

PINERY FIRE RECOVERY FINAL REPORT



July
2017

Final Report – July 2017

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Pinery Fire Recovery

LOCAL RECOVERY CO-ORDINATOR'S FINAL REPORT

ABOUT THIS REPORT

This is the final report on the Pinery Fire Recovery, prepared by Mr Alex Zimmermann, Local Recovery Coordinator. Mr Vince Monterola AM was appointed to the role initially and after six months Mr Alex Zimmermann assumed the role.

The report provides an overview of the seventeen month recovery operation and importantly makes recommendations to support enhancing recovery programs into the future.

As well, it includes an update on progress in addressing the recommendations that were included in the Pinery Fire Interim Report of September 2016.

INTRODUCTION

The Pinery fire started on Wednesday 25 November 2015, escalating rapidly during the day. The fire caused major damage in the areas of Owen, Hamley Bridge, Wasleys, Kapunda, Freeling, Tarlee, Mallala and Greenock.

The fire was categorised as contained on 27 November 2015 and controlled on 1 December 2015.

The State Emergency Centre (SEC) was activated on 25 November 2015 to coordinate resources to support the Country Fire Service (CFS) activity in responding to the fire.

The Minister for Communities and Social Inclusion was appointed Duty Minister on 26 November 2015. The emergency formally transitioned from response to recovery on 27 November 2015 and Mr Vince Monterola was appointed as Local Recovery Coordinator on that day.

Two deaths occurred and 31 people were injured in the fire, including five severely injured.

Losses include:

82,600	hectares of land burnt
97	houses destroyed
10	houses with major damage
39	houses with minor damage
546	sheds and outbuildings destroyed or incurred major damage

34 sheds and outbuildings incurred minor damage
413 vehicles and pieces of machinery destroyed or incurred major damage
2 businesses (other than farms) and a bowling club destroyed,
2 businesses with major damage and 2 with minor damage

18,000 sheep confirmed lost

600 other stock confirmed lost

54,000 poultry confirmed lost

\$30 million crops, hay and straw plus paddock feed of \$0.25 million (estimate)

As at 3 May 2016, 2,030 insurance claims totalling \$172 million attributed to the fire had been lodged. 28 per cent of the value of claims was domestic and 72 per cent commercial. More current data is not available from the Insurance Council of Australia but it is understood that amounts and percentages would not have materially changed.

The formal recovery operation, after being in place for 17 months, was dismantled progressively from 30 April to 30 June 2017.

SAPOL is compiling a report for the Coroner's consideration.

RECOVERY STRUCTURE

The State Recovery Committee is accountable for coordinating recovery from a disaster or significant emergency. The State Recovery Office, located in the Department for Community and Social Inclusion (DCSI), coordinates state level recovery functions, supports local recovery efforts and provides a management and administrative service to the State Recovery Committee.

State Recovery Committee

The State Recovery Committee (SRC) commenced extraordinary meetings on the day after the fire started in order to establish and confirm agency support for the fire recovery. The SRC met on Thursday 26 November 2015, Monday 30 November 2015 and Friday 4 December 2015. Three further Pinery fire-specific meetings were held to coordinate the State's recovery effort. The SRC continued to include Pinery recovery issues on its scheduled meeting agendas until the cessation of the recovery program.

Recovery Hotline

The South Australian Recovery Hotline, 1800 302 787 is activated to provide information for those needing and offering help. It complements the relief centres and provides an immediate focal point for enquiries until other channels have been established to deal with these enquiries.

For this event, the hotline was activated by the State Recovery Office on 25 November 2016 and was managed by the State Emergency Information Call Centre Capability until 10 December 2016, when its operation transferred to State Recovery Office (SRO). SRO continued to liaise with Recovery Centre staff, the Local Recovery Coordinator, the Community Development Officer and DCSI Media, Communications & Engagement to ensure that advice to callers through all channels was consistent.

The hotline dealt with 1,794 Pinery fire-related calls between 1800 hours on 25 November 2015 and midnight on 5 September 2016. Data indicate that 529 of these calls occurred in the first 23 hours.

Whilst the recovery hotline remains active, the last documented call for a Pinery-specific issue was received in September 2016.

The recovery hotline is active at all times, so at any time, the hotline can receive enquiries from multiple events, as the same contact number is used for all events.

Relief and Recovery Centre/s

In response to the Pinery fire on 25 November 2015, the Emergency Relief Functional Support Group (ERFSG), led by Housing SA, established relief centres in Balaklava, Gawler and Clare. These centres provide short-term shelter, information and personal support

services, such as refreshments, financial assistance, psychosocial support and emergency accommodation.

ERFSG closed the centres in Balaklava and Clare on 29 November 2015 and 6 December 2015 respectively, with the Gawler centre remaining open until 11 December 2015. In total, 2,621 people received assistance across the three centres.

From 7 December 2015, the ERFSG provided expanded services from the Pinery Fire Recovery Centre, which operated from the Gawler TAFE building in High Street.

In addition, ERFSG provided mobile recovery services at Hamley Bridge each Monday and at Kapunda each Thursday. These services reduced to one day per month over time, as demand reduced, until their cessation in July 2016.

The Gawler Recovery Centre's initial operating hours were 7.00 am to 6.00 pm Monday to Friday and 9.00 am to 12.00 pm Saturday, closed Sunday and public holidays. The recovery centre's services included information about counselling, health services, returning home, replacement of important documents, insurance, animal management, business support and other financial assistance. Staff assisted people to access a full range of services, pertinent to their recovery. People were also able to access services from a range of government departments, including Centrelink and Primary Industries and Regions.

Recovery centre staff also partnered with staff and volunteers from the non-government sector to provide support at community meetings, events and via home visits. Psychosocial support was provided to people in their homes via the outreach home visits.

Demand for recovery services gradually declined until closure of the Pinery Fire Recovery Centre on 28 December 2016. After that time, people from the Pinery area requiring services were able to access support through the recovery centre established at Virginia to support those affected by the impacts of the September/October 2016 Extreme Weather Events. The Virginia recovery centre closed on 30 June 2017.

During the period the Gawler Recovery Centre was open (7 December 2015 to 28 December 2016), 1,319 people attended the centre and a further 112 people attended the mobile recovery centres.

Local Recovery Coordination

Mr Vince Monterola was appointed as Local Recovery Coordinator for this event, for an initial period of six months commencing 27 November 2015. Mr Monterola's contract expired on 27 May 2016 and he was succeeded by Mr Alex Zimmermann, a police officer from the region. Mr Zimmermann commenced in the role on 18 May 2016, with a period of handover from Mr Monterola to Mr Zimmermann. Mr Zimmermann's term was extended until 30 June 2017.

The Local Recovery Coordinator is accountable to the appointed Duty Minister and the role is administered by the Department of Communities and Social Inclusion.

The purpose of the role is to:

- establish the local recovery structure, including recovery coordination and chairing the Local Recovery Committee;
- establish and maintain effective communication processes with the public and with other organisations and services working on the recovery effort;
- lead the development of strategies, plans and actions in the recovery process in a unified, efficient and cost effective way, with a common focus and objective;
- establish and maintain effective strategic partnerships with welfare agencies, local councils and government agencies; and
- provide regular reporting on progress and issues.

Regular reporting on the recovery effort was provided directly to the Duty Minister, State Recovery Committee and to the Emergency Management Committee of Cabinet.

The Local Recovery Coordinator was based at the Recovery Centre in Gawler until it was decommissioned in May 2017.

Local Recovery Committee

The purpose of the Local Recovery Committee (LRC) was to oversee and support the recovery effort, to identify emerging issues and determine solutions for them (or escalate where appropriate) as well as to develop a recovery action plan. The committee provided a central point for addressing issues including waste management, health and well-being, asbestos concerns, financial assistance, environmental matters, implementation of practical workshops/events and much more.

The Pinery fire LRC was established and met for the first time on Monday 30 November 2015. Two meetings were held in the first week with weekly meetings thereafter, transitioning to monthly meetings as the recovery progressed.

The initial LRC included representatives from the various functional services and affected councils to advise on progress in re-establishing infrastructure and core functions within the area. At its peak, the LRC had at least 32 representatives participating. As recovery issues changed, membership of the LRC changed to reflect the needs of the area. This included the strengthening of local representation, through community representatives from across the fire ground.

Chaired by the Local Recovery Coordinator, the committee met 24 times over the recovery period to guide recovery efforts, with a focus on providing the services and support sought by the affected communities.

The final LRC meeting was held on 26 April 2017, with a debrief meeting held on 23 May 2017.

At the time the LRC convened its last meeting, April 2017, it comprised of the following representatives:

- Four community leaders
- Light Regional Council

- Wakefield Regional Council
- Clare and Gilbert Valleys Council
- State Recovery Office
- The Department of Education and Child Development
- The Department of Environment, Water, Natural Resources
- Country Health SA
- Primary Industries and Regions SA
- Red Cross
- Global Care

The minutes of the LRC meetings provide a record of issues and matters addressed and are available through the State Recovery office.

Community Development Officer

The Community Development Officer (CDO) position was jointly funded by the State and Federal Governments and appointed by the SRO. The CDO manages the development and delivery of community programs and events across the four councils in the fire-affected region, under the oversight of the Local Recovery Coordinator.

Ms Kirsty Dudley was appointed for a fifteen month period and commenced on 4 January 2016. In order to assist her in this task, in March 2016 Ms Dudley formed the Pinery Recovery Community Action Group (CAG), which included some LRC members and other appropriate representatives from the communities within the fire scar.

The establishment of the CAG is predicated on the notion that a community-led approach to recovery is a fundamental and nationally accepted principle for disaster recovery. Consistent with this principle, the recovery process focusses on the community and encourages the involvement of community members in their own and their community's recovery.

The CDO role provides the focal point and administrative support required by the CAG to implement community-led recovery initiatives. The CDO works closely with local community interest groups, the CAG, the LRC, the Local Recovery Coordinator and recovery centre staff to achieve the position objective.

Whilst centralized leadership is required in the early stages of recovery, the need for this reduces over time, until the point at which communities assume the leadership role themselves.

The CAG developed a range of programs and events, through which it aimed to reach all sectors and age groups within the affected communities.

The programs and initiatives developed were widely publicised via social media, conventional media, the recovery calendar, the Pinery Fire Newsletter (25 issues) and local virtual networks, to maximize attendance.

During the period of the CDO's employment, over 90 activities (workshops/information sessions/events) occurred throughout the fire affected area, attended by more than 3,200 people.

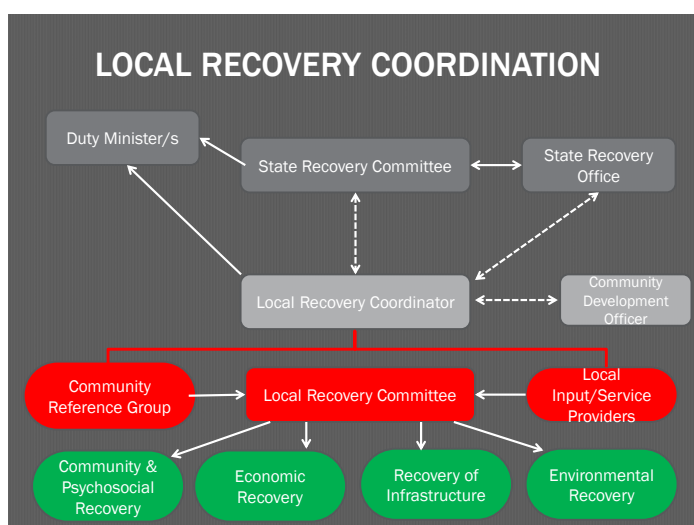
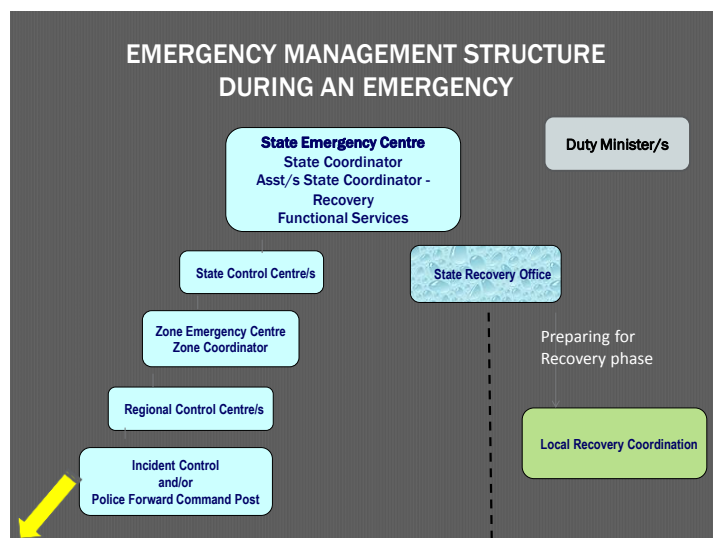
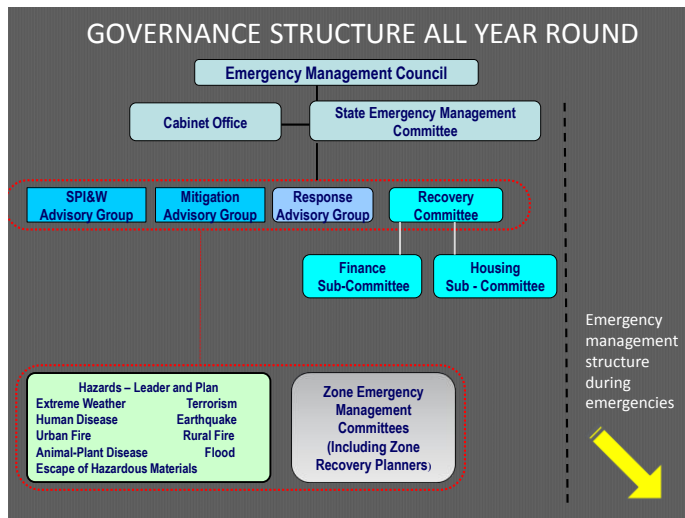
Even though the CDO did not personally organize every event, Ms Dudley was either a significant contributor or participant in over 60 of them.

The events and programs included:

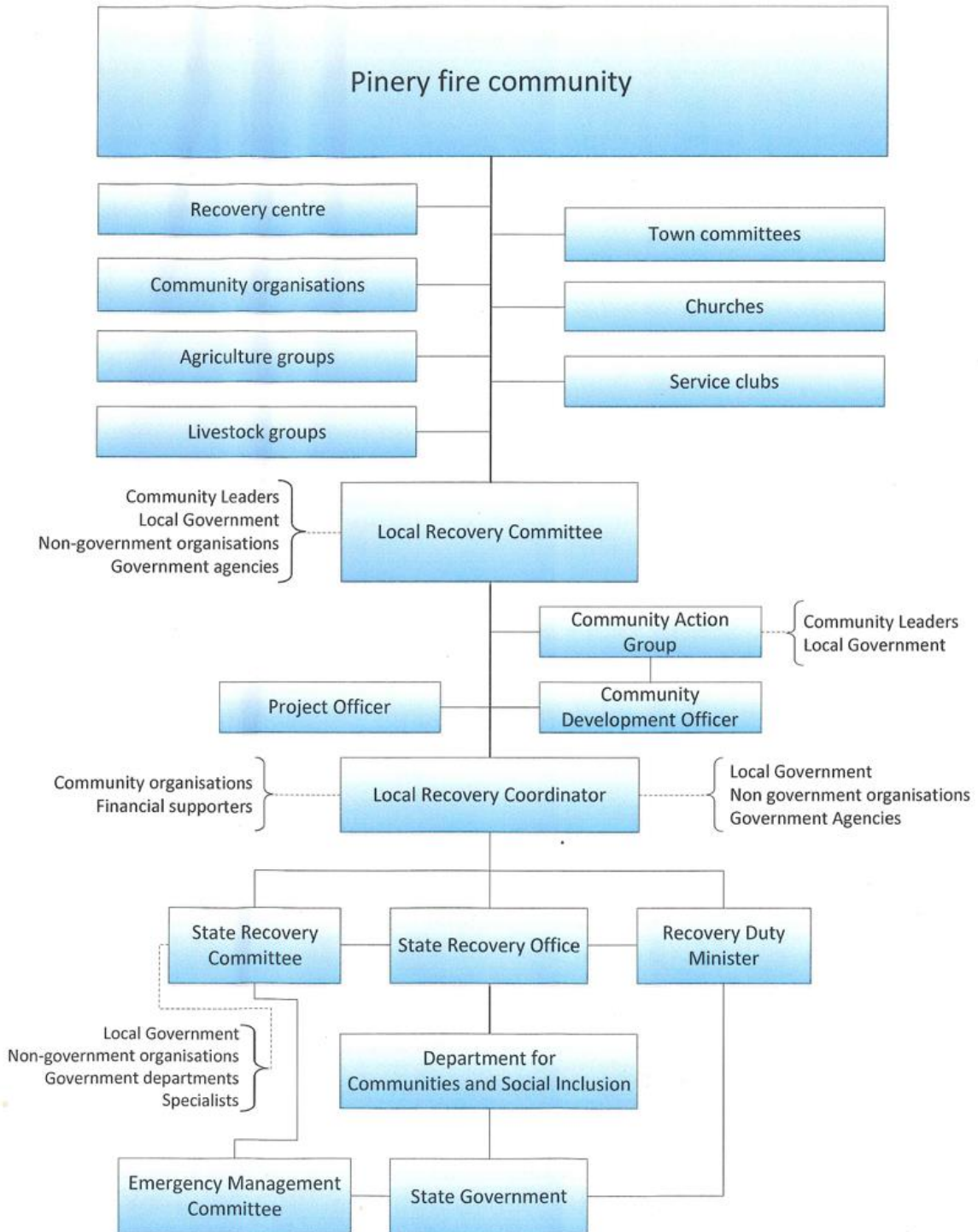
Mens BBQs x 5	Primary School Afternoon Tea (x7)
Firey womens x 4	BCCC - child Recovery
Mens Watch Program	Blue Light Disco
First Aid Training	Men in a Shed - Ladies night out
Mental Health first Aid Training	Fire Ready Family Expo
Save our Mates event	Red Cross Resilience Roadshow
Final event - Reflections on Pinery Fire	Rotary Club Presentation (x3)
Womens Resilience Day	Anniversary Thanksgiving event (x2)
Grant Writing Workshop (x2)	Gratitude Day
Soil Mgt Workshop - Ag Bureau	Coffee & Cake & a Chat
Sheep Management after fire	Pinery Commemorative Service
Livestock Producers Seminar	Resilience Training
Pinery Fire Horse Owners Get Together (x5)	Community Recovery BBQ/event (x3)
Farming After Fire (x2)	Seat for Janet Project
Farmers Forum	Come 'n Try Tai chi
Community Meetings (x9)	Tzu Chi Compassion event
CFS Community Debrief (x2)	CWA/ CFS combined luncheon
Farmers Think Tank	Gals Aloud – Women's Resilience
Large Animal Rescue Information Session	Kapunda Farm Fair - Recovery Stand
Bushfire Ready Meeting	Wasleys Town Fair
Supporting Children in Recovery (x5)	Tzu Chi Compassion event
Rebuilding/ Construction Info Sessions (x4)	Post Office Re-opening
PIRSA Primary Producer Clean Up Recovery Grants	Light Volunteers Week event
Farm Fire Suit Distribution	Gardens Alive @ Anlaby
Tank Project - tank opening	Re-greening the fire scar - Tree distribution Day
People & Communities - Dr Rob Gordon (x5)	Girls Night Out
People & Communities - Children focus - Dr Rob Gordon	

THE RECOVERY PROCESS

These diagrams depict the structures that underpin the recovery process in South Australia.



PINERY FIRE SUPPORT STRUCTURE



The following sections outline some of the more significant components of the recovery process. Specifically, they deal with fund-raising to support individuals and communities, as well as notable activities of volunteer organisations, government agencies and councils.

FUND RAISING/DONATIONS

The State Emergency Relief Fund (SERF) is the principal mechanism through which Government manages donations after an emergency. The SERF is established pursuant to the Emergency Management Act 2004. On 25 November 2015, the SERF and its governing committee were activated. The SERF closed for donations on 30 June 2016.

The SERF raised \$2,200,128.33, including \$1 million donated by the State Government and accrued interest. Donations were received from 3,590 individuals, companies and incorporated bodies, including many of those referred to below.

The SERF committee disbursed \$2,198,833 to individuals and communities pursuant to the SERF guidelines. These disbursements were gifted to 553 recipients, based on eligibility criteria developed to ensure the distribution of donations reflected the appeal's intent, addressed individual and community needs, met donor expectations and contributed to immediate, short, medium or long-term outcomes for individuals and communities.

The SERF Committee approved the retention in the fund of the outstanding balance (approximately \$1,300), which will be disbursed in a future event.

Numerous individuals, groups and organisations undertook other fund raising for the benefit of individuals and communities. Not all were formally advised to the recovery program. In the early period after the fire, virtually every community sporting and service organisation collected monies to assist those affected. The total amounts raised are unknown but estimated to be in the order of hundreds of thousands of dollars. The disbursement of those funds was entirely the responsibility of the organisers.

The following are four of the more significant fund-raising events that occurred – these funds were distributed/utilised outside of the SERF mechanism.

Bendigo Bank, through its Community Enterprise Foundation, provided \$85,000, made up of \$20,000 donated by Bendigo Bank and a further \$65,000 donated by the public via Bendigo Bank branches. The foundation made the funds available to the recovery program for disbursement in consultation with Bendigo Bank. The funds were spent on defibrillators for CFS groups, bushfire awareness signage, first aid training and also to support resilience events.

Adelaide Plains Football League held a fundraising event on 18 June 2016 called *Kick in for Pinery*, to raise funds toward the installation of fire-water tanks around the region, to assist the area in any future bushfire disasters. Approximately \$81,000 was raised from the event. The funds contributed to the purchase of six 250,000 litre fire water tanks, which are intended to be placed around the affected area and provide water to both CFS and farm fire-fighting units.

BlazeAid was the recipient of \$120,000, which was raised as a result of a fundraiser cricket match held on the Long Plains recreation ground on 13 December 2015. The event, *BlazeAid on the Plain*, involved a large auction and attendees providing direct donations.

BlazeAid has advised that the funds were used to purchase and equip six 'BlazeAid' trailers, to support fence restoration after future events in South Australia.

Foundation Barossa in conjunction with the Foundation for Rural and Regional Renewal supported the Pinery Bushfire Appeal initiated immediately following the Pinery fires in 2015. The appeal raised over \$45,000 to support ongoing community projects in areas impacted by the fires. To date over \$35,000 has been spent to support projects in the towns of Wasleys, Hamley Bridge and Freeling and has also provided funds for the Back to School voucher programme which has provided vouchers to all schools within the bushfire impact zone.

VOLUNTEERS

It is beyond the capacity of this report to do full justice to the amount of volunteer work performed by many hundreds, if not thousands, of volunteers over the 17 month recovery period. This section highlights some activities of which we are aware.

Volunteering SA & NT

When activated by SRO, Volunteering SA & NT coordinates the registration of volunteers and provides some support in matching volunteers to organisations seeking assistance. For the Pinery event, it is understood that Volunteering SA & NT took over 450 registrations and provided nine people for two activities at Hamley Bridge, as well as some surge capacity for SRO. I am of the view that the number of people actually provided for volunteer work seems incongruent with the number who registered.

Whilst some notable examples of volunteer efforts follow, it is important to acknowledge the extensive efforts of a range of other organisations, many of which are embedded in the affected communities. In particular, Lions Australia and Rotary Clubs were significant supporters at many events, especially in catering. As well, both organisations were instrumental in harnessing the support of their nationwide networks to make significant funds available for community projects throughout those towns affected by the fire. An example of this was that in July 2016 Lions provided \$20,000 to the Owen Community Shed for purchase of tools and installation of environmental equipment.

The Church of Jesus Christ of Latter-day Saints, Country Women's Association and Conservation Volunteers Australia are also amongst those organisations that provided their support when called upon.

Australian Red Cross

Australian Red Cross played an active part in recovery from 25 November 2015 and continues to support and connect the community through its recovery. Its involvement included assisting in the relief and recovery centres and outreach contact (via home visits and telephone) with individuals across the fire-affected area, in collaboration with the ERFSG.

The function of 'outreach' is to provide a basic welfare check, complete an assessment of individual well being, provide a 'preparedness' pack and refer them to the recovery centre if necessary.

In the period November 2015 to February 2016, Red Cross volunteers undertook 2,580 hours of outreach activity over 363 shifts. During that period they physically visited 1,277 properties.

A further period of outreach was undertaken during October and November 2016 by Red Cross and Disaster Ministries. This outreach involved attendance at 597 premises and resulted in 300 'preparedness' packs being provided.

Habitat for Humanity

Habitat for Humanity (H4H) is a world-wide, not-for-profit Christian organisation, best known for its international work supporting low income families into home ownership. More recently, Habitat for Humanity SA has provided disaster recovery assistance in South Australia.

Between January and November 2016, H4H completed 51 recovery activity days in the Pinery area, with over 500 volunteers assisting 45 property owners with 'hands on' clean-up work that included shoveling rubble, pulling down fences, restoring gardens, planting trees, removing debris from damaged buildings, salvaging materials for re-use and dragging trees or branches into burn piles. The teams, usually consisting of about 10 people, were able to complete tasks that would take the property owner weeks or even months to finish on their own.

BlazeAid

After the Pinery fire, farmer and BlazeAid founder Mr Kevin Butler identified that fencing services would be needed and immediately set about establishing a camp. As requests for assistance were lodged by property owners, BlazeAid established two camps - at Hamley Bridge Football Club and at Adelaide University's Roseworthy Campus.

The camps provided a base for volunteers, with fencing equipment being brought to the camps on 3 December 2015 to commence the re-fencing program.

BlazeAid deployed 707 volunteers who worked on 202 properties, completed 6,940 days of work, cleared 590 kms of burnt fencing and erected 364 kms of new fencing.

St. Vincent De Paul

Under an arrangement with the SRO, St Vincent de Paul managed goods donated for those affected by the Pinery fire. St Vincent de Paul assisted volunteers to deal with spontaneous collections in the affected area and arranged for those affected to select clothing, furniture and other items from its stores, without charge.

St Vincent de Paul also raised a significant cash fund, which it distributed to those affected, in collaboration with the SRO. St. Vincent De Paul also provided and distributed 160 Christmas hampers to affected families, provided food and fuel vouchers, pastoral support, counselling and advice.

Global Care

Global Care, an Australian-based Christian international aid organization, joined the Pinery Fire recovery initiative in December 2015. Between January 2016 and May 2017, Global Care provided support, advice, counselling, resources and networking contacts for individuals and organisations (eg schools, nursing homes, businesses) affected by the fire.

These services were provided to 195 individuals (95 females, 61 males, 39 children) in 20 localities.

A further 197 individuals were regularly contacted as the Global Care staff made their regular weekly, fortnightly or monthly visits providing its services.

Samaritans Purse

Samaritan's Purse is a non-denominational evangelical Christian organisation that has a history of helping communities after natural disasters. Soon after the fire, Samaritan's Purse assisted approximately 30 property owners with clean-up, using around 60 to 70 volunteers. Samaritan's Purse also gave out hampers and tool kits to people who needed them.

Country Fire Services

Each year during the winter season, the South Australian Country Fire Service (CFS) offers free workshops for women designed to provide them with new skills to protect their families and livelihoods. This workshop is known as Firey Women and is one of the CFS's most popular community engagement programs.

After the 2015 Pinery fire, there was strong demand from women across the fire ground for more information about how to be better prepared for bushfire. Firey Women workshops were held in three townships with 76 attendees, ranging from teenagers to retirees.

Tzu Chi

This international Buddhist organisation provides financial assistance to people affected by disasters. Tzu Chi disbursed funds totaling \$58,450 to 79 affected households, via cash cards. Tzu Chi also distributed 199 eco-blankets at two distribution events in Mallala and Wasleys.

SIGNIFICANT GOVERNMENT AGENCY INVOLVEMENT

Department for Communities and Social Inclusion (DCSI)

DCSI is a critical agency in the recovery program. The SRO is part of the DCSI and provided advice to the Duty Minister, secretariat support for the State Recovery Committee, coordinated the government and non-government recovery efforts and supported the local recovery arrangements.

The ERFSG is led by Housing SA. It provided relief and recovery support through the operation of relief and recovery centres and was responsible for the outreach program. It provided personal hardship and distress grants to people affected by the Pinery fire, including 1,193 emergency grants totaling \$670,000 to assist people to meet their immediate needs and fourteen re-establishment grants totaling \$140,000 to assist people to replace the contents of their home.

Department of Primary Industries and Regions SA (PIRSA)

PIRSA estimated that the fire-affected area included 150 and 200 primary production businesses. PIRSA staff provided significant assistance to primary producers impacted by the fire. PIRSA worked in partnership with other Government and non-government organisations to deliver the assistance required by affected primary producers. PIRSA donated 400 bales of hay and the freight cost of transporting the hay from Flaxley to Roseworthy.

PIRSA administered the primary producer clean-up and recovery grants co-funded by the SA Government and the Commonwealth Government, through the Natural Disaster Relief and Recovery Arrangements (NDRRA). The grants offered up to \$10,000 per applicant, for eligible primary producers. Grant applications closed on 4 November 2016. 99 applications were made to the program. Of these, 88 were approved, 6 declined and 5 withdrawn.

A total of \$792,300 was granted, at an average of \$9,003.41 per applicant.

Department of Environment, Water and Natural Resources (DEWNR)

The primary response to the recovery effort on behalf of DEWNR was provided by staff of two natural resource management (NRM) regions – Adelaide and Mount Lofty Ranges (AMLR) and Northern and Yorke (N&Y).

In collaboration with PIRSA, local agricultural and livestock networks, NRM convened, funded or participated in most of the landholder focused workshops, events and information sessions during the recovery program. NRM's involvement was wide-ranging, including the provision of advice on soil stabilisation, livestock management, equine issues and vegetation issues. Their constant presence at these events was regarded as an extremely effective and beneficial representation of Government assistance, with significant on-ground change and an increase in community capacity.

NRM was involved in at least 25 events, which were attended by an estimated 1,800 people over 18 months. This number is in addition to those people supported through telephone enquiries, property visitation and assistance with development of work plans.

In addition, NRM undertook post-fire on-ground works to stabilise soil with large machinery across the fire scar, and provided approximately 30,000 native plants, stakes and guards to assist in re-greening the fire scar. Both initiatives were developed in collaboration with landholders and were widely welcomed by the communities affected.

Department for Education and Child Development (DECD)

The Pinery fire either impacted or threatened 24 preschools, primary schools and secondary schools under DECD's authority. Many of the students' families, staff members and their families lost property and were personally affected by the fire.

Students and staff were involved in evacuations and some sites closed for the next two days because roads were unsafe for bus travel or driving. A formal review of emergency response procedures was conducted as a consequence of the event and resulted in 22 recommendations. The recommendations are available at <https://www.decd.sa.gov.au/sites-and-facilities/bushfires-and-emergency-closures/post-pinery-review> .

This is considered to be a significant and positive outcome from this event – it will benefit schools and their communities throughout the State. Given the important role schools play in regional communities, DECD is also recognized as an active and constant member of the Local Recovery Committee, with both staff and school sites being highly involved in many recovery activities.

Department of Planning Transport and Infrastructure (DPTI)

DPTI provided valuable recovery support in the following ways:

- Works to assess and remove hazardous roadside vegetation caused by the fire;
- Asbestos assessment advice provided to affected property owners in collaboration with State Recovery Office, SAFECOM, Safework SA, EPA;
- Waste management, storage and disposal, as a member of the Local Recovery Committee's waste management sub-group, together with Councils, EPA and SAFECOM;
- Provided information and assistance with lands titles for affected property owners, including assistance with preparation of legal documentation and the waiving of lodgment fees;
- The Valuer-General reviewed and adjusted property values in the affected areas to reflect the impact of the fires;
- Provided advice on building guidelines for re-building in bushfire affected areas, planning and rebuilding approvals;
- With Services SA, supported affected people to replace vehicle registration certificates, drivers' licences and other documentation free of charge; and
- Restored damaged pavements, guideposts and signage of approximately 135 kilometres of arterial roads.

Department for Correctional Services (DCS)

The Department for Correctional Services was tasked to assist with the clean-up and recovery of the affected areas. This was undertaken through the provision of work gangs from the Cadell Training Centre (CTC) and the Adelaide Pre-Release Centre (APC).

CTC work gangs operated in the areas of Daveyston, Hamley Bridge and Freeling from 4 January to 22 March 2016. These gangs comprised an average of 10 prisoners and 2 supervisors for 8 hour days for a period of 32 days. Their tasks included:

- General road side clean up
- Cutting and removing burnt or fallen trees
- Removing damaged fences
- Erecting new fencing
- Paving, painting and erecting new pergola; removing and planting trees together with irrigation systems and laying mulch in the town park
- Repairing gates and strainers

APC work gangs operated in the areas of the Gawler, Light, Wakefield and Adelaide Plains Councils. These gangs comprised 1 field supervisor and 6 low security prisoners, who spent

8 hours per day, 5 days a week from January to June 2016 – a period of 24 weeks. They carried out work such as:

- General road side clean up
- Cutting and removing burnt or fallen trees
- Removing damaged fences

The Adelaide Women's Prison (AWP) and APC further supported the Pinery Recovery Revegetation Program by purchasing a large polyurethane tunnel, in which they grew seedlings. The seedlings were nurtured by female prisoners in the APC cottages until they reached maturity, at which time they were collected for distribution to affected areas.

Department for Human Services (DHS)

As at 30 June 2016, the Department of Human Services (DHS) had granted 3,645 Disaster Recovery Payments to a value of \$4.189 million. DHS's Disaster Recovery Allowance was also available, providing income assistance for up to 13 weeks. Two claims for disaster recovery payments were outstanding at 12 July 2016.

Northern Health Network

A dedicated mental health clinician (psychologist) for Pinery fire-affected people was appointed to the Inner North Community Mental Health on 14 June 2016 for a period of 12 months. Although a further 0.5 clinician was appointed on 9 July 2016 and made available to support Pinery fire-affected people, this support was not required.

For the duration of the funding, seven clients were supported, with all of these having now been discharged with no need for further referrals to other services.

LOCAL GOVERNMENT

The four local government areas of Light Regional Council, Wakefield Regional Council, Clare and Gilbert Valley Council and Mallala District Council (now Adelaide Plains Council) were impacted by the fire. All of the councils provided significant support to their own communities and to neighbouring councils.

The manner in which the councils worked together, especially in aligning resident support (ie reduction or elimination of costs associated with redevelopment applications, rubbish dumping etc.) set a benchmark for how future events involving multiple councils should be coordinated.

A summary of significant direct and indirect costs incurred by these councils as a result of the fire follows. In some cases, the costs are shown as those actually incurred as well as quotes for work yet to be commenced.

Light Regional Council

\$115,621	Actual costs incurred for repairs. This comprises direct costs paid to external contractors and suppliers
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\$ 59,579	Fees forgone due to Development Application fee relief provided to community
\$ 15,536	Rates forgone due to reduction in capital values
\$ 13,181	Two cemeteries – repair of headstones and fences and removal of trees
\$ 5,402	Reduced Waste Water Development Application fees provided for affected properties
\$ 3,120	Septic pump out fees absorbed by council
\$ 416	Replacement signage – fire danger season
<u>Total</u>	<u>\$212,855</u>

Wakefield Regional Council

\$38,400 -	Total development fees waived
\$51,000 -	Costs associated with re-opening roads due to fallen trees and grading of drift soil – 100 kms of roadways plus continual remediation of sand drift.
<u>Total</u>	<u>\$89,400</u>

Clare and Gilbert Valley Council

\$53,219 -	Costs associated with earthworks and tree removal
\$1,838 -	Waiving of development and building fees
\$1,536 -	Rates fines and interest written back
<u>Total</u>	<u>\$56,593</u>

Adelaide Plains Council

This Council did not capture Pinery-specific costs and hence was not able to provide the information.

REBUILDING OF DESTROYED DWELLINGS

Information has also been sought from local government to determine the number of dwellings which have been rebuilt (or approved for such) in comparison to the number recorded as having been destroyed in the council area. The following information is valid as at 7 July 2017.

Light Regional Council	Destroyed 41	Rebuilt/approved 13
Wakefield Regional Council	Destroyed 36	Rebuilt/approved 14
Clare and Gilbert Valley Council	Destroyed 5	Rebuilt/approved 1
Adelaide Plains Council	Destroyed 15	Rebuilt/approved 11

The data provided indicates that, only 40.2% (39 dwellings) of the 97 reported as being destroyed have been or are being replaced thus far.

The low level of rebuilding after a major disaster can be alarming for affected communities, especially if they are small in the number of residents. Anecdotally, it is not uncommon for people to make the choice to not return to the area where they were impacted. Notwithstanding, it has now been almost 18 months since the event, experience has shown that decisions to rebuild in the area may take a significantly longer time. Hence, the information provided above only provides a status report as at the date of this report. Therefore, caution should be used when extrapolating this data for the purposes of trying to identify a direct correlation between the event and people permanently leaving the area. Factors such as purchasing established homes (rather than rebuilding) and the extended time sometimes taken before people find themselves confident or 'ready' to rebuild are significant in supporting the caution recommended in using this raw data. Undertaking a survey of those who lost their dwellings would be the most sound method of determining the direct affect of the event as a determinant on people leaving the area.

PINERY FIRE STRATEGIC RECOVERY PLAN

In July 2016 the LRC developed a Pinery Fire Strategic Recovery Plan, to guide the recovery process until December 2017 – a copy of the Strategic Recovery Plan is attached at **Appendix A**.

SURVEY RESULTS

An electronic survey was sent to all those registered on the Pinery Recovery database. The purpose of the survey was to validate the activity of the recovery program utilizing the Strategic Recovery Plan as the basis. As well, the survey was used as an opportunity to identify areas for improvement into the future. The summarised results of the survey are provided at **Appendix B**.

COMMUNITY RESILIENCE - A RECOVERY LEGACY

It is acknowledged that individuals and even communities that experience a disaster such as the Pinery fire will recover from the event at varying rates, with some never fully recovering from it, whether that be mentally, physically or financially.

A recovery program identifies opportunities for building the resilience of the individuals and communities affected, so the Local Recovery Coordinator sought out strategies that could build such resilience beyond the recovery program.

The development of resilience can take many forms, with information and awareness being central themes. For instance, better informing people of how to prepare themselves and providing insight into what can be done to enhance community cooperation during times of crisis are considered as tangible resilience strategies.

Two examples of awareness and information that will improve the resilience of communities were the bushfire awareness and preparedness sessions as well as the improvements to DECD's emergency response procedures for schools and preschools. Communities that have better knowledge about what needs to be done, as well as what is in place to protect those more vulnerable (eg children and the elderly), are likely to be more resilient to significant adverse events.

The Local Recovery Coordinator has commenced work with one of the affected communities (town of Owen) and another from the Adelaide Hills (Scott Creek) to determine how to enhance the work that both communities have undertaken to make themselves more resilient and better able to respond to and recover from an event.

Another area of focus was how to mentally prepare members of the community to confront crisis.

The Duty Minister (Minister Bettison) for the Sampson Flat fire (January 2015) encouraged and facilitated a number of people from the affected communities to undertake 'train the trainer' training in wellbeing and resilience, provided by the South Australian Health and Medical Research Institute (SAHMRI).

Funding has been arranged for a number of people from within and/or associated with fire-affected communities to undergo the same training in August 2017, with the objective that they will then deliver further training to communities within the Pinery fire-scar. The Local Recovery Coordinator is working with SAHMRI to train this group of six people.

The Local Recovery Coordinator has gained support from the affected councils to support the further delivery of this training throughout their communities.

LESSONS LEARNT

Given the extended duration of this recovery period, many observations have been made and issues identified that may serve to enhance recovery programs into the future. The primary sources of these observations were feedback from the Local Recovery Coordinators, the survey questionnaire and the LRC debrief.

I have separated these for presentation in this report into two sections, with each of the recommendations in the first section needing to be considered by the SRC to determine whether it proceeds, and, if so, which agency will take the lead. I understand that work on some of these items has begun and status comments are included to describe each issue's progress.

Those observations/issues appearing in the second section have been identified for inclusion in the Local Recovery Coordinator guide. An extension of the development of the guide may result in the development of Standard Operating Procedures (SOP's) within the SRO to ensure support of the Local Recovery Coordinator on aspects contained within the guide.

'Recommendations for further enquiry' contains those observations/ideas that require further consideration to determine whether these are suitable for implementation in future Recovery programs. This section includes those recommendations emanating from the Interim Report in September 2016.

'Recommendations for Recovery Coordinator Guide' contains those observations/issues that should be added to the Local Recovery Coordinator Guide, produced by SRO. This is a valuable document for those undertaking Local Recovery Coordination, as it identifies core areas that need to be considered, notwithstanding each event will be unique.

RECOMMENDATIONS FOR FURTHER ENQUIRY

1. **Embed the National monitoring and evaluation framework into South Australian Disaster recovery arrangements**

A community survey is an exceptionally useful tool to monitor and evaluate the effectiveness of a recovery program. Whilst it was used during this event primarily to assess the Strategic Recovery Plan outcomes, it also served to provide some information to consider for future recovery programs. The National Monitoring and Evaluation Framework, funded by the Commonwealth National Emergency Management Program, was developed in 2016 to ensure that disaster recovery programs can be evaluated for their effectiveness, and that these evaluations are undertaken in a consistent way. By improving the quality of disaster recovery evaluations, government will be able to improve subsequent disaster recovery programs, to the extent that the learnings from these evaluations are incorporated into program design and delivery. South Australia is committed to embedding the framework into the State recovery arrangements and this is supported.

Lead agency:

Status:

2. **Development of a succinct and simplified Community Mental Health awareness booklet:**

The Local Recovery Coordinator, together with counsellors and mental health practitioners working in the area, developed a mental health awareness booklet, which was distributed to a variety of organisations/businesses in the affected area. The purpose of the booklet was to better prepare those being approached by distressed people to engage with them and, most importantly, how to support them to find further assistance if needed. Feedback received indicated that this was a worthwhile document and would have been of benefit much earlier in the recovery process. This initiative should now be formalised to ensure it is available for future recovery programs from the outset.

Lead agency:

Status:

3. **Development of a strategy for the removal of dead trees that are left standing after a fire:**

This was identified as a significant issue, as the fire killed many large pine trees in the area that remained standing around properties, creating a risk of the tree or limbs falling. This has also been a major issue for other bushfire events – especially in areas that were heavily wooded.

A tree felling initiative was developed by the Local Recovery Coordinator in response to this issue. The initiative involved identifying tree-felling operators that normally work in forest reserves and who were available for defined periods outside of their normal forest activities to provide a tree-felling service to the affected community. A very low hourly rate was negotiated. As these operators normally do not generate many invoices, they had a preference to minimize this aspect. The Local Recovery Coordinator negotiated with councils to pay invoices on behalf of rate-payers (thereby reducing the number of invoices needing to be generated) on the proviso the rate-payers entered into an agreement to repay the council the cost incurred in the felling

of trees on their property. It appears that felling of killed trees is a significant and much broader recovery issue, and it is believed that a consistent and effective strategy needs to be developed for future events. The model developed by the Pinery Fire Local Recovery Coordinator could form the basis of this strategy.

Lead agency:

Status:

4. Evaluate the 'Mens Watch' initiative for consideration during future events :

Approximately 60 men undertook training over two days to provide support to other men in the area who may have been suffering emotional stress from the event. Anecdotally, this initiative was well received and served to support men in the area. There is no empirical information available to support this. The cost of the program was in excess of \$20,000.

Whilst it is believed that it played a role in the recovery for people in the area, it would be appropriate for the program to be assessed by SA Health's mental health experts, to determine whether this should actively be supported in future events. It is noted that it might not be possible to assess the program retrospectively, in which case this should be done in a future event.

Lead agency:

Status:

5. Consideration of utilisation of SAHMRI Well Being and Resilience trainers:

SAHMRI is currently training a large number of trainers to deliver wellbeing and resilience training to organisations and communities across South Australia. It is envisaged that by the end of this calendar year, over 1400 people will have received the training.

In the months after a disaster, it is critical to support those affected in re-establishing their individual sense of wellbeing and enhancing their resilience. While Australian Red Cross has some capacity in providing programs for this purpose, there would be value in investigating whether those trained by SAHMRI may also be able to have a role in this function. This would especially be important if the disaster is spread across many communities (as was the case in the Pinery fire), thereby requiring significantly more resources for recovery initiatives.

Lead agency:

Status:

6. Develop a protocol for using members of the Surveyors Board of South Australia to re-establish perimeter boundaries of landholdings:

Develop, with the Surveyors Board of SA, a protocol to assist with re-establishment of perimeter boundaries for affected landowners after future events. This should articulate the process developed by the Local Recovery Coordinator and the Surveyors Board of SA for assistance to Pinery fire-affected people.

Lead agency:

Status:

7. Raise the issue of regional cropping practices encroaching on rural townships with the Local Government Association:

This was raised as an observation by those affected by the Pinery fire. It was perceived that over time the boundary between the residential areas and primary producer land holdings had become less distinct, bringing with it a heightened risk from crop fires affecting residential areas.

An examination of the current situation should be undertaken to determine whether this is in actual fact occurring. It would be of benefit for Local Government, PIRSA and CFS to work together to ensure that any regulations controlling this are sufficient to support the safety of regional townships surrounded by cropping land.

Lead agency:

Status:

8. Identify and document the contents of a standard 'returning home kit':

The purpose of this recommendation is to develop a contents list for a 'returning home kit' that can form the basis of the information provided to those affected by an event as well as to potential suppliers (eg hardware stores offering assistance). By way of example, in the early period immediately after the fire, many people who returned to their homes utilised rakes, shovels, sieves, gloves, goggles, face masks to enable people whose house was destroyed to search for small valuables.

During this period a large hardware chain offered assistance through the provision of tools etc to those affected. This initiative may bring about a greater efficiency through matching future offers such as these with the actual needs of those affected.

Lead agency:

Status:

9. Ensure government agencies have plans that address their recovery responsibilities and processes (Interim Report)

Each state government agency that has a role in disaster recovery must have a comprehensive and robust plan for its recovery responsibilities and have the capacity and resources to implement them immediately, together with a plan for sustaining them long term, if necessary.

- b) Each agency involved in recovery needs to give consideration to fees that should be waived, to assist affected families. Pre-planning of this issue will expedite and streamline this process for future events.
- c) Agency plans should include consideration of the notion of limiting the number of forms that affected people are asked to complete when requiring services. This should include planning for abridged or combined forms and capacity for others to prepare them on the affected person's behalf if possible.
- d) All agency plans should clearly articulate the triggers for reduction or withdrawal of special recovery services and how it will monitor and meet demand beyond that point, with appropriate community communication of how to access services.
- e) Agency plans should be reviewed annually, especially focusing on the impact of relevant recommendations from recovery programs undertaken during the preceding year.

Lead agency:

Status:

10. Develop agency protocols that will support enhanced efficiency in development of incident funding proposals (Interim Report)

Each agency expected to participate in the recovery program must be given the opportunity to seek funding through any combined Cabinet submission. In order to be prepared for this, agency plans should identify what their funding considerations might be in the event of a disaster, thereby expediting the process of contributing to a collective Cabinet submission.

Lead agency: State Recovery Committee through participating agencies.

Status: Burns Review consideration

11. Development of a waste management strategy to effectively deal with waste after a disaster (Interim Report)

A waste management strategy should be prepared for future recoveries, to facilitate the prompt and efficient removal of waste and the appropriate allocation of costs, when the coordination of waste management is warranted.

The strategy should address debris removal and disposal, material recycling, removal of hazardous materials including asbestos, chemicals, munitions, spoiled food, and livestock carcasses and management of damaged trees.

Lead agency:

Status:

12. Investigate opportunities for enhanced use and support of volunteers (Interim Report)

a) Optimising the use of volunteers

The service of volunteers is a critical component for a successful recovery from a disaster. Volunteering SA & NT provides the central registration point for volunteers who spontaneously volunteer. Spontaneous volunteering anecdotally continues to increase, facilitated by social media. If spontaneous volunteers are under-utilised, the affected communities might not benefit from the potential assistance and volunteers might lose confidence in the process, potentially resorting to less appropriate alternatives. Methods to optimise the utilisation of those who register should be examined.

b) Evaluation of qualifications

Determine a procedure for evaluating the qualifications of individuals seeking to provide a voluntary service to affected people, especially when that service relates to emotional health or general wellbeing.

c) Reimbursement of costs

Long-term recovery of a region is heavily dependent on services provided by volunteer organisations. Consideration should be given to development of a policy and funding option for the reimbursement of fuel costs, printing and other expenses incurred in delivering services for some of these organisations, to allow

for a consistent approach and ensure that financial provision is made at the outset.

Lead agency:

Status:

13. Investigate the development or enhancement of fundraising guidelines (Interim Report)

Disasters result in many organisations and individuals holding spontaneous fund raising events to support those affected. Communities that support these do so with goodwill, generally based on their knowledge of the convening organization or individual.

Consideration should be given to the viability of developing general guidelines/ advice for such events with a focus on transparency and accountability attached to the funds raised, in consultation with Consumer and Business Affairs SA. It must be noted that this recommendation does not reflect on any organization involved in supporting the Pinery fire but notes that collectively, such fund-raisers have the potential to raise millions of dollars for those affected. Any guidelines/ advice developed should focus on clarity surrounding the beneficiaries of funds raised and accountability for funds raised.

Lead agency:

Status:

14. Establish protocols for recovery support of school-aged children during school holidays, in private and public schools and for those who move from the affected area (Interim Report)

There is a need to ensure the recovery program provides for the needs of all school-aged children.

- a) School holidays occurring either side of a disaster may result in school-aged children affected by a disaster not being readily accessible for such support or receiving discontinuous support. It is proposed that DECD consider how it might provide appropriate and continuous support, such as considering opening the school for one day per week during such school holidays, so that children can remain connected with their school community and engage in local recovery initiatives.
- b) There are many school-aged children in regional areas who attend non-government schools that may be inside or external to the affected area. These children need to be identified and strategies put in place to ensure that they have similar support available (eg counselling via DECD) as those children who attend government schools in the affected area. To that end, DECD and relevant non-government school representative organisations should develop appropriate protocols to ensure this occurs.
- c) As well, it has been identified that a number of families make the choice to move away from the area after a disaster. It is important for DECD to track any school-aged children who may resettle in areas away from the disaster area, to ensure

that they can receive support through the school system for any recovery needs which may become evident in the weeks and months following a disaster.

Lead agency:

Status:

RECOMMENDATIONS FOR RECOVERY COORDINATOR GUIDE

1. **Co-location of Local Recovery Coordinator and Recovery Centre:**

There are inherent benefits in co-locating the Local Recovery Coordinator and the Recovery Centre Manager and staff, as the information from the Recovery Centre is critical in informing the recovery program. This was arranged for the Pinery fire recovery and is recommended practice.

2. **Prompt livestock destruction:**

The prompt response to assessment, euthanasia and carcass disposal of injured livestock implemented after the Pinery fire was beneficial for emotional wellbeing and community health and should be repeated after future disasters. EPA's prompt advice to landowners regarding appropriate disposal sites and methods is an important element of this. This needs to be considered and monitored in conjunction with PIRSA and EPA.

3. **Details required on maps:**

Maps requested to support decision-making on aspects of the recovery program were crucial for the Pinery recovery program. Maps must show and name every town within the incident area to ensure all receive attention. Local Government boundaries are also critical for recovery programs that involve multiple councils.

4. **Early development of a community event calendar:**

The SRO established an online community event calendar in the early days of the program. This reduced the likelihood of unnecessary duplication of effort, conflicting events and 'double booking' of presenters.

Encourage recovery and community organisations to consult the calendar before planning and advertising an event.

5. **Early development of a Strategic Recovery Plan:**

It was considered that development of the Recovery plan provided the underlying strategic direction for the LRC. It is considered advantageous if this process can be undertaken at an early stage of the recovery program.

6. **Ensuring LRC meeting records are maintained:**

It is essential that formal meeting minutes, agendas and actions records are introduced for the LRC from the outset of its operation.

7. **Selection of community leaders for LRC:**

It is usual practice when identifying community leaders for the Local Recovery Committee to identify people who have suffered minimal or zero loss. This is regarded as good practice.

Consultation with the Community Development Officer/s (CDO) of the affected councils would help to identify suitable candidates.

8. **Ensuring agency representatives on the Local Recovery Committees are appropriate:**

Agencies must ensure that their representatives appointed to the Local Recovery Committee are fully informed about their agency's role, responsibilities, current and

proposed activities and have the knowledge, status and time to contribute meaningfully to the committee.

9. Early engagement with the affected councils:

As soon as possible after the commencement of a recovery program, meetings with senior council staff and senior elected members should be convened in order to establish capabilities and roles, as well as identify council delegates for the Local Recovery Committee.

At the appropriate time and when multiple councils are affected, it is also advantageous (if not crucial) for them to agree on a common approach to specific considerations and services that will be provided to those affected by the event (eg rate discounts, special rubbish collections etc.), to minimise perceived inequities.

10. Knowledge of relevant MOUs:

The Local Recovery Coordinator must be fully informed about MOUs and arrangements between government agencies and NGOs, to enable the LRC to confer with the relevant agencies to facilitate the full and appropriate use of those NGOs.

11. Consideration of reimbursement for volunteers:

Confer with SRO regarding the reimbursement of volunteers' costs, such as fuel, printing and other expenses directly incurred in delivering the service, if funding is available.

12. Early identification of 'distinct' communities:

For events involving multiple communities, appreciate that these communities may not all share the same needs. It may even be the case that adjoining communities have distinctly different views on what they require by way of support.

In order to address this risk, it is important to gather intelligence as quickly as possible on this issue, to ensure every community's needs are addressed and representation for them is appropriate. Council Community Development Officers may be able to assist in relation to this important issue.

13. Provision of information to communities in respect of fundraising:

Spontaneous fundraising in communities is a common occurrence after a disaster. This fundraising can raise significant amounts. Whilst on many occasions there is specificity about who or what the funds are intended to support, there are many occasions when the destination of the funds is more general (eg 'To support the victims of the Pinery fire').

When the State Emergency Relief Fund (SERF) is activated, fundraisers and donors alike should be encouraged to forward the proceeds of fundraisers to the SERF for distribution to those affected by the disaster – this is especially the case when the beneficiaries have not been specified. The Local Recovery Coordinator is well placed to encourage this during community meetings convened early in the Recovery phase. As well, consideration should be given to encouraging donations direct to the SERF.

14. Early involvement of a dedicated communications officer:

A dedicated Communications Officer needs to be available for the Local Recovery Coordinator to provide advice and to prepare communications such as the

community newsletters. This appointment should be formalised as soon as possible after the appointment of the Local Recovery Coordinator, in consultation with DCSI Communications & Engagement. It is noted that this worked well during the Pinery Fire recovery program.

15. Ensure formal protocols/mechanisms are in place to monitor social media during response and recovery phases of events

Community use of social media during and after an event is now common-place. A recovery program can be slowed if incorrect or mis-leading information is shared by people on social media. Likewise though, valuable information relating to potential needs of those using social media may also be identified from their entries.

DCSI's Communications & Engagement unit monitors and contributes to social media relating to emergency events, in consultation with State Recovery Office. The Local Recovery Coordinator should confer with the unit and State Recovery Office soon after appointment to ensure they are informed of issues arising through social media.

16. Ensure formal debrief of Local Recovery Committee/organisational representatives is undertaken (Interim Report).

The existing practice of undertaking a debrief of members and past members of the Local Recovery Committee is recognized as valuable, to identify issues or processes that could be improved.

Given the pivotal role of relief and recovery centres in the recovery process debriefs of all staff involved, especially the managers of those centres, should occur to identify opportunities for improvement. Notwithstanding this latter task is the responsibility of the ERFSG, the Local Recovery Coordinator should ensure this takes place.

17. Awareness of implications associated with development of a 'Memory Book':

It is common practice for a publication to be compiled to document the recovery process for those involved. A book entitled *Reflections on the Pinery Fire* (135 pages) was printed for this recovery program and launched at the final public event on 30 April 2017. In addition, the publication was made available as a 'flip book' for access via the internet <https://dcsi.sa.gov.au/documents/disaster-recovery/pinery-fire/>.

The compilation of a publication of this nature takes a significant commitment of time, funds and staff. A decision regarding a publication of this nature should be considered early enough in the recovery process to ensure that it is well managed.

CONCLUSION

Firstly, on a personal note, I wanted to document my gratitude in being provided the opportunity to undertake the role of Local Recovery Coordinator. I regard it as an exceptional privilege. My observation has been that there has been the highest level of collaboration from all those individuals and agencies involved.

Notwithstanding this report attempts to succinctly capture an enormous amount of activity that occurred over the 17 months of the recovery program, there will be much which is not able to be captured owing to the final report needing to be a manageable document. I am aware that the Government and non-government agencies involved in this recovery program have undertaken their own debriefing and enhancement to their processes resulting from these.

There is no doubt that the recovery of the area has progressed very positively with this being validated through the survey results and from conversations with those who have lived through the process. This outcome is testament to the exceptional work done by all of those with whom I had the pleasure of working.

One of the most important objectives of a final report is to document those things that worked well and any issues that need further work or commitment to continually improve. The challenge is to now ensure all of these matters are captured appropriately, further considered (wherever appropriate) and then implemented in such a way so as to enhance Recovery programs of the future.

I especially would like to recognise the support given to myself and my predecessor by Ms Ronnie Faggotter, Director SRO and all of the staff in that office.

Alex Zimmermann
Local Recovery Coordinator – Pinery Fire

7 July 2017

APPENDIX A



Government of South Australia

Department for Communities
and Social Inclusion

**Comments or feedback?
Email the Local Recovery
Coordinator at
alex.zimmermann@sa.gov.au
or phone him on 0476 838 166**

PINERY FIRE STRATEGIC RECOVERY PLAN 1 June 2016 – 1 December 2017

Prepared by Pinery Fire Local Recovery Committee
June 2016

Enquiries to: Alex Zimmermann, Local Recovery Coordinator
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SITUATION

On 25 November 2015 the Pinery Fire burnt 82,600 hectares of mainly farming land. Sadly, two people lost their lives in the fire. Losses included:

82,600	hectares of land burnt
97	houses destroyed
10	houses with major damage
39	houses with minor damage
546	sheds and outbuildings destroyed or incurred major damage
34	sheds and outbuildings incurred minor damage
413	vehicles and pieces of machinery destroyed or incurred major damage
2	businesses (other than farms) destroyed
2	businesses with major damage
2	businesses minor damage
1	bowling club destroyed
18,000	sheep confirmed lost
600	other stock confirmed lost
54,000	poultry confirmed lost
\$30 million	crops, hay and straw plus paddock feed of \$0.25 million (estimate)

A map of the fire-affected area is provided at Attachment 1.

PURPOSE OF THIS PLAN

To guide coordinated and integrated activities to support the medium to long term recovery of the affected communities

Disaster Recovery is defined as:

“The coordinated process of supporting disaster affected communities in the reconstruction of the physical infrastructure and the restoration of emotional, social, economic and physical wellbeing”¹

This plan is presented as a ‘balanced framework’ with objectives supported by initiatives and planned outcomes. The four domains that will underpin successful recovery are:

Reconstruction of infrastructure and built environment;

Restoration of emotional, social and physical well being;

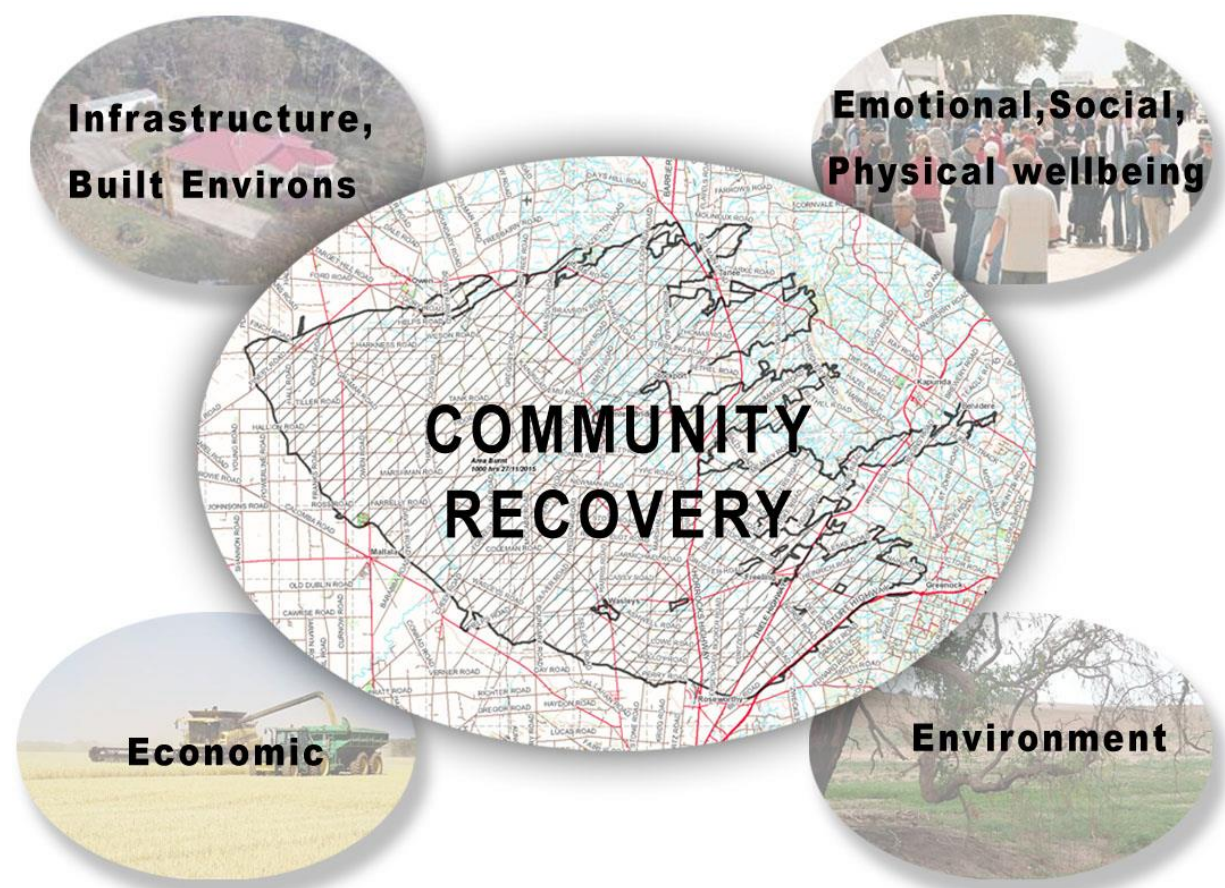
Restoration of the local economy; and

Restoration of the natural environment.

¹ Australian Emergency Manual, Disaster Recovery EMA 2004

Over the course of implementing this plan, it might be amended to reflect new issues and ideas that emerge.

The plan is for the period 1 June 2016 to 1 December 2017. It is anticipated that by December 2017 the community will be ready to manage ongoing recovery locally without the need for formal arrangements. Beyond that transition, government services will be provided as part of normal service arrangements. The requirement for formal arrangements can be monitored as the plan is implemented.



GOVERNANCE AND IMPLEMENTATION

The Local Recovery Coordinator and the Local Recovery Committee will oversee the implementation of this plan.

Each agency nominated as the leader of an activity is responsible for actioning the activity and reporting on progress as requested by the Local Recovery Coordinator and the Local Recovery Committee.

METHODOLOGY

The issues and associated actions were identified through consultation with members of the Local Recovery Committee, community members, Government and non-Government agencies involved in the recovery process.

The order in which the issues are presented does not reflect their prioritisation.

The issues and actions for each domain are summarised on pp 5-6. Details are provided in the Action Plan at Attachment 2.

Whilst this plan reflects the activities for medium to long term recovery, a significant amount of work was undertaken during the first six months of the recovery phase, especially with respect of re-establishment of damaged infrastructure, demolition and removal of debris and rebuilding of fences.

Key activities undertaken during the initial phase of recovery (6 month period) included:

Infrastructure and build environment

- BlazeAid has assisted with replacement of fences.
- Habitat for Humanity, Samaritan's Purse and Mormon Helping Hands assisted with clean-up.
- Toyota Landcruiser Club undertook transporting tasks.
- Provision of pro-bono advice on planning processes for rebuilding.
- The Insurance Council of Australia coordinated and advised on insurance matters.
- Councils cleared verges, cleared sand drift on roads, provided rate relief and fast-tracked redevelopment applications.
- Agencies provided services in restoration of infrastructure, advice on hazardous materials and dealing with asbestos.

Emotional, social and physical well being

- Red Cross provided psychological first aid and outreach services.
- Global Care provided counselling services.
- SA Veterinary Emergency Management treated injured animals.
- Churches throughout the area provided pastoral support and financial assistance.
- St Vincent de Paul Society (SA) Inc, Tzu Chi Foundation, Country Women's Association, the Lions Club and Rotary Club provided financial assistance.
- Bendigo Bank's Community Enterprise Foundation has offered financial assistance for community programs.
- Government agencies operated the recovery centre, collated and distributed information relevant to recovery and operated the State Emergency Relief Fund for the Pinery Fire Appeal.
- Agencies provided services in health, mental health and support for children.

Local economy

- Livestock SA coordinated donations and distribution of fodder.
- Several banks offered assistance packages.
- Agencies provided services in farm advice and support for business.

Natural environment

- Agencies provided services in restoration of the natural environment.

General activities

- Volunteering SA&NT coordinated spontaneous volunteers.
- Government provided funding and support for the Local Recovery Coordinator and the Community Development Officer.
- Government agencies also waived or reduced a range of fees for services including waste levy and replacement of documents, prepared revised valuations of affected properties and provided financial assistance.

ISSUES AND OUTCOMES

Infrastructure and built environment

Identified issues

- Clean up and re-fencing is beyond the financial, physical and emotional capacity of some property owners
- Landowners need support to expedite the rebuilding and restoration of burnt infrastructure

Targeted outcomes

- Cleanup of properties and re-fencing is facilitated
- Rebuilding and restoration of burnt infrastructure is facilitated and expedited

Emotional, social and physical well being

Identified Issues

- The trauma of the fire and stress associated with its aftermath lead to physical and psychological health issues for some people
- Some community members must deal with significant whole-of-life changes
- Some community members are experiencing financial distress
- Trauma, stress and displacement can weaken social links or cause fractures in communities
- Some people want to be better prepared and know what to do, and how to do it, in the event of another fire
- Greening the landscape will aid psychological recovery

Targeted outcomes

- Community members have access to and are able to meet health and wellbeing needs (including mental health) arising from Pinery fire
- Community members are supported with significant life decisions
- Community members are assisted financially through distribution of grants and donations and access to donated and second hand goods
- People are well connected to others in the community
- Personal resilience is strengthened through building individual confidence and capabilities in the event of another fire
- Key public areas and private gardens are restored

Local economy

Identified Issues

- Primary producers, agricultural and non-agricultural businesses have suffered losses due to direct fire damage or consequent impacts
- Regional economy and local government have suffered losses, including revenue and labour impacts and the cost of providing support to affected individuals, families and businesses

Targeted outcomes

- Local businesses (agricultural and non-agricultural) have skills, knowledge and resources they need to continue recovering from Pinery fire
- Advice and support is provided to local businesses

Natural environment

Identified Issues

- The fire caused significant loss of native flora and fauna

Targeted outcomes

- Healthy levels of native vegetation and native animals are restored

COMMUNICATIONS

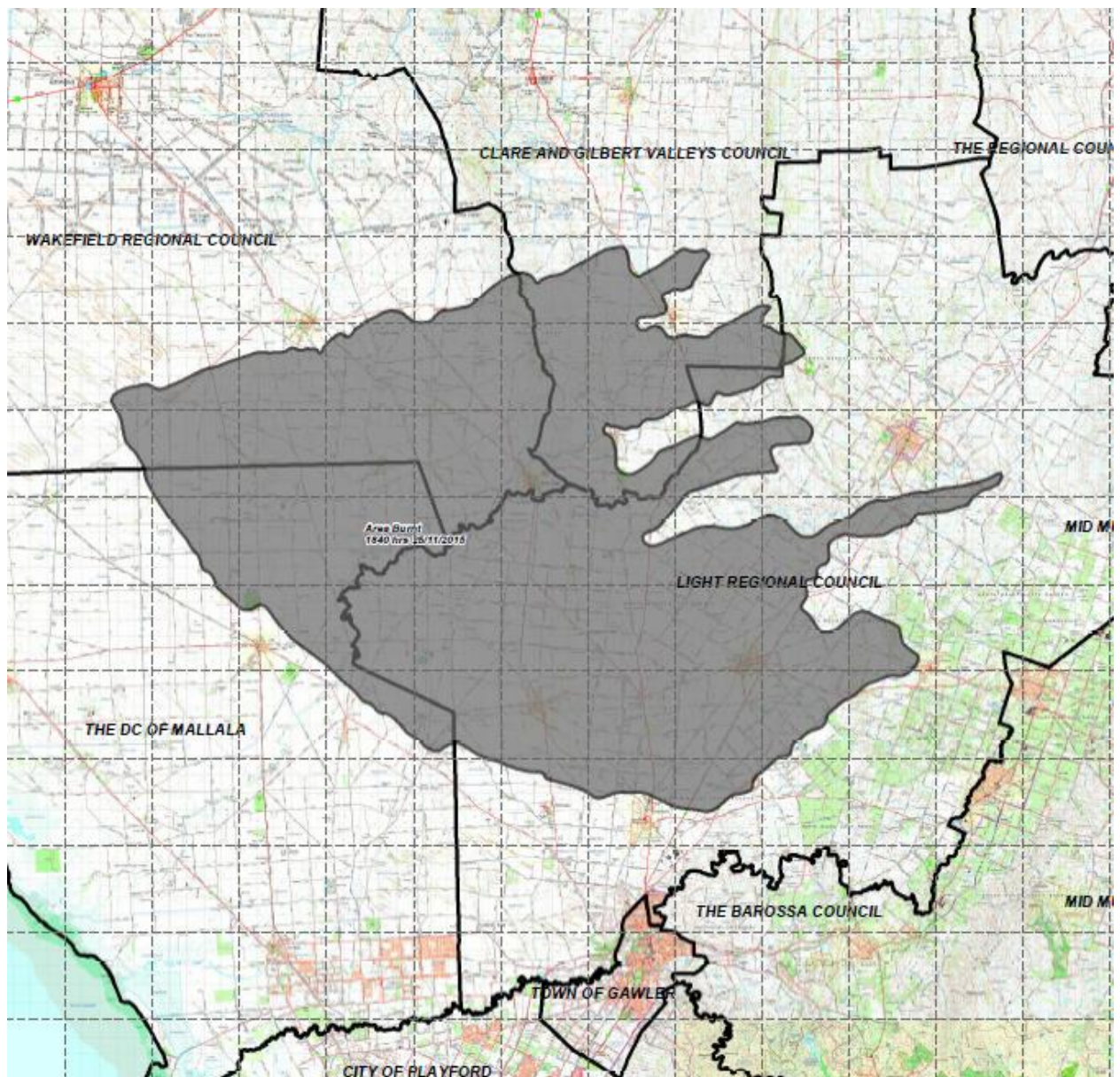
A variety of communication channels have been utilised for the dissemination of information to, and receive information from, people affected by the fire:

Channel	Notes
Local Recovery Coordinator	Face to face discussions with people affected by the fire, community leaders, councils, government agencies, NGOs.
Recovery Centre	Personal or telephone contact point to provide support for the affected community seeking assistance
Newsletters	Newsletters are distributed electronically by email, are available on the recovery website, SA Recovery Facebook page and are available in hard copy via the recovery centre and community gathering points, including council offices, local post offices, pubs, general stores, medical centres and schools. To receive copies via the email list either send the request to DCSI.StateRecoveryOffice@sa.gov.au or phone the hotline 1800 302 787.
Local Recovery Committee	Committee members distribute information and receive feedback
Councils	Councils provide information regarding fire recovery at their offices and via their websites.
Recovery hotline	1800 302 787

Recovery website	www.sa.gov.au/recovery
Community calendar	To assist with planning an event or to find out what is on: https://calendar.google.com/calendar/embed?src=0qfn4b6p0ocuvthj84bkebgmas%40group.calendar.google.com&ctz=Australia/Adelaide
Community meetings and events	Coordinated/organised or supported by the Recovery Community Development Officer as well as other Community groups and Local Government

GLOSSARY OF TERMS

AMLR	Adelaide and Mount Lofty Ranges (Natural Resources)
CDO	Community Development Officer
CFS	Country Fire Service
CAG	Community Action Group
Councils	Wakefield Regional Council, District Council of Mallala, Light Regional Council, Clare and Gilbert Valleys Council
DECD	Department of Education and Child Development
DEWNR	Department of Environment, Water and Natural Resources (<i>where mentioned includes the work of Natural Resources Adelaide and Mount Lofty Ranges and Natural Resources Northern and Yorke</i>)
DPTI	Department of Planning, Transport and Infrastructure
DSD	Department of State Development
ERFS	Emergency Relief Functional Service
LRC	Local Recovery Committee
LRCoord	Local Recovery Coordinator
NGO	Non-Government Organisation
NRM	Natural Resource Management Board (Northern & Yorke, and Adelaide and Mount Lofty Ranges)
N&Y	Northern & Yorke (Natural Resources)
PIRSA	Primary Industries and Regions South Australia
RDA	Regional Development Australia (Barossa)
Recovery Centre	Place to receive information about assistance available and register as fire-affected
SRO	State Recovery Office: coordinates government and non-government recovery effort and supports LRC and recovery centre
St Vinnies	St Vincent de Paul Society (SA) Inc



Action plan

Attachment 2

*NB Lead: The first-named party has primary lead responsibility.

Activity	Indicator	Evaluation	Lead	Status
INFRASTRUCTURE AND BUILT ENVIRONMENT				
1. Issue: Clean up and re-fencing is beyond the financial, physical and emotional capacity of some property owners				
Outcome: Cleanup of properties and re-fencing is facilitated				
1.1 Facilitate NGOs in their work providing practical assistance on properties	NGOs undertake work in the field Positive landowner feedback on NGO contribution to cleanup and replacement	Survey NGOs that are active	SRO	Complete – No NGOs active in area
1.2 NGOs providing assistance with property clean up operate as long as demand and resources permit			Each NGO	Complete – No NGOs active in area
2. Issue: Landowners need support to expedite the rebuilding and restoration of burnt infrastructure				
Outcome: Rebuilding and restoration of burnt infrastructure is facilitated and expedited				
Assistance provided with planning, rebuilding, insurance and design issues	Community members access support to manage planning and rebuilding processes	Resident survey	Councils and Pro bono support	Complete & Ongoing This issue remains with Councils which were requested to empathetically and expeditiously support people rebuilding after the Recovery Program ceased on 30 April 2017
Councils expedite, prioritise and adapt planning applications for Pinery affected applicants, with processes tailored to individual needs where possible.	Landowners progress smoothly through planning and approval processes	Resident survey: include experience of councils’ processes	Councils	Complete & Ongoing This issue remains with Councils which were requested to empathetically and expeditiously support people rebuilding after

Activity	Indicator	Evaluation	Lead	Status
				the Recovery Program ceased on 30 April 2017
Waive or reduce fees relating to post-fire redevelopment	Fees are waived or reduced	Nil	State government and Councils	Complete
Advice available from CFS on fire safety of buildings in fire prone areas	Landowners access information about how to rebuild in a fire-safe way	Nil	DPTI Councils	Complete – Information available through CFS website and Councils
Councils monitor and maintain roadsides and public lands under their care and control	Roadsides are maintained	Nil	Councils	Complete - This issue can be regarded as normal Council seasonal activity.
EMOTIONAL, SOCIAL AND PHYSICAL WELLBEING				
3. Issue: The trauma of the fire and stress associated with its aftermath lead to physical and psychological health issues for some people				
Outcome: Community members have access to and are able to meet health and wellbeing needs (including mental health) arising from Pinery fire				
Provide mental health services	Community members have access to resources for dealing with health issues related to the disaster experience	Resident survey	SA Health/ Country & Outback Health/Global Care	Complete – No new cases identified since closure of program. Ongoing for clients who are currently undertaking a program of mental support. Global Care will maintain a presence from a counselling perspective in area until end of calendar year.
Distribute information re emotional, social and physical wellbeing through recovery		Resident survey	SA Health LRCoord	Complete – Mental Health awareness

Activity	Indicator	Evaluation	Lead	Status
website and community meetings				booklet -relevant information provided on website and in Newsletters
Opportunities to network with members of other communities that have experienced recovery		Resident survey	CDO, SRO & Local Recovery Coordinator	Complete & Ongoing Complete Farmers, farming families and farm advisors with experience with farm fire recovery (e.g. Eden Valley, Wangary, Bangor, Rockleigh) spoke at farming events with Agricultural Bureaus (DEWNR, NRM, GRDC and Agricultural Bureau of SA) Ongoing Representatives from Scott Creek and Owen communities to come together to discuss Recovery Planning and Community Resilience (See Issue 6 – Community Action Plan development)
Ensure availability of information through recovery centre on emotional, social and	The recovery centre provides resources to affected residents	Resident survey	ERFS	Complete - Mental Health awareness

Activity	Indicator	Evaluation	Lead	Status
physical wellbeing	to support self-recovery			booklet -relevant information provided on website and in Newsletters
Monitor the need for outreach visits and compassionate support. Activate these services as needed.	Needs are assessed and residents are provided with compassionate support opportunities when required	Resident survey	ERFS	Complete - Outreach conducted by Red Cross – Any support requirements identified referred to Recovery and acted upon. No further outreach intended.
Provide community information		Note events provided	LRCoord	Complete – Newsletter provides information
Monitor trends and raise awareness re substance abuse issues, domestic violence and suicide risk		Note actions taken (de-identified)	LRCoord LRC	Complete – Newsletters, outreach and support groups used to monitor – No specific increases in these trends identified.
School-based support: <ul style="list-style-type: none"> • Monitor school leaders, staff and students and appropriated referrals when required • Schools distribute fact sheets provided by SA Health re child behaviours in recovery • Students and families that present heightened signs of trauma are referred to CAHMS and Northern Health Network for case management • Encourage all schools to undertake recovery activities, ideally consistent, including private schools and schools 	All public and private schools provide or facilitate access to appropriate counselling and support for students and staff.	Data obtained from DECD re initiatives implemented	DECD	Complete – Comprehensive work done through DECD re: Bushfires and Emergency Closures (see DECD Website) This included clarity on actions to be taken when confronted by Emergency, staff and student support. Presentations provided

Activity	Indicator	Evaluation	Lead	Status
<p>outside the scar that relevant children attend</p> <ul style="list-style-type: none"> Employee assist program for leaders as required 				<p>to schools in area on dealing with child/adolescent anxiety after emergencies.</p> <p>Referral streams for families for Mental Health support remain in place.</p>
Foster and enhance community connections through community leaders and community development activities and identify multiple communication channels	Community members have access to programs that foster connections and are geared to their needs	Resident survey	CDO	<p>Complete</p> <p>This issue addressed through programs initiated by CDO in communities across the fire ground</p>
Provide programs that are relevant to men, women, children and teenagers		Note activities undertaken	LRCoord/CDO DEWNR	<p>Complete</p> <p>Men's shed talks and Agricultural Bureau events – Freeling, Mallala, Owen, Stockport and Tarlee.</p> <p>Women's events held in Freeling and Tarlee, with a focus on farming families.</p>
Monitor community needs and tailor programs accordingly	Strategic Recovery Plan adapts to emerging needs	Resident survey	LRC, DEWNR	<p>Complete</p> <p>Women: facilitated session with ~70 women in Freeling on recovery and next steps (LRC, DEWNR), followed up by</p>

Activity	Indicator	Evaluation	Lead	Status
				an event in Tarlee with ~120 women. Men and farming businesses: farming reference panels discussions held by NR / DEWNR to drive support and advice that continues to be provided. These sessions utilised to develop and implement appropriate programs
Community development programs to include: <ul style="list-style-type: none"> • Grant-writing workshops to assist community members to access funding • Capacity-building (community, workers, volunteers) re self-care and providing psycho-social support • Facilitate recognition of anniversaries and key dates • Encourage community fire safe groups (with CFS) • Mobilise town committees to build resilience 	Programs included in community development activities	Note activities undertaken	CDO	Complete – All undertaken – longer-term work focussed on latter two aspects relative to Community resilience. This will be managed more long-term through the State Recovery Office.
4. Issue: Some community members must deal with significant whole-of-life changes				
Outcome: Community members are supported with significant life decisions				
Consult with people in complex situations to identify what assistance they need	Individualised service provided	Note approach undertaken	SA Health ERFS	Complete – This was undertaken actively until

Activity	Indicator	Evaluation	Lead	Status
				Recovery Centre closed 23/12/16.
Provide case management and link people to appropriate services		Note services provided	ERFS	Complete – Case Management of those identified as requiring support.
5. Issue: Some community members are experiencing financial distress				
Outcome: Community members are assisted financially through distribution of grants and donations and access to donated and second hand goods				
St Vinnies provides second hand goods through its Gawler shop without charge	Community members have access to second hand goods and financial support as required	Note service provided	St Vinnies	Complete – This arrangement remained in place until end of 2016.
District churches match donors with recipients of donated goods, in collaboration with St Vinnies		Note service provided	Rev Phil Marshall/ St Vinnies	Complete – Official relationship with St Vinnies re specific Pinery support has ceased, notwithstanding any future support will likely be without cost, given the mandate of Churches and St Vinnies
Publicise grants available from government and community collections and fund-raising events		Note actions taken	LRCoord	Complete - grants and fund-raising events no longer on offer.
Investigate budgeting/financial management courses and promote availability		Note activity provided	CDO	Complete – This initiative was investigated and support offered through RDA Barossa and Rural Business Support – Very

Activity	Indicator	Evaluation	Lead	Status
				poor level of interest and take-up – some take up for business record reconstruction. One on one support with a financial counsellor also offered.
6. Issue: Trauma, stress and displacement can weaken social links or cause fractures in communities				
Outcome: People are well connected to others in the community				
Community-initiated events are encouraged and supported and CDO conducts supplementary programs and events	Community members have social and/or family networks to support each other and build resilience	Resident survey	CDO DEWNR	Complete – numerous events have been held and various programs have been delivered
Consider anniversary activities in consultation with the community		Note action taken – 7 community events supported across the region + Stars in Our Backyard campaign	CDO	Complete –
Promote with councils the development of community action plans for future emergencies, similar to Owen’s		Community action plans developed	LRCoord	Outstanding – This is subject to outcome from meetings held between Owen and Scott Creek community representatives
Encourage people to maintain pre-fire activities and connections, eg clubs, including through newsletter		Note actions taken	CDO	Complete This has been promoted during events and also in promotional material.
7. Issue: Some people want to be better prepared and know what to do, and how to do it, in the event of another fire				
Outcome: Personal resilience is strengthened through building individual confidence and capabilities in the event of another fire				

Activity	Indicator	Evaluation	Lead	Status
Conduct Firey Women's workshops	Residents are confident in their ability to independently use domestic firefighting equipment, to prepare the property for an impending fire, fight the fire if that is their intention and survive a fire	Note action taken	CFS	Complete – 4 Firey Womens workshops held in area
Facilitate distribution of subsidised/ donated fire-fighting clothing for use with farm fire-fighting units		Note action taken	LRCoord	Complete – This activity was managed via GILMAC with Viterra support – all fire suits distributed.
Liaise with CFS about improving public awareness of bushfire safer precincts and with councils re making information re the precincts more prominent on websites and promoting messages re bushfire survival planning in collaboration with CFS		Note action taken	LRCoord	Complete – Discussions undertaken and Bushfire survival plans and safer precincts are featured on Alert SA. LGA requested to promote this through their organisation to all Regional Councils.
Measure and document land and agricultural recovery (people, land, crops, issues etc.) to increase our understanding, and to have the information in the event of future fires	Programs in place to foster, guide and support recovery.	Surveys and case studies	DEWNR with PIRSA Rural Solutions	Ongoing – this will remain with these agencies until report completed
8. Issue: Greening the landscape will aid psychological recovery				
Outcome: Key public areas and private gardens are restored				
Advice and assistance with garden recovery, including fire safe garden design and plant selection is available	Residents access information about garden recovery and re-establishing gardens (soil health, suitable/fire tolerant plants and mulches), and other information that assists with greening the landscape and psychological	Resident survey Note action taken	DEWNR	Complete, with further work planned Greening the landscape, with ~17,000 native plant species plus guards and stakes given away for shelterbelts, gardens

Activity	Indicator	Evaluation	Lead	Status
	recovery			and paddock trees.
	Fire affected properties provided with information on Trees for Life free tree scheme and order system and contact details for participating nurseries.	Number of orders placed with Trees for Life and providers		Gardening after fire discussion at Anlaby Station with Sophie Thomson speaking, with ~170 landholders.
Engage with nurseries and plant propagators to encourage input for the long term	Open day at the Barossa Bush Gardens. Venue provides access for fire affected properties to free native plant shelterbelt packs, native garden plants, revegetation service providers and other information.		DEWNR	Complete - Stage one Ongoing - Stage two underway
Shelterbelt and tree give away project Stage1		Number of landholders engaged	DEWNR	Stage one complete Over 200 landholders supplied with approximately 17,000 native plants
Shelterbelt and tree give away project Stage2			DEWNR	Stage two underway
The Plains Community Churches donate \$100 nursery vouchers to people who lost gardens		Nil	The relevant Plains Churches	Complete 280 families received \$100 vouchers (\$28,000)

ECONOMIC

9. Issue: Primary producers, agricultural and non-agricultural businesses have suffered losses due to direct fire damage or consequent impacts

Outcome: Local businesses (agricultural and non-agricultural) have skills, knowledge and resources they need to continue recovering from Pinery fire

Advice and support is provided to small business and primary producers through RDA, DEWNR, PIRSA, agricultural industry groups	Farmers have access to technical information and advice to guide restoration of soils to pre-fire	Farmer survey	RDA, DEWNR, PIRSA	Complete LRC member Mary-Anne Young (PIRSA) made
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Activity	Indicator	Evaluation	Lead	Status
and networks, agribusiness	productive capacity, to manage stock, native vegetation, weeds and watercourses.			these enquiries and compiled report
Build on current established agricultural networks for ongoing support; groups including Agricultural Bureaus (Mallala, Stockport, Tarlee, Freeling and Owen), Mid North Young Guns, Livestock SA and Partners in Grain.		Note action taken Positive feedback from farmers, landholders and ag bureaus on the support provided and actions undertaken.	DEWNR	Complete Ongoing
Establish primary producers' network to share primary production issues and ideas		Note action taken	DEWNR, LRCoord, PIRSA	Complete - Existing networks (Agricultural Bureaus etc.) are performing this function
Provide clean-up recovery grants for farmers		Note action taken	PIRSA	Complete - 99 applications submitted; 88 grants provided
Conduct a series of farmer focus group/think tank/reference panels to assess recovery and identify issues and needs		Note action taken	DEWNR	Stage one complete Stage two underway
Create meaningful, timely and relevant projects with farmers to address impacts on farming systems.		Note action taken. Soil erosion stabilised/controlled. Regeneration protected. Revegetation established.	DEWNR	Complete and ongoing A variety of projects have been undertaken with some of these having further sessions which will continue after the 30 April cessation of the Recovery program Soil stabilisation project complete. Shelterbelt project stage

Activity	Indicator	Evaluation	Lead	Status
				one complete. Native plant regeneration/protection project underway. Sheep management complete, with further planned. Rabbit and fox control planned. Weed management ongoing.
Design and develop projects in partnership with community members to address impacts on farming businesses		Note action taken	DEWNR, PIRSA	Complete and ongoing – DEWNR, GRDC, Ag Bureaus and PIRSA with collaborating on demonstration / investigation projects. Some programs will continue.
Document farmers' learnings of land and animal management and recovery for future events		Note action taken	DEWNR and PIRSA Rural Solutions (Nuriootpa)	Complete and ongoing DEWNR and PIRSA collaborating on a few projects (NLP and AMLR funded) on capturing data and working with farmers.
Conduct a second farmer focus group/think tank to assess recovery and identify issues and needs		Note action taken	PIRSA	Complete Conducted in March 2017
Rural financial counsellors (Rural Business		Note action taken	PIRSA	Complete - Unfunded

Activity	Indicator	Evaluation	Lead	Status
Support) offer business reviews 8 – 12 months post-fire to review progress (subject to funding)				
Document farmers' learnings regarding land and animal management for future events		Note action taken	PIRSA	Commenced together with DEWNR unknown when to be completed
Publicise the importance of business continuity planning and distribute information	Businesses and not-for-profits have business continuity plans	Note action taken	DSD	Complete Messaging to this effect included in Newsletters and at relevant project sessions
10. Issue: Regional economy and local government have suffered losses, including revenue and labour impacts and the cost of providing support to affected individuals, families and businesses				
Outcome: Advice and support is provided to local businesses				
Promotion of local businesses, industries, service providers, support services to encourage local spending and investment	The local economy regenerates, indicated by no significant deterioration in unemployment rate relative to that of the State as a whole, comparing October 2015 with October 2017 ²	Change in unemployment rate	Councils/ RDA/ DSD	Complete
Advocate support for local government, in consideration of losses incurred	Number of letters of support and advices re grant opportunities provided by LRCoord/SRO	Note action taken	LRCoord/ SRO/ DSD	Complete – Nil requested
NATURAL ENVIRONMENT				
11. Issue: The fire caused significant loss of native flora and fauna				
Outcome: Healthy levels of native vegetation and native animals are restored				
DEWNR to assist landowners with recovery of	Land owners receive advice and	Resident survey	DEWNR	Complete & Ongoing

² No significant deterioration in unemployment rate relative to that of SA as a whole: measured by C/W Department of Employment's SA Regional Labour Force Data (small area) for Barossa – Yorke – Mid North. As at October 2015 (pre-fire) Barossa – Yorke – Mid North's unemployment rate was 4.8 per cent. South Australia's unemployment rate for October 2015 was 7.5 per cent

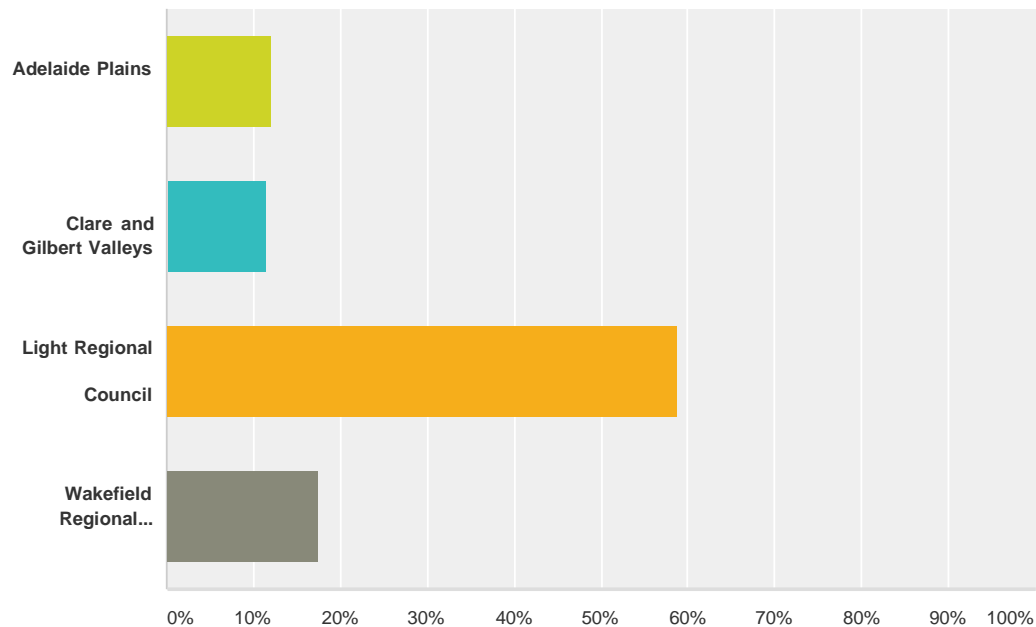
Activity	Indicator	Evaluation	Lead	Status
the natural environment through property visits, technical advice, and dissemination of information	assistance needed to restore the natural values of the landscape			Undertaken thru auspices of Pinery Fire Revegetation Committee
Provide information and events for land holders regarding regeneration of natural environment		Note action taken	DEWNR	Complete & Ongoing This is now a task for the Pinery Fire Revegetation committee
Revegetation <ul style="list-style-type: none"> Distribution of information to landholders for access to native plants and revegetation supplies and service providers Plant giveaway day Stage 2. Facilitated advice to landholders re recovery of the natural environment through revegetation and regeneration of the natural environment 	Land owners receive advice and assistance needed to restore the natural values of the landscape	Landholders accessing service providers	DEWNR	Completed 2 distribution days convened In all, approx. 30000 plants, stakes and guards provided for greening the fire scar
Regeneration of the remnant vegetation supported through funding support for fencing and guarding of regenerating seedlings		Capture area of remnant vegetation regenerating and number of landholders involved	DEWNR	Complete & Ongoing See above
Re-establish roadside vegetation, especially near entrances to townships, with technical advice from DEWNR	Roadside vegetation is re-established	Note action taken	Each council for its area	Complete – This issue is a matter for each council and is being managed through the Revegetation Committee which has been formed.
GENERAL				
Acknowledge the contribution of volunteers	Volunteers achieve satisfaction	Note actions taken	LRCoord	Complete – There

Activity	Indicator	Evaluation	Lead	Status
and support community service organisations	from their work at Pinery			remains ongoing acknowledgement via Newsletter and media opportunities.
Maintain two way communication with community leaders		LRC survey	LRCoord/LRC	Complete - Ongoing and occurs via the LRC and the Community Action Group. Contact with various Mayors, CEOs senior Council staff.
Celebrate the courage and achievements of members of the community		Note actions taken	LRCoord LRC	Complete - Stars in Our Backyard initiative undertaken and prominently features in 'Reflections on the Pinery Fire' publication.

APPENDIX B

Q1 In which council area did you live at the time of the Pinery Fire?

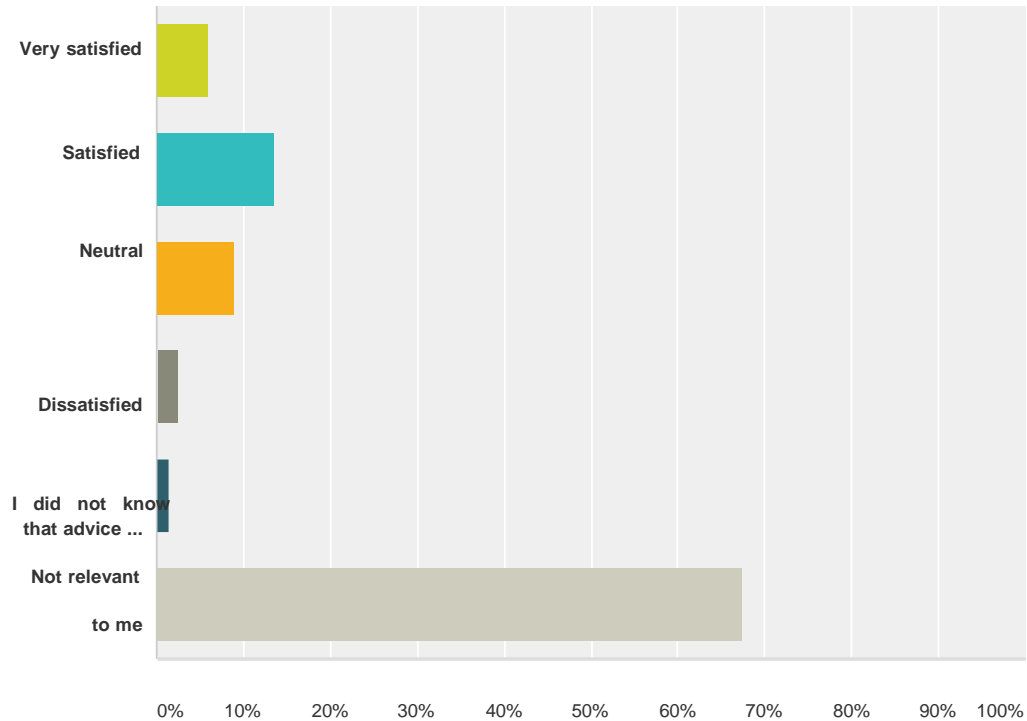
Answered: 199 Skipped: 3



Answer Choices	Responses	
Adelaide Plains	12.06%	24
Clare and Gilbert Valleys	11.56%	23
Light Regional Council	58.79%	117
Wakefield Regional Council	17.59%	35
Total		199

Q2 If you are a primary producer, how satisfied were you with technical information and advice to guide management of soils, stock and watercourses?

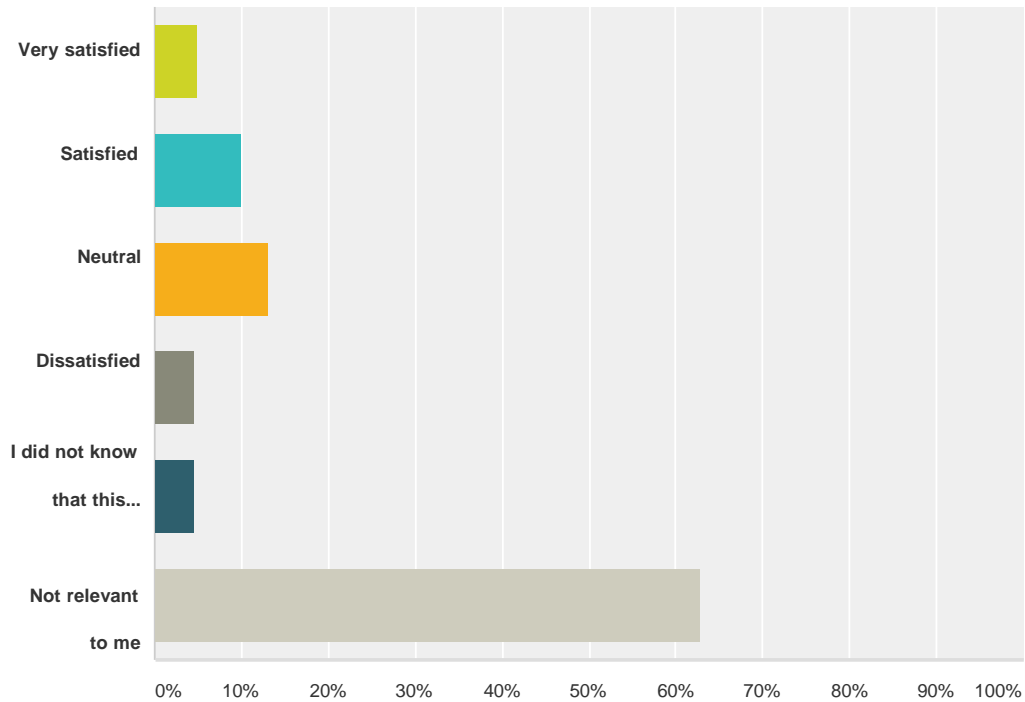
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Answer Choices	Responses	
Very satisfied	6.03%	12
Satisfied	13.57%	27
Neutral	9.05%	18
Dissatisfied	2.51%	5
I did not know that advice and assistance were available	1.51%	3
Not relevant to me	67.34%	134
Total		199

Q3 Were you satisfied with advice and support for recovery of your business?

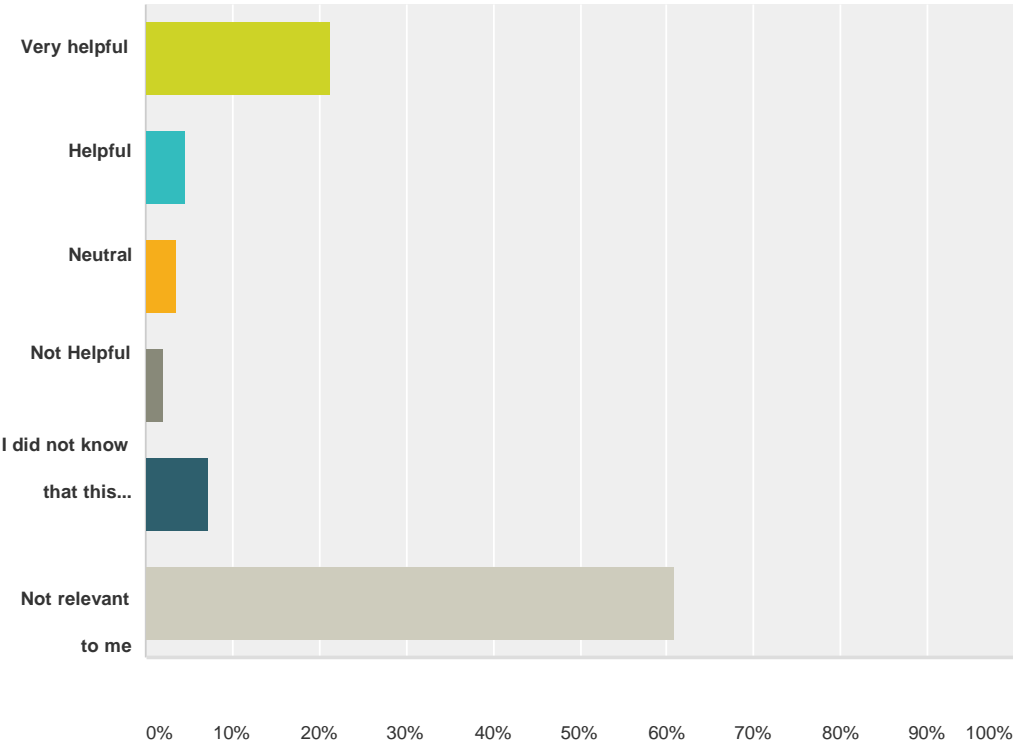
Answered: 199 Skipped: 3



Answer Choices	Responses	
Very satisfied	5.03%	10
Satisfied	10.05%	20
Neutral	13.07%	26
Dissatisfied	4.52%	9
I did not know that this assistance was available	4.52%	9
Not relevant to me	62.81%	125
Total		199

Q4 If you received fencing assistance from a non- government organisation, how useful was it?

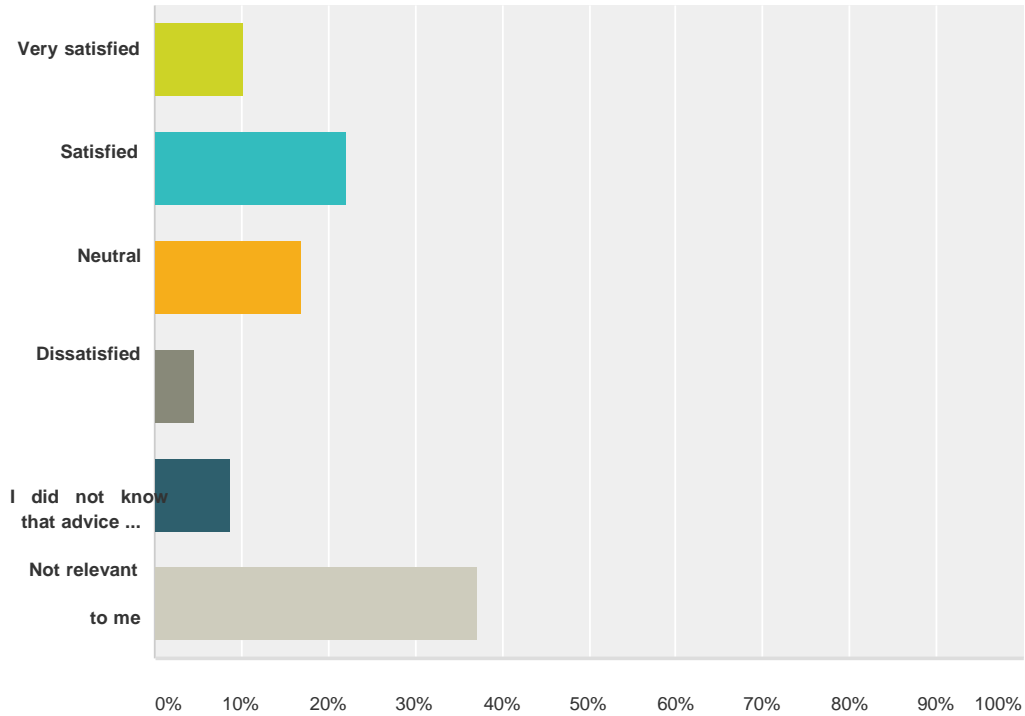
Answered: 192 Skipped: 10



Answer Choices	Responses	
Very helpful	21.35%	41
Helpful	4.69%	9
Neutral	3.65%	7
Not Helpful	2.08%	4
I did not know that this assistance was available	7.29%	14
Not relevant to me	60.94%	117
Total		192

Q5 If you are a landowner, how satisfied were you with advice and assistance to restore the natural landscape?

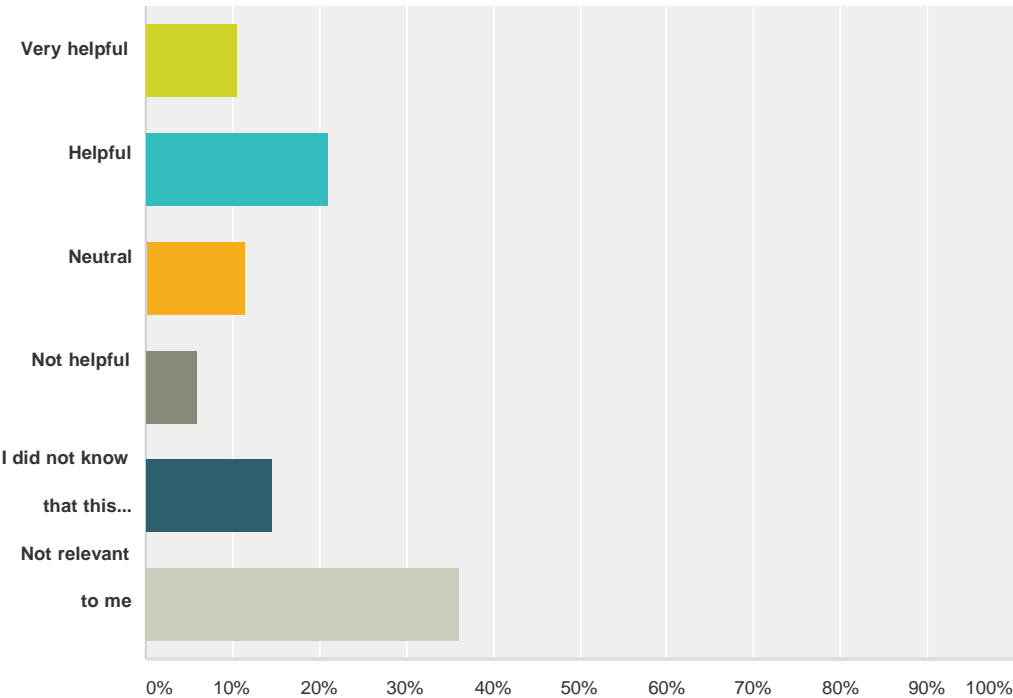
Answered: 194 Skipped: 8



Answer Choices	Responses	
Very satisfied	10.31%	20
Satisfied	22.16%	43
Neutral	17.01%	33
Dissatisfied	4.64%	9
I did not know that advice and assistance were available	8.76%	17
Not relevant to me	37.11%	72
Total		194

Q6 How helpful was advice and assistance you received with re-establishment of your garden?

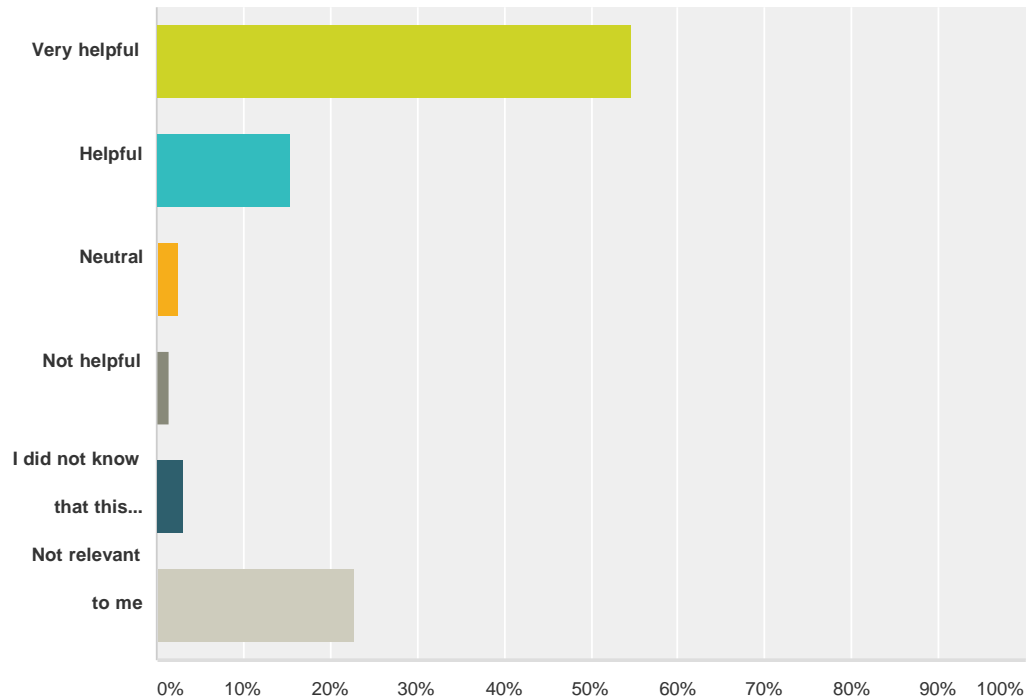
Answered: 199 Skipped: 3



Answer Choices	Responses	
Very helpful	10.55%	21
Helpful	21.11%	42
Neutral	11.56%	23
Not helpful	6.03%	12
I did not know that this assistance was available	14.57%	29
Not relevant to me	36.18%	72
Total		199

Q7 If you received financial assistance (money, vouchers or goods) from a non-government organisation, how useful was it in supporting your recovery?

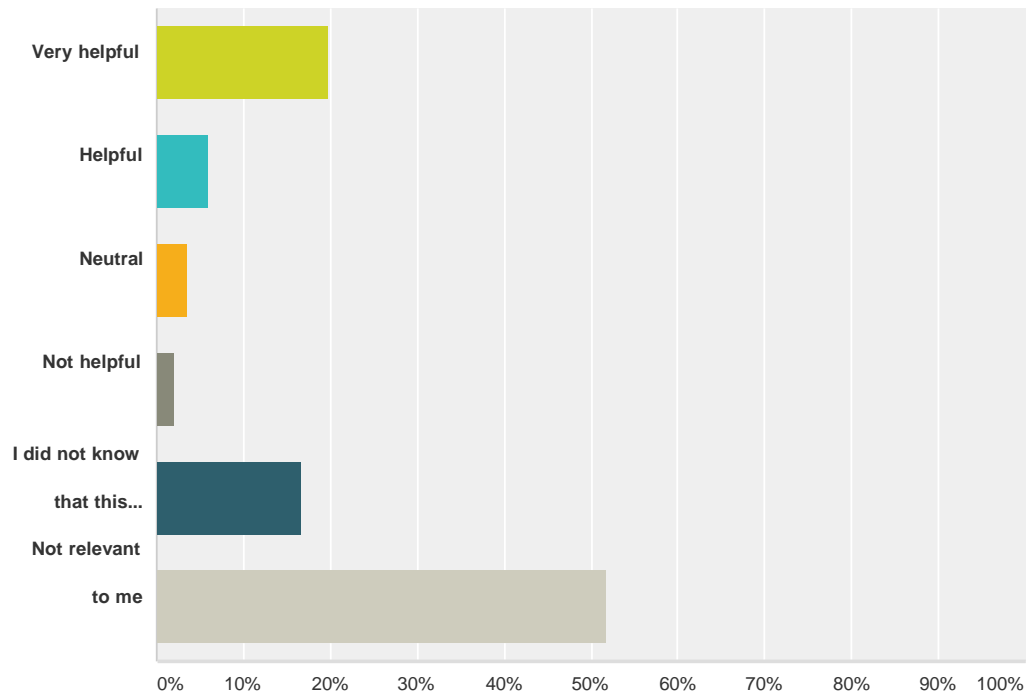
Answered: 194 Skipped: 8



Answer Choices	Responses	
Very helpful	54.64%	106
Helpful	15.46%	30
Neutral	2.58%	5
Not helpful	1.55%	3
I did not know that this assistance was available	3.09%	6
Not relevant to me	22.68%	44
Total		194

Q8 If you received clean-up assistance from a non- government organisation, how useful was it?

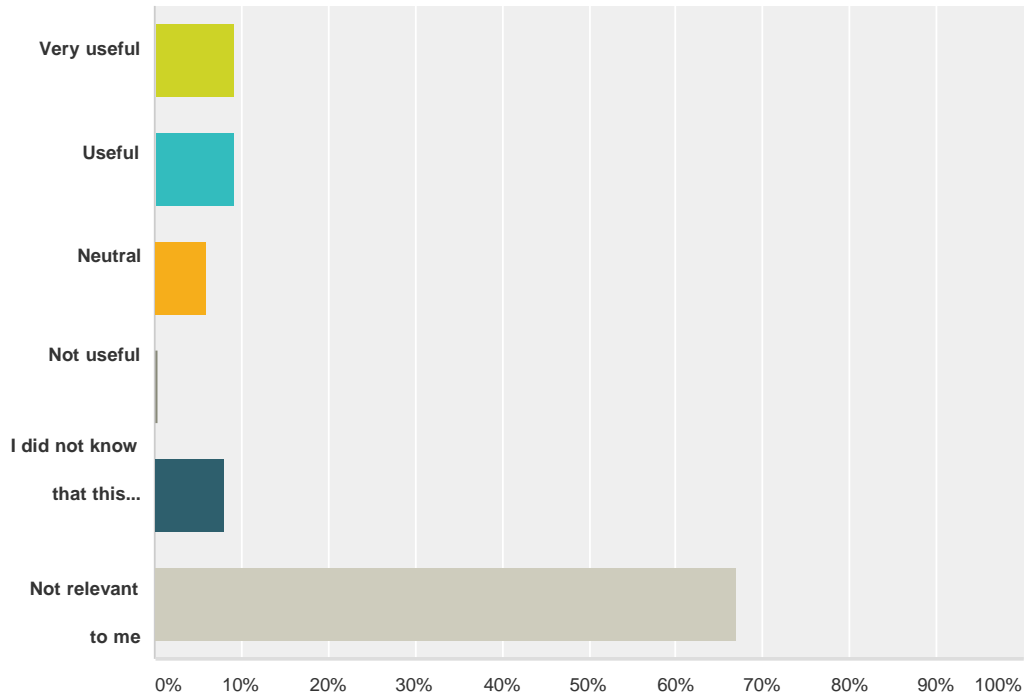
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Answer Choices	Responses	
Very helpful	19.80%	39
Helpful	6.09%	12
Neutral	3.55%	7
Not helpful	2.03%	4
I did not know that this assistance was available	16.75%	33
Not relevant to me	51.78%	102
Total		197

Q9 If you received advice or assistance regarding rebuilding from a volunteer or non- government organisation, how useful was it?

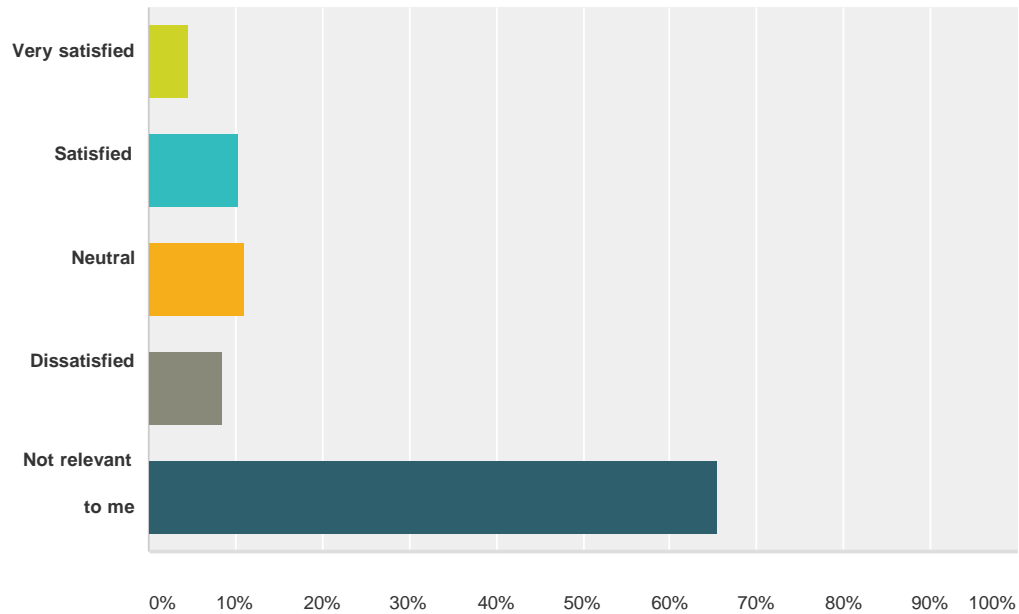
Answered: 197 Skipped: 5



Answer Choices	Responses	
Very useful	9.14%	18
Useful	9.14%	18
Neutral	6.09%	12
Not useful	0.51%	1
I did not know that this assistance was available	8.12%	16
Not relevant to me	67.01%	132
Total		197

Q10 If you have dealt with a council for rebuilding, how satisfied were you with your council's service?

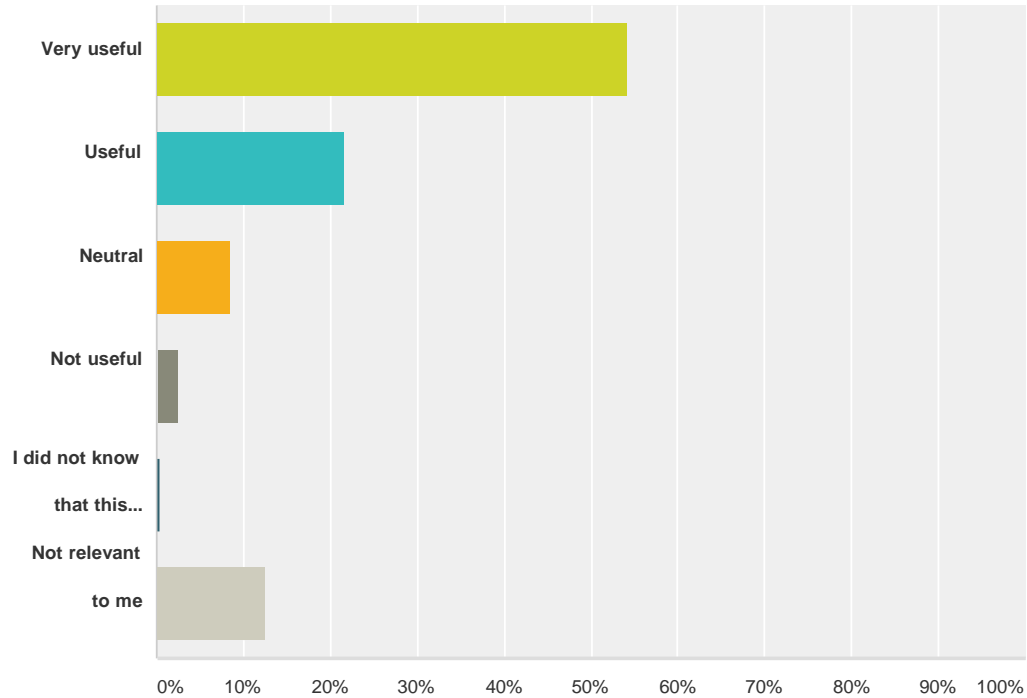
Answered: 200 Skipped: 2



Answer Choices	Responses
Very satisfied	4.50% 9
Satisfied	10.50% 21
Neutral	11.00% 22
Dissatisfied	8.50% 17
Not relevant to me	65.50% 131
Total	200

Q11 If you visited or phoned the recovery centre, how useful was the advice and assistance that you received?

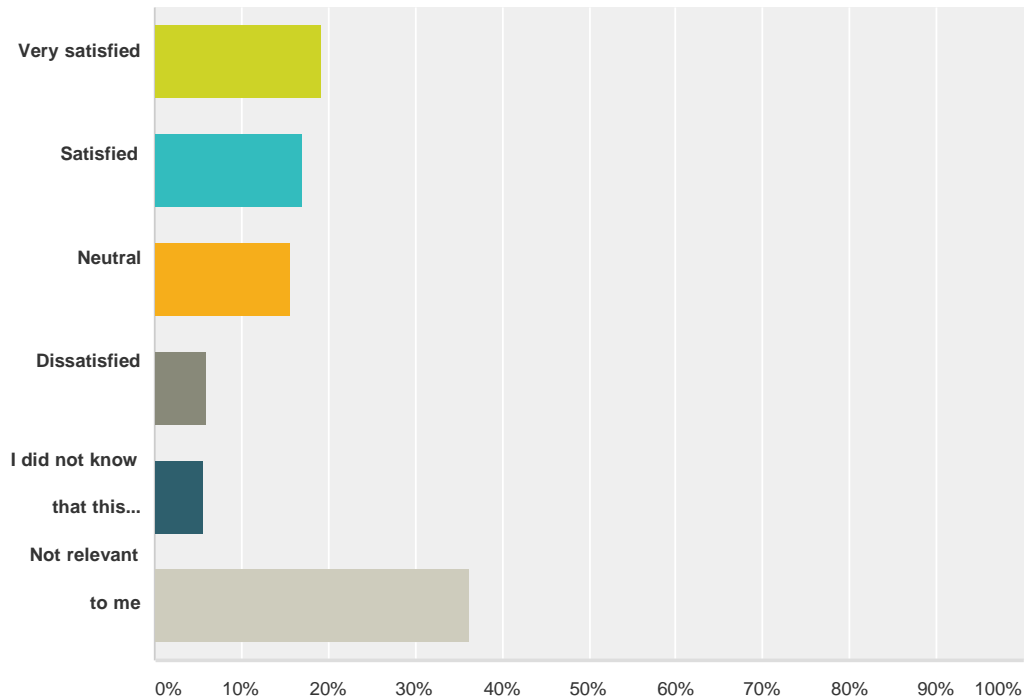
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Answer Choices	Responses	
Very useful	54.27%	108
Useful	21.61%	43
Neutral	8.54%	17
Not useful	2.51%	5
I did not know that this assistance was available	0.50%	1
Not relevant to me	12.56%	25
Total		199

Q12 How satisfied were you with personal support or counselling that you received through the health system?

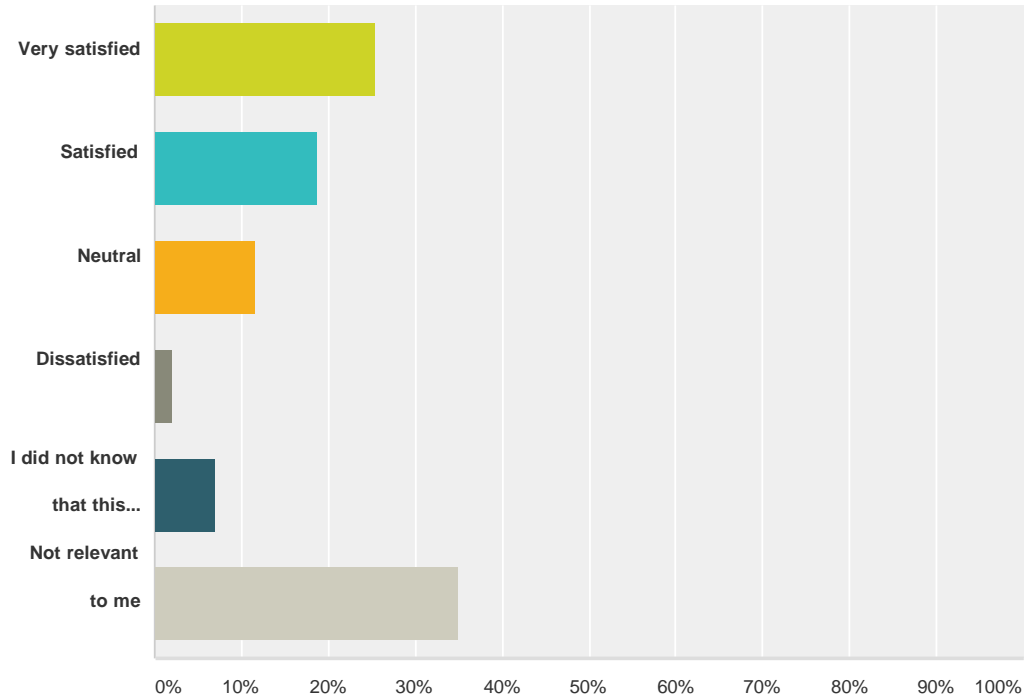
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Answer Choices	Responses	
Very satisfied	19.19%	38
Satisfied	17.17%	34
Neutral	15.66%	31
Dissatisfied	6.06%	12
I did not know that this assistance was available	5.56%	11
Not relevant to me	36.36%	72
Total		198

Q13 How satisfied were you with personal support or counselling that you received through non-government organisations

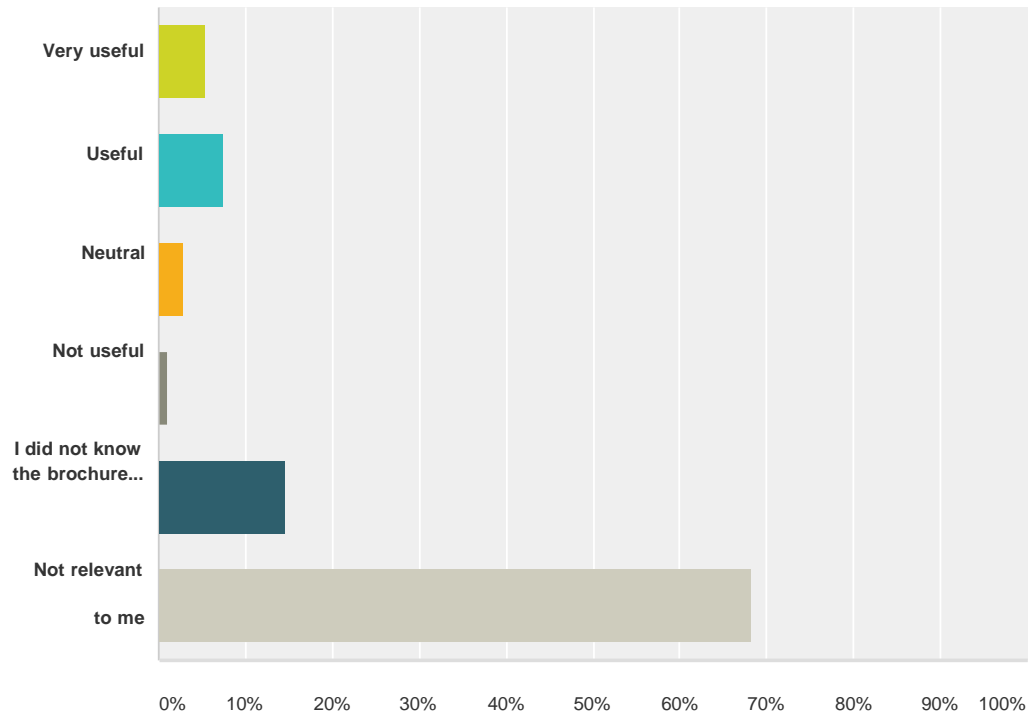
Answered: 197 Skipped: 5



Answer Choices	Responses	
Very satisfied	25.38%	50
Satisfied	18.78%	37
Neutral	11.68%	23
Dissatisfied	2.03%	4
I did not know that this assistance was available	7.11%	14
Not relevant to me	35.03%	69
Total		197

Q14 If you have children attending school, how useful is the new “Bushfires & Your Child’s School or Pre-school” brochure?

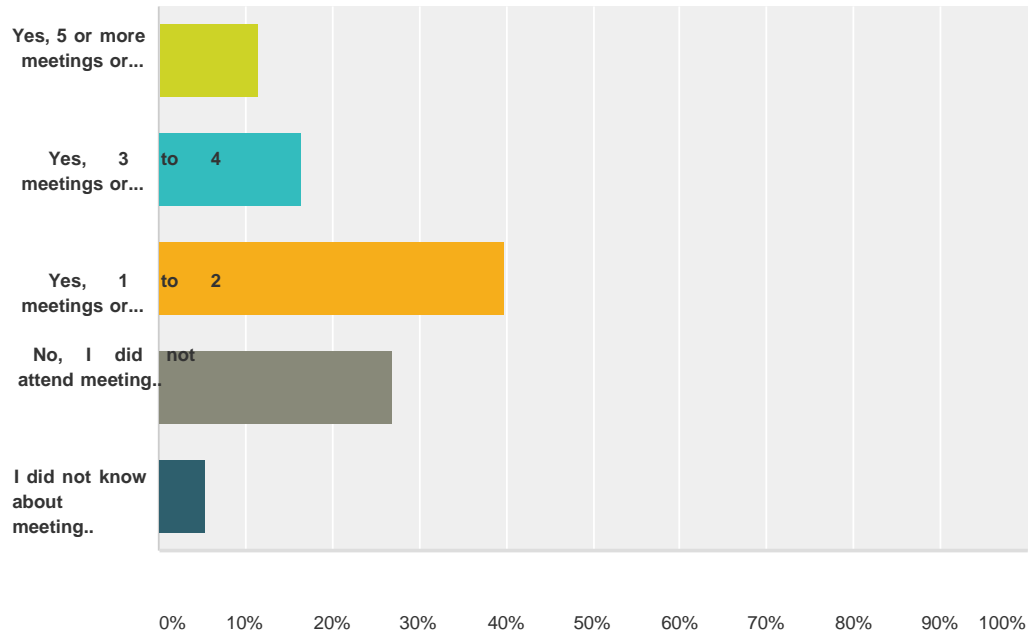
Answered: 199 Skipped: 3



Answer Choices	Responses	
Very useful	5.53%	11
Useful	7.54%	15
Neutral	3.02%	6
Not useful	1.01%	2
I did not know the brochure was available	14.57%	29
Not relevant to me	68.34%	136
Total		199

Q15 Did you attend any recovery-related meetings or events? (eg Gals Aloud, barbecues, anniversary events)

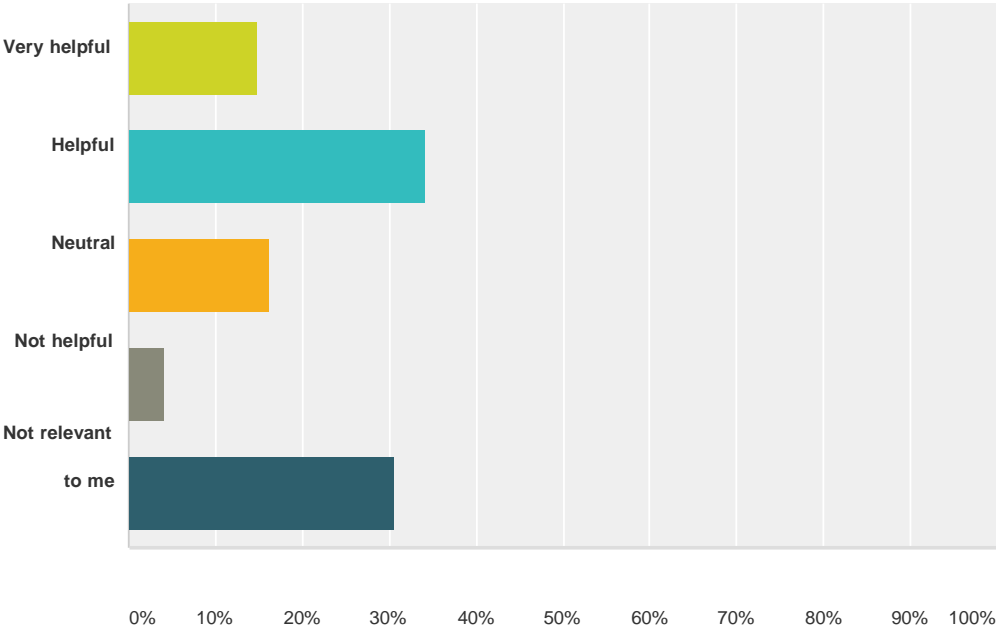
Answered: 201 Skipped: 1



Answer Choices	Responses	
Yes, 5 or more meetings or events	11.44%	23
Yes, 3 to 4 meetings or events	16.42%	33
Yes, 1 to 2 meetings or events	39.80%	80
No, I did not attend meetings or events	26.87%	54
I did not know about meetings and events	5.47%	11
Total		201

Q16 If you attended meetings or events, did they help you with your recovery?

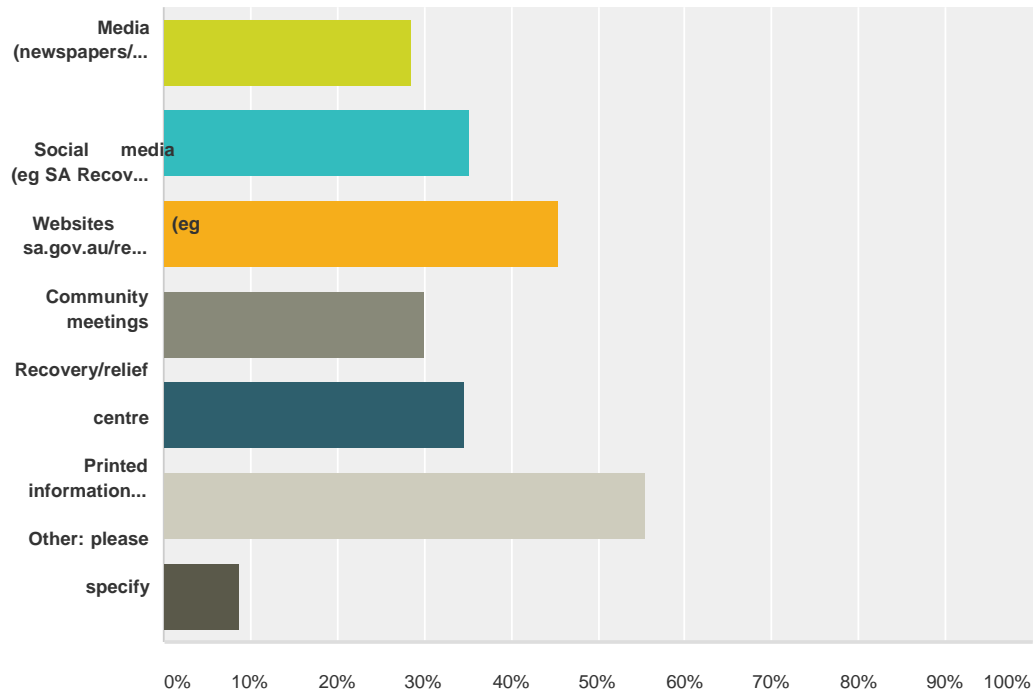
Answered: 196 Skipped: 6



Answer Choices	Responses	
Very helpful	14.80%	29
Helpful	34.18%	67
Neutral	16.33%	32
Not helpful	4.08%	8
Not relevant to me	30.61%	60
Total		196

Q17 How do you prefer to receive your recovery information (not emergency information) from the State Government – please tick all that apply:

Answered: 193 Skipped: 9



Answer Choices	Responses
Media (newspapers/radio/television)	28.50% 55
Social media (eg SA Recovery Facebook page)	35.23% 68
Websites (eg sa.gov.au/recovery)	45.60% 88
Community meetings	30.05% 58
Recovery/relief centre	34.72% 67
Printed information sheets/newsletters	55.44% 107
Other: please specify	8.81% 17
Total Respondents: 193	

Q18 During your recovery, what did you find of most value to you or your family?

Answered: 152 Skipped: 50

Q19 What further information or support would have assisted you or your family?

Answered: 101 Skipped: 101

Q20 Do you have any further comments?

Answered: 91 Skipped: 111

