



Royal Commission
into National Natural
Disaster Arrangements

Submission Form

Please complete this form if you would like to provide input or comments about coordination, preparedness for, response to and recovery from the 2019-20 'Black Summer' bushfires.

Personal and Background Information

1. **Full Name** **Bradley PFEIFFER**
2. **Email** [REDACTED]
3. **Mobile/Telephone** [REDACTED]
4. **What is your preferred method of contact if we want to follow up with you?**

email

5. **The Commission would like to understand the views of community groups based on their respective experiences and background.**

- a. Please select Option 1 if you are providing input and comments primarily based on your personal situation.
- b. Please select Option 2 if you are providing input and comments primarily based on your professional knowledge, qualifications or experience, or on behalf of a group or organisation

Option 1: Based on your personal situation, please complete the following.

- a. What was your personal situation in relation to the 2019-20 Bushfires? Please choose all that apply.
 - I was not living in an area affected by bushfire
 - I lived in an area affected by bushfires but was not evacuated, and didn't suffer personal or financial loss
 - I lived in an area affected by bushfires and was evacuated, but didn't suffer personal or financial loss
 - I lived in an area affected by bushfires and was evacuated, and I suffered personal or financial loss
 - I was part of the emergency response as a fire fighter on the ground
 - I was part of the emergency response as an aerial fire fighter

- I was part of the emergency response as health professional
- I was part of the emergency response as an Australian Defence Force member
- I was part of the emergency response as a Commonwealth or State government employee
- I assisted the emergency response as a community support volunteer
- I assisted the emergency recovery (i.e. after the fire event) as a community support volunteer
- Other

b. Where do you live? Please provide your Local Government Area, town name and post code.

Local Government Area	Choose an item.
Town name	Adelaide
Post code	5062

Option 2: Based on your knowledge, qualifications or experience, or your role representing a group or organisation, what is your area of expertise? Please choose all that apply.

- Emergency/disaster response and/or management
 - Environment/land management
 - Land use, planning, building standards
 - Impacts of changes in climatic conditions
 - Wildlife conservation
 - Traditional land and fire management practices of Indigenous Australians
 - Community welfare
 - Other
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Input / Comments

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

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

I was holidaying at the Pambula Beach caravan park, NSW. The park holds maybe 2000 people which significantly bolsters the population of Pambula/Pambula Beach. Which stretches the mobile phone (data) systems to the point that they do not work properly. Most of the people in the park were from MEL and the fires were approaching from VIC. At the same time fires were raging in the ADL Hills, close to our home in ADL, and affecting many friends and relatives. In order to stay abreast of the situation most everyone in the caravan park was on their laptops, ipads and smart phones attempting to source the latest information. Due to the separate jurisdictions we had to download and monitor many apps/State Govt websites. To get home (via MEL) and to monitor the approaching fire from Malacoota, we had to monitor VIC CFA and VicRoads/Traffic. To monitor the surrounding area we had to monitor the NSW RFS and NSW transport. To monitor the SA situation we had to monitor the SA CFA and AlertSA. Having to monitor so many sites only exaggerated the load on the mobile phone data to the point that maps and information would not reliably update. We eventually self evacuated via Wyndham, Bombala, Canberra, Yass and the Hume Hwy back to MEL on 2 Jan. Due to the data / information availability situation the best information we could obtain was via a Bega Shire facebook feed which wasn't suffering the data speed issues of the Government websites. Information (or lack thereof) availability was our big issue. We were also needing to determine when fuel would arrive so we could refuel to make the trip out. For seemed like days the VIC website was reporting the Malacoota fire approaching and burned up to the VIC/NSW border. The NSW website wasn't reporting a risk/fire as the fire (huge by this time having forced people in Malacoota onto the beach) hadn't reached the border. Information on road status closures wasn't always reported as clear either when we were making our escape. Highways were announced as open, only to find out via other means than they were not fully open, only open

as far as "x". We constantly monitored various websites and radio stations whilst driving out. Would have been impossible if there was only the driver in the car.

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

mobile phone/data coverage
coordinated websites (preferably one) for people near the borders between states especially.

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



10. Do you intend to provide supporting material? Yes No

If you are providing any supporting material, please include it with your Submission if possible. If you need to send it separately (e.g. if you make a Submission over the phone), please ensure supporting material can be clearly identified as relating to your Submission by including your name or other identifier so that it can be considered with your Submission.

11. Do you agree to your submission being published? (Mandatory) Yes, I agree to my submission being published in my name Yes I agree to my submission being published anonymously No I don't agree to my submission being published

Once you have completed this form, email it to rcnda.submissions@royalcommission.gov.au or print the form and post it to the Royal Commission at:

National Natural Disaster Royal Commission

Locked Bag 2000

Manuka ACT 2603
