



Good Afternoon

I have organised our president to register for the survey. I have set out briefly some of the problems we have come across and suggestions from ground level.

#### Points

- Unable to make contact with council for over a week.
- No masks for CFA, ill equipt.
- Local CFA re-directed to ICC 40 minutes away (after 18 hour shift).
- Walwa Store/no EFT/evacuation order?
- Followed by no power for weeks.
- Residents would not leave for fear they would not be allowed to return.
- Demographic in the area; are mostly aged over 60 years.
- We were often first people they had seen since the fire.
- Residents fear criticizing authorities for fear they won't get help.
- Dealing with Insurance companies Iso difficult.
- Hub needed to be in Walwa one day a week, from the start, not an hour away. It was so very difficult to make contact with Recovery Victoria, many have gave up asking for help. Most likely many are unaware of new grants available as they were constantly changing.
- Are you aware of some of the ridiculous restrictions on some of the grants.

#### Suggestions

- All Grants should be added to one easy to find site, with application via owners websit, eg Red Cross.
- CFA should be directing funds to the smaller brigades who are often first responders but are under resourced.
- Many only have a sip on fire fighting unit.
- Use common sense and local knowledge, Captains experience.
- Permission should be automatic in a state of emergency for the Armys assistance.
- Communication restoration should also be a priority.
- Shires should re-direct communication to a neighbouring shire, don't appear to have an effective emergency plan in place.

Communities should not have had no communication, fuel, goods and services for weeks, not days, weeks!

There are many who were neglected in this area and have done it hard and are still doing so. The group we form from our participation with the fire is Berringa Support. We are in the process of reistering as not for profit. We are primarily on facebook.

Thankyou for your time

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