

**Submission Number: NND.001.00954**

**Submission Of:**

**Your Details**

Email address:

Phone:

Preferred means of contact: Email

What is your submission based on? I am making this submission based on my personal situation

What was your personal situation in relation to the 2019-20 Bushfires? I was working in bushfire affected region

Where do you live? Lithgow (C)

**Your Submission**

In your experience, what areas of the bushfire emergency response worked well?

Ground level fire fighters were great. If you could contact the local fire station...then the information was good.

In your experience, what areas of the bushfire emergency response didn't work well?

The Fire Near Me App. It had so many issues. Also the fire hotline 1800 number gave very mixed responses.

In your experience, what needs to change to improve arrangements for preparation, mitigation, response and recovery coordination for national natural disaster arrangements in Australia?

The app could be completely wrong. One day on the app...it appeared as if the fire had come right into town on the main st...meaning businesses should close and evacuate. There was no smoke...so rang 1800 number...the number was not helpful. Rang local fire station...they knew the fire near me map... Was wrong. Glitches and issues like this happened with the app. There is satellite mapping that could be used in real time.

Is there anything else you would like to tell the Royal Commission?

Improve mapping tools...using satellite technology. Improve communications locally...a local source of info is generally more reliable.

Do you agree to your submission being published? Yes I agree to my submission being published anonymously