

Improving Flood Risk Information What We Heard Report



Introduction

The Department for Environment and Water (DEW) conducted a survey on YourSAY in late 2024 to find out how the public would like to access flood risk information online. The survey was part of DEW's *Flood Information Management* project to develop a new or improved online resource for flood risk information in South Australia.

Flood risk information includes flood studies and maps that help us understand the likelihood and potential impact of flooding in certain areas. It is based on studies that use scientific tools and data such as ground level information, rainfall and river data to predict where and how much water may flow during a flood. The results are then compared to actual historic flood events, where that information is available.

The survey received 43 responses, providing invaluable feedback on the public's needs and preferences and how we can make flood risk information easier to access. The feedback has since been reviewed and used to inform the next stage of the project. The South Australian Government has committed \$818,000 towards the 3-year project.

Engagement Results

Summary

Survey respondents reported using flood information for a range of purposes, with the most common being to prepare for potential future flood events and to stay informed during floods. Assessment of property risk was also a common reason.

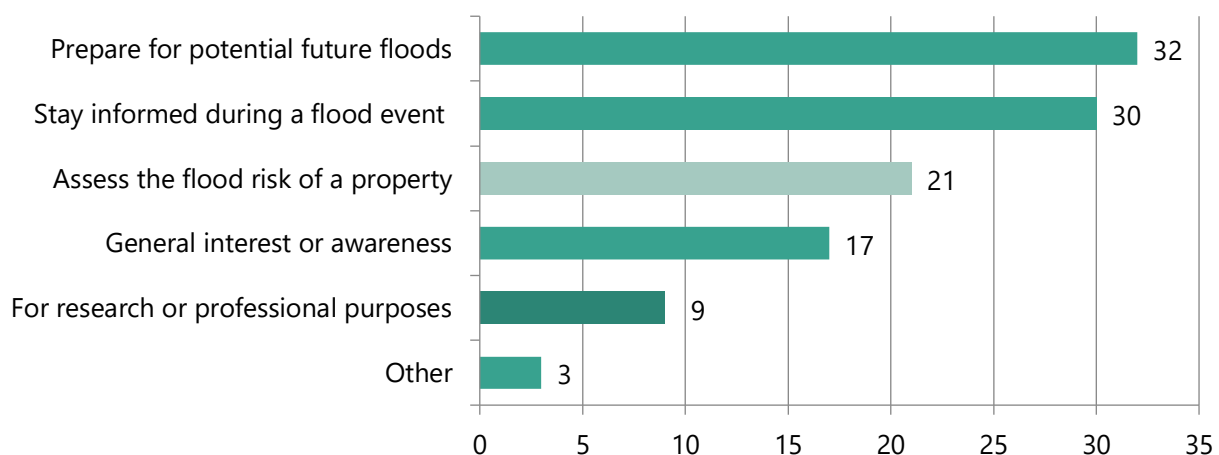
Interactive online maps were overwhelmingly the most popular option for accessing flood information, supported by downloadable maps and reports that could be saved or printed. Location-based searches were also particularly important for respondents, with options to search by street address, suburb, or council.

Respondents emphasised that the new or improved resource should be user-friendly, reliable, and accessible across devices, with information tailored, clear, and easy to understand. The feedback on the current Flood Awareness website confirmed that there is significant room for improvement for the way flood risk information is made available.

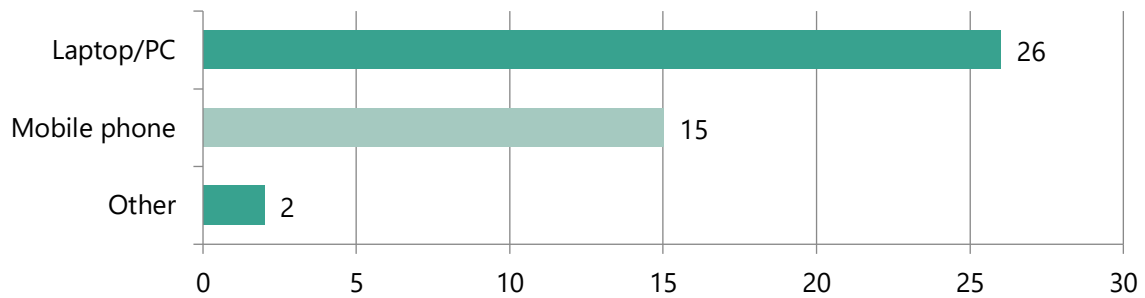
What we heard

Below are results from some of the survey's questions:

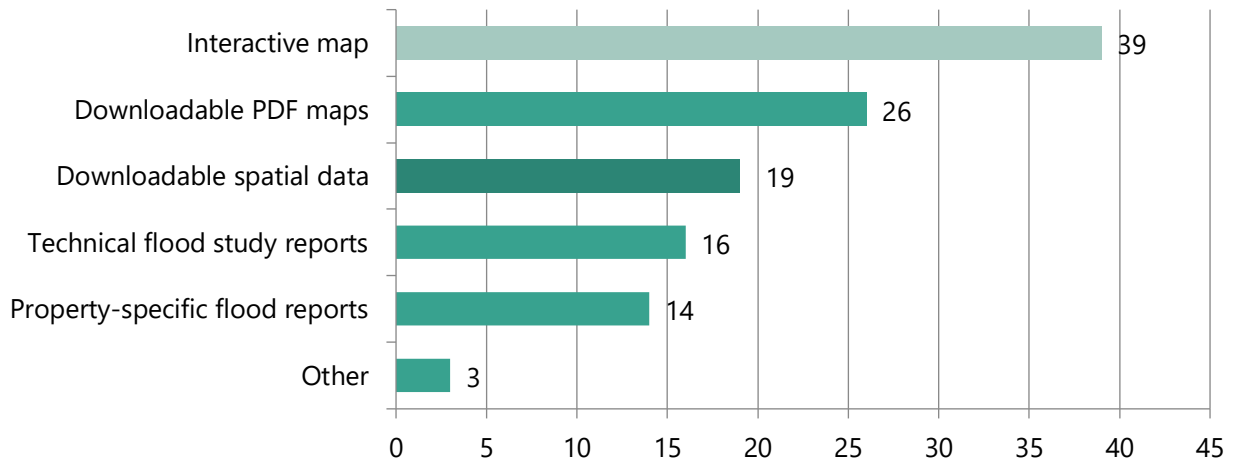
What is your primary reason for accessing flood risk information?



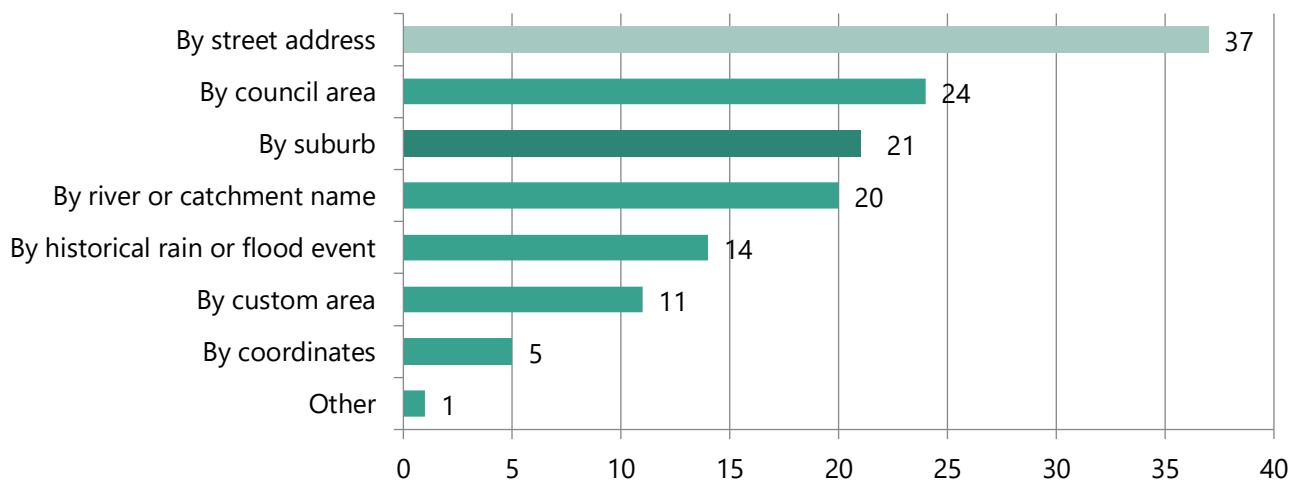
What is your preferred device for accessing flood risk information?



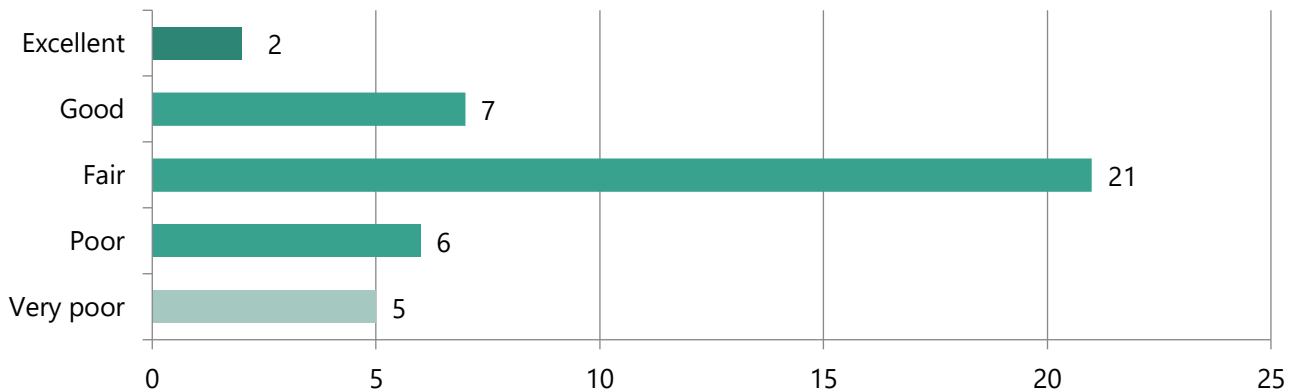
How would you like to view flood risk information?



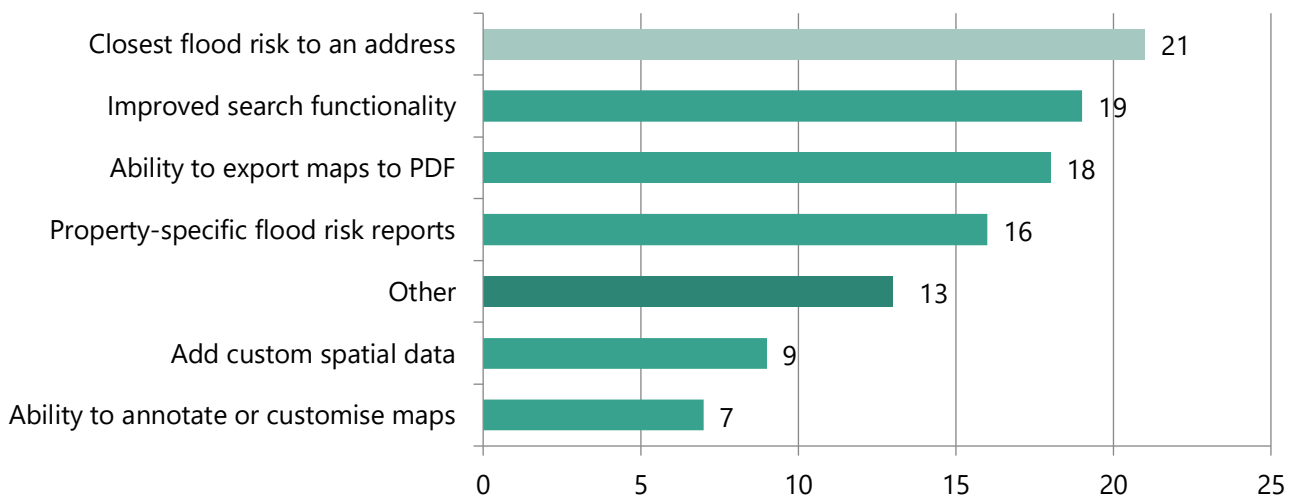
How would you like to search for flood risk information



How would you rate your overall experience with the Flood Awareness Map on WaterConnect?



What specific improvements would make the Flood Awareness Map more useful to you?



Next steps

Insights from the public survey have played a key role in establishing user requirements for a new or improved resource. The department will work to deliver a modern, user-friendly, and mobile-responsive portal that provides property-specific flood risk information through interactive maps, address-based lookups, detailed flood studies, and access to historical data.

Features such as advanced search and filtering, automated report generation, download capabilities, and integration with third-party mapping services will also be prioritised during implementation to further improve usability and accessibility. Survey respondents who gave permission to be contacted again about the project will be given the opportunity to take part in end-user testing.