

Wye Sep Resettlement Priorities Survey results

compiled 5 May 2016

This survey was conducted from Monday 2 May to Thursday 5 May via Survey Monkey.

Distribution was via the owners' email list (92 recipients) and the 7 community representatives on the CRC.

There were 79 completed surveys, about 80% of those sent the link.

Questions prepared by Paul Clifton with assistance and ideas from other owners.

This document compiled by Paul Clifton from results as at 1.30pm, 5 May 2016.

Introduction

This survey is intended to provide direct feedback on priorities for the rebuilding and resettlement of Wye River and Separation Creek after the Xmas Day bushfires.

It is not intended to cover all the issues, just those related to actual rebuilding and resettlement, and to ensure money and effort is spent where it is most needed and most effective.

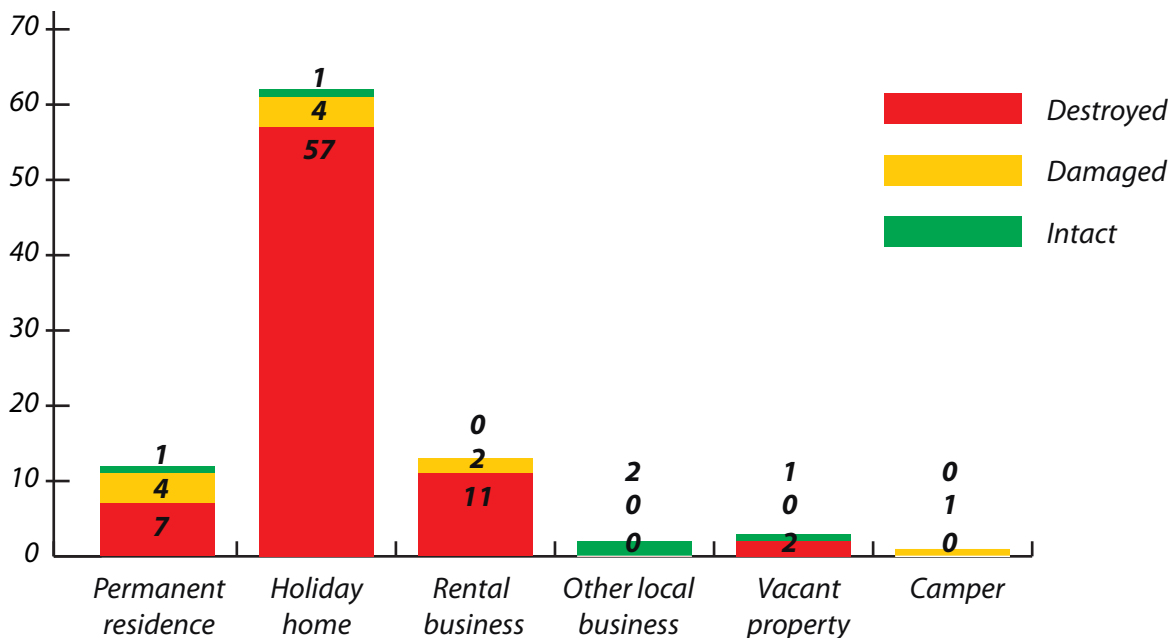
All answers are completely anonymous.

Results will be shared with the community and forwarded to the Colac Otway Shire Bushfire Recovery, EMV and Community Resilience Committee.

There are just 10 questions and it should take less than 5 minutes to complete.

Q1. Your property type(s) and status. Choose more than one if necessary

Answered: 78, skipped: 1



Comments

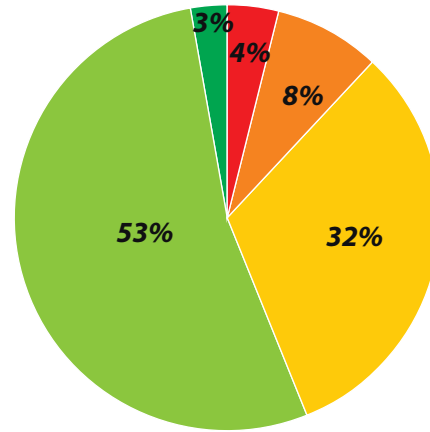
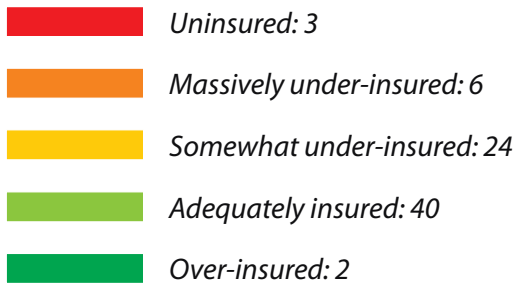
For many of us who spent significant regular periods of time at Wye, the term 'holiday' home underestimates what was in fact our 'second' home.

My home (destroyed) was my permanent home containing all my possessions, although i was there only 3 to 4 days a week. It was much more than a holiday home.

Would prefer "weekender" to holiday home as we spent 3/4 of our time in Wye River.

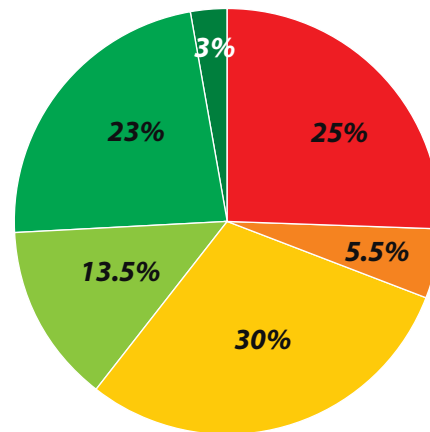
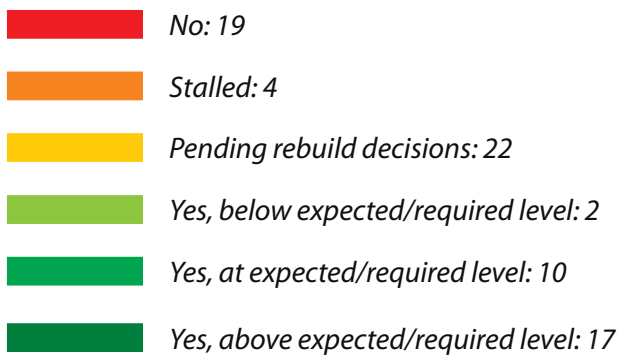
Q2. What was your level of insurance?

Answered: 75, skipped: 4



Q3. Has your insurance paid out?

Answered: 74, skipped: 5



Comments

AAMI Insurance. Very bad communications.

Replacement policy means the process is slow.

After 18 years of insurance AAMI rejected our submission for mercy.

With GIO, will pay eventually but don't appear to be in a hurry.

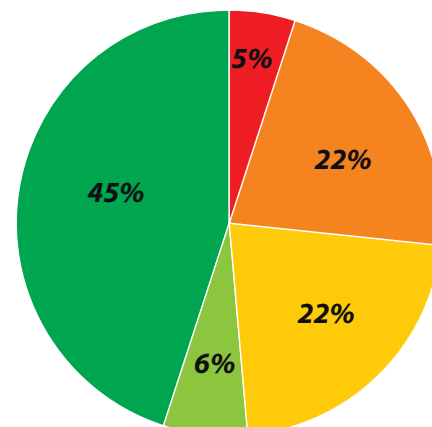
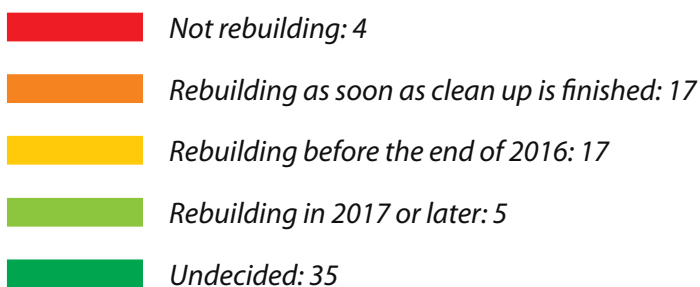
Insurer is waiting for expert reports from engineer, geotech etc so can prepare scope of works for rebuild and seek quotes from builders in order to arrive at value of the loss. Not clear yet whether adequately insured, overinsured or underinsured.

AAMI - replacement policy still quantifying the loss.

AAMI have refused to pay the claim.

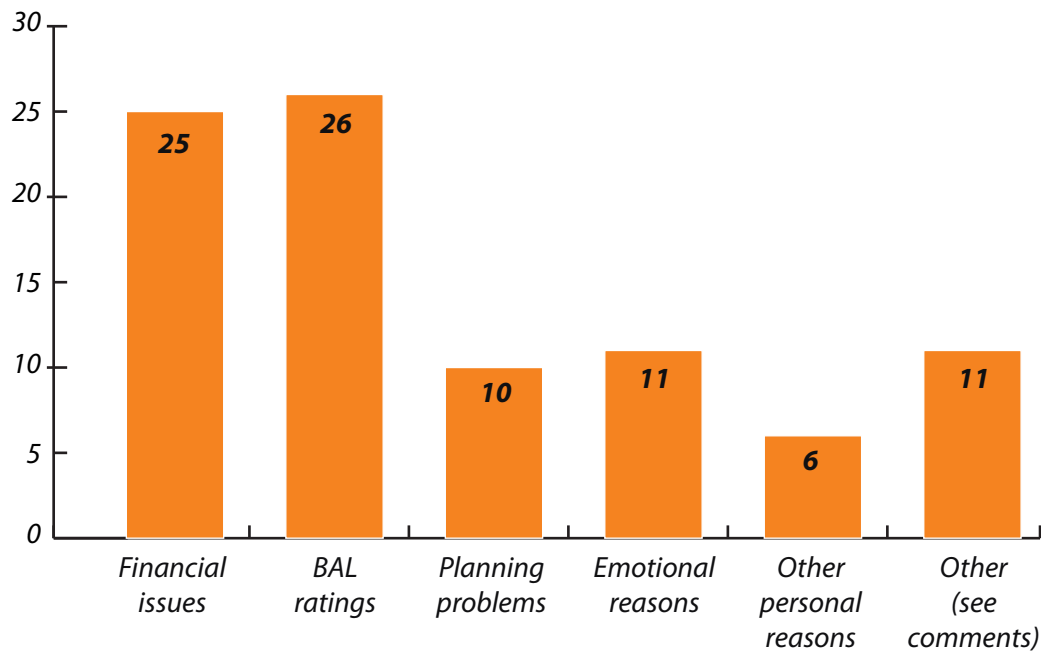
Q4. What are your rebuild plans?

Answered: 78, skipped: 1



Q5. If you are NOT rebuilding or haven't decided, what are your main reasons? Choose more than one if necessary

Answered: 41, skipped: 38



Comments

Potential excessive rebuild costs make make it an uneconomic proposition.

Inability to rebuild using timber cladding and decking.

AAMI are yet to send us through scope of works for review. They have been very quiet for many weeks and have just these past 2 weeks since 'The Age' article slamming them have been slightly more proactive. We want AAMI to conduct the rebuild as per their policy but they seem keen to 'cash settle' which is not what I want or believe I am obligated to accept.

Under-insured due to unexpected planning & re-build costs imposed by Council to meet new BAL, geotech & waste water requirements.

Q6. Rate the following bushfire issues by level of importance to you

Answered: 76, skipped: 3

Least Important – 1 2 3 4 5 – Most Important



Reducing BAL ratings (i.e. BAL FZ to BAL 40)



Asset Protection Zone



Fuel load management by government and utilities



Enforcement of fines for insufficient fuel reduction by property owners



Community Fire Shelter



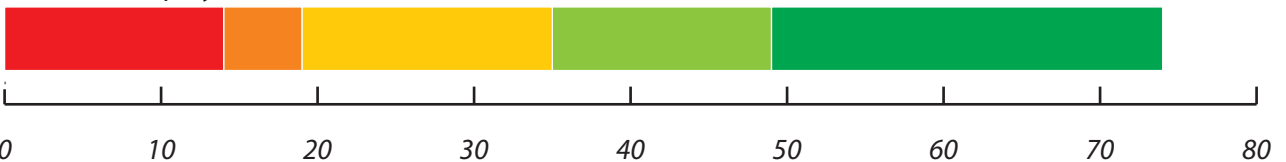
Advice on personal fire shelters



Advice on planting for fire resistance



Coroner's inquiry



Comments

Settlement bushfire planning should not use peripheral properties as the principal defence mechanism.

Want cleared zone around the town (as outlined by Peter Jacobs - maintained naturally by goats).

My concern is that the character of Wye River ie flora and fauna will be destroyed by over clearing - land slippage and erosion - will also result.

Protecting the natural environment.

Enforcement of personal fines a tad much when the Council left hugh fuel loads on roadsides etc.

Fuel load management by the community on their blocks and advice on how best to manage and maintain, as far as is possible, the natural environment.

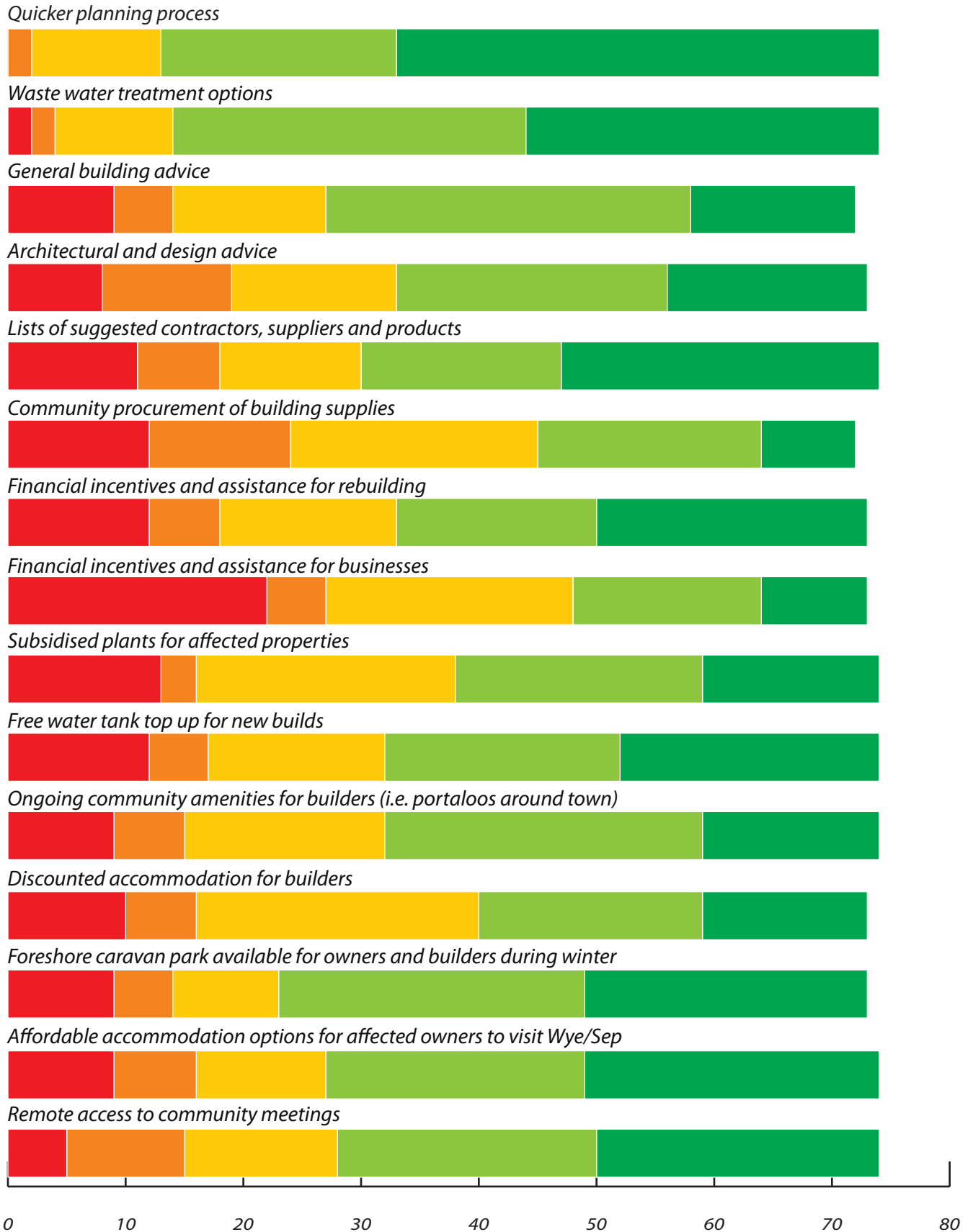
Information or advice on how to obtain / prepare Land Capability Assessment approvals.

Real support for affected property owners to rebuild - i.e. State rebuild of retaining walls, funded individual site contour plans etc.

Q7. Rate the following rebuilding issues by level of importance to you.

Answered: 74, skipped: 5

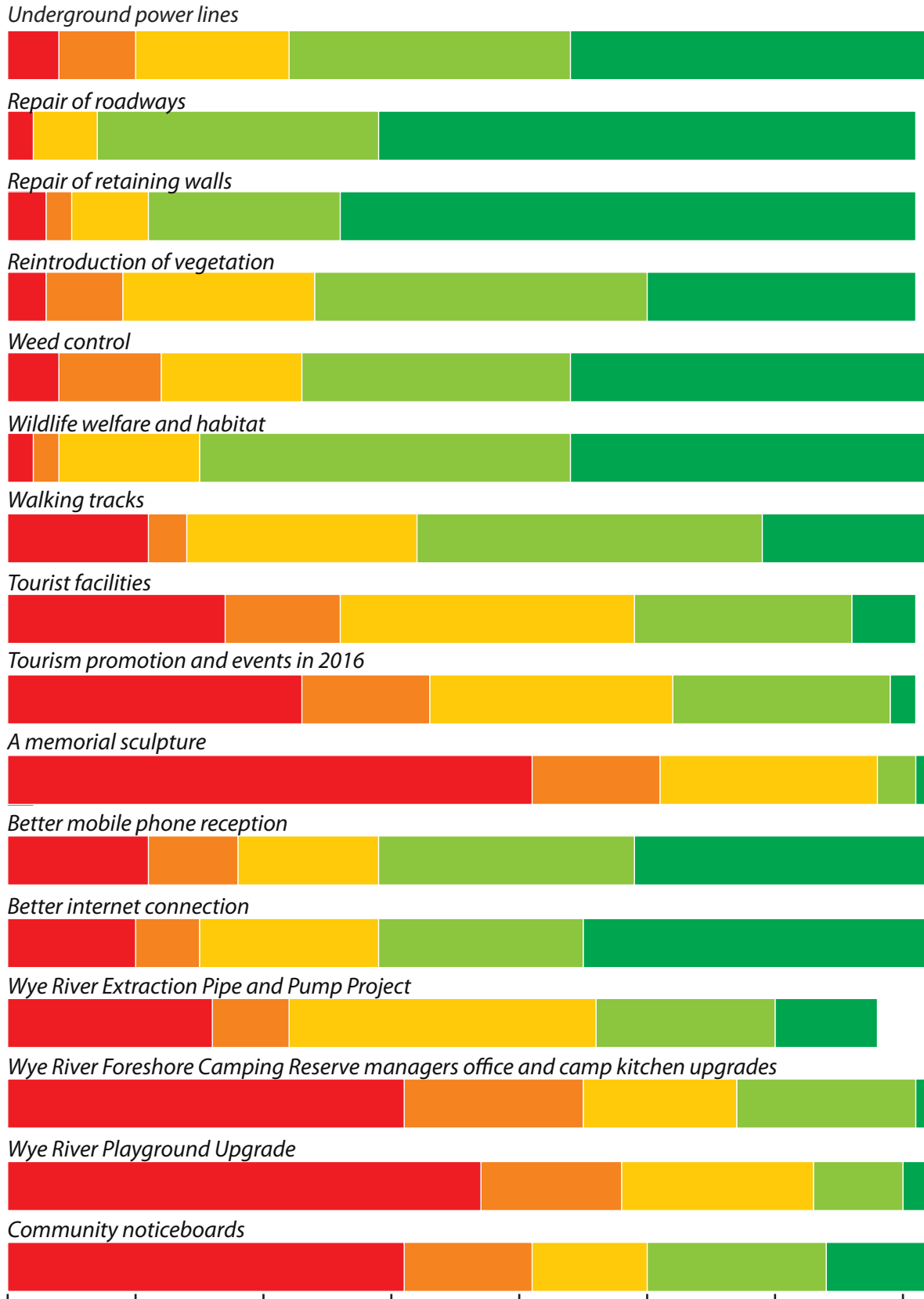
Least Important – 1 2 3 4 5 – Most Important



Q8. Rate the following community issues by level of importance to you.

Answered: 72, skipped: 7

Least Important – 1 2 3 4 5 – Most Important



Comments (Q8)

Upgrade of toilet facilities on foreshore.

Paddy's Path Riverwalk.

Hopefully some of the weed issues, at least in the fire affected area have been dealt with by the fire itself! (LOL)

Our family might be unable to re-build our home after 50+ years in Sep Ck because of the unreasonable & unpredicted costs forced upon us to rebuild, as such upgrading the playground, weeds, noticeboards or foreshore camp kitchens are of little concern to us. None of these initiatives will help us to re-build our house & return to the community.

A community-based water recycling and purification concept and system.

Items such as community noticeboards etc are independent of the bushfire - those needs existed prior to the fire and all efforts should be redirected to giving as many property owners the opportunity to rebuild as possible - otherwise there is no need for a 'RESETTLEMENT' plan.

Stop extracting water from the Wye River - build an off stream dam.

Q9. Rate the various modes of communication/engagement open to you since the fire. *Answered: 72, skipped: 7*

Least Important – 1 2 3 4 5 – Most Important



Bushfire Recovery hotline



Bushfire Recovery newsletter



One Stop Shop



Community meetings



Wye Sep Connect website



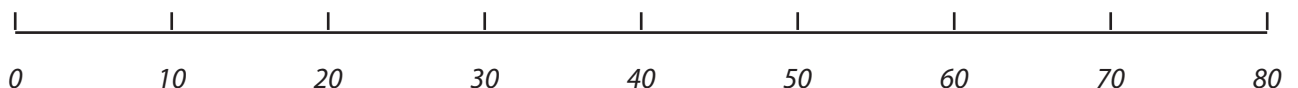
Wye Sep Progress Association newsletter



Wye/Sep/Kennett In the Loop Facebook group



Owners' email list



Comments (Q9)

We do not use Facebook. One Stop Shop/gov promises not delivered. Been in contact twice. They try.

The community meetings hit a low when at the second or 3rd meeting the agenda was predetermined and gave the impression both levels of government were avoiding public discussion the hard issues.

I don't use Facebook so ineffective means of communication. Going to One Stop Shop on Thursday! Meeting people and info sharing at community meetings has been great.

Would like to be able to remotely join the community meetings

COUNCIL were hopeless never got back to us not once not ever.....

Wye/Sep connect site + Bushfire Newsletter - mostly propaganda. The Loop Facebook - emotional, unreliable info.

Community meetings - hijacked by the 'loudest voices' ; official agendas (Lisa Neville, Frank Buchanan, Sarah Hender-son, Terramatrix) and dominated by personal agendas.

We rang the hotline on 29 April to get Grocons number - the response - we don't have it - you will have to ring their head office.

Q10. Any other comments? Ideas for further survey topics or questions?

Answered: 15, skipped: 64

Comments

What are these FREE GOVERNMENT SERVICES?????

CSIRO brief for its report was too limited. To not consider the uncleared woodland of the Donleavy estate issue surrounding the townships and also the decision to increase the size of the existing fire means that the report's conclusions that the problem was fuel around the houses has caused unnecessary grief to people who lost their houses.

It may be very useful to take up the Melbourne Uni offer to support the process of regeneration, diminish chances of community division, and deliver a professional, researched understanding of what happens to communities, individuals and families when devastated by bushfire.

Address effluent run off from local business especially pub and grey water run off from vans in Big4. More effort to improve river water quality so 'dirty water' warning signs are not a permanent summer fixture.

We have 2 major issues, the BAL system which is a flawed concept and the continuing extent of unnecessary council involvement in the building approval process.

Key question is how to get input from whole community, not just affected owners - what happened to us could just as well happen to them.

More transparency from CRC meetings - only one set of minutes published so far.

Thank you for creating a survey that highlights the real issues. I've said from the beginning that the One Stop Shop should be negotiating with suppliers & consultants on behalf of the community.

I would like to have more professional processes in place for a community 'voice and engagement' in decision-making to take place!

Discount accommodation (that allows pets) for those who lost homes, esp when we commence rebuild.

Terra matrix report WRONG on all counts WRONG.

Need to gauge how people are travelling - 4 months is the danger period when people 'drop off' the perch through frustration with the system or because they're not one of the loudest voices (who get attention).

A gauge of how COS is performing in the 'Disaster Recover' process. a lot of money has been expended with not much to show.

Finding the large number of surveys (land, waste etc) confusing - just when you think they are done, the builder asks for a site specific one. A simple document clarifying what's what would be extremely useful. Financial support for funding individual lots would probably go a long way to assisting home owners - permanent or holiday - at the end of the day the holiday home is also an investment whether it be emotional, financial etc.

I am going to put in fire bunker. It reduces my bal one level. No one can give me a logical answer why it only reduces by one level. If I have a safe haven why build to bal 40?