

PARKERVILLE STONEVILLE MT HELENA BUSHFIRE REVIEW — AFFECTED RESIDENTS

3134. Ms M.M. Quirk to the Minister for Emergency Services:

I refer to the *Parkerville Stoneville Mt Helena Bushfire Review* and the observation that some families were upset at finding out about damage to their homes through the news and social media before being formally advised, while others felt that the waiting time to find out what happened to their homes was too long, and I ask, what refinements of current procedures are being implemented to avoid this occurring at future incidents?

**Mr J.M. Francis replied:**

The Department of Fire and Emergency Services (DFES) advises:

By nature, news and social media reports concerning casualties and property losses are generally unconfirmed or unverified and not a reliable source to form the basis for DFES advising owners or occupants.

Identifying information held or obtained by DFES or other agencies concerning property owners or occupants, or details of persons registered at relocation centres can only be shared between agencies following the declaration of an Emergency Situation or a State of Emergency.

Post the Parkerville, Stoneville, Mt Helena bushfire DFES developed a Standard Operating Procedure for the notification of property loss after a major emergency.

DFES will facilitate the collection, collation and confirmation of property information. Confirmed Asset Losses will be notified to owners/tenants of the property through a Property Loss Working Group.

In order to continuously improve timely and accurate information, DFES is collaborating with Landgate to better understand that agency's GIS mapping capabilities and how these capabilities can be integrated with existing DFES technology. Further, DFES is also reviewing and trialling new technologies to assist in improving real time communication of data.

Furthermore the DFES cannot control the information posted on social media platforms via accounts it does not control.