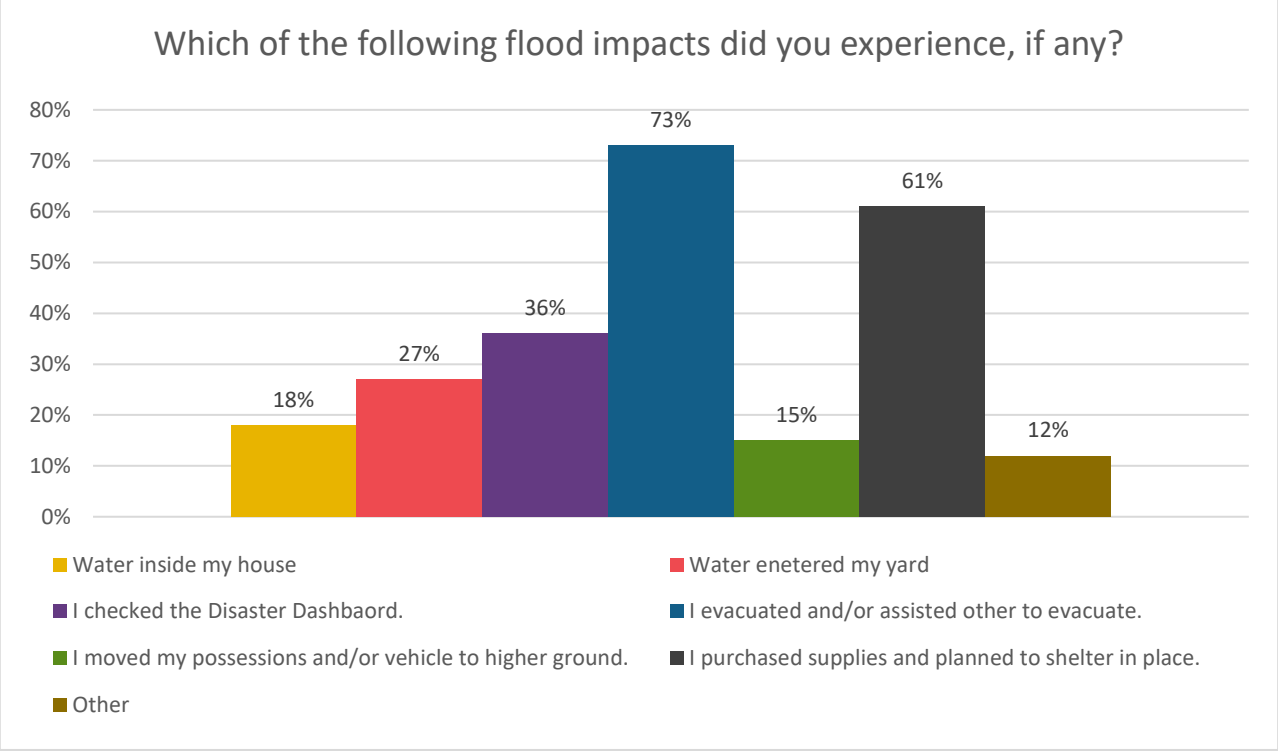
Graph based on 47 respondents.

Q: Which of the following flood impacts did you experience, if any?

Of the 33 respondents who answered this question, the most common action taken before the flooding event was evacuating and/or assisting others to evacuate, reported by 24 respondents (73%). Purchasing supplies and planning to shelter in place was also a frequent preparedness behaviour, selected by 20 respondents (61%).

Additional comments described speaking with neighbours, relocating to a family member's home, and checking in with the SES to offer assistance. Some respondents reflected on previous flood experiences, including relying on television updates and neighbours for information during the 2011 event when they were away from home, and assisting others to pack up during the 2022 flood.

Respondents were able to select more than one option.

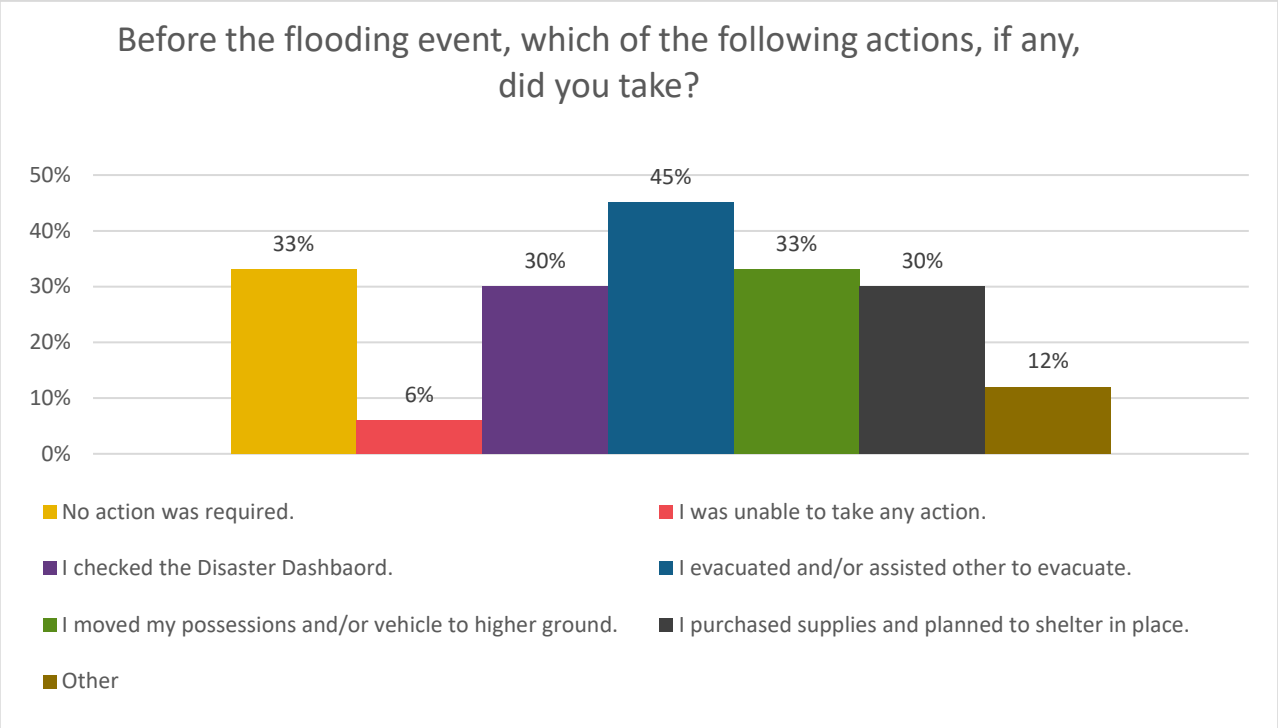


Graph based on 33 respondents.

Q: Before the flooding event, which of the following actions, if any, did you take?

Of the 33 respondents who answered this question, the most common preparedness action taken before the flooding event was evacuating and/or assisting others to evacuate, reported by 15 respondents (43%). Purchasing supplies and planning to shelter in place was also common, selected by 13 respondents (30%). Eleven respondents (33%) moved their possessions and/or vehicles to higher ground, and an equal number (11 respondents, 33%) indicated that no action was required.

Respondents were able to select more than one option.



Graph based on 33 respondents.

Q: What, if anything, made it difficult to take action during the flood?

The table below outlines the key themes identified from the 23 respondents describing the factors that made it difficult for residents to take action during the flood.

Theme	Summary of Issues Reported
Evacuation planning and strategy	9 of 23 respondents (23%) highlighted evacuation planning needs, such as notifications, road access, access to evacuation centres and duration of closures.
Critical infrastructure and utilities	11 of 23 respondents (38%) raised infrastructure concerns, including timing and necessity of dam releases, duration of electricity provider repairs, and limited telecommunications network coverage.
Enhance personal preparedness measures	6 of 23 respondents (27%) reflected individual preparedness challenges, such as knowledge of where to locate translated resources, disbelief in warning severity and limited resources purchased or available.
Environmental considerations	2 of 23 respondents (7%) described environmental concerns such as poorly timed dam releases and unpredictability of creek levels.
Communication and messaging	5 of 23 respondents (17%) raised issues with communication, including lack of phone reception, electricity outages, non-receipt of emergency text messages, and delayed BOM updates.
Community support and social cohesion	4 of 23 respondents (14%) mentioned social/community aspects, such as wanting to assist community members with limited English and family members.
No change required	7 of 23 respondents (24%) shared no difficulties taking action during flooding events.

Based on 23 respondents

Q: What, if anything, made it difficult to take action during the flood?

The following table summarises the key themes identified from the 31 respondents regarding what residents would do differently if another flood occurred.

Theme	Summary of Issues Reported
Evacuation planning and strategy	3 of 31 respondents (10%) directly addressed evacuation planning, stressing the need for clear, pre-established evacuation points and routes, earlier evacuation and closure of schools.
Critical infrastructure	2 of 31 respondents (6%) raised infrastructure concerns, focusing on inadequate bridges, communications systems, and power reliability.
Enhance personal preparedness measures	14 of 31 respondents (45%) reflected individual actions or challenges, such as assisting others to evacuate, limited resources or no emergency kit or plan and disbelief in the severity of warnings.
Environmental considerations	1 of 31 respondents (3%) highlighted a more positive perspective on the environment and flooding, noting moments of pausing to appreciate the water and its surroundings.
Communication and messaging	3 of 31 respondents (10%) shared frustrations in the delay or non-receipt of emergency messaging, raised sending emergency alerts earlier to allow sufficient evacuation time and limited knowledge of translated resources for community use.
Community support and social cohesion	5 of 31 respondents (16%) highlighted confusion about where to find resources to share with others in the community, another called for earlier school closures to protect school communities, and a further response emphasised the importance of including family and friends in emergency planning and evacuation
No change required	9 of 31 respondents (23%) indicated satisfaction with current measures or felt no further action was needed.

Based on 31 respondents

Q: Is there any additional information you would like to share about your experiences during previous flood events in Goodna?

The following table summarises the key themes identified from the 28 respondents regarding additional experiences and observations shared about previous flood events in Goodna.

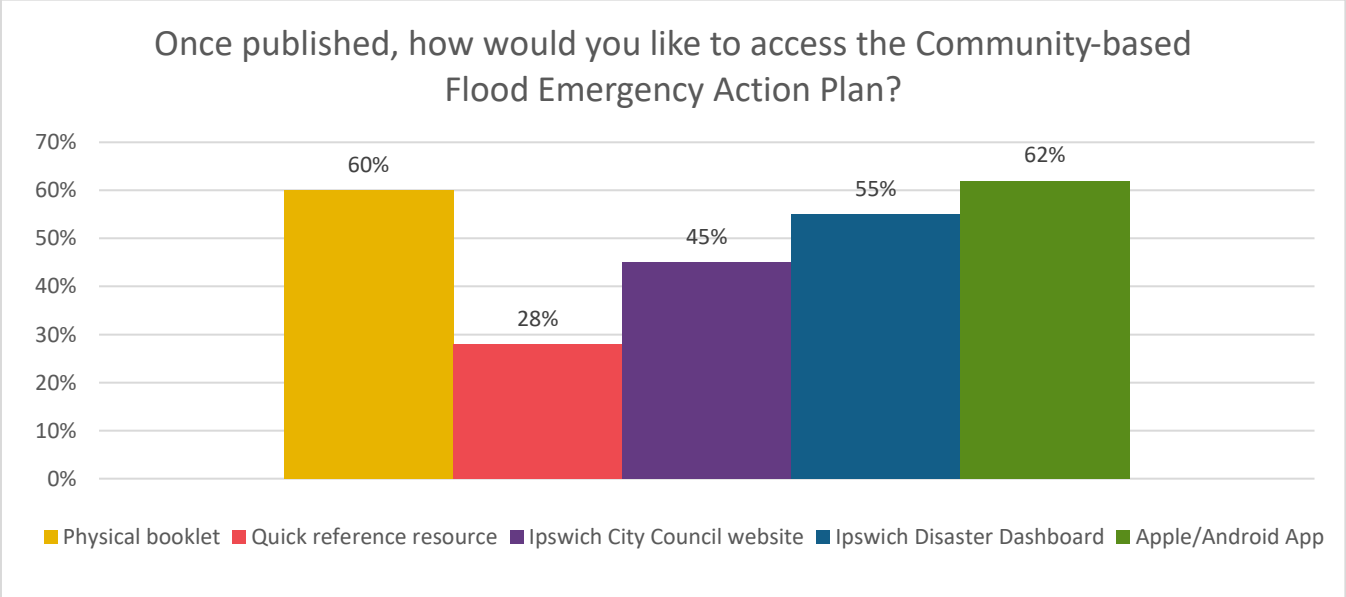
Theme	Summary of Issues Reported
Evacuation planning and strategy	2 of 28 respondents (7%) indicated that additional planning considerations should be taken when planning dam releases, and care should be taken when communicating this with the community.
Critical infrastructure	4 of 28 respondents (14%) suggested impacts to roads, bridges and that the lack of maintenance in drains accelerated flooding impacts to property.
Enhance personal preparedness measures	2 of 28 respondents (7%) shared that future considerations have been made towards emergency evacuation efforts, including routine practice of evacuation plans and the importance of business continuity planning.
Environmental considerations	4 of 28 respondents (14%) highlighted that additional maintenance in the lead-up to storm seasons of waterways and drains could potentially reduce impacts.
Communication and messaging	1 of 28 respondents (4%) shared that emergency warnings should encourage the elderly to take shelter with family or known persons.
Community support and social cohesion	7 of 28 respondents (25%) highlighted the importance of community. Positive comments were also shared about the Mud Army, State Emergency Services volunteers, Ipswich City Council officers and Disaster Management officials.
No change required	12 of 28 respondents (43%) indicated that they have no additional information to share about their experiences during previous flooding impacts.

Based on 28 respondents

Q: Once published, how would you like to access the Community-based Flood Emergency Action Plan?

Across the 53 respondents who answered this question, 33 respondents (61%) indicated they would like to access the plans via an Apple/Android app, closely followed by a physical booklet by 13 respondents (60%), then the Ipswich City Council Disaster Dashboard by a further 29 respondents (55%). Access via the Ipswich City Council website is preferred by 24 respondents (45%), and quick reference guides for 15 respondents (28%).

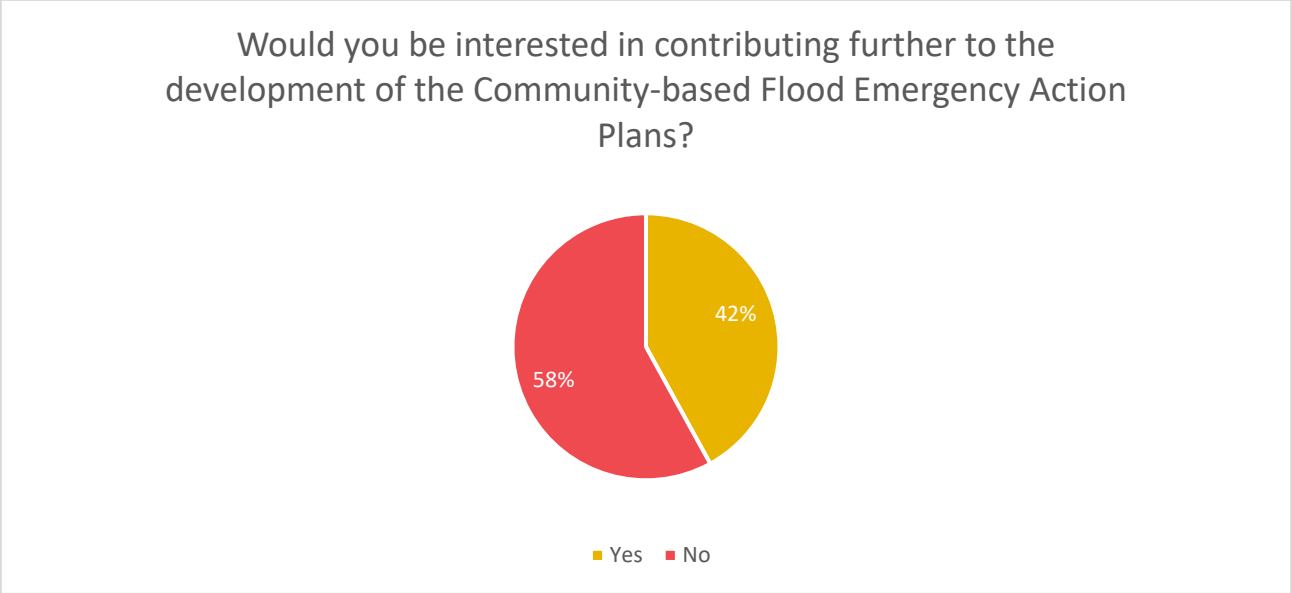
Respondents were able to select more than one option.



Based on 53 respondents

Q: Would you be interested in contributing further to the development of the Community-based Flood Emergency Action Plans??

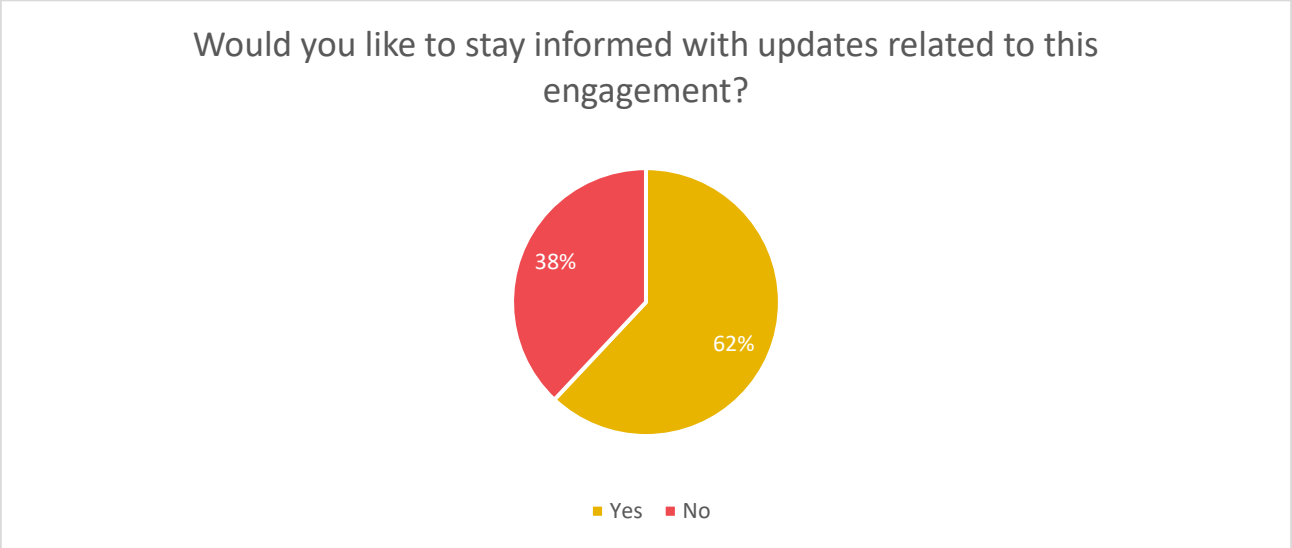
Of the 53 respondents for Goodna, 22 respondents (42%) expressed a desire to contribute further to the development of the plans, and 35 (58%) indicated they did not.



Graph based on 53 respondents.

Q: Would you like to stay informed with updates related to this engagement??

Of the 53 respondents,33 (62%) shared that they would like to stay informed with updates related to the engagement, while 20 did not (38%).



Graph based on 53 respondents.

FINDINGS

Community connection and lived experience
Most respondents had strong ties to Goodna, with 28 respondents (53%) reporting that they live in the location. Smaller proportions were connected through work (7 respondents, 13%) or involvement in local community organisations (12 respondents, 23%). Two respondents (4%) indicated owning or operating a business in Goodna, and a further 12 respondents (23%) reported themselves or a family member attending a local school, suggesting that community ties are primarily residential rather than commercial or institutional.

Information seeking and understanding of flood risk
Residents relied on a wide mix of information sources during flood events, including the Bureau of Meteorology, council platforms, social media, traditional media, and community networks. While most respondents felt confident in accessing and understanding information, technical aspects, particularly water level gauges, were a key challenge.

Flood impacts experienced
Goodna respondents reported a wide range of flood impacts, consistent with the location's history of significant flood events. Many described water entering yards and homes, evacuation-related activity, and disruptions to daily life. Additional impacts included mental health strain, challenges accessing timely evacuation advice, concerns about insurance affordability, and frustrations with recovery processes. These experiences illustrate the varied and sometimes compounding nature of flood impacts in Goodna.

Preparedness actions taken
Preparedness levels varied across households. Strong agreement (28%) and agreement (34%) that respondents had an emergency plan were common, though 19% were neutral, 11% disagreed, and 9% strongly disagreed, indicating that some households lacked a formal plan. Emergency kits were slightly less common, with 26% strongly agreeing and 4% agreeing, while 17% were neutral, 13% disagreed, and 11% strongly disagreed.

Barriers to taking action
Respondents identified several challenges that made it difficult to act during flooding. Common issues included uncertainty about when to act, difficulty interpreting alerts, and challenges in locating reliable information.

What residents would do differently?
Many respondents indicated they would refine their preparedness by improving evacuation planning, seeking clearer alerts, or enhancing their understanding of flood information. Others highlighted the need for better infrastructure, including more reliable data sources and clearer communication during emergencies. Several respondents described personal preparedness challenges, such as difficulty interpreting technical information or monitoring conditions in real time. A notable proportion indicated they would not change their actions, suggesting confidence in their current approach or limited capacity to do more.

Additional experiences and observations
Respondents emphasised the need for clearer evacuation triggers, improved communication, and more accessible technical information. Infrastructure concerns were common, including frustrations with road closures, insurance processes, and the need for more targeted mitigation works. Environmental concerns centred on the speed of rising water and the unpredictability of local waterways.

Ongoing Engagement
The responses reflect a community with moderate engagement, with fewer than half interested in contributing further, but a clear majority wanting to stay informed, suggesting that while many residents prefer not to be directly involved in development, they still value being kept updated as the guides progress.

Access Preferences
Residents show strong interest in multiple access methods, with the app, physical booklet, and Disaster Dashboard all receiving high support, indicating a need for flexible, multi-platform delivery that accommodates both digital users and those who prefer traditional formats.

Communication Expectations
Most respondents want ongoing updates, highlighting the importance of maintaining clear and consistent communication to support awareness and confidence, even among those who may not wish to participate more actively in the planning process.

Overall interpretation
The findings show a community that is experienced, engaged, and generally confident in its understanding of flood risk. However, residents' ability to act is shaped by external constraints, particularly communication clarity, infrastructure reliability, and the technical complexity of interpreting water level gauges. Strengthening real-time information, improving gauge interpretation guidance, addressing environmental and infrastructure concerns, and supporting households with tailored preparedness resources would significantly enhance community resilience in Goodna.

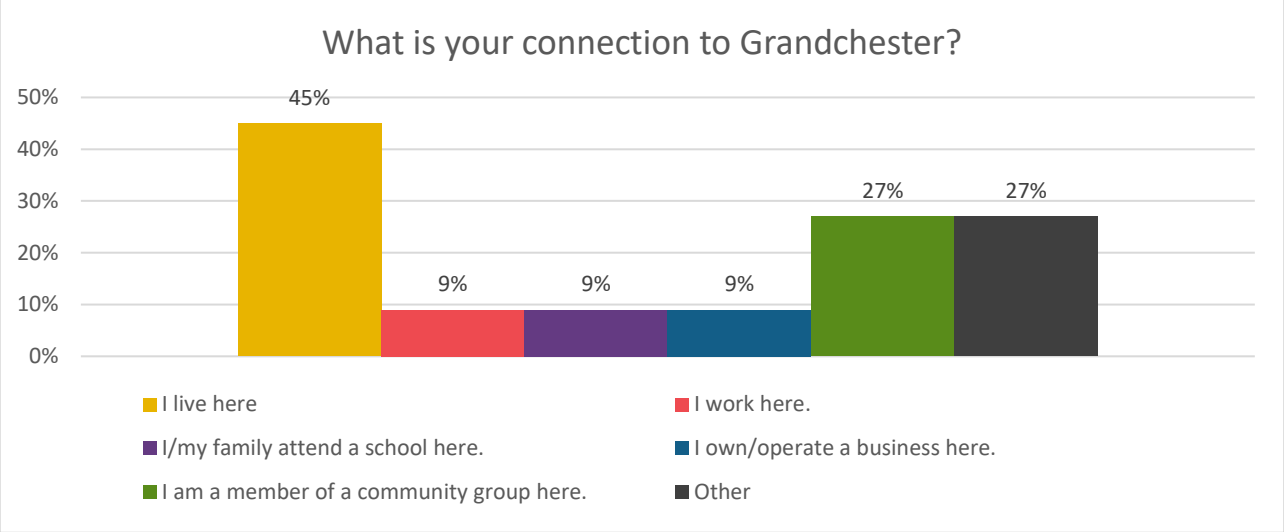
Grandchester

GRANDCHESTER

Q: What is your connection to Grandchester?

Of the 11 respondents who indicated a connection to Grandchester, five respondents (45%) reported that they live in the area, while one respondent (9%) stated that they work in Grandchester. A further one respondent (9%) indicated that they or a family member attends a local school, and one respondent (9%) reported that they own or operate a business in the location. In addition, three respondents (27%) identified as members of a local community group.

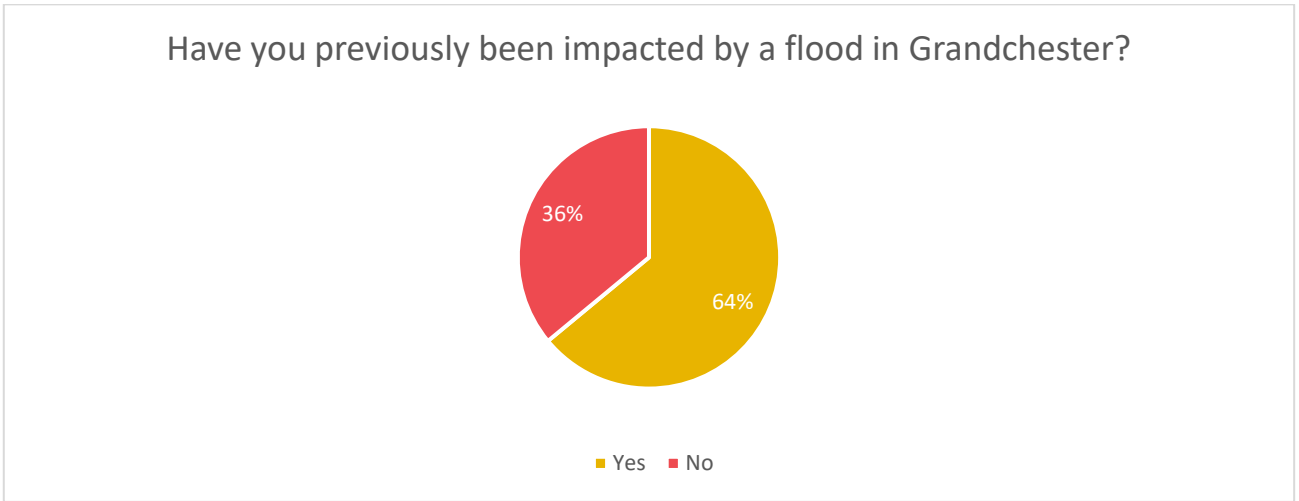
Respondents were able to select more than one option.



Graph based on 11 respondents.

Q: Have you previously been impacted by a flood in Grandchester?

Of the 11 respondents for Grandchester, seven reported that they had previously been impacted by a flood in Grandchester (64%), while four indicated they had not (36%).



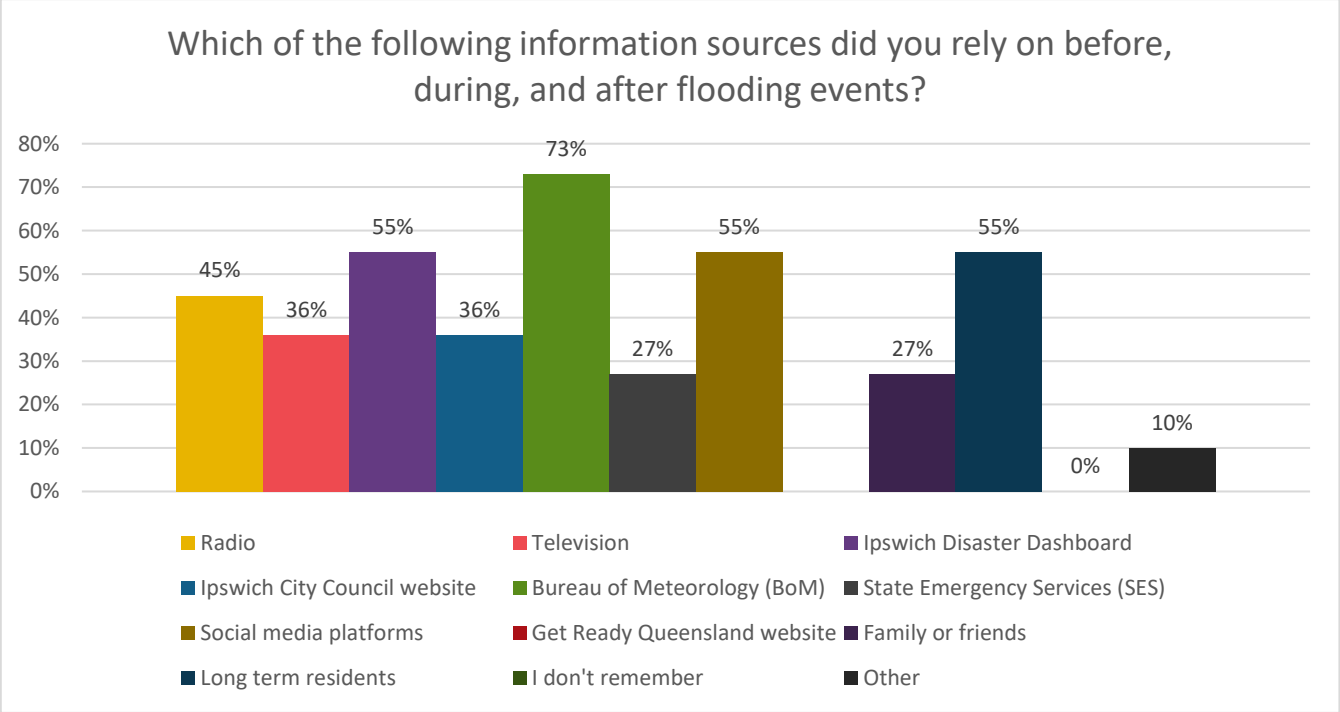
Graph based on 11 respondents.

Q: Which of the following information sources did you rely on before, during, and after flooding events?

Of the 11 respondents for this question, the Bureau of Meteorology was the most commonly used information source, relied on by eight respondents (73%). Social media platforms and long-term residents were also frequently used, each selected by six respondents (55%), highlighting the importance of both online networks and local knowledge during the event.

Three respondents (27%) sought information from family or friends, and an equal number (3 respondents, 27%) relied on the State Emergency Service. One respondent (10%) shared “other” sources, citing the Rural Fire Brigade. No respondents reported using the Get Ready Queensland website or being unable to remember their information sources.

Respondents were able to select more than one option.



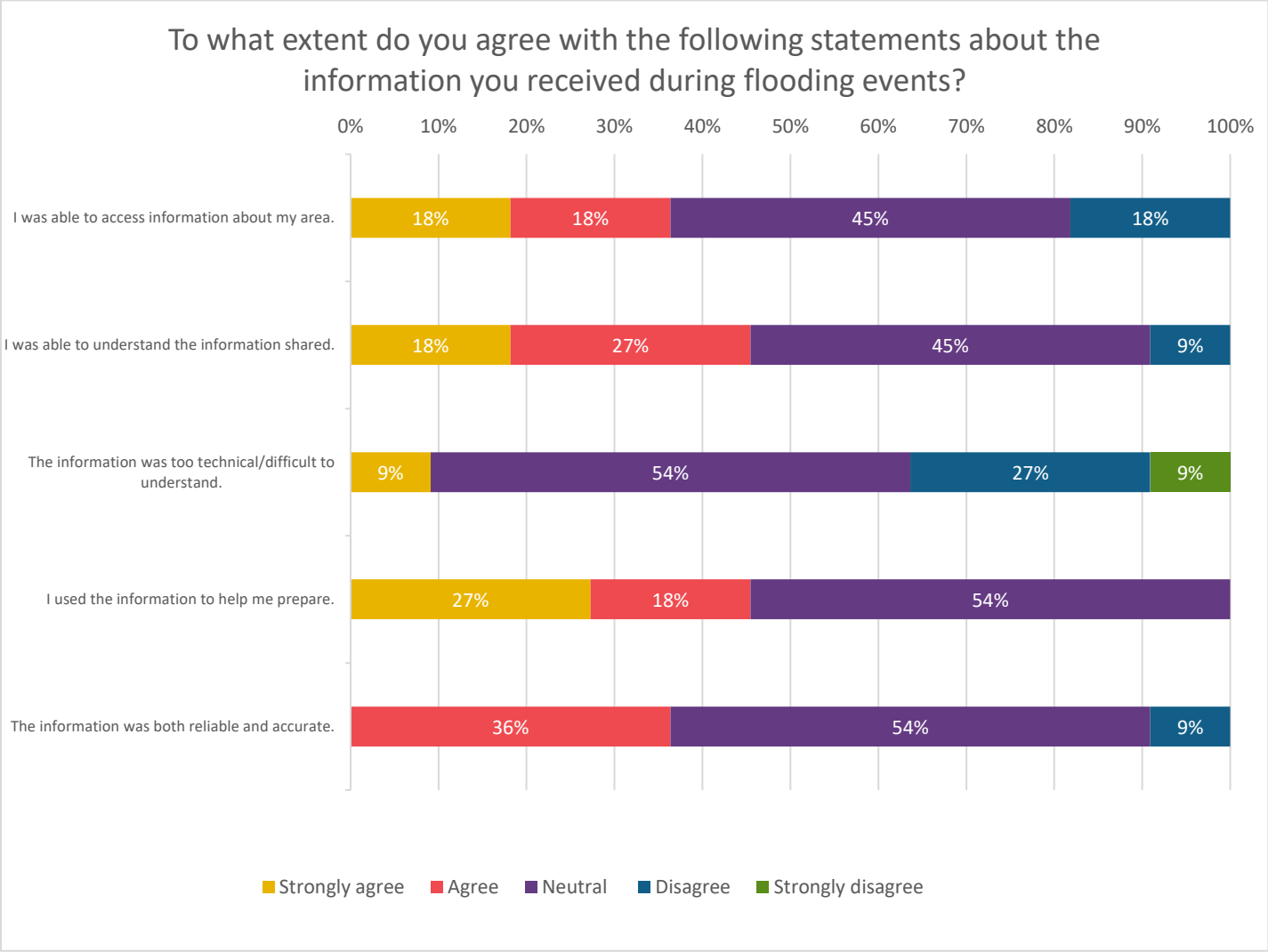
Graph based on 11 respondents.

Q: To what extent do you agree with the following statements about the information you received during flooding events?

Across the 11 respondents who answered this question, experiences with accessing the information they received during flooding events were mixed.

Highlights included:

- 18% of respondents agreeing they were able to access information about their area
- 27% of respondents agreeing that they could understand the information shared
- 18% of respondents agreeing that they used the information to help them prepare
- 36% of respondents agreeing that the information was both reliable and accurate.

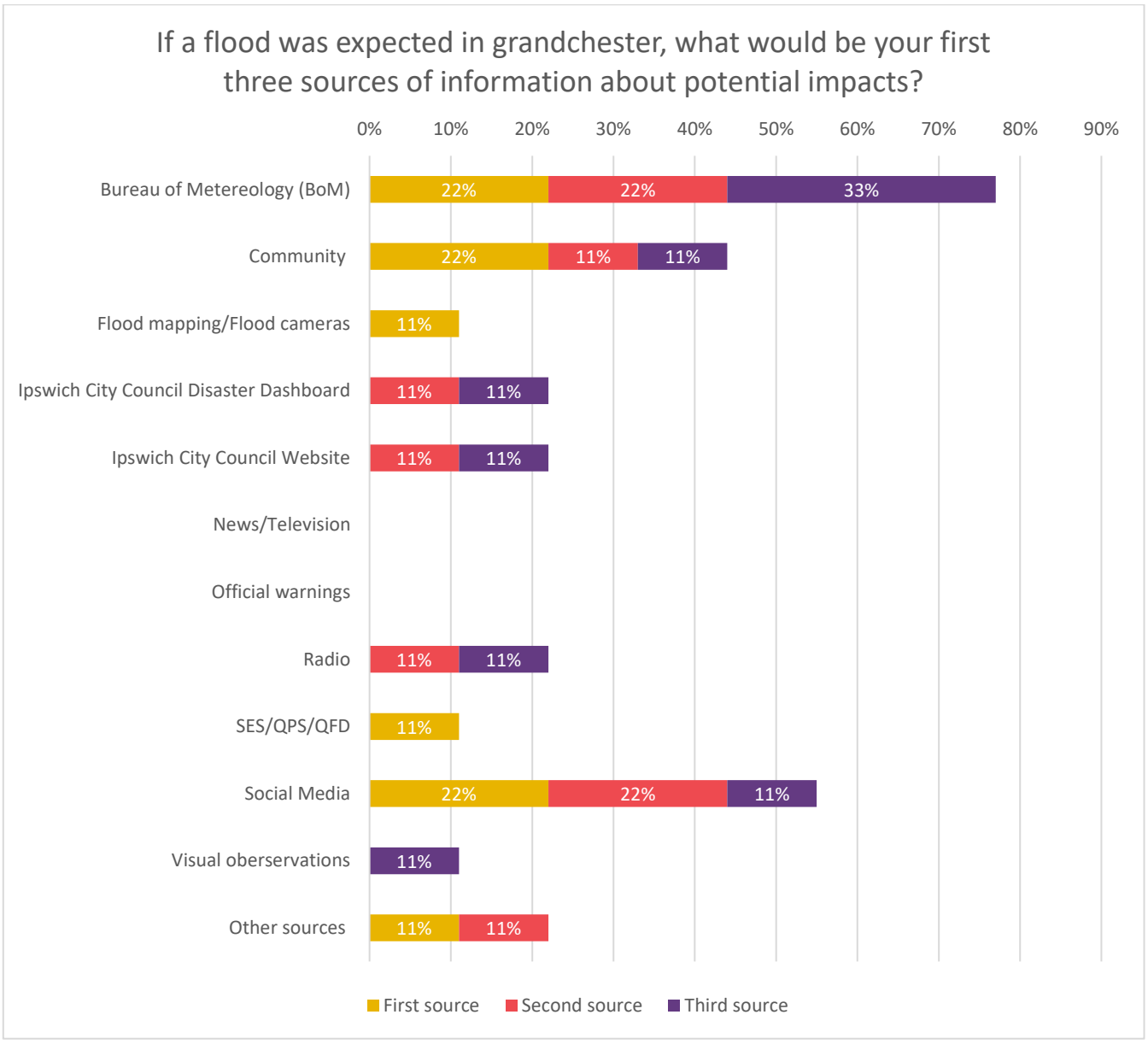


Graph based on 11 respondents.

Q: If a flood was expected in Grandchester, what would be your first three sources of information about potential impacts?

Ten respondents answered this question, with results divided for first, second and third-preference sources.

Overall, the results indicate that Grandchester residents rely on a wide range of information sources, combining official data, community knowledge, and digital platforms to inform their understanding of flood conditions.



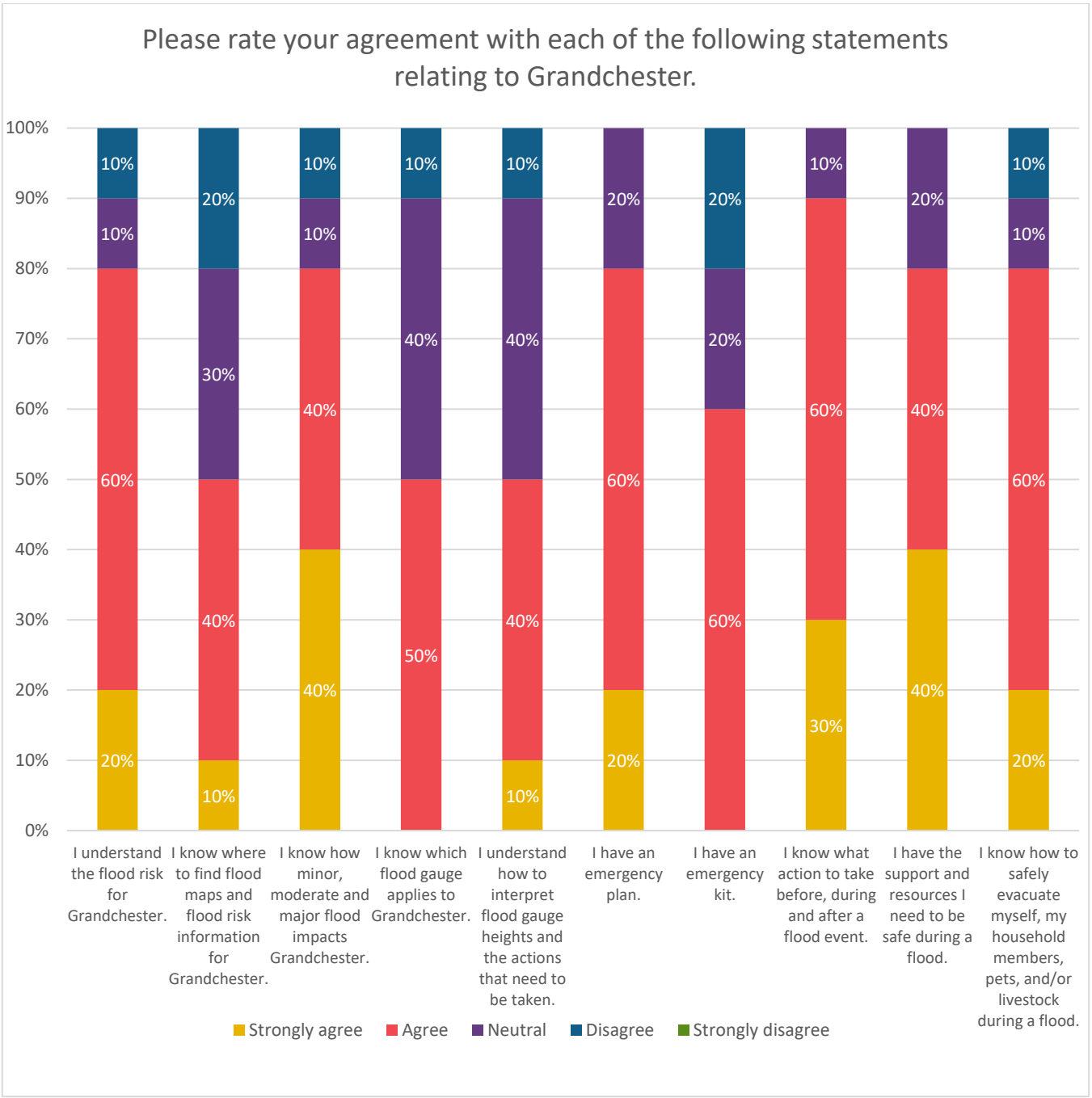
Graph based on 10 respondents.

Q: Please rate your agreement with each of the following statements relating to Grandchester.

Of the 10 respondents, most indicated confidence in their understanding of the flood risk for Grandchester – two respondents (20%) strongly agreed, and six respondents (60%) agreed.

Other highlights include:

- 20% of respondents disagreeing and no respondents strongly disagreeing that they knew where to source flood maps and flood risk information
- 40% of respondents strongly agree that they understand how minor, moderate, and major flood impacts affect Grandchester
- 50% of respondents agreed that they knew which flood gauge related to their community
- 60% of respondents agreed that they had an emergency plan in place



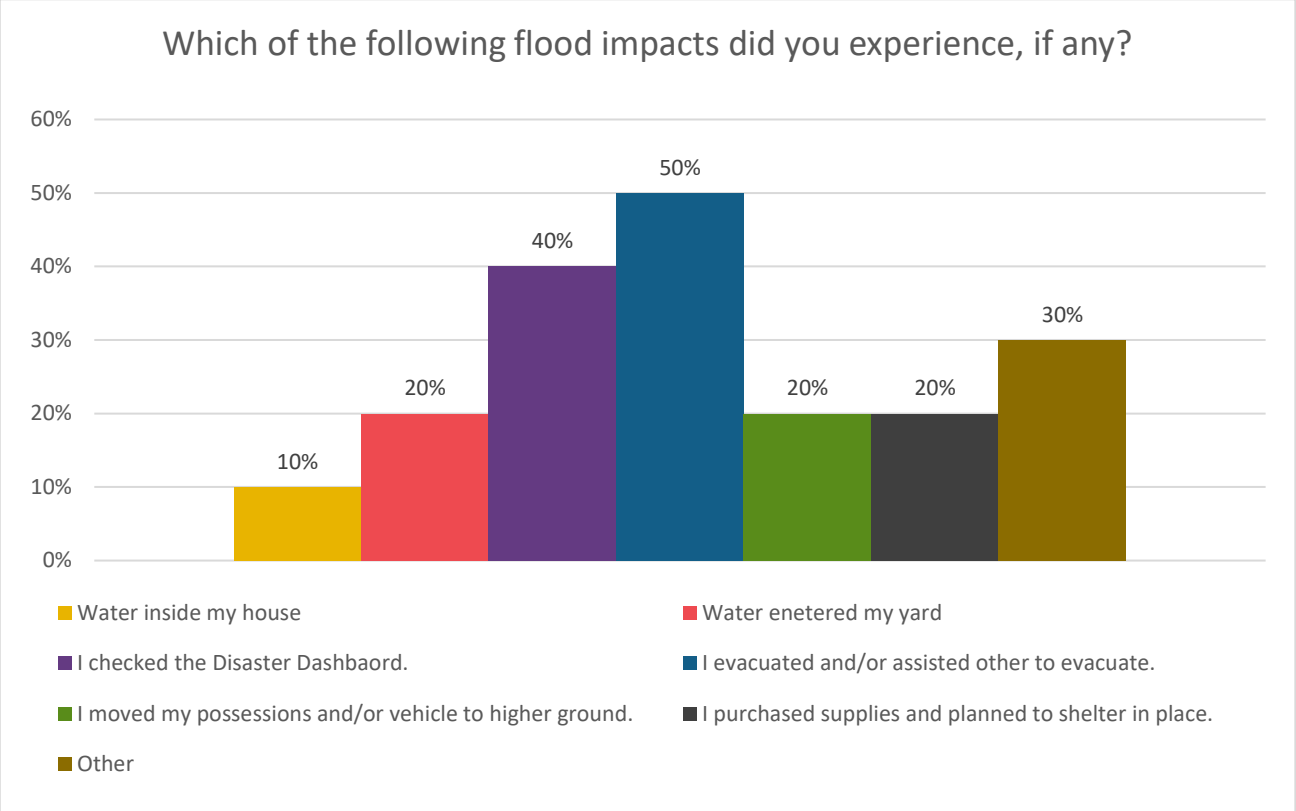
Graph based on 10 respondents.

Q: Which of the following flood impacts did you experience, if any?

Across the 10 respondents who answered this question, the most commonly reported experience was evacuation or assisting others to evacuate, selected by five respondents (50%). Checking official information sources was also relatively common, with four respondents (40%) indicating that they checked the Disaster Dashboard.

Water-related impacts were less frequent compared with other areas. Two respondents (20%) reported water entering their yard, while one respondent (10%) experienced water inside their house. Actions taken to protect property or prepare for isolation were reported at similar levels: two respondents (20%) moved possessions or vehicles to higher ground, and two respondents (20%) purchased supplies and planned to shelter in place. Three respondents (30%) selected "other."

Respondents were able to select more than one option.

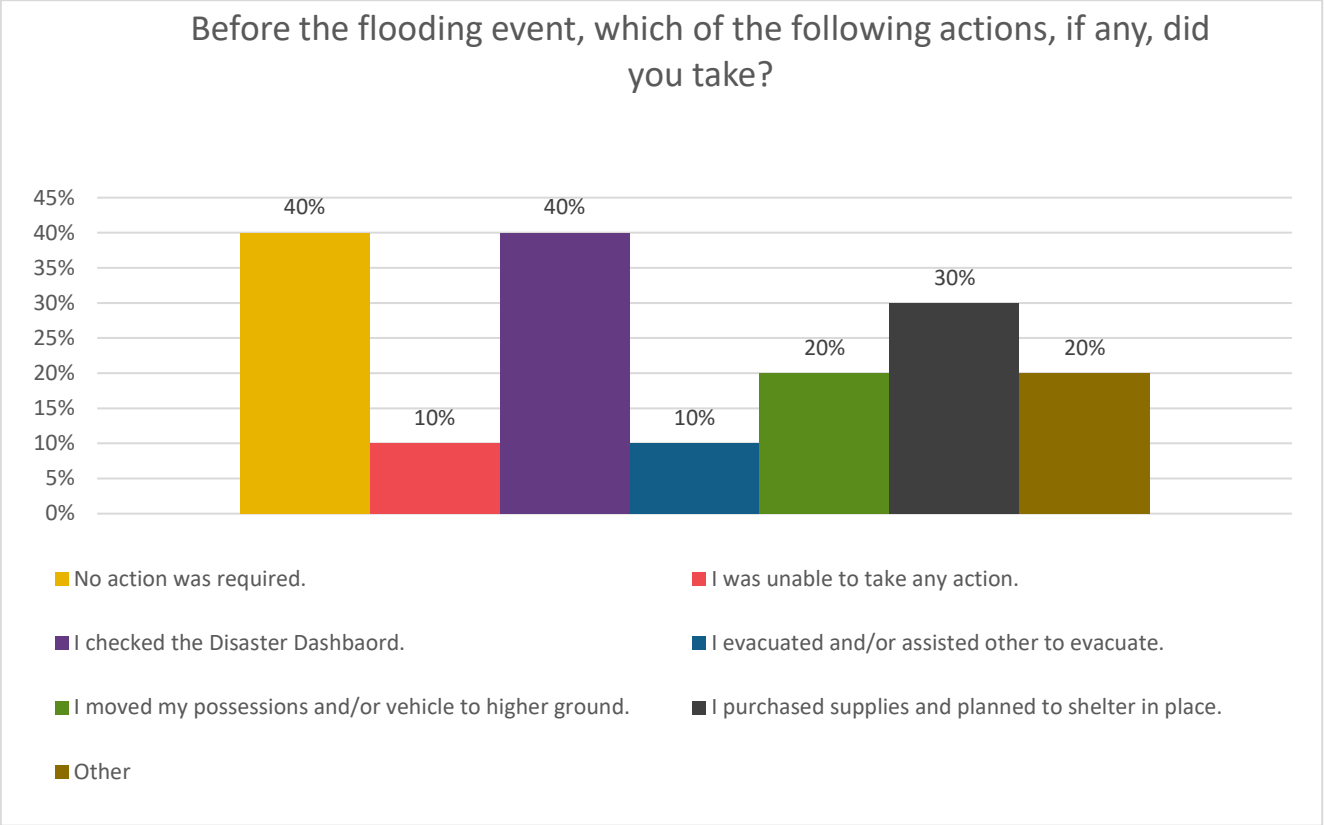


Graph based on 10 respondents.

Q: Before the flooding event, which of the following actions, if any, did you take?

Of the 10 respondents who answered this question, the most common actions taken before the flooding event were checking the Ipswich Disaster Dashboard and taking no action, each reported by four respondents (40%). Three respondents (30%) purchased supplies and planned to shelter in place, while two respondents (20%) moved their possessions and/or vehicles to higher ground.

Respondents were able to select more than one option.



Graph based on 10 respondents.

Q: What, if anything, made it difficult to take action during the flood?

The table below outlines the key themes identified from the 10 respondents describing the factors that made it difficult for residents to take action during the flood.

Theme	Summary of Issues Reported
Evacuation planning and strategy	5 of 10 respondents (40%) highlighted evacuation planning needs, such as notifications, road access, and timing of closures. These emphasise proactive communication and planning for when bridges or roads are cut off.
Critical infrastructure	3 of 10 respondents (30%) raised infrastructure concerns, including access to the township during flooding events, isolation due to limited infrastructure and roads being cut and lengthy delays in reparative works. These highlight vulnerabilities in transport, roads and services.
Environmental considerations	3 of 10 respondents (30%) described environmental dynamics, focusing on the speed of rising water and unpredictability of creek levels. These underline the need for better forecasting and environmental monitoring systems.
Community support and social cohesion	3 of 10 respondents (30%) on social/community aspects, such as concerns for their fellow community members being impacted or isolated, and the lack of flood risk awareness on social media. These point to the importance of coordinated community support and managing social impacts.

Based on 10 respondents

Q: Is there anything you would do differently if another flood occurred?

The following table summarises the key themes identified from the 10 respondents regarding what residents would do differently if another flood occurred.

Theme	Summary of Issues Reported
No change required	8 of 10 respondents (80%) indicated satisfaction with current measures or felt no further action was needed, however 1 respondents indicated concern for new residents moving to the township who do not possess local knowledge of the flooding impacts to the area. These responses indicate that most individuals believe their personal plans were effective or that no further improvements are necessary.
Evacuation planning and strategy	2 of 10 respondents (20%) directly addressed personal evacuation planning, sharing the need to evacuate earlier due to road closures or be better prepared to shelter in place. The feedback highlights risks of reactive planning and the importance of individual preparedness plans.
Enhance personal preparedness measures	3 of 10 respondents (30%) reflected individual actions or challenges, such as not evacuating earlier, being isolated due to delayed evacuation, an additional water storage pump to assist with redirecting water during clean-up efforst as well as sandbag use. They reveal a clear willingness to prepare, but also barriers like financial expense and access to resources.

Based on 10 respondents

Q: Is there any additional information you would like to share about your experiences during previous flood events in Grandchester?

The following table summarises the key themes identified from the six respondents regarding additional experiences and observations shared about previous flood events in Grandchester.

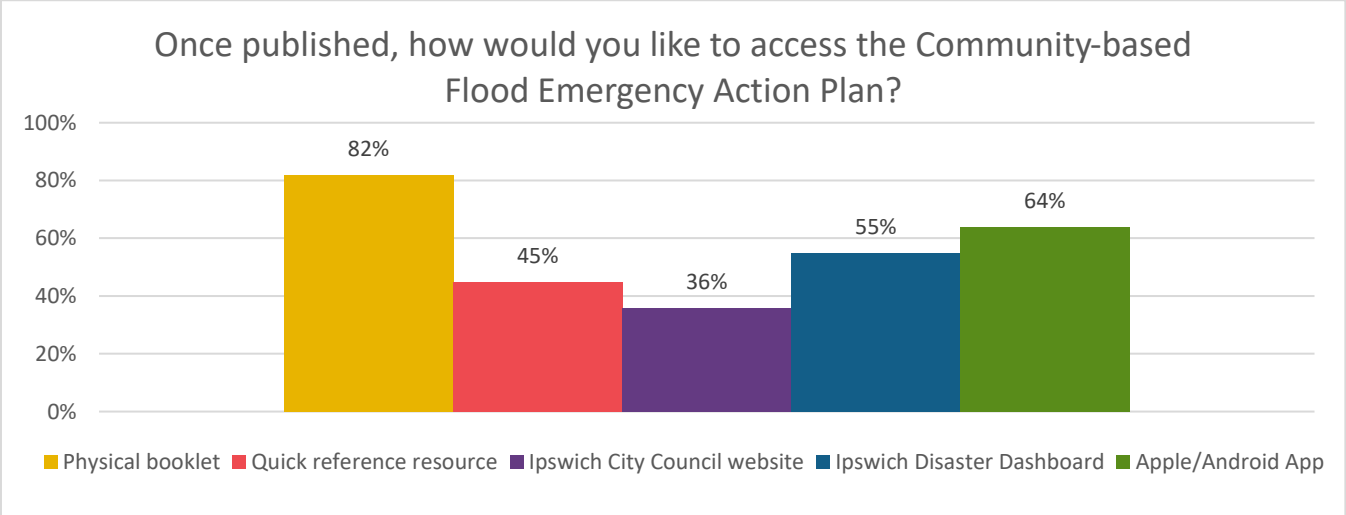
Theme	Summary of Issues Reported
No change required	4 of 6 respondents (67%) indicated satisfaction or no further action needed. These show that some individuals felt their current approach was sufficient.
Evacuation planning and strategy	3 of the 6 respondents (50%) suggested improvements to evacuation logistics, specifically recommending the installation of a flood camera at Grandchester. Another respondent proposed establishing a requirement for prospective property buyers to undertake all relevant searches before purchase. These suggestions reflect broader city-wide planning and regulatory measures rather than actions that individuals can implement themselves.
Critical infrastructure	2 of the 6 respondents (33%) raised concerns about local infrastructure, particularly noting extensive delays in reparative works. Another respondent highlighted the need for a flood camera in Grandchester to enable residents to monitor creek levels and prepare to either shelter in place or evacuate. Additional suggestions included flood-proofing a rail bridge and improving road-closure classifications. Collectively, these comments highlight vulnerabilities in current flood-preparedness infrastructure and the need for targeted improvements.
Enhance personal preparedness measures	1 of the 6 respondents (17%) focused on individual or household preparedness, specifically highlighting the need to better understand when flood impacts would affect their own property. This underscores the importance of accessible, digestible community hazard-risk awareness education to support residents in recognising how flood risks translate to their personal circumstances.

Based on 6 respondents

Q: Once published, how would you like to access the Community-based Flood Emergency Action Plan?

Across the 11 respondents who answered this question, nine respondents (82%) indicated they would like to access the plans by physical booklet, followed by seven respondents (64%) via an Apple/Android app.
Six respondents (55%) would prefer to view the plans on the Ipswich City Council Disaster Dashboard, and a further 29 respondents (55%). Access via the Ipswich City Council website is preferred by four respondents (36%), and quick reference guides for five respondents (45%).

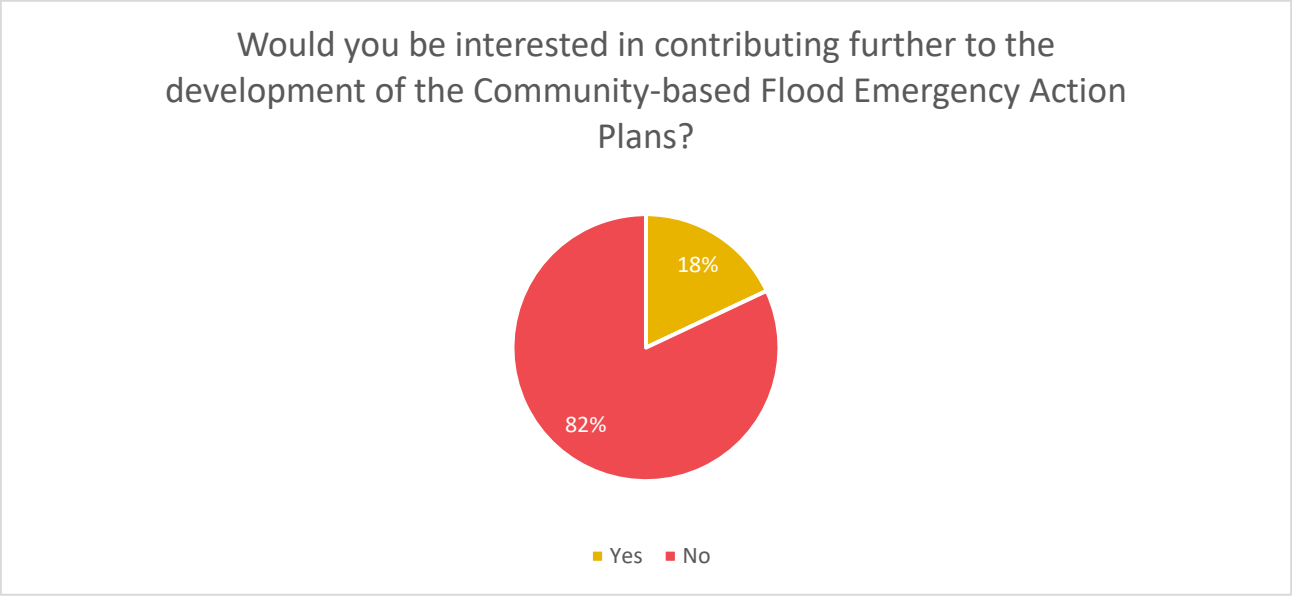
Respondents were able to select more than one option.



Based on 11 respondents

Q: Would you be interested in contributing further to the development of the Community-based Flood Emergency Action Plans??

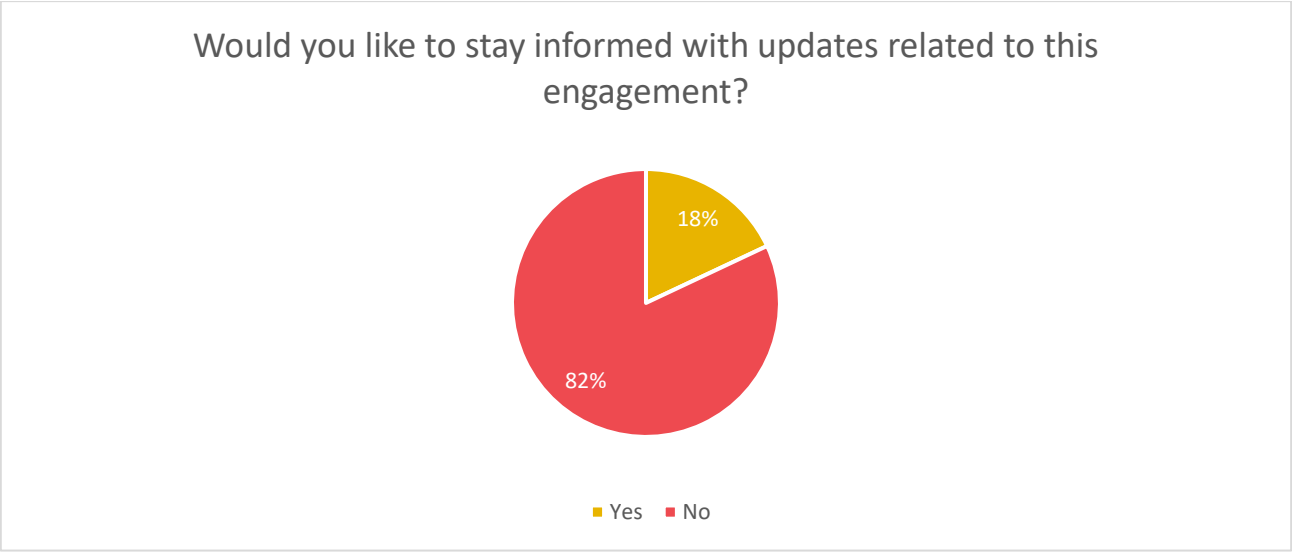
Of the 11 respondents for Grandchester, two respondents (18%) expressed a desire to contribute further to the development of the plans, and nine (82%) indicated they did not.



Graph based on 11 respondents.

Q: Would you like to stay informed with updates related to this engagement??

Of the 11 respondents, two respondents (18%) shared that they would like to stay informed with updates related to the engagement, while nine did not (82%).



Graph based on 11 respondents.

FINDINGS

Community connection and lived experience

Most respondents had strong ties to Grandchester, with five of the 11 respondents (45%) reporting that they live in the area. Smaller proportions were connected through work (1 respondent, 9%), involvement in local community organisations (3 respondents, 27%), or owning or operating a business in the location (1 respondent, 9%). A further one respondent (9%) reported themselves or a family member attending a local school, suggesting that community ties are primarily residential and community-based rather than commercial or institutional.

Information seeking and understanding of flood risk

Residents relied on a wide mix of information sources during flood events, including the Bureau of Meteorology, council platforms, social media, radio, news, and community networks. While most respondents felt confident in accessing and understanding information, technical aspects, particularly water level gauges, were a key challenge.

Confidence was mixed when respondents were asked which water level gauge applies to Grandchester. No respondents strongly agreed, while five respondents (50%) agreed, four (40%) were neutral, and one (10%) disagreed, indicating uncertainty about the correct gauge.

Flood impacts experienced

Grandchester respondents reported a range of flood impacts, though these were generally less severe than in more urbanised areas. The most common experience was evacuation or assisting others to evacuate (5 respondents, 50%). Other impacts included water entering yards (20%), water entering homes (10%), and disruptions caused by road closures and isolation. Additional experiences included being unable to return home, supporting emergency response efforts, and challenges associated with rural isolation when creeks rise quickly and cut access routes.

Preparedness actions taken

Preparedness levels varied across households. Strong agreement (20%) and agreement (60%) that respondents had an emergency plan were common, while 20% were neutral. Emergency kits were less common, with 60% agreeing they had one, 20% neutral, and 20% disagreeing.

Despite these gaps, most respondents felt confident in knowing what actions to take before, during, and after a flood, with 30% strongly agreeing and 60% agreeing.

Barriers to taking action

Respondents identified several challenges that made it difficult to act during flooding. Common issues included uncertainty about when to evacuate, difficulty interpreting alerts, and challenges in locating reliable, real-time information about creek levels. Infrastructure limitations, particularly road closures, slow repair times, and limited access routes, were prominent barriers.

What residents would do differently?

Many respondents indicated they would refine their preparedness by improving evacuation planning, acting earlier when roads are likely to be cut, or enhancing their understanding of flood information. Others highlighted the need for better infrastructure, including flood cameras, improved road closure classifications, and more reliable monitoring systems. Several respondents described personal preparedness challenges, such as delayed evacuation, difficulty monitoring conditions in real time, or the financial burden of protective equipment.

Additional experiences and observations
Respondents emphasised the need for clearer evacuation triggers, improved communication, and more accessible technical information. Infrastructure concerns were common, including frustrations with lengthy delays in road repairs, limited access routes, and the need for targeted mitigation works such as flood-proofing bridges or installing flood cameras.

Ongoing Engagement
The responses indicate low engagement, with only a small minority interested in contributing further or staying informed, suggesting that most residents prefer minimal involvement and may be more focused on receiving clear, accessible information rather than ongoing participation.

Access Preferences
Residents show a strong preference for physical materials, with the booklet being the most selected option, while digital access methods such as the app and Disaster Dashboard also hold steady interest, highlighting the need for both traditional and digital formats to ensure accessibility.

Communication Expectations
The limited desire for updates suggests that communication for this community should be simple, concise, and easy to access when needed, rather than frequent or highly interactive, supporting a more passive information-delivery approach.

Overall interpretation
The findings show a community that is experienced, engaged, and generally confident in its understanding of flood risk. However, residents' ability to act is shaped by external constraints, particularly infrastructure reliability, communication clarity, and the technical complexity of interpreting water level gauges. Strengthening real-time information, improving gauge interpretation guidance, addressing environmental and infrastructure vulnerabilities, and supporting households, especially newer residents, with tailored preparedness resources would significantly enhance community resilience in Grandchester.

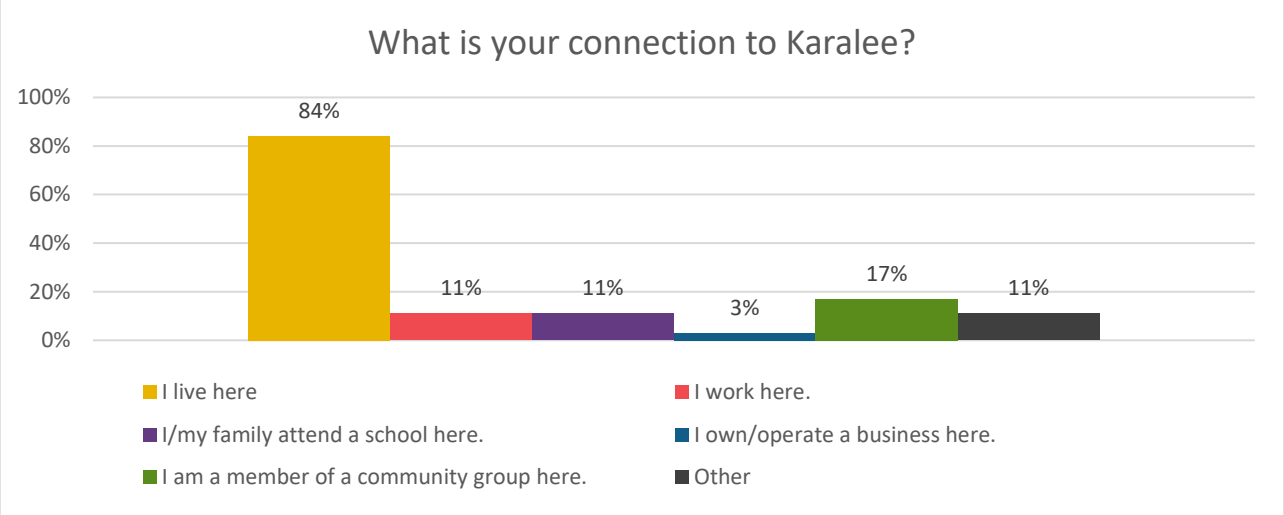
Karalee

KARALEE

Q: What is your connection to Karalee?

Of the 64 respondents who indicated a connection to Karalee, 56 respondents (84%) reported that they live in the area, while seven respondents (11%) stated that they work in Karalee. A further seven respondents (11%) indicated that they or a family member attends a local school, and two respondents (3%) reported that they own or operate a business in the location. In addition, 11 respondents (17%) identified as members of a local community group.

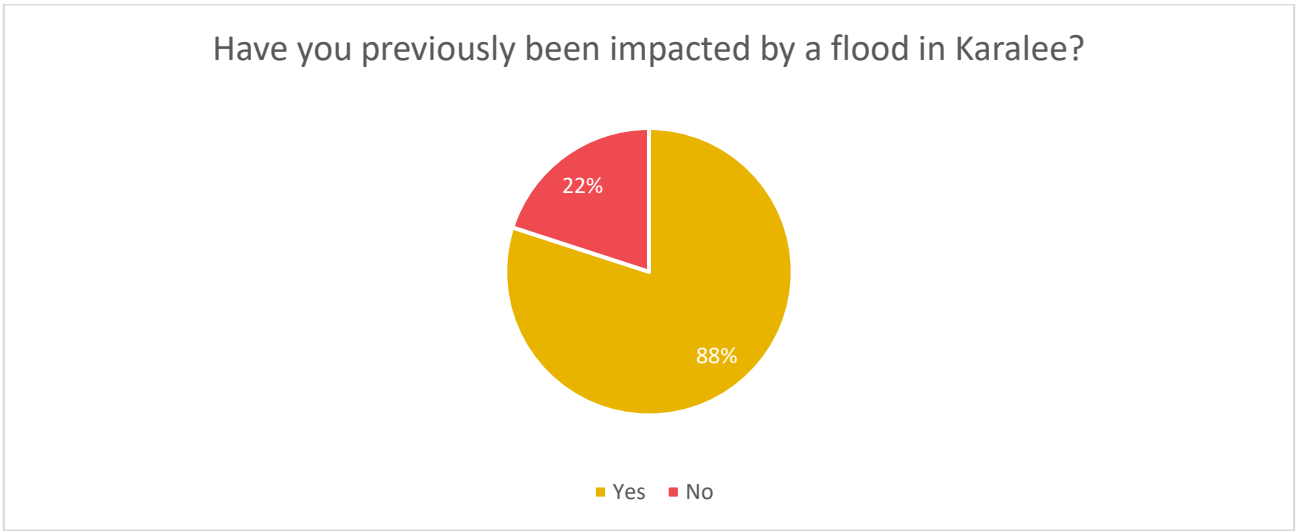
Respondents were able to select more than one option.



Graph based on 64 respondents.

Q: Have you previously been impacted by a flood in Karalee?

Of the 64 respondents for Karalee, 56 reported that they had previously been impacted by a flood in Karalee (88%), while eight indicated they had not (22%).



Graph based on 64 respondents.

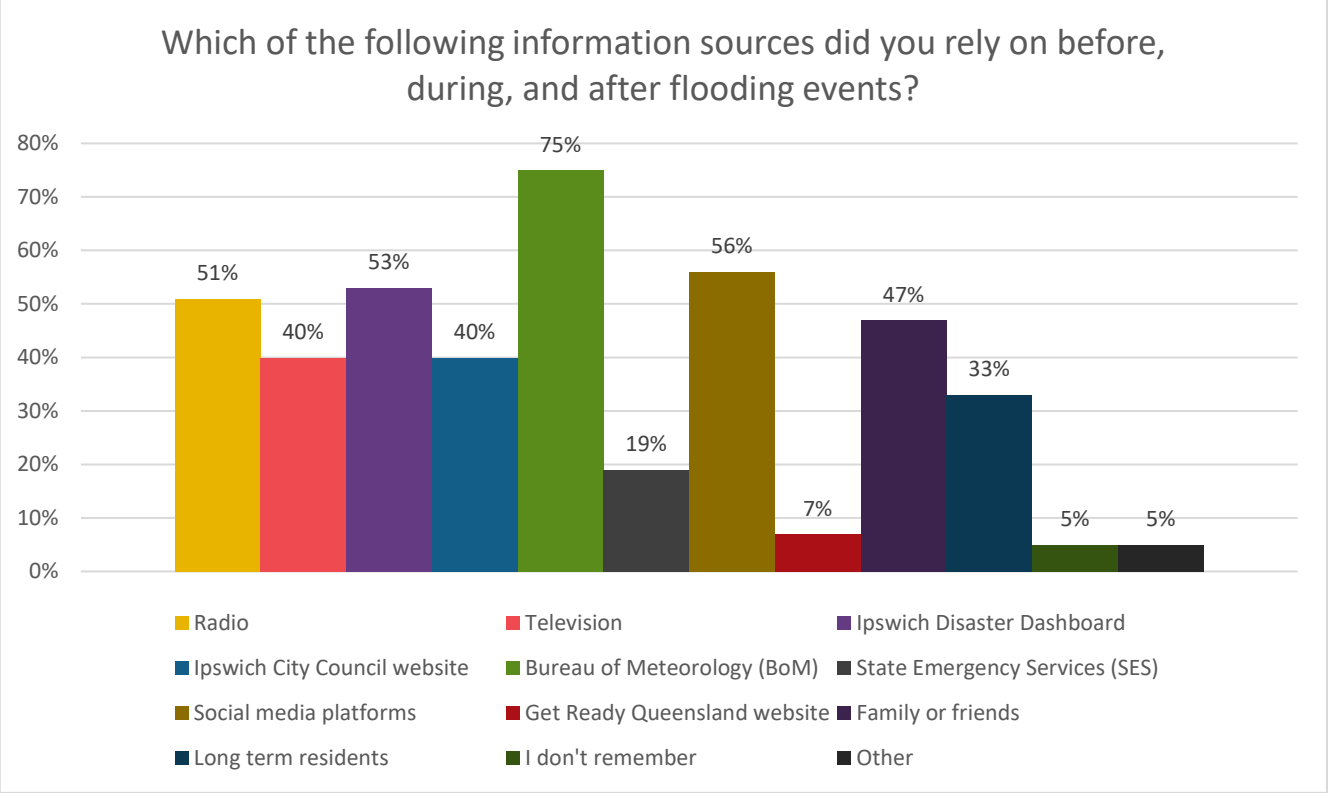
Q: Which of the following information sources did you rely on before, during, and after flooding events?

Of the 57 respondents who answered this question, the Bureau of Meteorology was the most commonly used information source, relied on by 43 respondents (75%).

Traditional media continued to play a meaningful role, with 29 respondents (51%) using radio and 23 respondents (40%) using television to stay informed during the flood event.

Additional comments highlighted the use of family members working for the council, personal recollections from the 1974 floods that informed early anticipation of the 2011 event, and information shared by the team at the local school hall.

Respondents could select more than one option.



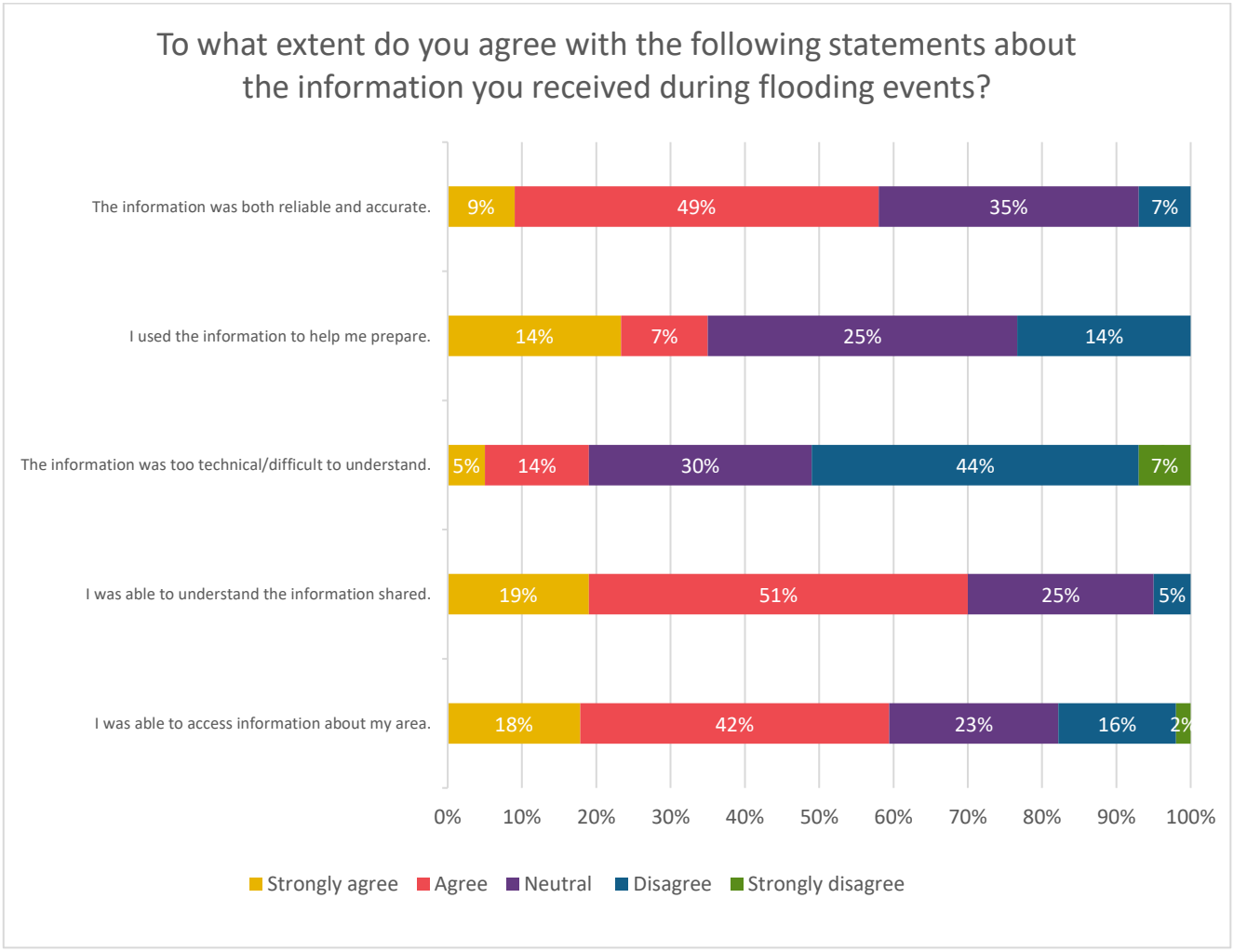
Graph based on 57 respondents.

Q: To what extent do you agree with the following statements about the information you received during flooding events?

Across the 57 respondents who answered this question, most reported generally positive experiences with the information they received during flooding events.

Highlights included:

- 49% of respondents agreeing they were able to access information about their area
- 7% of respondents agreeing that they could understand the information shared
- 14% of respondents agreeing that information was too technical or difficult to understand
- 51% of respondents agreeing that they used the information to help them prepare
- 42% of respondents agreeing that the information was both reliable and accurate.



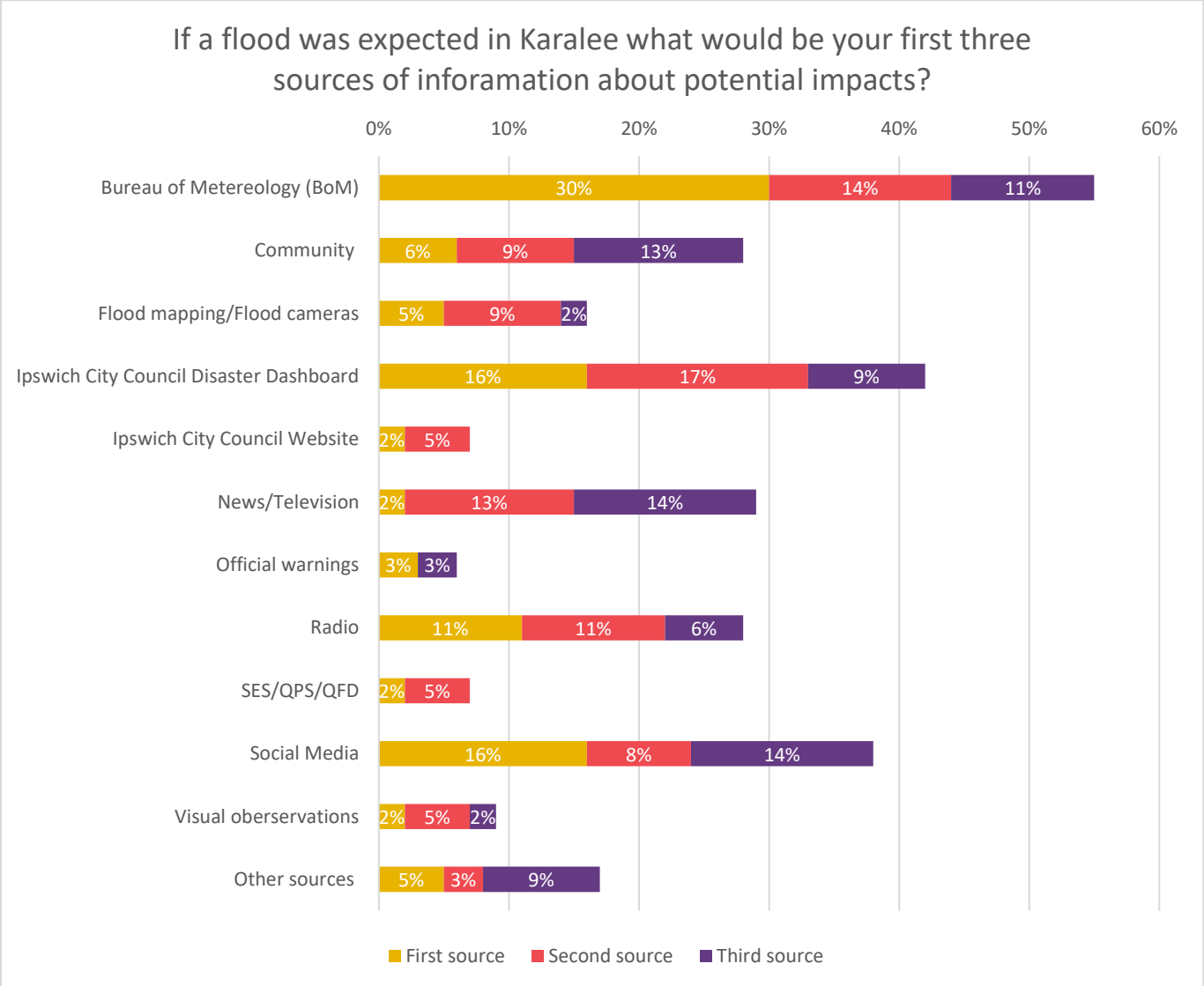
Graph based on 57 respondents.

Q: If a flood was expected in Karalee, what would be your first three sources of information about potential impacts?

Across the respondents who answered this question, the Bureau of Meteorology emerged as the most frequently selected source across the three preference rankings. It was chosen by 19 respondents (30%) as their first preference, making it the dominant initial source of flood information.

Second-preference selections were more evenly distributed across a range of sources. However, the Ipswich City Council Disaster Dashboard was the most frequently selected second preference, chosen by 11 respondents (17%).

For third preferences, respondents equally turned to alternative and traditional methods for sourcing information, with News/Television and social media equally mentioned by nine respondents (14%). Community was mentioned by eight respondents (13%), followed by the Bureau of Meteorology for seven respondents (11%).

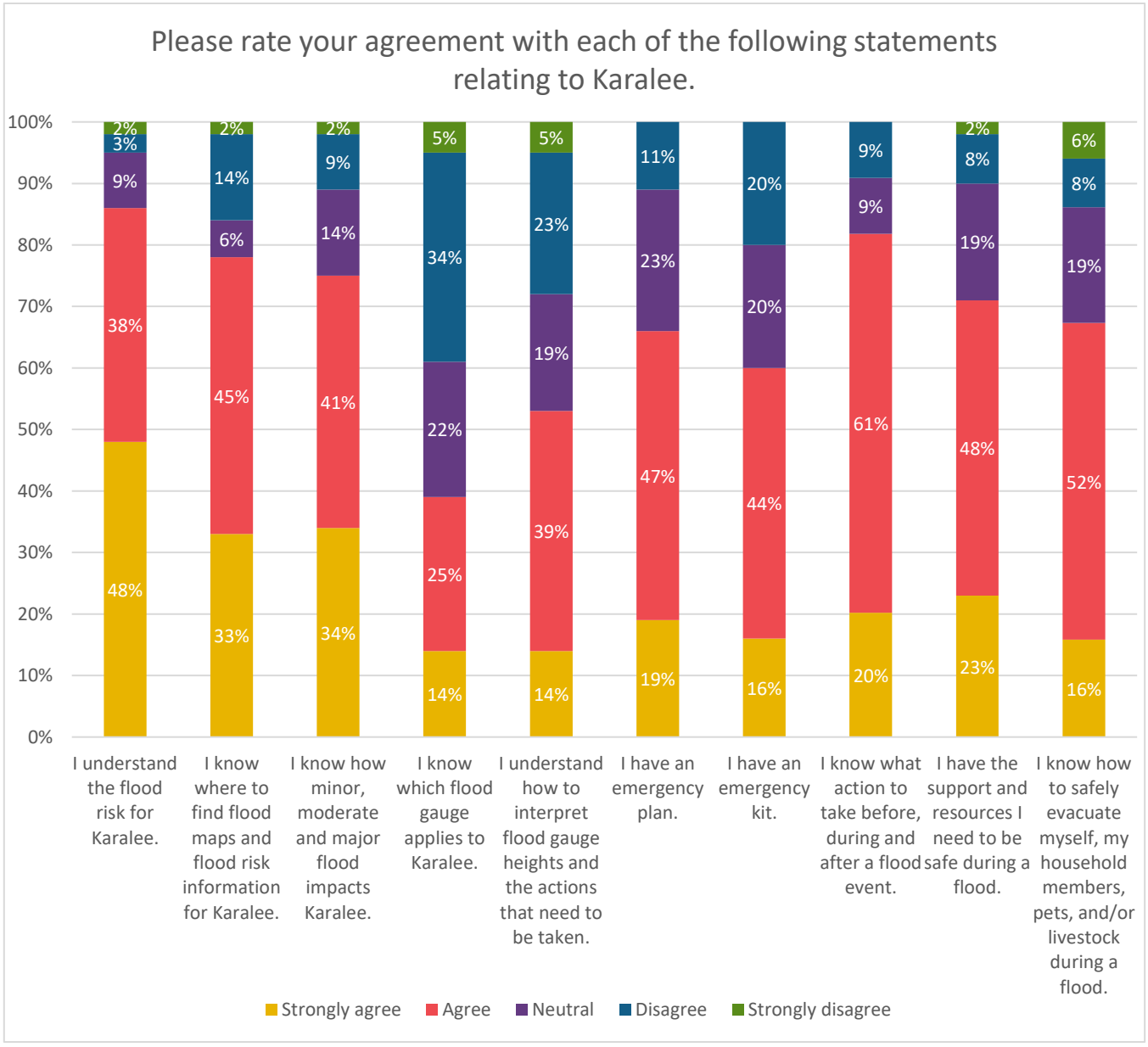


Graph based on 64 respondents.

Q: Please rate your agreement with each of the following statements relating to Karalee.

Of the 64 respondents, most indicated confidence in their understanding of the flood risk for Karalee. Thirty-one respondents (48%) strongly agreed, and 24 respondents (38%) agreed. Six respondents (9%) were neutral, while two respondents (3%) disagreed, and one respondent (2%) strongly disagreed. Other highlights included:

- 33% of respondents strongly agreed that they knew where to find flood maps and flood risk information
- 34% of respondents strongly agreed that they understood the effects of minor, moderate, and major floods in their community
- 24% of respondents disagreed with the proposal that they knew which flood gauge applied to Karalee
- 16% of respondents strongly agreed that they knew how to safely evacuate themselves, their household members, pets, or livestock.



Graph based on 64 respondents.

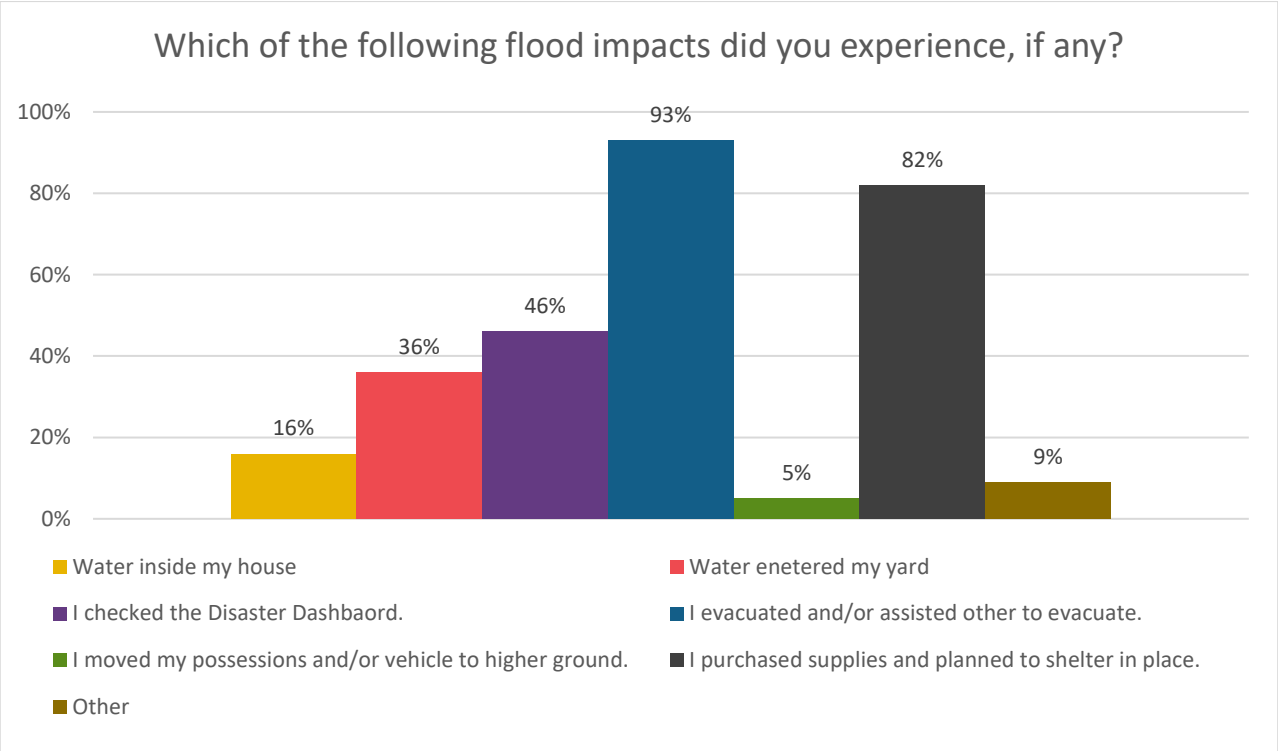
Q: Which of the following flood impacts did you experience, if any?

Across the 56 respondents who answered this question, the most commonly reported experience was evacuation or assisting others to evacuate, selected by 52 respondents (93%). Preparing to remain at home was also widespread, with 46 respondents (82%) purchasing supplies and planning to shelter in place.

Water-related impacts were experienced by a smaller proportion of respondents. Twenty (36%) reported water entering their yard, while 9 respondents (16%) experienced water inside their house.

Additional comments provided under “other” described a range of experiences, including being isolated within Karalee despite properties remaining dry, limited movement due to only small pockets of open roads, previous isolation during the 2011 floods, excessive mould growth and associated health impacts, acting as a refuge for family members, and being effectively cut off from surrounding areas due to multiple road closures, including Junction Road and Summervilles Road.

Respondents were able to select more than one option.

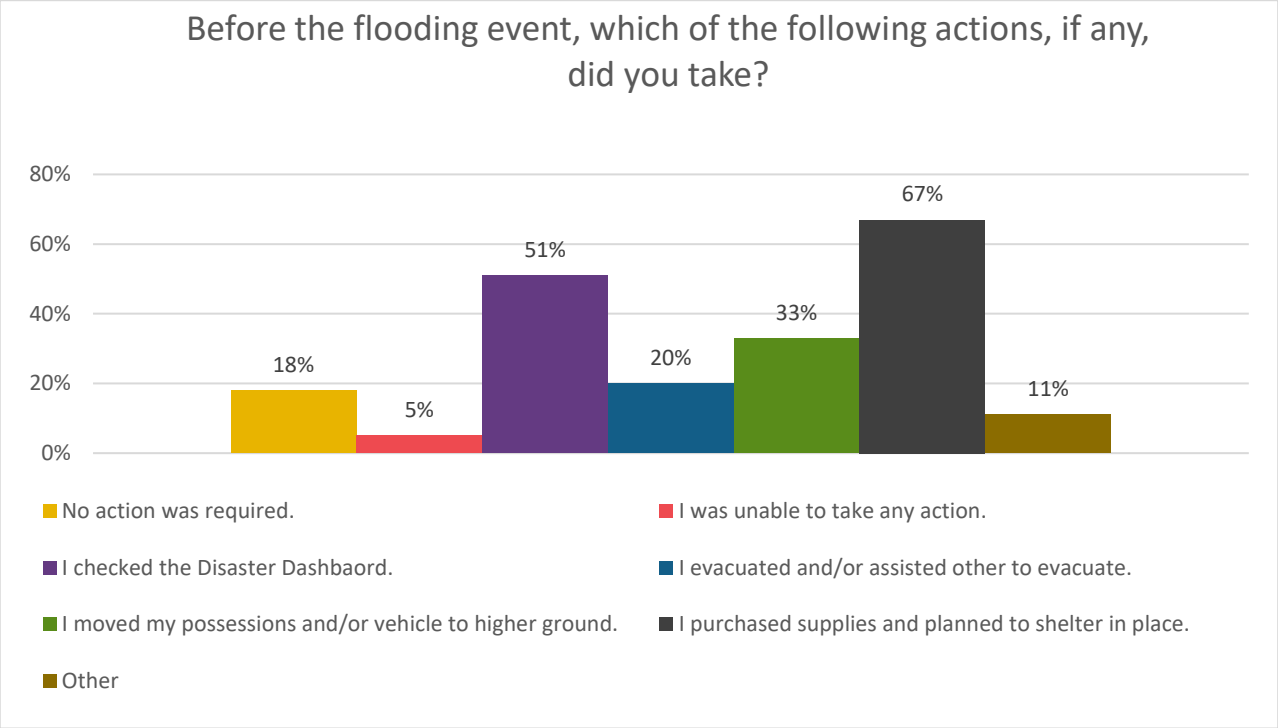


Graph based on 56 respondents.

Q: Before the flooding event, which of the following actions, if any, did you take?

Of the 57 respondents who answered this question, the most common preparedness action taken before the flooding event was purchasing supplies and planning to shelter in place, reported by 38 respondents (67%). Checking the Ipswich Disaster Dashboard was also a frequent behaviour, selected by 29 respondents (51%).

Additional comments described communicating with family members about their plans, assisting neighbours in flood-affected areas to move items, and sharing information within the community.



Graph based on 57 respondents.

Q: What, if anything, made it difficult to take action during the flood?

The table below outlines the key themes identified from the 50 respondents describing the factors that made it difficult for residents to take action during the flood.

Theme	Summary of Issues Reported
Evacuation planning and strategy	36 of the 50 respondents (72%) reported difficulties seeking alternative evacuation and planning considerations for Karalee. Specifically, scarcity of alternate access routes, emergency sheltering considerations and delayed information shared led to congestion created from mass-evacuation via one route.
Critical infrastructure	34 of the 50 respondents (68%) shared a lack of flood cameras for the locations, as well as low-lying roads, and no alternate access routes.
Enhance personal preparedness measures	11 of the 50 respondents (22%) reflected on individual preparedness, highlighting personal challenges such as limited access to shops and the impacts of power outages.
Environmental considerations	2 of the 50 respondents (4%) shared concerns about the increasing developments in the area, and how this impacts the flow of water, leading to flooding in new area/depths.
Communication and Utilities	17 of the 50 respondents (34%) shared comments of the difficulty experienced with no power, communications and limited water supply.
Community support and social cohesion	15 of the 50 respondents (28%) shared a mix of positive and negative sentiments. Many highlighted the helpfulness of the community and the strong willingness of residents to persevere during flood events, while others expressed frustration with "disaster tourists," the illegal use of 4WD vehicles, looting, and similar disruptive behaviour.

Based on 50 respondents

Q: Is there anything you would do differently if another flood occurred?

The following table summarises the key themes identified from the 46 respondents regarding what residents would do differently if another flood occurred.

Theme	Summary of Issues Reported
Evacuation planning and strategy	2 of the 46 respondents (4%) shared that they would act upon emergency advice earlier.
Critical infrastructure	2 of the 26 respondents (4%) shared that they would advocate more for their location in the hope of having additional infrastructure avenues investigated 1 mention of the purchase of a personal camera to monitor rover heights was made
Enhance personal preparedness measures	22 of the 46 respondents (48&) reflected on their previous experience and would purchase supplies earlier, create an emergency kit, and assist others to evacuate/evacuate themselves.
Environmental considerations	3 of the 46 respondents (7%) shared that work would be performed on private property to assist with water flow over the land.
Communication and Utilities	10 of the 46 respondents (22%) shared that they would purchase generators to ensure that they continued to maintain an electricity supply at their premises. 1 mention of assisting others as a qualified tradesperson was made.
Community support and social cohesion	9 of the 46 respondents (20%) reflected on their actions and shared that they would assist members of their community more; some took the opportunity to call out the good work of others during previous floods.
No change required	15 of the 46 respondents (33%) indicated that they would make no changes should another flood occur.

Based on 46 respondents

Q: Is there any additional information you would like to share about your experiences during previous flood events in Karalee?

The following table summarises the key themes identified from the 42 respondents regarding additional experiences and observations shared about previous flood events in Karalee.

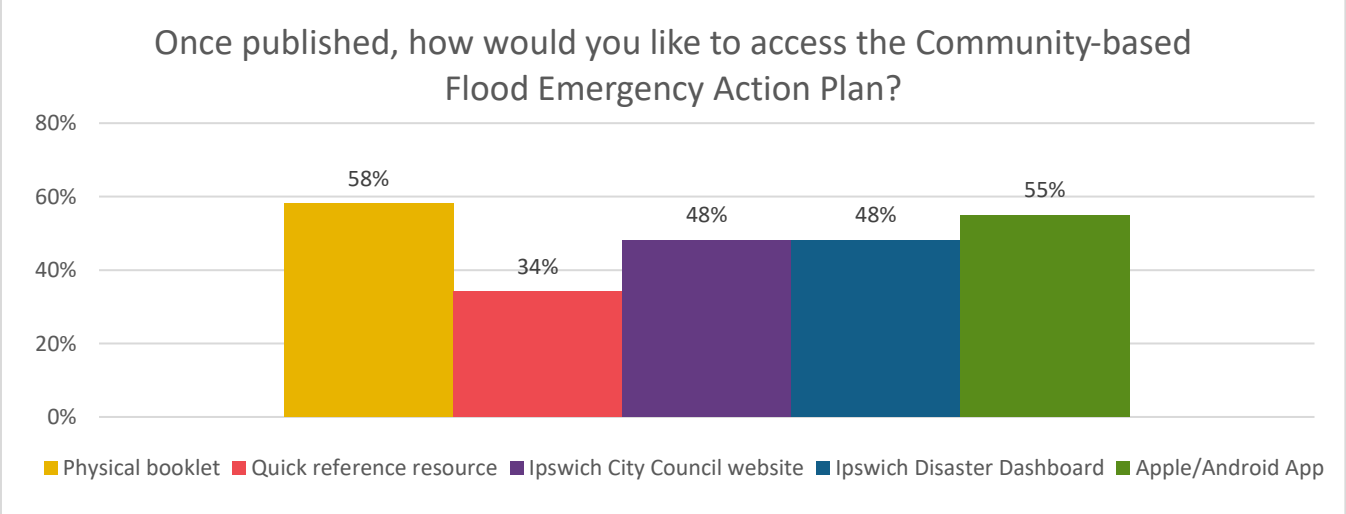
Theme	Summary of Issues Reported
Evacuation planning and strategy	21 of the 42 respondents (50%) call for better emergency evacuation planning for Karalee. Specifically mentioning alternate access routes, emergency sheltering options and the involvement of the community within the planning.
Critical infrastructure	15 of 42 respondents (36%) mention raising of low-lying roads and bridges, alternate access points and flood monitor devices specifically for Karalee.
Enhance personal preparedness measures	1 of 42 respondents (2%) mentioned the purchase of additional supplies.
Environmental considerations	7 of the 42 respondents (17%) shared concerns about the rapid development of Karalee and the changes in water courses being of concern.
Communication and Utilities	4 of the 42 respondents (10%) expressed the desire for earlier warning to allow sufficient time to conduct mass-evacuations and the extensive delays experienced with electricity suppliers.
Community support and social cohesion	12 of 42 respondents (31%) shared strong community cohesion, in which pockets of the location although felt missed by official channels, assisted each other. Specifically mentions others operating personal boats to assist the community in gaining supplies and urgent medical attention. Additionally, frustration was felt with officials either surveying damaged properties or the Mud Army were felt as intrusive and unnecessary.
No change required	9 of the 42 respondents (21%) had nothing further to share.

Based on 42 respondents

Q: Once published, how would you like to access the Community-based Flood Emergency Action Plan?

Across the 64 respondents who answered this question, 37 respondents (58%) indicated they would like to access the plans by physical booklet, followed by 35 respondents (55%) via an Apple/Android app. Equally, 31 respondents (48%) would prefer to view the plans on the Ipswich City Council Disaster Dashboard and via the Ipswich City Council website. A further 22 respondents (34%) prefer quick reference guides.

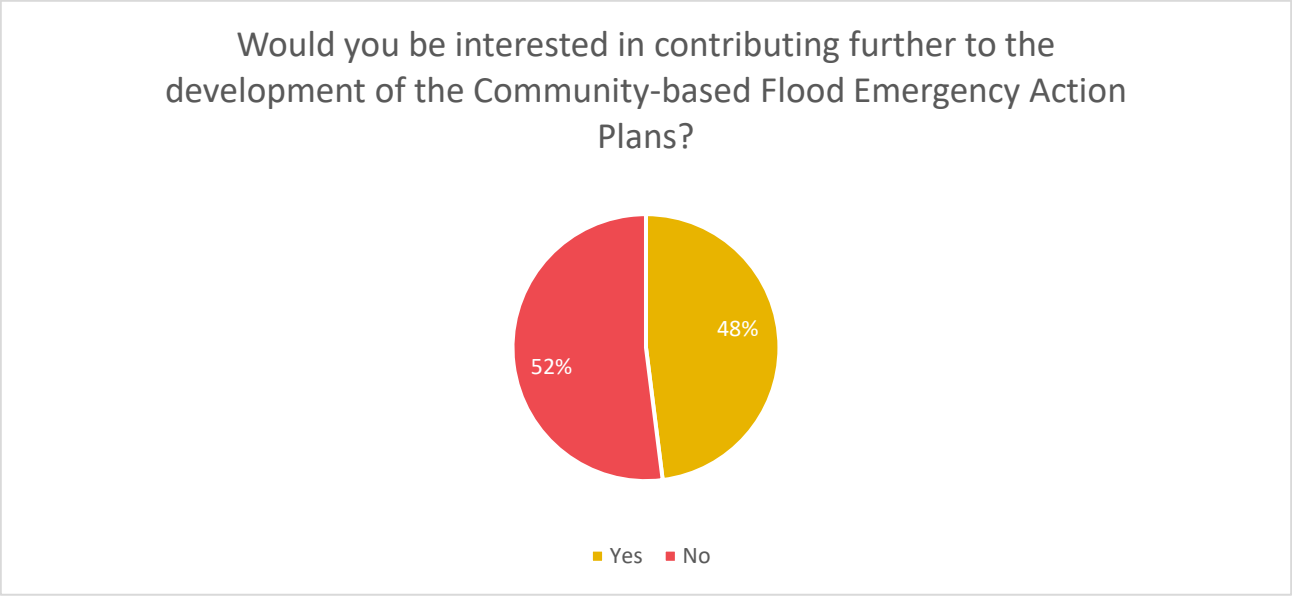
Respondents were able to select more than one option.



Based on 64 respondents

Q: Would you be interested in contributing further to the development of the Community-based Flood Emergency Action Plans??

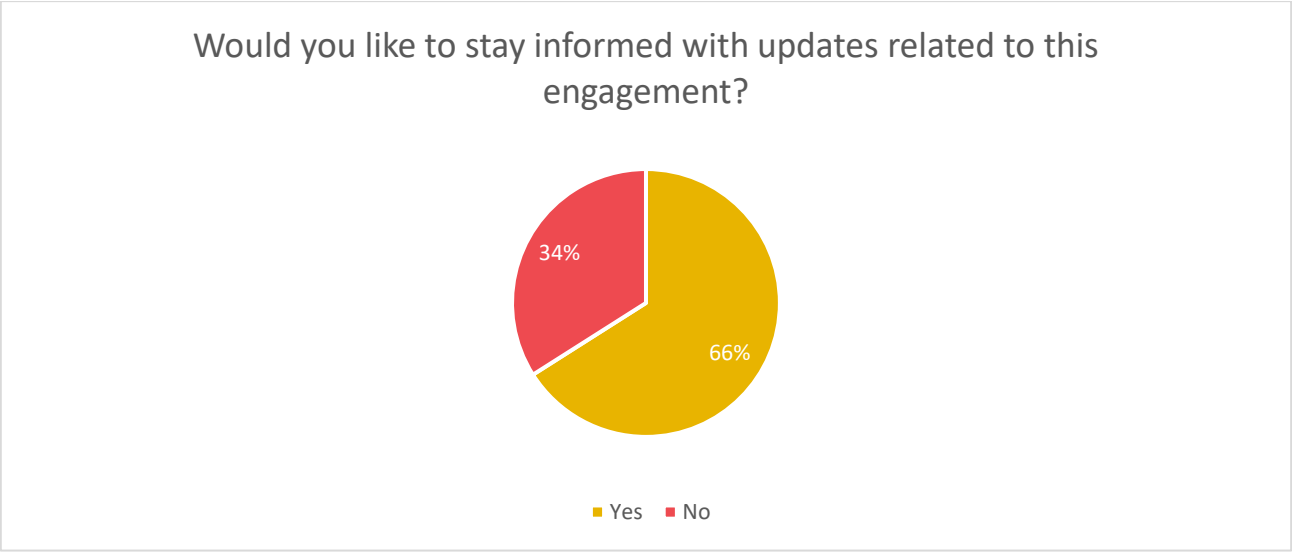
Of the 64 respondents for Karalee, 31 respondents (48%) expressed a desire to contribute further to the development of the plans, 32 (52%) indicated they did not.



Graph based on 64 respondents.

Q: Would you like to stay informed with updates related to this engagement??

Of the 64 respondents,42 respondents (66%) shared that they would like to stay informed with updates related to the engagement, while 22 did not (34%).



Graph based on 64 respondents.

FINDINGS

Community connection and lived experience
Of the 64 respondents who indicated a connection to Karalee, most reported strong ties to the location. Fifty-six respondents (84%) live in the area, while seven respondents (11%) work locally. A further seven respondents (11%) indicated that they or a family member attends a local school, and two respondents (3%) reported owning or operating a business in Karalee.

Information seeking and understanding of flood risk
Residents relied on a wide mix of information sources during flood events, including the Bureau of Meteorology, council platforms, social media, radio, television, and community networks. The Bureau of Meteorology was the most commonly used source (75%), followed by social media (56%), the Ipswich Disaster Dashboard (53%), and radio (51%). Community-based sources such as family, friends, and long-term residents were also important, reflecting the value of local knowledge.

Most respondents reported positive experiences accessing and understanding flood information. Thirty-five per cent strongly agreed or agreed that information was easy to access, and 70% strongly agreed or agreed that they understood the information provided. Only 19% felt the information was too technical, while the majority were neutral or disagreed. Sixty-one per cent strongly agreed or agreed that the information helped them prepare, and 58% felt it was reliable and accurate.

Flood impacts experienced
Karalee respondents reported a wide range of flood impacts. Evacuation or assisting others to evacuate was the most common experience (93%), followed by preparing to shelter in place (82%). Checking official information sources was also common (46%). Water-related impacts were less frequent, with 36% reporting water entering their yard and 16% reporting water entering their home. Only 5% moved possessions or vehicles to higher ground.

Preparedness actions taken
Before the flooding event, the most common preparedness action was purchasing supplies and planning to shelter in place (67%). Checking the Ipswich Disaster Dashboard was also frequent (51%). One-third of respondents moved possessions or vehicles to higher ground, and 28% evacuated or assisted others to evacuate.

66% percent strongly agreed or agreed that they had an emergency plan, while 60% strongly agreed or agreed that they had an emergency kit. Confidence in knowing what actions to take before, during, and after a flood was high (81% strongly agreed or agreed).

Barriers to taking action
Respondents identified several challenges that made it difficult to act during flooding. 72% reported difficulties with evacuation planning due to limited access routes, emergency sheltering constraints, and delayed information that contributed to congestion during mass evacuations. 68% percent highlighted the lack of flood cameras, low-lying roads, and the absence of alternate access routes. Other barriers included limited access to shops, power outages, rapid development affecting water flow, and challenges associated with losing power, communications, and water supply. Some respondents also expressed frustration with disruptive behaviours such as “disaster tourists,” illegal 4WD use, and looting.

What residents would do differently?
Many respondents indicated they would refine their preparedness by acting earlier on emergency advice, advocating for improved infrastructure, or enhancing their personal readiness. Nearly half (48%) said they would purchase supplies earlier, create an emergency kit, or assist others to evacuate. Others noted they would undertake property works to improve water flow, purchase generators to maintain the electricity supply, or use their trade skills to support others.

Additional experiences and observations
Respondents emphasised the need for clearer evacuation triggers, earlier warnings, and improved communication. Infrastructure concerns were common, including calls for alternate access routes, raised roads and bridges, and flood monitoring devices specific to Karalee. Some expressed concern about rapid development and changes to watercourses. Community cohesion emerged as a strong theme, with residents describing how neighbours supported one another, including using personal boats to access supplies and medical assistance. Others expressed frustration with official presence during recovery, such as property surveys or the Mud Army, which some felt were intrusive.

Ongoing Engagement
The responses show a community with balanced but moderate engagement, with just under half interested in contributing further, while a clear majority still want to stay informed, suggesting residents value awareness even if they prefer limited direct involvement in developing the guides.

Access Preferences
Residents express a strong interest in multiple access methods, with physical booklets and the mobile app leading, and equal support for both the Disaster Dashboard and Council website, indicating that a mix of traditional and digital formats will be important to ensure broad accessibility.

Communication Expectations
Most respondents want ongoing updates, highlighting the importance of maintaining clear, consistent communication to support community confidence and ensure residents feel informed as the planning process continues.

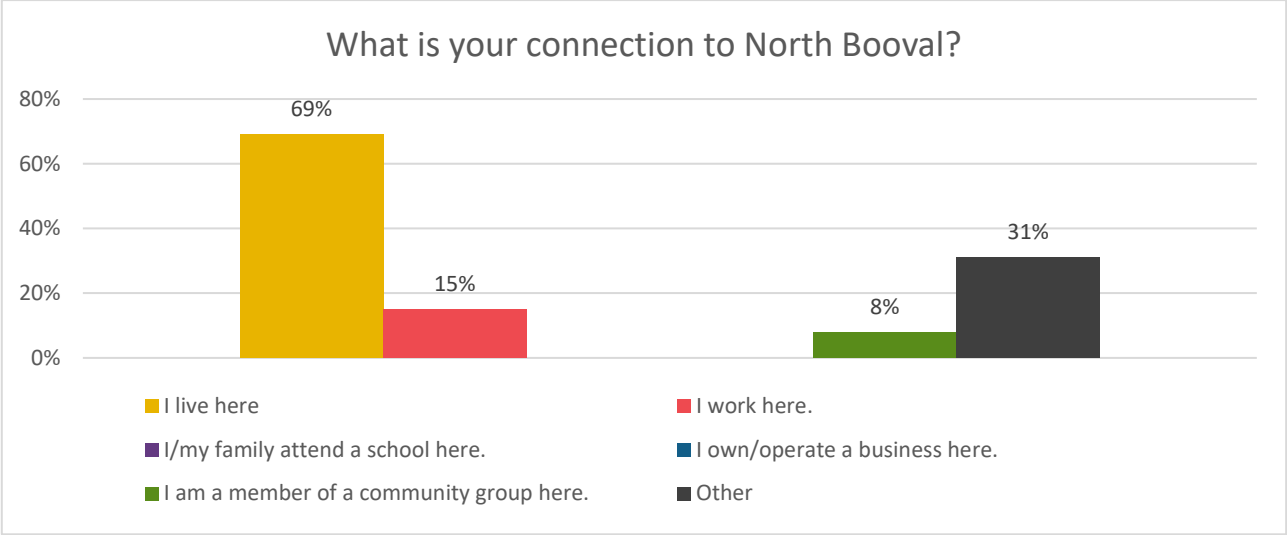
Overall interpretation
The findings show a community that is experienced, engaged, and generally confident in its understanding of flood risk. However, residents' ability to act is shaped by external constraints, particularly limited access routes, infrastructure vulnerabilities, communication delays, and the technical complexity of interpreting water level gauges.

North Booval

NORTH BOOVAL

Q: What is your connection to North Booval?

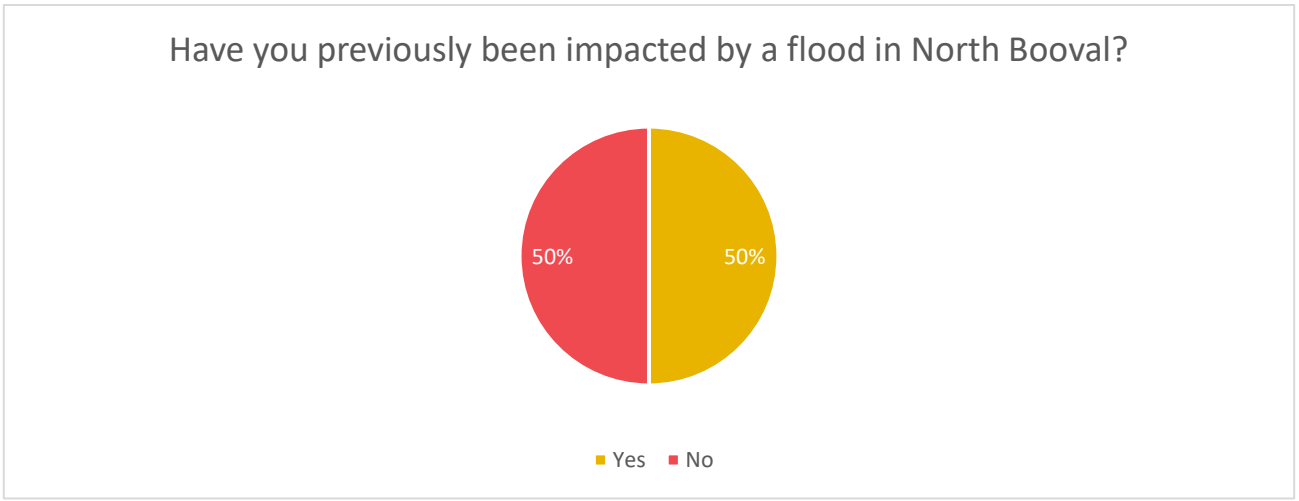
Of the 26 respondents who indicated a connection to North Booval, 18 respondents (69%) reported that they lived in the area, while four respondents (15%) stated that they worked in North Booval. In addition, two respondents (8%) identified as members of a local community group. No respondents shared that they own/operate a business here, nor do they or members of their family attend a school in North Booval.



Graph based on 26 respondents.

Q: Have you previously been impacted by a flood in North Booval?

Of the 26 respondents for North Booval, 13 reported that they had previously been impacted by a flood in North Booval (50%), and equally 13 indicated they had not (50%).



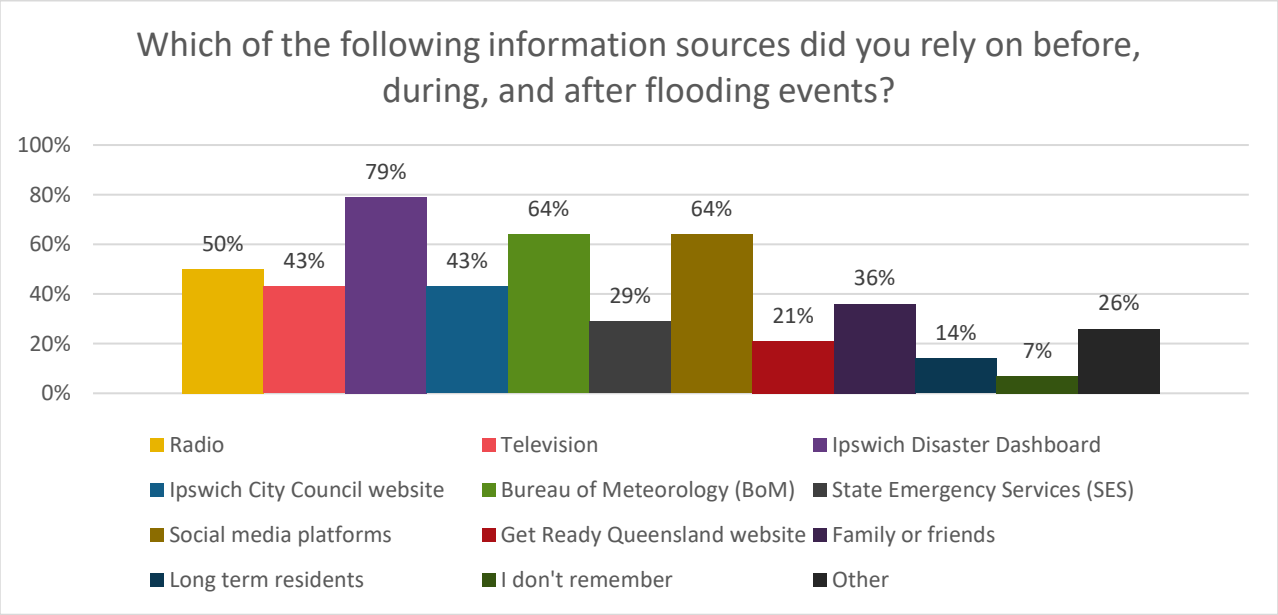
Graph based on 26 respondents.

Q: Which of the following information sources did you rely on before, during, and after flooding events?

Of the 14 respondents, the Bureau of Meteorology was the most commonly used information source, relied on by nine respondents (64%). Council-managed channels were also widely used, with 11 respondents (79%) accessing the Ipswich Disaster Dashboard and six respondents (43%) using the Ipswich City Council website, indicating strong engagement with official local platforms.

Social media was used by nine respondents (64%), reflecting the ongoing importance of online networks and community pages. Community-based sources, such as family or friends, were used by five respondents (36%), while two respondents (14%) sought information from long-term residents.

Respondents were able to select more than one option.



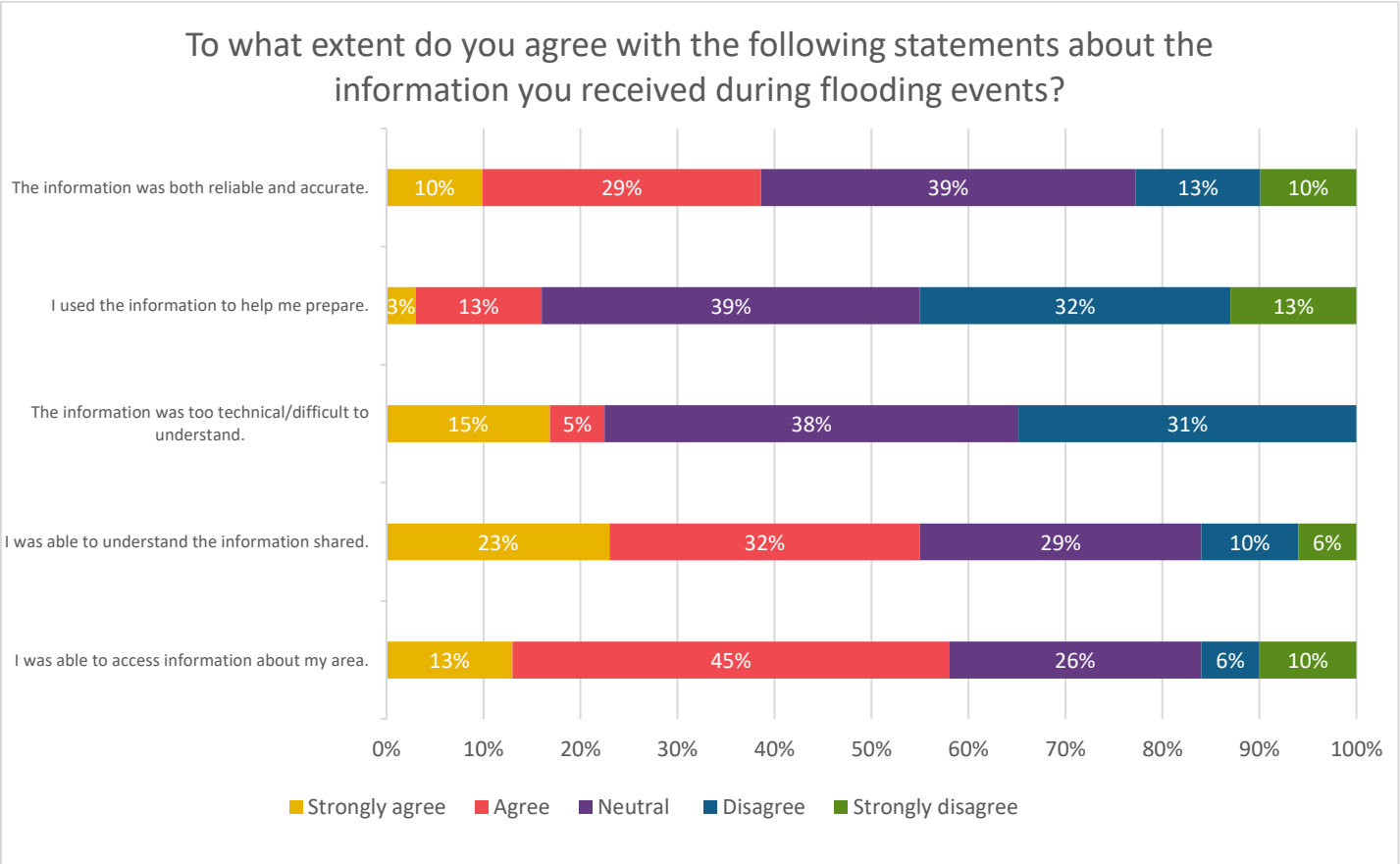
Graph based on 14 respondents.

Q: To what extent do you agree with the following statements about the information you received during flooding events?

Across the 31 respondents who answered this question, most indicated generally positive experiences with the information they received during flooding events,

Highlights included:

- 29% of respondents agreeing they were able to access information about their area
- 13% of respondents agreeing that they could understand the information shared
- 5% of respondents agreeing that information was too technical or difficult to understand
- 32% of respondents agreeing that they used the information to help them prepare
- 45% of respondents agreeing that the information was both reliable and accurate.



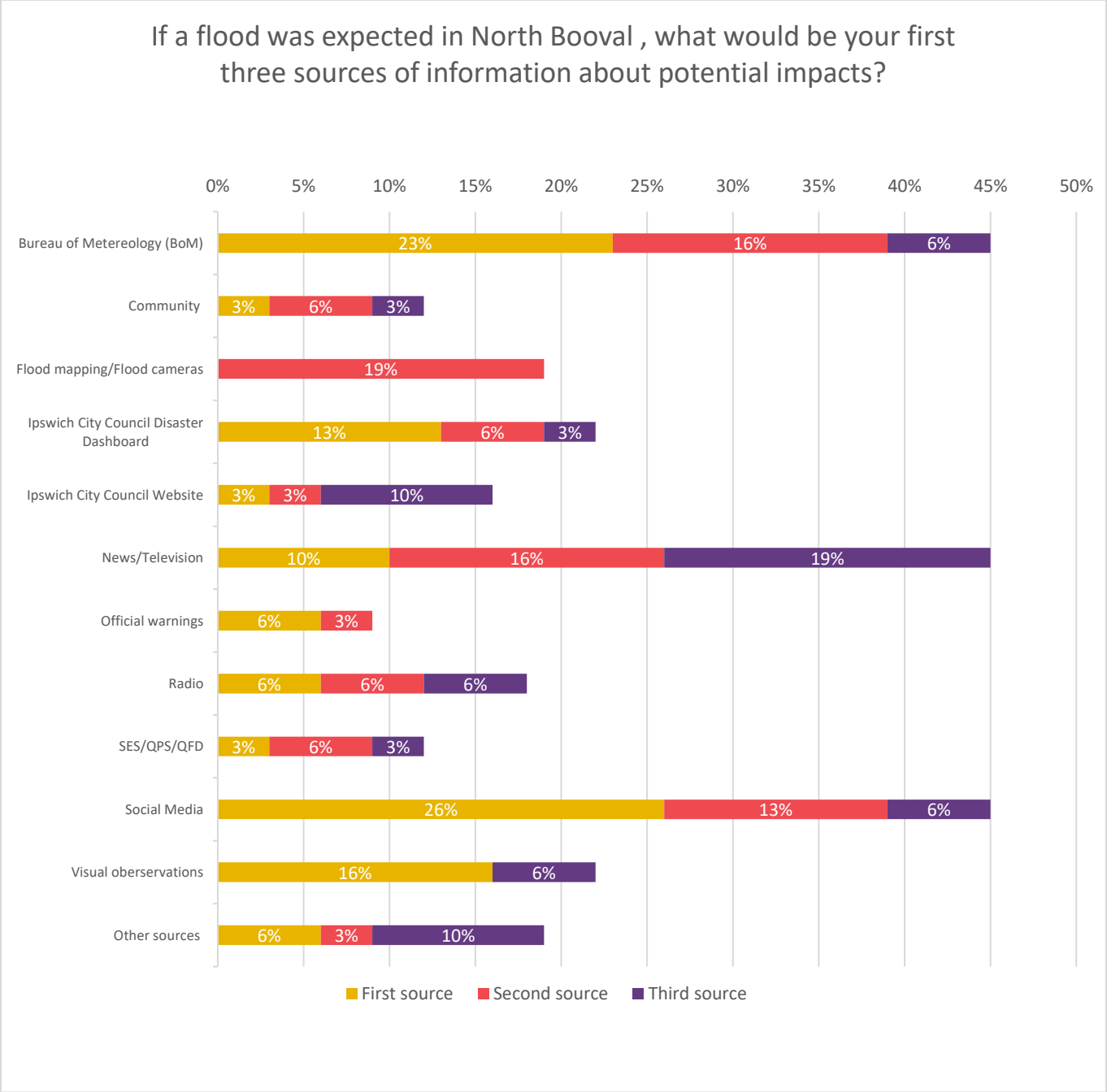
Graph based on 31 respondents.

Q: If a flood was expected in Bundamba, what would be your first three sources of information about potential impacts?

Across the 31 respondents who answered this question, the Bureau of Meteorology was the most frequently selected source across all three preference rankings, with seven respondents (23%) choosing it first, five respondents (16%) second, and two respondents (6%) third.

Second-preference selections were more varied, with six respondents (19%) selecting flood mapping data, five respondents (16%) selecting news/television, five respondents (16%) selecting the Bureau of Meteorology, and four respondents (13%) selecting social media.

For third preferences, six respondents (19%) selected news/television, while three respondents (10%) selected the Ipswich City Council website and three respondents (10%) selected other sources.

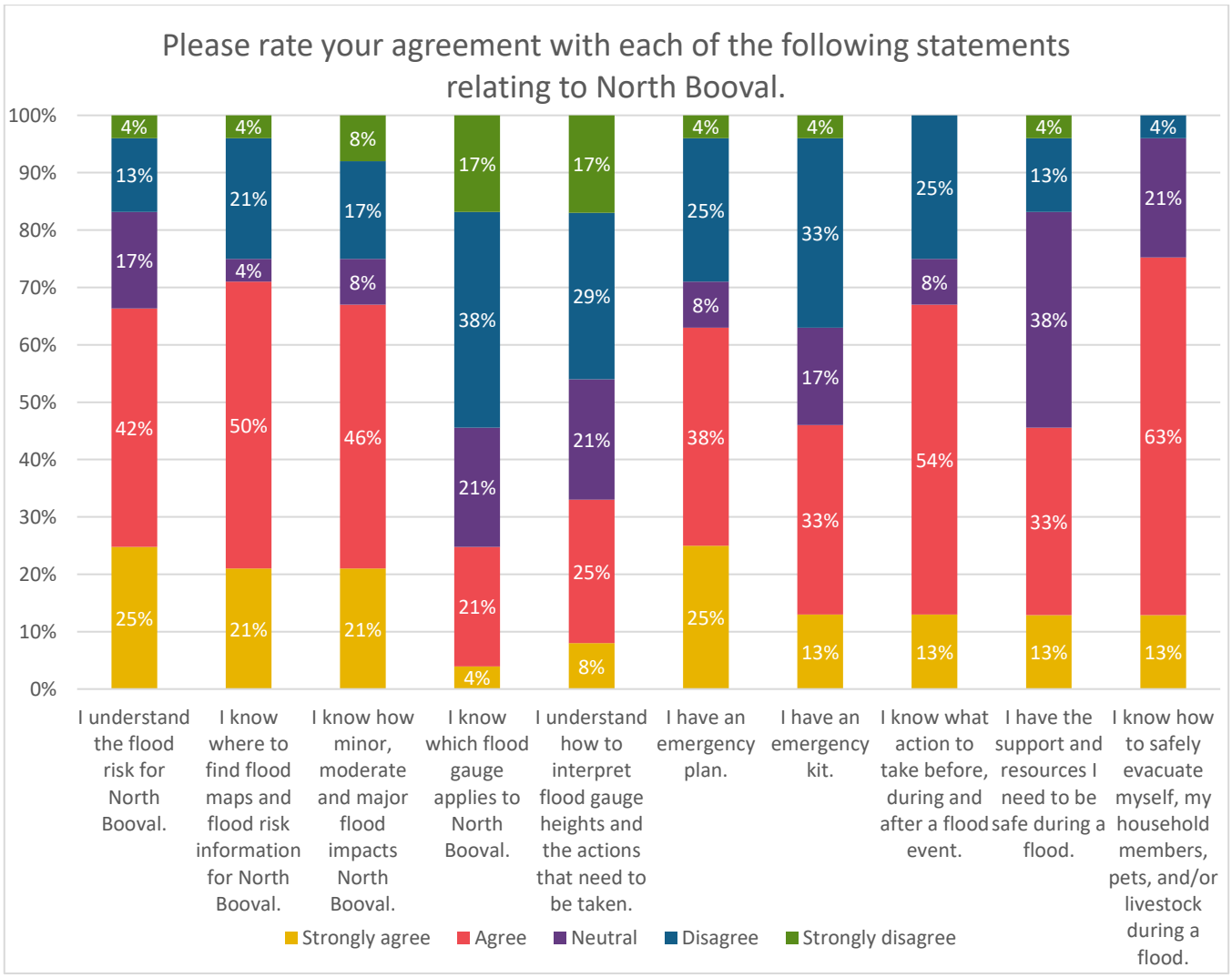


Graph based on 31 respondents.

Q: Please rate your agreement with each of the following statements relating to North Booval.

Of the 24 respondents, most indicated confidence in their understanding of the flood risk for North Booval. Six respondents (25%) strongly agreed, and 10 respondents (42%) agreed. Four respondents (17%) were neutral, while three respondents (13%) disagreed, and one respondent (4%) strongly disagreed. Other highlights included:

- 21% of respondents strongly agreed that they knew where to find flood maps and flood risk information
- 21% of respondents strongly agreed they knew what was meant by minor, moderate, and major flood impacts in their community
- 38% of respondents disagreed that they knew which flood gauge applied to North Booval
- 25% of respondents strongly agreed they had an emergency plan, and nine respondents (38%) agreed.

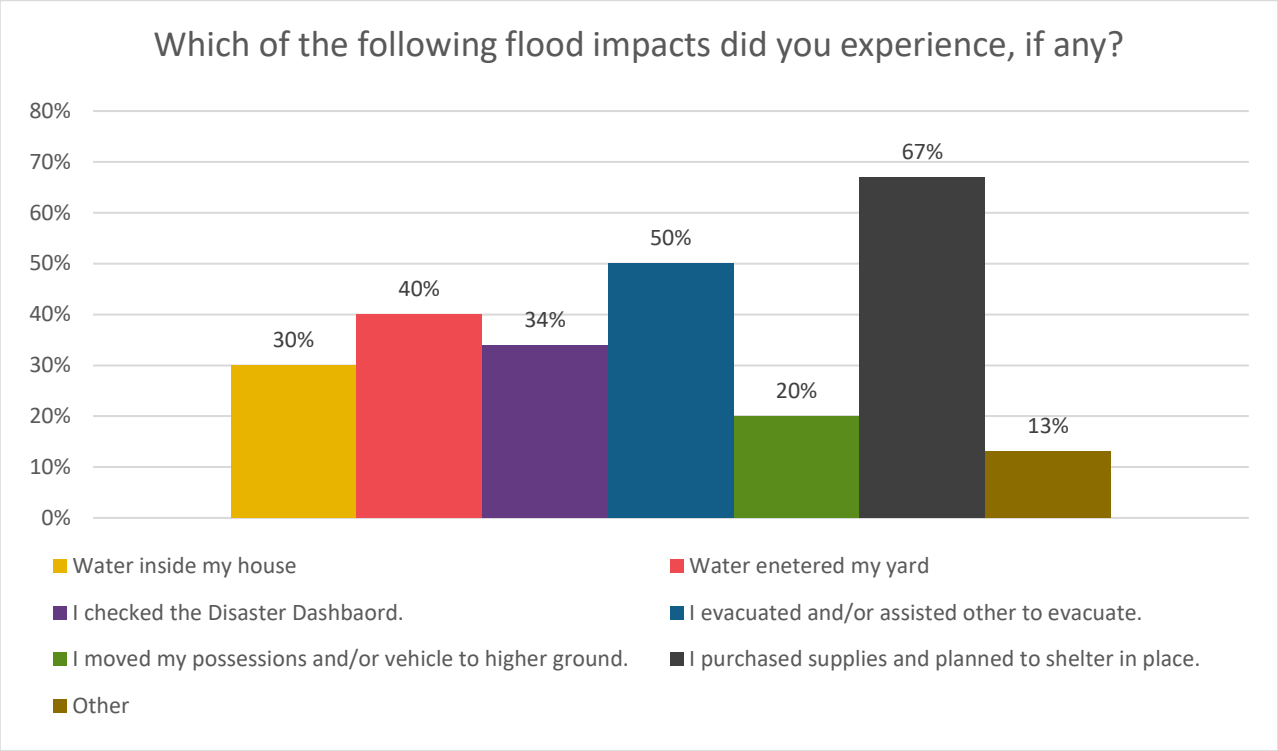


Graph based on 24 respondents.

Q: Which of the following flood impacts did you experience, if any?

Across 30 respondents, the most commonly reported impact was business interruption, reported by 20 respondents (67%). Isolation (unable to get in or out) affected 15 respondents (50%), floodwater inside the house was reported by 12 respondents (40%), and water entering yards was experienced by 10 respondents (34%).

Respondents could select more than one option.



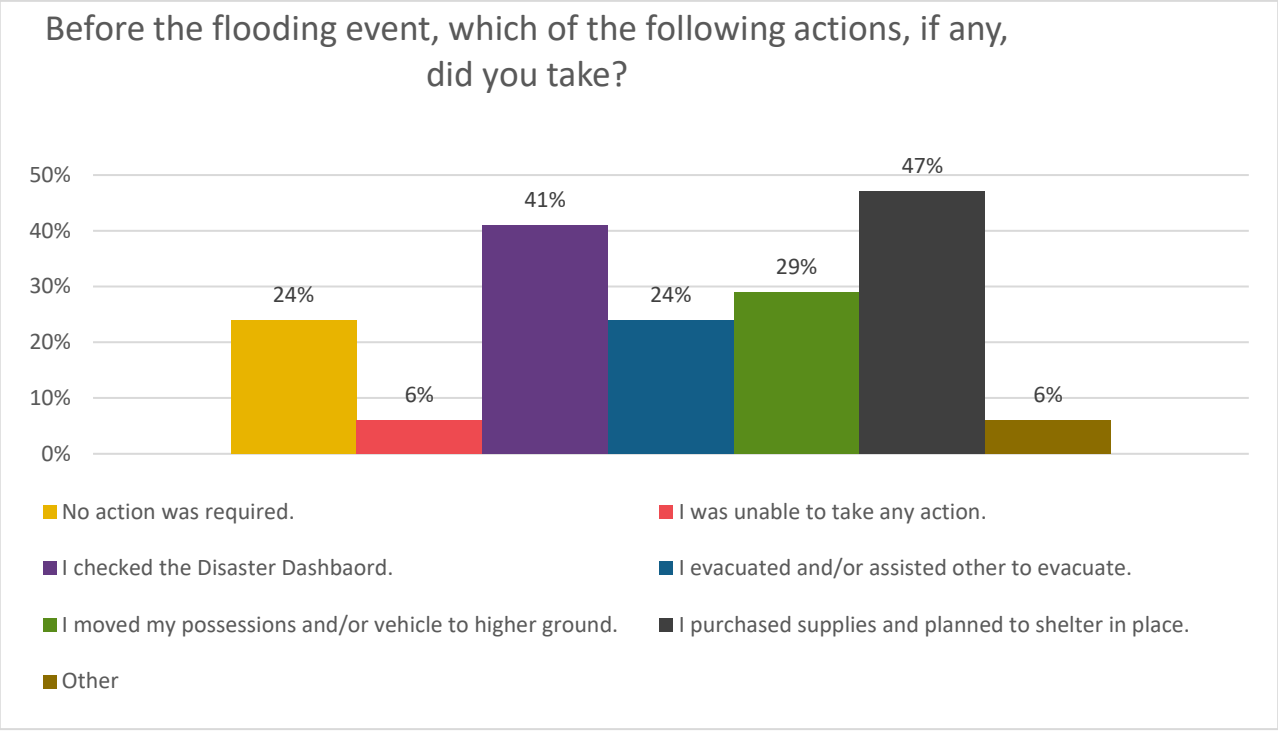
Graph based on 30 respondents.

Q: Before the flooding event, which of the following actions, if any, did you take?

Of the 17 respondents who answered this question, the most common preparedness action taken before the flooding event was purchasing supplies and planning to shelter in place, reported by eight respondents (47%). Checking the Ipswich Disaster Dashboard was also a frequent behaviour, selected by seven respondents (41%).

Additional comments described challenges with late notice and the availability of sandbags, including concerns about sandbag collection points being located far from affected locations. These comments highlight the practical barriers some respondents faced when attempting to prepare for the event.

Respondents were able to select more than one option.



Graph based on 17 respondents.

Q: What, if anything, made it difficult to take action during the flood?

The table below outlines the key themes identified from the 10 respondents describing the factors that made it difficult for residents to take action during the flood.

Theme	Summary of Issues Reported
Evacuation planning and strategy	4 of 10 respondents (40%) highlighted evacuation planning needs, such as notifications, road access, and timing of closures. These emphasise proactive communication and planning for when bridges or roads are cut off.
Critical infrastructure	5 of 10 respondents (50%) raised infrastructure concerns, including bridges, phone reception, electricity, and noisy roads. These highlight vulnerabilities in transport, communications, and utilities.
Enhance personal preparedness measures	3 of 10 respondents (30%) reflected individual preparedness challenges, such as a lack of places to move possessions/pets and staying awake to monitor creek levels. These show the burden placed on individuals when official information is delayed or resources are lacking.
Environmental considerations	3 of 10 respondents (30%) described environmental dynamics, focusing on the speed of rising water and unpredictability of creek levels. These underline the need for better forecasting and environmental monitoring systems.
Communication and Utilities	4 of 10 respondents (40%) raised issues with communication, including lack of phone reception, electricity outages, repetitive news, and delayed BOM updates. This highlights the need for reliable, timely, and clear information systems.
Community support and social cohesion	2 of 10 respondents (20%) touched on social/community aspects, such as noisy behaviour on roads and a lack of places to move possessions/pets. These point to the importance of coordinated community support and managing social impacts.

Based on 10 respondents

Q: What, if anything, made it difficult to take action during the flood?

The following table summarises the key themes identified from the 13 respondents regarding what residents would do differently if another flood occurred.

Theme	Summary of Issues Reported
No change required	5 of 13 respondents (38%) indicated satisfaction with current measures or felt no further action was needed. These responses indicate that some individuals believe their personal plans were effective or that no further improvements are necessary.
Evacuation planning and strategy	4 of 13 respondents (8%) directly addressed evacuation planning, stressing the need for clear, pre-established evacuation points and routes. The feedback highlights risks of reactive planning and the importance of city-wide communication.
Critical infrastructure	3 of 13 respondents (23%) raised infrastructure concerns, focusing on inadequate bridges, communications systems, and power reliability. These highlight vulnerabilities in transport, connectivity, and energy resilience during disasters.
Enhance personal preparedness measures	5 of 13 respondents (38%) reflected individual actions or challenges, such as moving belongings, insurance checks, and sandbag use. They reveal willingness to prepare, but also barriers like physical effort and access to resources.
Environmental considerations	1 of 13 respondents (8%) focused on environmental solutions, suggesting tree planting and improved drainage to mitigate flooding. This shows interest in long-term, nature-based resilience measures.

Based on 13 respondents

Q: Is there any additional information you would like to share about your experiences during previous flood events in Brassall?

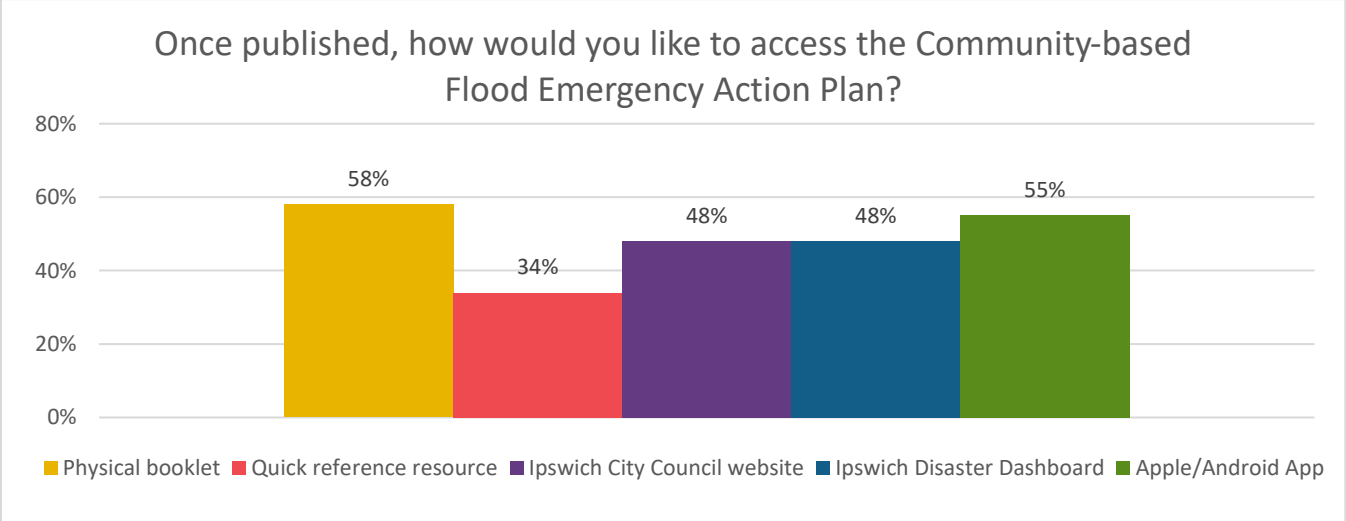
The following table summarises the key themes identified from the eight respondents regarding additional experiences and observations shared about previous flood events in Brassall.

Theme	Summary of Issues Reported
No change required	2 of 8 respondents (25%) indicated satisfaction or no further action needed. These show that some individuals felt their current approach was sufficient.
Evacuation planning and strategy	4 of 8 respondents (50%) suggested improvements to evacuation logistics, specifically proposing a helipad for emergency access. This reflects a city-wide planning measure rather than individual action.
Critical infrastructure	1 of 13 respondents (13%) raised infrastructure concerns, including flood-proofing a rail bridge and road closure classifications. This highlights vulnerabilities in transport, utilities, and community infrastructure.
Enhance personal preparedness measures	3 of 8 respondents (38%) focused on individual or household preparedness, such as assistance with sandbagging and moving belongings upstairs during flooding. These highlight both proactive measures and the need for community support.
Environmental considerations	1 of 8 respondents (13%) indirectly touched on environmental factors, describing secondary groundwater flooding and drainage issues. This emphasises the role of natural water flow and soil conditions in disaster impacts.

Based on 8 respondents

Q: Once published, how would you like to access the Community-based Flood Emergency Action Plan?

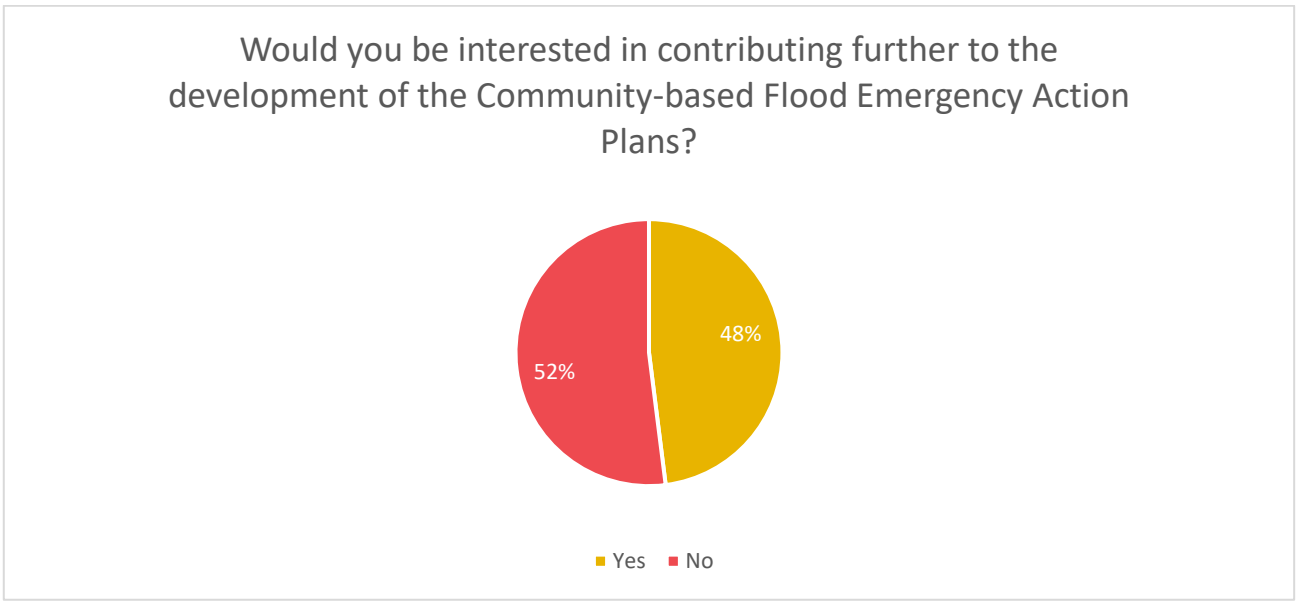
Across the 24 respondents who answered this question, 15 respondents (62%) indicated they would like to access the plans via an Apple/Android app, followed by 14 respondents (58%) on the Ipswich Disaster Dashboard and 12 respondents (50%) on the Ipswich City Council website. A further 11 respondents (46%) would prefer to view the plans as a physical booklet, and a further six respondents (25%) as a quick reference guide. Respondents were able to select more than one option.



Based on 24 respondents

Q: Would you be interested in contributing further to the development of the Community-based Flood Emergency Action Plans??

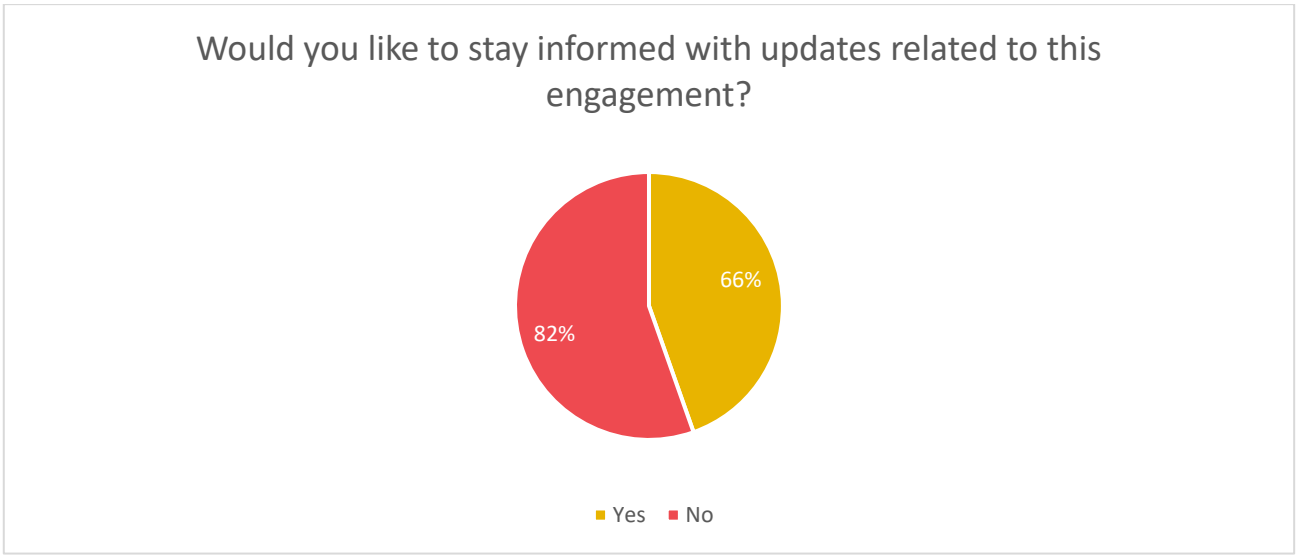
Of the 24 respondents for North Booval, equally 12 respondents (50%) expressed a desire to contribute further in the development of the plans, 12 respondents (50%) did not.



Graph based on 24 respondents.

Q: Would you like to stay informed with updates related to this engagement??

Of the 24 respondents,15 respondents (63%) shared that they would like to stay informed with updates related to the engagement, while nine did not (37%).



Graph based on 24 respondents.

FINDINGS

Community Connection and Lived Experience
Most respondents had strong ties to North Booval, with many living in the location or having long-term familiarity with local flooding. These connections were primarily residential and community-based, reflecting a population with direct experience of local flood behaviour. Additional ties included family connections, regular travel through the area, and informal relationships with neighbours or community groups.

Information Sources Used
Residents used a wide range of information sources during flood events, including the Bureau of Meteorology, council platforms such as the Disaster Dashboard, social media, radio, news, and community networks. While most respondents felt confident accessing information, technical interpretation, particularly water level gauges, was a consistent challenge. Confidence in understanding overall flood risk was generally strong, and most respondents also felt they knew where to find flood maps and flood-related information.

Information seeking and understanding of flood risk
Residents used a wide range of information sources during flood events, including the Bureau of Meteorology, council platforms such as the Disaster Dashboard, social media, radio, news, and community networks. While most respondents felt confident accessing information, technical interpretation, particularly water level gauges, was a consistent challenge. Confidence in understanding overall flood risk was generally strong, and most respondents also felt they knew where to find flood maps and flood-related information.

Flood Impacts Experienced
North Booval respondents reported a wide range of flood impacts, many of which were significant. The most common impact was business interruption, affecting two-thirds of respondents. Isolation due to road closures was also widespread, with half of the respondents unable to enter or leave their area during the event. Other impacts included floodwater entering homes, water entering yards, disruption to normal routines, and the loss of essential services such as power, communications, water, or gas.

Preparedness actions taken
Preparedness levels varied across households. Many respondents agreed they had an emergency plan, though a substantial proportion were neutral or disagreed. Emergency kits were less common, with half of the respondents unsure or lacking one. Despite these gaps, confidence in knowing what actions to take before, during, and after a flood was high, with most respondents agreeing they understood the steps required.

Barriers to taking action
Respondents identified several challenges that made it difficult to act during flooding. Many described uncertainty about when to evacuate, unclear notifications, and rapidly changing road conditions. Infrastructure limitations were a recurring issue, including unreliable bridges, electricity outages, poor phone reception, and noisy or unsafe roads. Some residents faced personal preparedness challenges, such as limited places to move possessions or pets, or the need to stay awake monitoring creek levels due to limited real-time information.

What residents would do differently?
Residents identified several areas for improvement in future flood events. Many indicated they would refine their evacuation planning, act earlier when roads were likely to be cut, or seek clearer evacuation points and routes. Others highlighted the need for better infrastructure, including improved road-closure classifications, more reliable communication systems, and the installation of flood cameras.

Additional experiences and observations

Respondents emphasised the need for clearer evacuation triggers, improved communication, and more accessible technical information. Infrastructure concerns were common, including frustrations with lengthy delays in road repairs, limited access routes, and the need for targeted mitigation works such as flood-proofing bridges or installing cameras.

Ongoing Engagement

Interest in continued engagement levels was low, with only a small number of respondents expressing interest in ongoing involvement. Most preferred to receive clear, accessible information rather than participate in ongoing engagement activities, suggesting that residents value practical communication over continuous engagement.

Access preferences

Residents showed a strong preference for physical materials, with printed booklets the most selected option. Digital tools such as the Disaster Dashboard and the app also held steady interest, indicating the need for both traditional and digital formats to ensure accessibility.

Community Expectations

Respondents preferred simple, concise, and easy-to-access information rather than frequent updates or highly interactive communication. This supports a more passive, reliable information-delivery approach that provides clarity when needed without overwhelming residents.

Overall interpretations

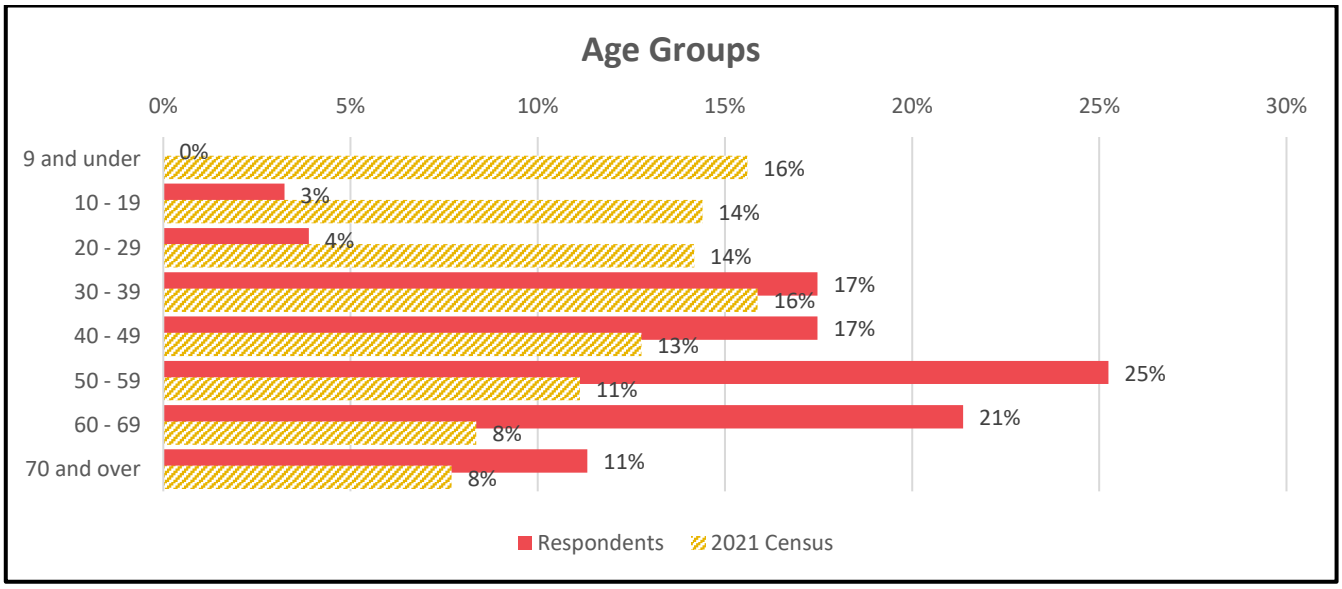
The findings show a community that is experienced, locally knowledgeable, and generally confident in its understanding of flood risk. However, residents' ability to act is shaped by infrastructure reliability, communication clarity, and the technical complexity of interpreting water level gauges. Strengthening real-time information, improving gauge-interpretation guidance, addressing environmental and infrastructure vulnerabilities, and supporting newer residents with tailored preparedness resources would significantly enhance community resilience in North Booval.

WHO ENGAGED

Where reasonable, demographic data was captured as part of engagement activities.

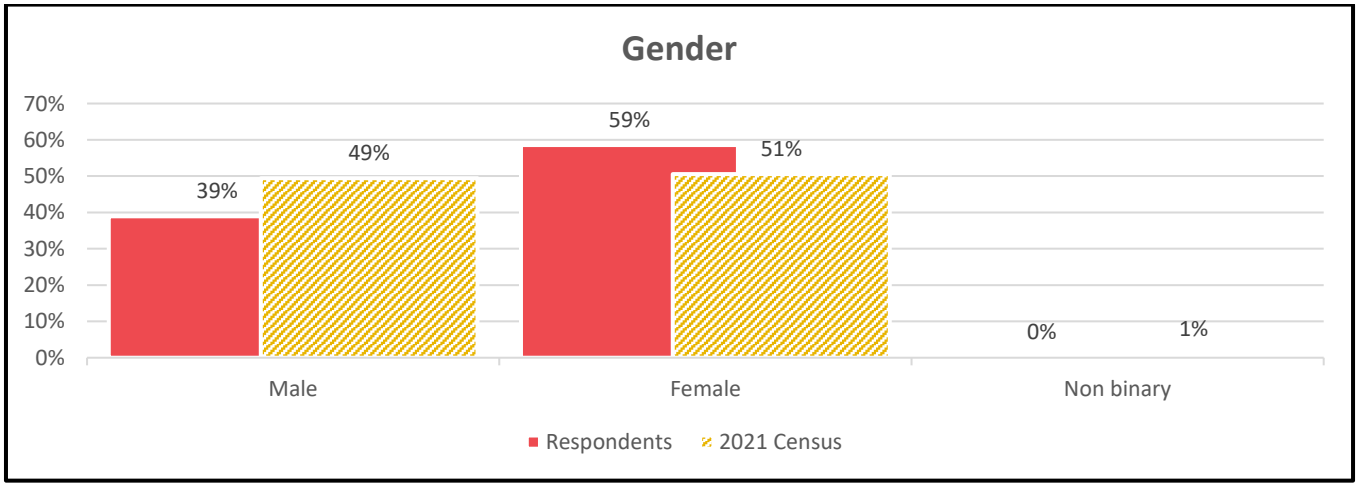
AGE

Most age groups were represented, noting that those aged 9 and under did not contribute. Contributions were distributed as follows: 10–19 years (3%), 20–29 years (4%), 30–39 years (17%), 40–49 years (17%), 50–59 years (25%), 60–69 years (21%), and 70 years and older (11%). Although this question was required, some hardcopy surveys received with incomplete details.



GENDER

Respondents were made up of 59% females, 39% males and 0% non-binary/gender diverse respondents. Although this question was required, some hardcopy surveys received with incomplete details.



LOCATLITY

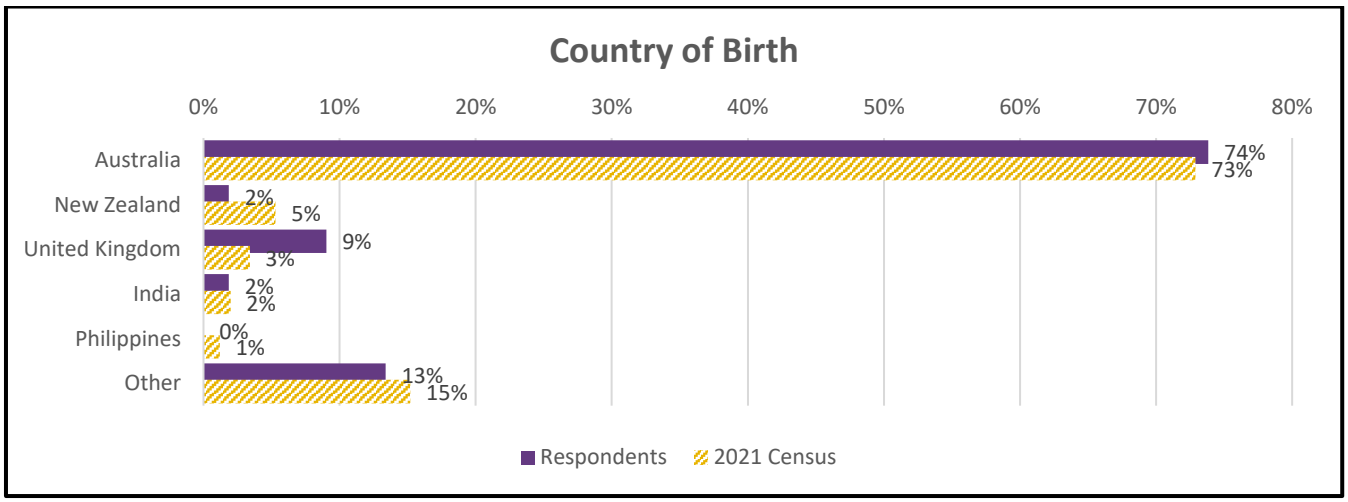
Respondents live across all four divisions of the Ipswich Local Government Area, with 8% in Division 1, 16% in Division 2, 27% in Division 3, and 40% in Division 4. Notably, 9% of respondents reside outside the Ipswich Local

Government Area. Although this question was required, some hardcopy surveys received with incomplete details.

Division 1	Division 2	Division 3	Division 4
8% 25% Ipswich population (2021 Census)	16% 29% Ipswich population (2021 Census)	27% 25% Ipswich population (2021 Census)	40% 21% Ipswich population (2021 Census)
9% of respondents reside outside the Ipswich LGA			

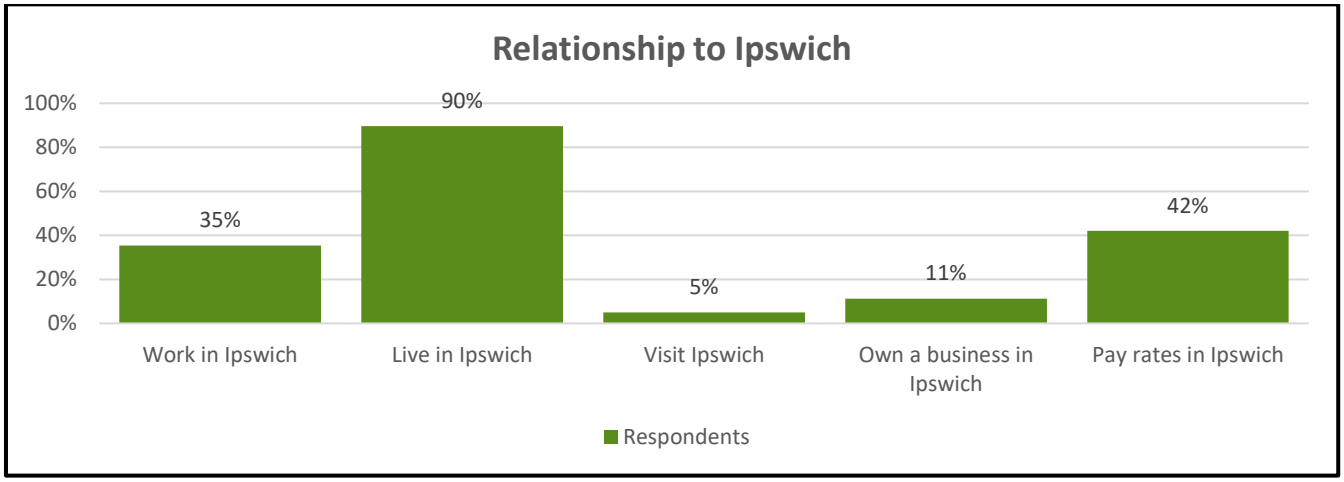
CULTURAL BACKGROUND

The majority of respondents identified as Australian (74%). Other nationalities included New Zealander (2%), United Kingdom (9%), and Indian (2%). An additional 13% reported another nationality. Although this question was required, some hardcopy surveys received with incomplete details.



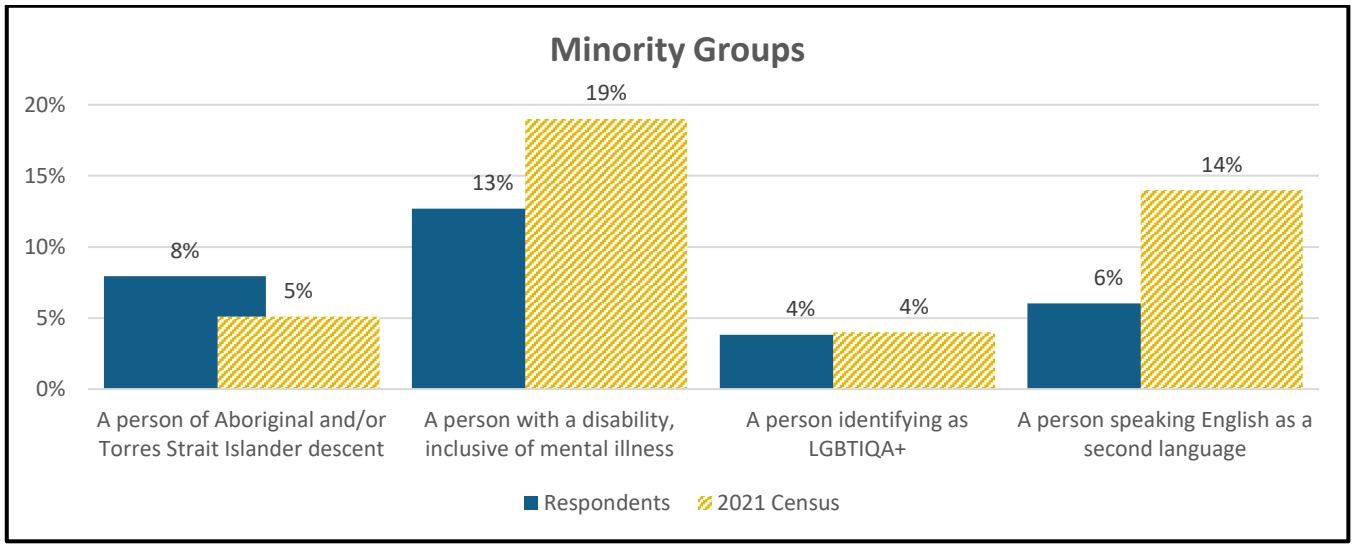
RELATIONSHIP TO IPSWICH

The majority of respondents live in Ipswich (90%). Additionally, 42% of respondents pay rates on a property in Ipswich and 35% work in Ipswich. A further 11% are business owners in Ipswich, and 5% selected other categories. Respondents were able to choose more than one option. Although this question was required, some hardcopy surveys received with incomplete details.



MINORITY GROUPS

Respondents included 4% who identified as LGBTQIA+, 13% as persons with disabilities, 8% as Aboriginal and/or Torres Strait Islander, and 6% who speak English as a second language. Respondents were able to select more than one option. Although this question was required, some hardcopy surveys received with incomplete details.



FINDINGS

A review of all engagement activities shows that, despite differences in geography and flood behaviour, communities across the surveyed locations share a consistent set of experiences, expectations, and challenges. Together, these insights provide a clear picture of how residents understand flood risk, how they prepare and respond, and what barriers limit their ability to act.

Community connection and lived experience
Across all locations, respondents demonstrated strong local ties, with most living in the area and many having experienced previous flood events. These connections were primarily residential and community-based rather than commercial or institutional. Lived experience played a central role in shaping how residents understood flood behaviour, assessed risk, and interpreted information. In several locations, long-term residents expressed confidence based on past events, while newer residents were more likely to report uncertainty or gaps in knowledge.

Information seeking and understanding of flood risk
Residents relied on a wide mix of information sources, including the Bureau of Meteorology, council platforms such as the Disaster Dashboard, social media, radio, news, and informal community networks. While most respondents felt confident accessing information, technical interpretation, particularly around water loevel gauges, gauge heights, and action thresholds, was a consistent challenge across all locations. Many residents understood their general flood risk but were less confident in identifying the correct gauge or interpreting what specific readings meant for their safety. This gap highlights the need for clearer, more accessible guidance on technical flood information.

Flood impacts experienced
Flood impacts varied in severity between locations but followed similar patterns. Business interruption, isolation due to road closures, and disruptions to daily routines were common across the region. Many households experienced water entering yards or homes, and some reported significant financial losses, prolonged power outages, and damage to community facilities. Additional comments highlighted the compounding effects of direct inundation, access constraints, and service disruptions, with some residents experiencing repeated impacts across multiple events. These experiences demonstrate that both direct and indirect consequences of flooding significantly affect community wellbeing.

Preparedness actions taken
Preparedness levels were mixed across locations. Many respondents reported having an emergency plan, but fewer had a complete emergency kit. Despite these gaps, confidence in knowing what actions to take before, during, and after a flood was generally strong, suggesting that practical knowledge, often gained through lived experience, plays a key role in preparedness. However, confidence in having the necessary resources to stay safe was inconsistent, indicating that while residents may know what to do, they do not always feel materially equipped to act.

Barriers to taking action
Residents identified several recurring barriers that made it difficult to act during flooding. These included uncertainty about when to evacuate, difficulty interpreting alerts, and challenges accessing reliable, real-time information. Infrastructure limitations, such as road closures, slow repair times, limited access routes, and unreliable utilities, were prominent concerns across all locations. Environmental factors, including fast-rising water and unpredictable creek behaviour, added further complexity. Some residents reported no barriers, indicating that they felt adequately prepared or unaffected.

What residents would do differently

Across locations, many respondents indicated they would refine their preparedness by acting earlier, improving evacuation planning, or enhancing their understanding of flood information. Others highlighted the need for better infrastructure, including improved road-closure classifications, flood cameras, and more reliable monitoring systems. Personal preparedness challenges, such as delayed evacuation or difficulty monitoring conditions, were also noted. A notable proportion of residents felt they would not change their actions, suggesting confidence in their current approach or limited capacity to do more.

Additional experiences and observations

Residents emphasised the need for clearer evacuation triggers, improved communication, and more accessible technical information. Infrastructure concerns were common, particularly regarding road repairs, access routes, and the need for targeted mitigation works such as flood-proofing bridges or improving drainage. Environmental unpredictability was a recurring theme, with many noting the speed at which water levels can rise. Community cohesion emerged as an important factor, with residents expressing concern for neighbours and recognising that newer residents may lack awareness of local flood behaviour.

Community engagement

Engagement levels were generally low across locations, with only a small number of respondents expressing interest in ongoing involvement. Most preferred to receive clear, accessible information rather than participate in continuous engagement activities. This suggests that communities value practical, event-focused communication over ongoing consultation.

Access preferences

Residents showed a strong preference for physical materials, particularly printed booklets. Digital tools such as the Disaster Dashboard and the app also held steady interest, indicating the need for both traditional and digital formats to ensure accessibility for all residents.

Communication expectations

Across all locations, residents preferred simple, concise, and easy-to-access information rather than frequent updates or highly interactive communication. This supports a communication approach that prioritises clarity, reliability, and accessibility, particularly during emergencies.

Overall interpretation

The findings across all locations reveal communities that are experienced, locally knowledgeable, and generally confident in their understanding of flood risk. However, their ability to act is shaped by external constraints, particularly infrastructure reliability, communication clarity, and the technical complexity of interpreting water level gauges. Strengthening real-time information, improving guidance on gauge interpretation, addressing environmental and infrastructure vulnerabilities, and supporting households, especially newer residents, with tailored preparedness resources would significantly enhance community resilience across the region.

APPENDIX

1- SURVEY QUESTIONS – PHASE 1

Community-based Flood Emergency Action Plans

SHARE YOUR FEEDBACK

Ipswich City Council is developing Community-based Flood Emergency Action Plans for seven locations identified as high-risk. These priority locations have been selected based on flood risk and community and social factors.
Your contribution will help guide the development of the Community-based Flood Emergency Action Plans.
Please note: if you would like to complete the survey for more than one location, submit a separate survey for each.

Provide your feedback through our survey below. Once completed, please return this survey by **12 December 2025**.
Time required to complete: **8-10 minutes**.

Surveys can be returned by:
- Posting to PO Box 191, Ipswich QLD 4305 (Attn: Community Engagement team)
- Dropping off in person at 1 Nicholas Street, Ipswich
- Scanning a copy and emailing communityengagement@ipswich.qld.gov.au

Learn more about this project at https://www.shapeyouripswich.com.au/communitybasedFEAP

1: Please select the location you are connected with and would like to provide feedback on. Required

Select one (1) answer only Complete one (1) survey per location.
○ Brassall
○ Bundamba
○ Gailes
○ Goodna
○ Grandchester
○ Karalee
○ North Booval
○ Other:_____

2: What is your connection to this location? Required

Select all that apply
○ I live here
○ I work here
○ I/my family attend a school here
○ I own/operate a business here
○ I am a member of a community group here
○ Other:_____

3: Have you previously been impacted by a flood in the location? Required

Select one (1) answer only
○ Yes
○ No – *skip to page 3, question 11.*

4: Which of the following information sources did you rely on before, during, and after flooding events?

Select all that apply
○ Radio
○ Television
○ Ipswich Disaster Dashboard
○ Bureau of Meteorology (BoM)
○ State Emergency Services (SES)
○ Social media platforms
○ Get Ready Queensland website
○ Family or friends
○ Long-term residents
○ I don't remember
○ Other:_____

5: To what extent do you agree with the following statements about the information you received during flooding events.

Tick the description that best fits your experience	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I was able to access information about my area.					
I was able to understand the information shared.					
I used the information to help me prepare.					
The information was reliable and accurate.					

6: Which of the following impacts did you experience, if any?

Select all that apply
○ Water inside my house.
○ Water entered my yard.
○ I was isolated and could not get in or out of my property.
○ My normal routine was disrupted, preventing me from accessing support services, attending work or school, and/or visiting local shops.
○ My business was interrupted.
○ I lost power, communications, water and/or gas.
○ Other:_____

7: Before the flooding event, which of the following actions did you take?

Select all that apply
○ No action was required.
○ I was unable to take any action.
○ I checked the Disaster Dashboard.
○ I evacuated and/or assisted others to evacuate.
○ I moved my possessions and/or vehicle to higher ground.
○ I purchased supplies and planned to shelter in place.
○ Other:_____

8: What, if anything, made it difficult to take action during the flood?

9: Is there anything you would do differently if another flood occurred?

10: Is there any additional information you would like to share about your experiences during previous flood events? Required

11: If a flood was expected in your selected location, what would be your first three sources of information about potential impacts? Required

Please list the first three sources that come to mind

12: Please rate your agreement with each of the following statements relating to your selected location . Required

Tick the description that best fits your experience	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I understand the flood risk for the selected location.					
I know where to find flood maps and flood risk information for the selected location.					
I know how minor, moderate and major floods impact the selected location.					
I know what flood gauge applies to the selected location.					
I understand how to interpret flood gauge heights and the actions that need to be taken.					
I have an emergency plan.					
I have an emergency kit					
I know what action to take before, during and after a flood event.					
I have the support and resources I need to be safe during a flood.					
I know how to safely evacuate myself, my household, pets, and/or livestock during a flood.					

13: Once published, how would you like to access the Community-based Flood? Required

Select all that apply
○ Physical booklet
○ Quick reference resource
○ Ipswich City Council website
○ Ipswich Disaster Dashboard
○ Ipswich Disaster Dashboard
○ Other:_____

14: Would you be interested in contributing further to the development of the Community-based Flood Emergency Action Plans? Required
This may include opportunities such as, but not limited to in-person and online workshops, focus groups, or feedback sessions

Select one (1) answer only
○ Yes – *please provide your email below:* _____
○ No

15: Would you like to stay informed with updates related to this engagement? Required

Select one (1) answer only
○ Yes – *please provide your email below:* _____
○ No

About you

We want to make sure we are hearing from people of all backgrounds. Please complete these questions to help us know who has or has not been represented through this survey.
Your personal information provided in this form will be managed in accordance with the *Information Privacy Act 2009*. To access your information, please contact our Information Privacy Officer at (07) 3810 6666. For further details, visit our Privacy Statement at www.ipswich.qld.gov.au.

16: What is your gender? Required

Select one answer only
○ Male
○ Female
○ Prefer not to say
○ Other:_____

17: Year of Birth Required

18: What is your connection to Ipswich? Required

Select all that apply
○ I live in Ipswich
○ I work in Ipswich
○ I study in Ipswich
○ I own/operate a business in Ipswich
○ I own property in Ipswich
○ I am a visitor to Ipswich

19: Which suburb do you live in? (suburb only) Required

20: Cultural Background Required

21: Do you identify as any of the following? Required

Select all that apply
○ A person of Aboriginal and/or Torres Strait Islander descent
○ A person with a disability, inclusive of mental illness
○ A person identifying as LGBTQIA+
○ A person speaking English as a second language
○ None of the above

Thank you for completing this survey and helping to shape this project.

2- IPSWICH FIRST

IPSWICH FIRST

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Council Featured Now Weather

Flood action plans put focus on high risk suburbs

ipfirst October 7, 2025

Communities in seven Ipswich suburbs with high flood risk will be better prepared with the development of community action plans.

Facebook X

Communities in seven Ipswich suburbs with high flood risk will be better prepared with the development of community action plans.

Ipswich City Council Environment and Sustainability Chairperson Councillor Jim Madden said people who live, work or have a connection to any of the seven priority suburbs are encouraged to have input to the plans with a short survey live now on Shapeyouripswich.com.au

The priority suburbs for the Community-based Flood Emergency Action Plans are Brassall, Bundamba, Gailes, Goodna, Grandchester, Karalee and North Booval.

"These suburbs were identified through detailed analysis and modelling in the Ipswich Integrated Catchment Plan as high-risk through both flood and community factors," Cr Madden said.

"Each of the suburbs has a unique character, with different flood risks, and has experienced varied impacts from past floods.

"There is a need for an informed and localised plan for each of these suburbs.

"These plans will empower community members to have a greater awareness of the flood risks in their local area, increased understanding of information during a flood event, and locally relevant actions that can be taken before, during and after a flood event."

Flood action plans will empower community members to have a greater awareness of the flood risks in their local area.

Councillor Madden said flooding was a reality of life for Ipswich, and part of the natural cycle of both the Bremer and Brisbane rivers.

"When flooding happens, it is important that our community is ready," Cr Madden said.

"This means people are aware of their local flood risk and are empowered to take actions to help their family and community."

The project is jointly funded by the Australian and Queensland governments under the Disaster Recovery Funding Arrangements.

3- MARKETING PROMOTION

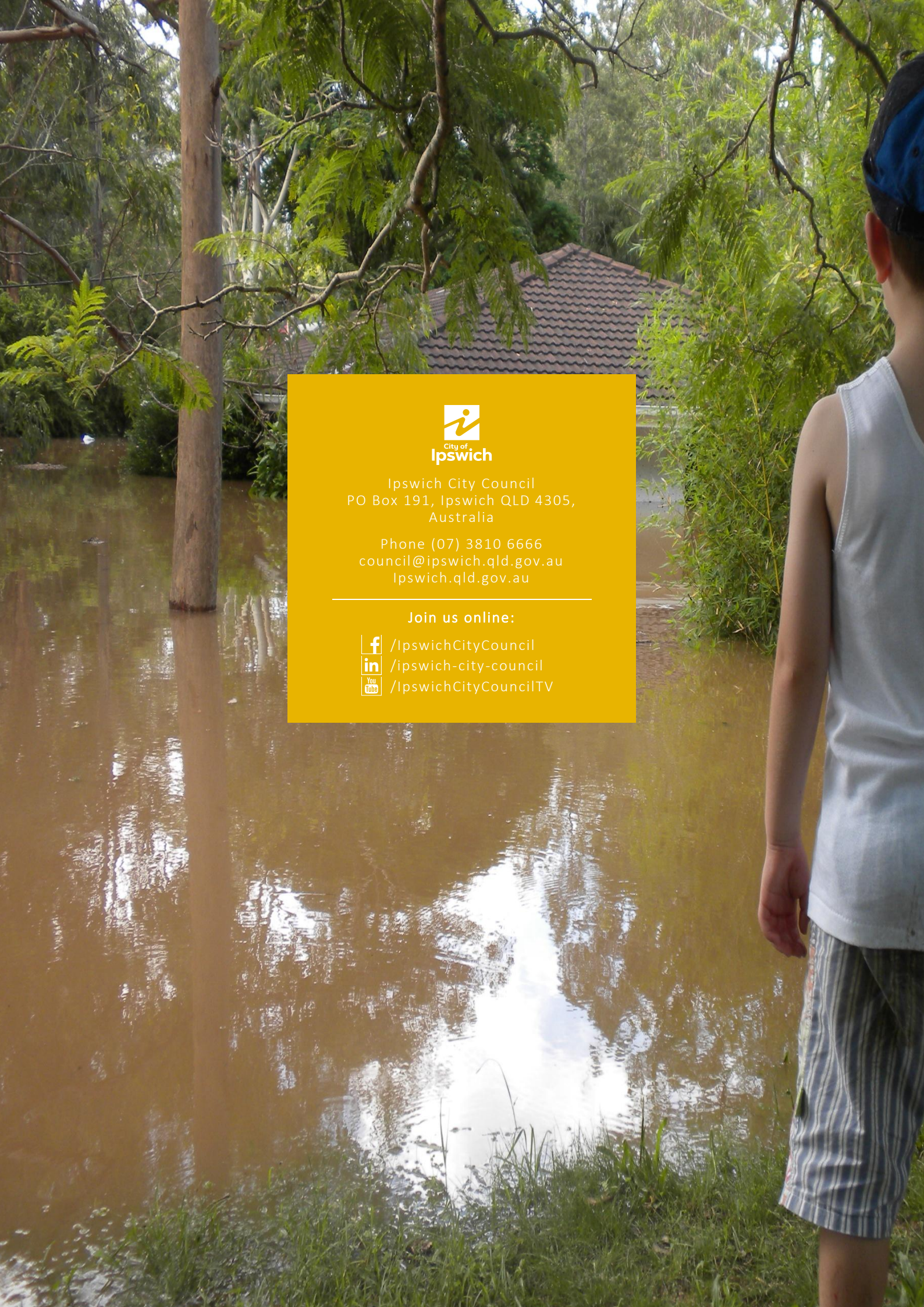
COLLATERAL EXAMPLES

Digital billboard

Moreton Border News ad

Meta ad

Google ads



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