AIDR Recovery Matters webinar series

Australian Institute for Disaster Resilience

Community-led recovery

- The webinar will start at **14:00 AEST**
- **We do not run audio over the portal**
- Please dial in by phone for audio.
  - **1800 896 323 (Australia)**
  - **0800 441 984 (New Zealand)**
  - enter the pin **540 644 5498#**
- All participant phones are automatically muted during the presentation
- Please ask questions during the presentations using the chat box at the bottom left of the screen

Host: Amanda Leck
Executive Director
AIDR

Australian Government Department of Home Affairs

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the power of humanity

Australian Red Cross

bushfire&natural HAZARDSCRC

Australian Institute for
Disaster Resilience
AIDR Recovery Matters webinar series
Community-led recovery
April 8, 2020
2pm AEST
GUEST SPEAKERS
Louise Mitchell – Social Recovery Reference Group | Margaret Darveniza – Townsville City Council

AIDR Recovery Matters webinar series

Australian Institute for Disaster Resilience

First presenter: Louise Mitchell

Louise Mitchell is National Consultant Disaster Recovery to the Social Recovery Reference Group. Louise supports the organisations who are members of the Social Recovery Reference Group across Australia as they collaborate to continue to grow human and social recovery and preparedness capability. This group shares policy and practice and advocates for the centrality of both individuals and community to successful recovery.

Prior to this role Louise worked at the Australian Emergency Management Institute for 16 years with a focus on adult education, and developing and facilitating workshops to continue to progress emergency management. She keenly explores how individuals can participate in civic life both within and outside the disaster context and how strengths based and collaborative approaches can both build relationships and get some of the best outcomes.

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Social Recovery Reference Group
AUSTRALIA

Community-led recovery

Louise Mitchell
National Consultant Disaster Recovery to the
Social Recovery Reference Group

Social Recovery Reference Group Members
Human and Social Recovery

Social Recovery Reference Group AUSTRALIA

As well as:

- Services Australia
- Department of Home Affairs, Resilience and Recovery Branch
- Red Cross as an ‘auxiliary to government’
- Coordinator: SRRG National Consultant Disaster Recovery

Successful recovery

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- understand the context
- recognise *complexity*
- use *community*-led approaches
- *coordinate* all activities
- *communicate* effectively
- acknowledge and build *capacity*

SRRG 2018 – 19 Project

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How can governments

support **community-led recovery**

and maintain coordination?

Social Recovery Reference Group
AUSTRALIA

Government's role in supporting community–led approaches to recovery

Literature Review

Governance is more than government. It is about making social choices and raises the question: How should key actors in government work together with key actors in the private sector and civil society to resolve societal problems?... What constitutes appropriate modalities of recovery governance will vary from place to place. The challenge is to construct an architecture of recovery governance that engages and empowers those in recovery; this is a monumental but crucial challenge for all in pressure cooker situations.

Glavovic, 2014

Government's role in
community–led approach

Literature Rev

*Governance is more than government. It is about making social
should key actors in government work together with key actors i
resolve societal problems?... What constitutes appropriate mod
from place to place. The challenge is to construct an architectu
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pressure cooker situations.*

Social Recovery
Reference Group
AUSTRALIA

Case studies exploring community-led recovery and coordination

Companion to the literature review 'Government's role in supporting community-led approaches to recovery' and the SRRG discussion paper 'Considerations for governments supporting community-led recovery'

Social Recovery
Reference Group
AUSTRALIA

Government's role in
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Social Recovery
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Considerations for governments supporting community-led recovery

An exploration of how SRRG and other government agencies can foster and support community-led approaches to recovery with a view to long-term community health, wellbeing and connectedness

Output 2: Report to the SRRG members

How can we support Community-led Recovery?

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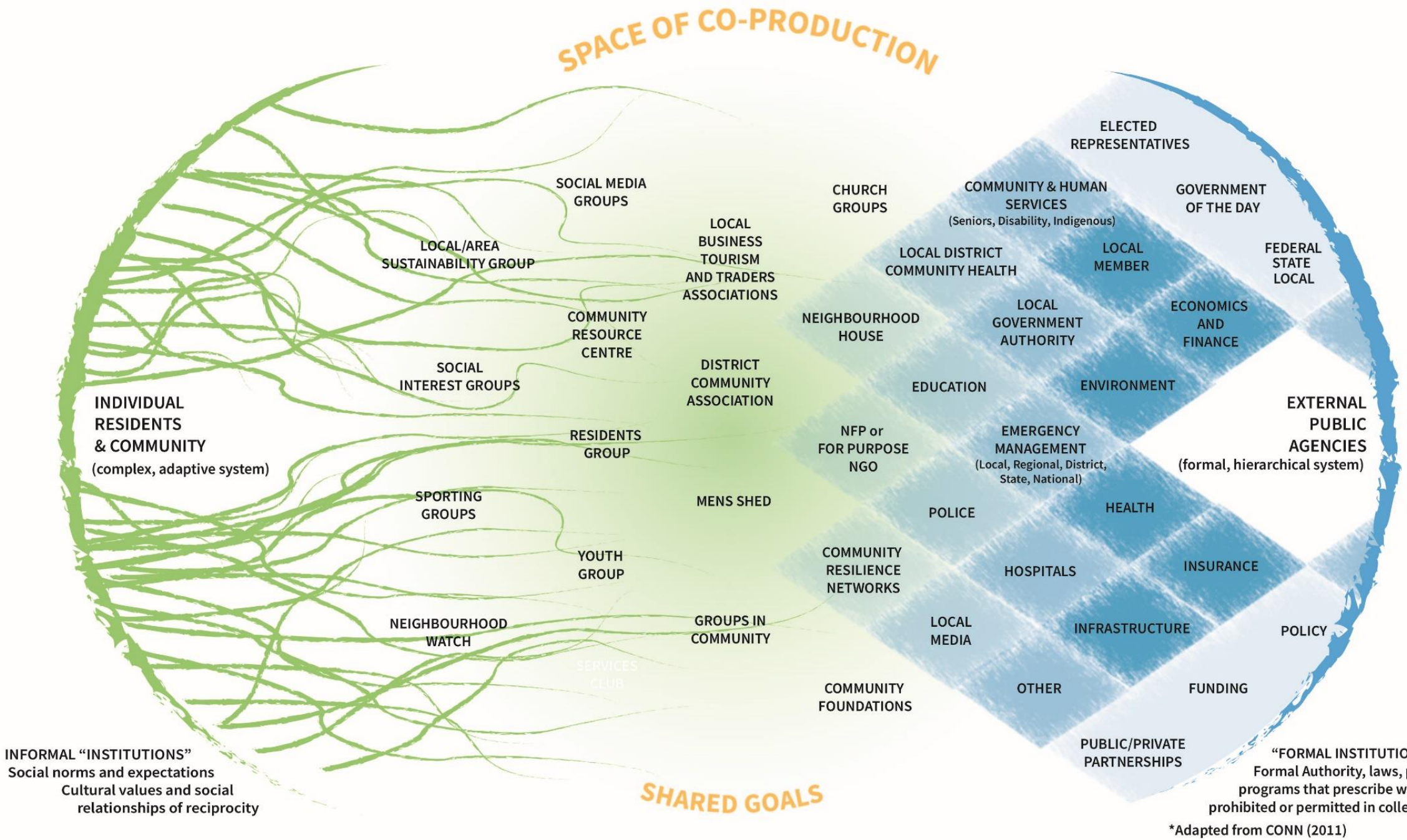
DECISION MAKING: understanding and acting on sharing responsibility and power

ACTION:

enabling self-and collective- efficacy and supporting capacity

Figure 5: Citizen-initiated (community-led) through to government-supported (community-led)



*Adapted from CONN (2011)

Key: Role for Volunteers & Donations | Govt. support | Non-govt. support

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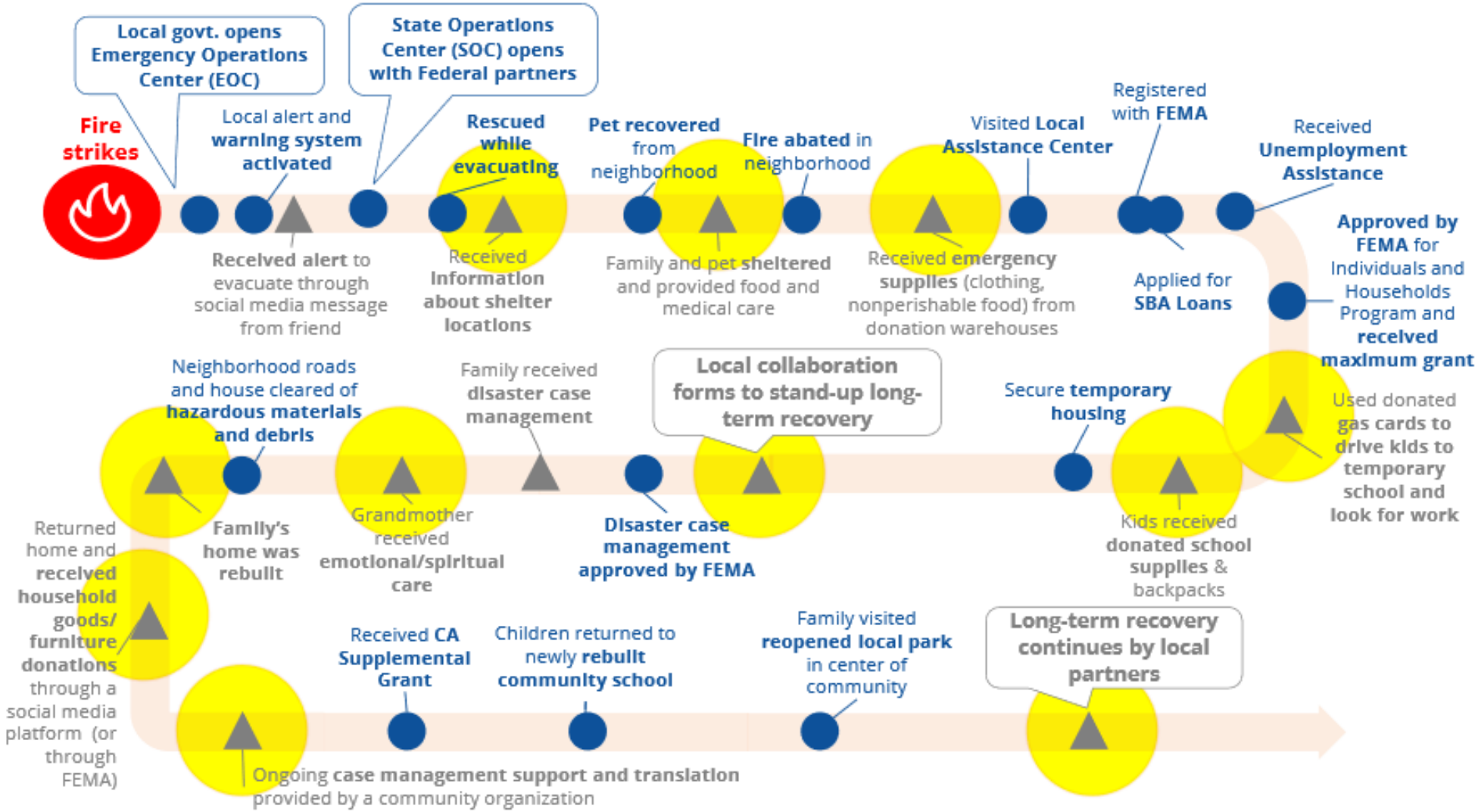
PATH TO RECOVERY

Disaster response and recovery is a whole community affair

*Looking at the experience of a single family helps bring to life the critical role that nonprofits, CBOs, faith communities & private-sector organizations play alongside government in a disaster scenario**



Note: *All events are based on real examples. Events can occur earlier or later depending on the disaster, location, and circumstance. This sequence presumes a Presidential declaration of disaster that invokes FEMA resources.

Source:
California's Building Disaster Resiliency: A Roadmap for Investment & Innovation in California, July 2019
: https://californiavolunteers.app.box.com/s/i1cl1py11r35hwpydgydky93j2gvjwyk

Community in a non-disaster context
Community profile mapping of demographics, social, economic, built, natural and political capital and risks
Disaster event
Response and relief services, geospatial information services, local information, local volunteers and workforce etc
Assembly, registration, evacuation centres, 1800 call centres, emergency services debriefs
One stop shops, outreach, recovery services debriefs
Social functioning now repairing
Community groups and organisations now having increased input
Outreach, community debriefs, gatherings, community meetings, debriefs
Community structures driving community-based recovery
Community structures more active given capacity and support
Community planning, forums, debriefs, service surveys
Fully functional and modified community structures
Emergency services planning to meet emergency needs
DECISION MAKING
ACTION

Coordination and Governance

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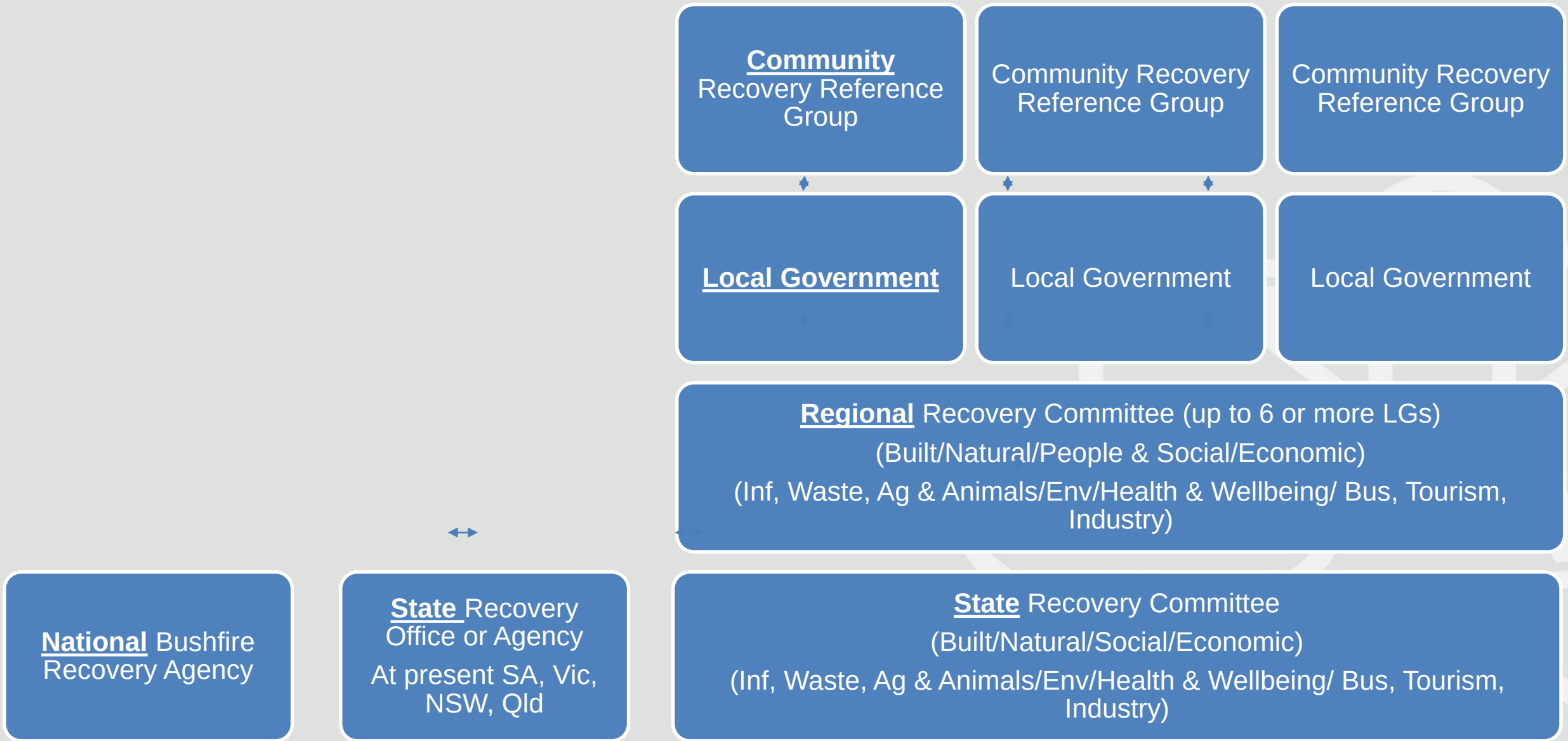
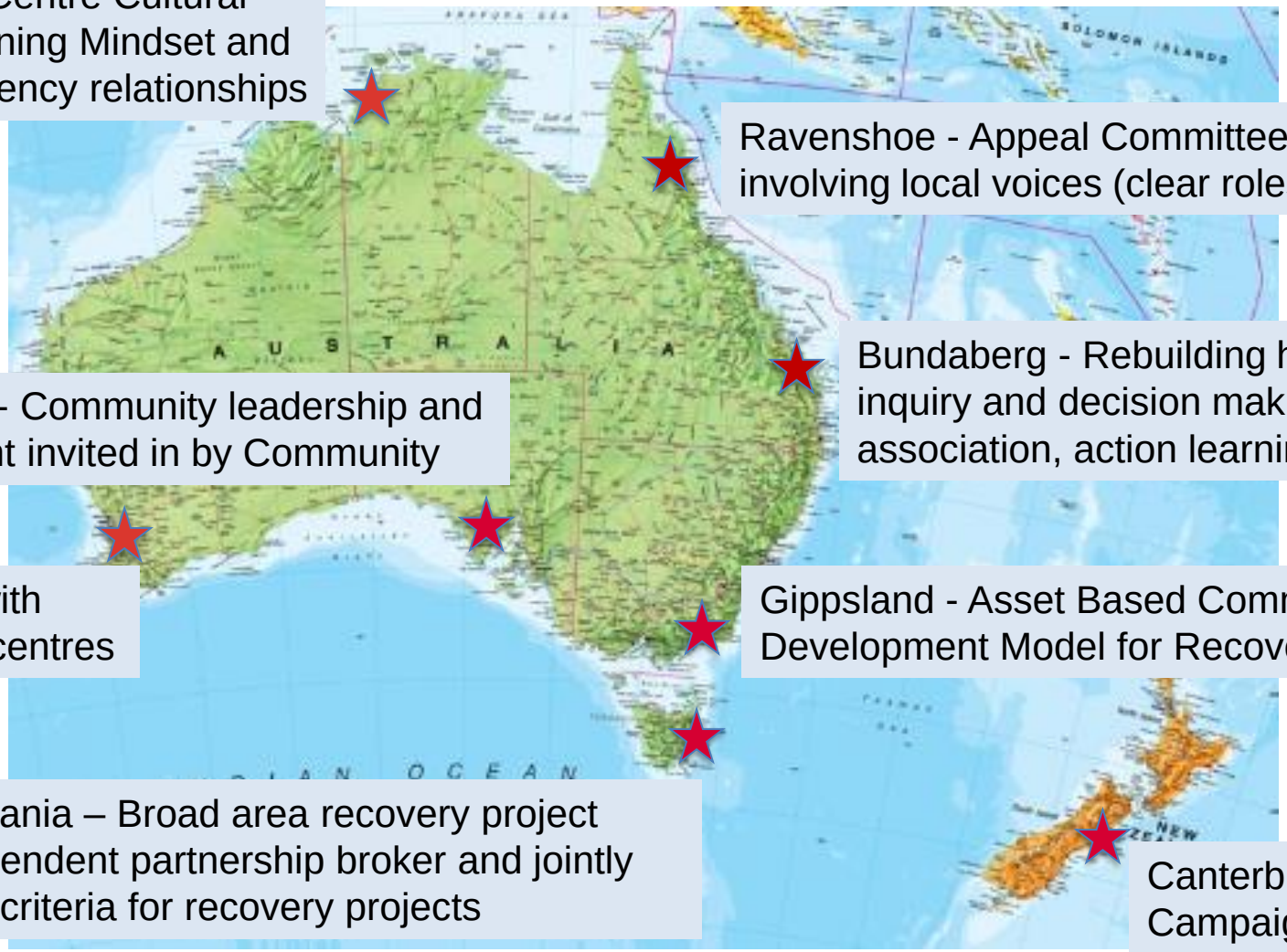


Case Studies – SRRG Project

Social Recovery Reference Group AUSTRALIA

Nauiyu - Evacuation Centre Cultural Safety – Growth Learning Mindset and strong Community/agency relationships



Ravenshoe - Appeal Committee – good governance involving local voices (clear roles for protection)

Bundaberg - Rebuilding houses – Collective inquiry and decision making, community driven association, action learning

Sherwood - Community leadership and government invited in by Community

Yarloop - Collaboration with place based community centres

Gippsland - Asset Based Community Development Model for Recovery

East Coast Tasmania – Broad area recovery project decisions - Independent partnership broker and jointly vertically agreed criteria for recovery projects

Canterbury – Public Health Campaign - Funding, collaboration, innovation

GOVERNMENT SUPPORTING COMMUNITY-LED AND COORDINATED RECOVERY

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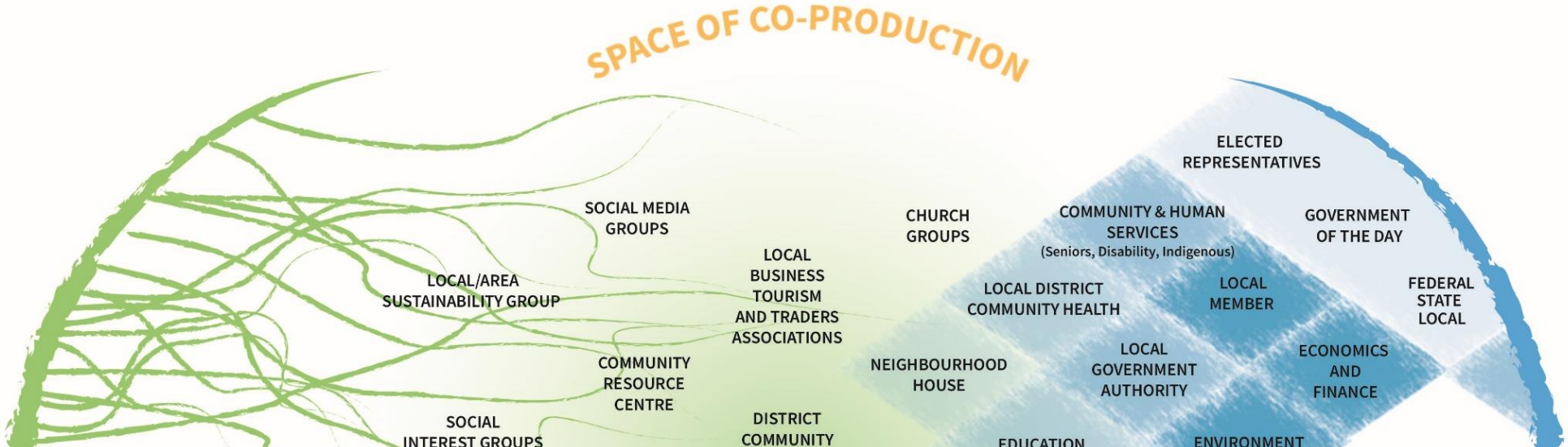
GOAL : Communities that can determine their own needs and shape their own future throughout their recovery (including preparing for recovery).

SUCCESS LOOKS LIKE: **1.** Support for attunement & responsiveness to what the community defines as success their desired outcomes and values.
2. Jointly mitigating the risk to the health and well-being of individuals, families and communities.
3. Supporting communities towards sustainability and resilience.

GOVERNMENTS AND PARTNERS TASK IS TO:

1. Enable & support collective self efficacy
2. Understand and share power and responsibility

LISTEN, HOLD SPACE, SUPPORT AND ENABLE	PARTNER, COLLABORATE, RECOGNISE AND BUILD CAPACITY AND CAPABILITIES.	COORDINATE TO SERVE COMMUNITY PRIORITIES, ADAPT POLICY, INTERVENE APPROPRIATELY



From ‘The Art of Hosting’ – Chaordic Path

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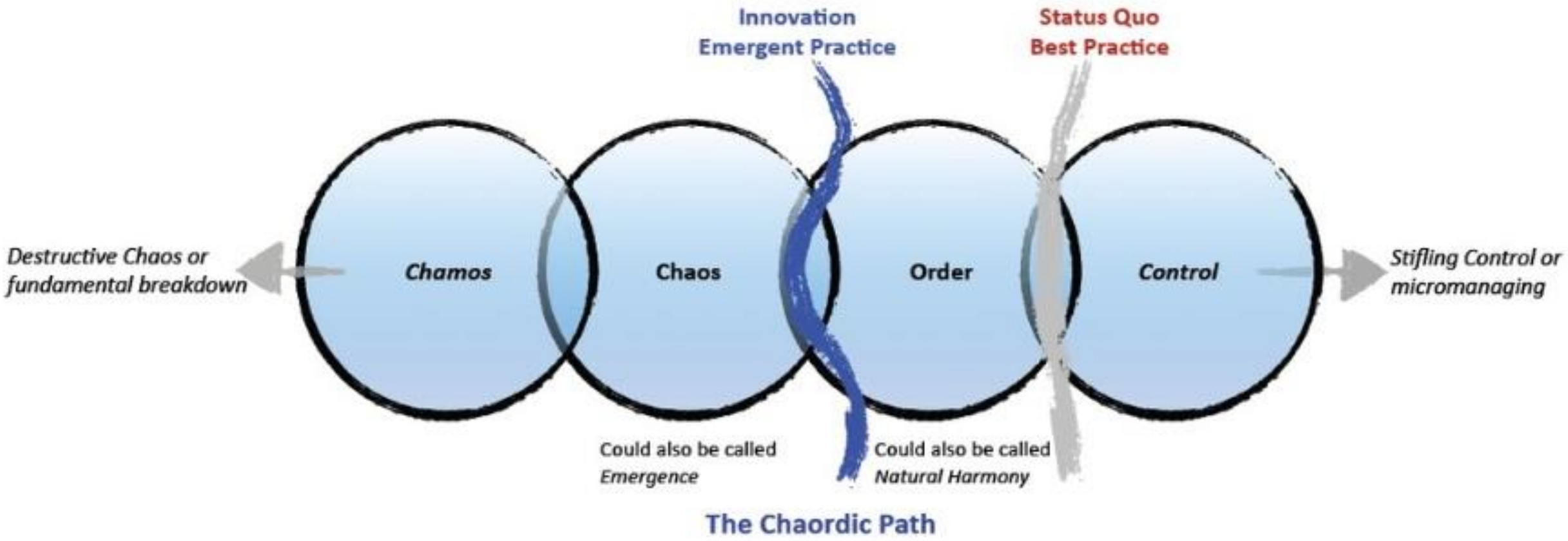

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STRALIA

NATIONAL PRINCIPLES FOR

Disaster Recovery

DISASTER RECOVERY

is part of emergency management, which includes the broader components of prevention, preparedness and response. Planning for recovery is integral to emergency preparation and mitigation actions may often be initiated as part of recovery.

DISASTER RECOVERY

includes built, environmental and economic elements, as well as social wellbeing. Recovery can provide an opportunity to improve these aspects beyond previous conditions, by enhancing social and natural environments, infrastructure and economies – contributing to a more resilient community.

SUCCESSFUL RECOVERY

Understand the context

Successful recovery is based on an understanding of the community context, with each community having its own history, values and dynamics.

Recognise complexity

Successful recovery is responsive to the complex and dynamic nature of both emergencies and the community.

Use community-led approaches

Successful recovery is community-centred, responsive and flexible, engaging with community and supporting them to move forward.

Coordinate all activities

Successful recovery requires a planned, coordinated and adaptive approach, between community and partner agencies, based on continuing assessment of impacts and needs.

Communicate effectively

Successful recovery is built on effective communication between the affected community and other partners.

Recognise and build capacity

Successful recovery recognises, supports and builds on individual, community and organisational capacity and resilience.

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Understand the
CONTEXT

Successful recovery is based on an understanding of the community context, with each community having its own history, values and dynamics.

ecovery should:

Acknowledge existing engths and capacity, luding past experiences;

ppreciate the risks and ssors faced by the mmunity;

respectful of and tive to the culture and ity of the community;

ort those who may be vulnerability;

gnise the importance nvironment to people heir recovery;

nowledged as a long term effort as needed mmunity; and

edge that the on the community beyond the al boundaries isaster occurred.

Recognise
COMPLEXITY

Successful recovery is responsive to the complex and dynamic nature of both emergencies and the community.

Recovery should recognise that:

- Disasters lead to a range of effects and impacts that require a variety of approaches; they can also leave long-term legacies;
- Information on impacts is limited at first and changes over time;
- Affected individuals and the community have diverse needs, wants and expectations, which can evolve rapidly;
- Responsive and flexible action is crucial to address immediate needs;
- Existing community knowledge and values may challenge the assumptions of those outside of the community;
- Conflicting knowledge, values and priorities among individuals, the community and organisations may create tensions;
- Emergencies create stressful environments where grief or blame may also affect those involved; and
- Over time, appropriate support for individuals and communities, from within and outside, can cultivate

Use
COMMUNITY-LED
approaches

Successful recovery is community-centred, responsive and flexible, engaging with community and supporting them to move forward.

Recovery should:

- Assist and enable individuals, families and the community to actively participate in their own recovery;
- Recognise that individuals and the community may need different levels of support at various times;
- Be guided by the community's priorities;
- Channel effort through pre-identified and existing community assets, including local knowledge, existing community strengths and resilience;
- Build collaborative partnerships between the community and those involved in the recovery process;
- Recognise that new community leaders often emerge during and after a disaster, who may not hold formal positions of authority; and
- Recognise that different communities may choose different paths to recovery.

COORDINATE
all activities

Successful recovery requires a planned, coordinated and adaptive approach, between community and partner agencies, based on continuing assessment of impacts and need.

Recovery should:

- Have clearly articulated and shared goals based on desired outcomes;
- Be flexible, taking into account changes in community needs or stakeholder expectations;
- Be guided by those with experience and expertise, using skilled, authentic and capable community leadership;
- Be at the pace desired by the community, and seek to collaborate and reconcile different interests and time frames;
- Reflect well-developed community planning and information gathering before, during and after a disaster;
- Have clear decision-making and reporting structures and sound governance, which are transparent and accessible to the community;
- Demonstrate an understanding of the roles, responsibilities and authority of organisations involved and coordinate across agencies to ensure minimal service provision disruption;
- Be part of an emerg

COMMUNIC
effectively

Successful recovery is effective communicati between the affected community and other p

Recovery should:

- Recognise that communication should b two-way, and that input feedback should be encouraged;
- Ensure that information is accessible to audiences in diverse situations, addresse variety of communication needs, and is provided throu a range of media and networks;
- Establish mechanisms for coordinated and consistent communications between all service providers, organisations and individuals and the community;
- Ensure that all communication is relevant, timely, clear, accurate, targeted, credible and consistent; and
- Identify trusted sources of information and repeat key recovery messages to enable greater community confidence and receptivity.

Applying the National Principles for Disaster Recovery

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- **Checklist to use before, during and after disaster**

Checklist for applying the National Principles for Disaster Recovery during post-disaster recovery planning

Understand the CONTEXT: Successful recovery is based on an understanding of the community context, with each community having its own history, values and dynamics.		
Did we apply this?	How did we apply this?	What are we seeing as a result?(Social Impact)
☐ Acknowledging existing strengths and capacity, including past experiences;		
☐ Appreciating the risks and stressors faced by the community;		
☐ Being respectful of and sensitive to the culture and diversity of the community;		
☐ Supporting those who may be facing vulnerability;		
☐ Recognising the importance of the environment to people and to their recovery;		
☐ Acknowledging this process as requiring a long term, sustained effort as needed by the community;		
☐ Acknowledging the impact upon the community may extend beyond the geographical boundaries where the disaster occurred.		

Table 1 of 6: Understand the Context

Social Recovery Reference Group AUSTRALIA

Louise Mitchell
National Consultant Disaster Recovery to the Social Recovery Reference Group
louise.mitchell@dhhs.vic.gov.au

Web resources including:

- **National Principles for Disaster Recovery**
- **Literature Review on Community-led Recovery**

https://knowledge.aidr.org.au/resources/social-recovery-reference-group/

AIDR Recovery Matters webinar series

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Second presenter: Margaret Darveniza

Margaret Darveniza is the Team Manager of Community Engagement at Townsville City Council. She has worked in the area of disaster recovery and community development for many years in a number of locations across Queensland.

She has worked in disaster recovery for the Cassowary Coast and community development in Far North Queensland, Gympie and through contract work into communities all over Queensland.

Her experience in recovery is both from the perspective of a community leader in a voluntary capacity as well as working for government and other agencies.

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Supporting Community Led Recovery – The Townsville Experience

Margaret Darveniza (Townsville City Council)

February 2019

The unprecedented monsoon event

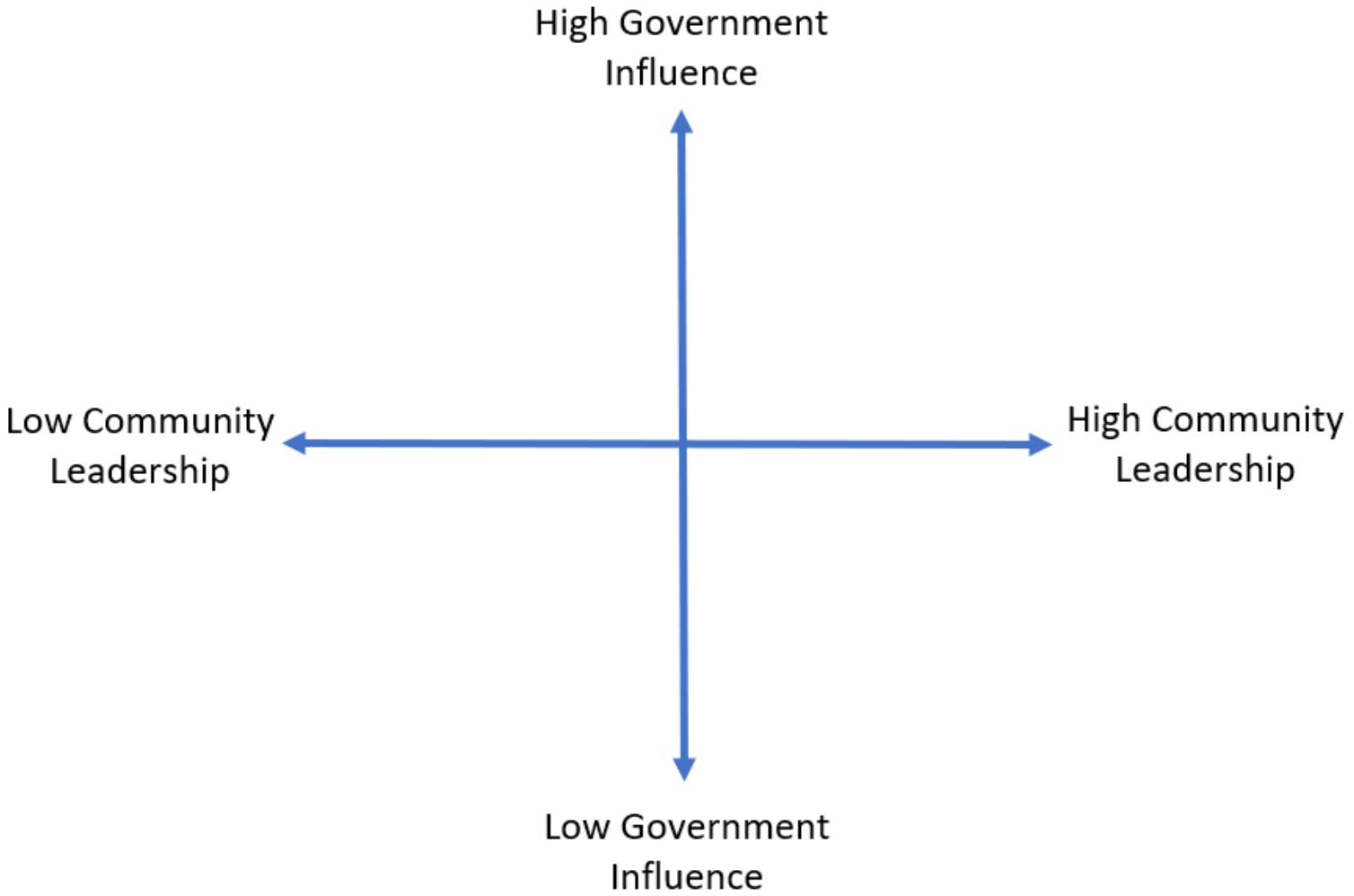
Facilitating Townsville's Recovery

Working with, through, & for the Community

"It is important to emphasise…. That disasters are about people and that responding to disasters – pre, during and post impact is about managing and supporting people."
Dr Anne Eyre

Role of local government

- Connections
- Intelligence
- Advocacy


High Government Influence
Low Community Leadership
High Community Leadership
Low Government Influence

Community–Led Task Groups

Social Sweep
The birth of Team Townville

SOCIAL SWEEP - PHASE 1

Total Homes Visited:	Residents Home:
12,852	3,841
People Willing to Engage:	**Referrals Made:**
2,133	582

Referrals Made:

SOCIAL SWEEP - PHASE 2

Total Homes Visited:	Residents Home:
4,739	1,155
People Willing to Engage:	**Referrals Made:**
776	65

Referrals Made:

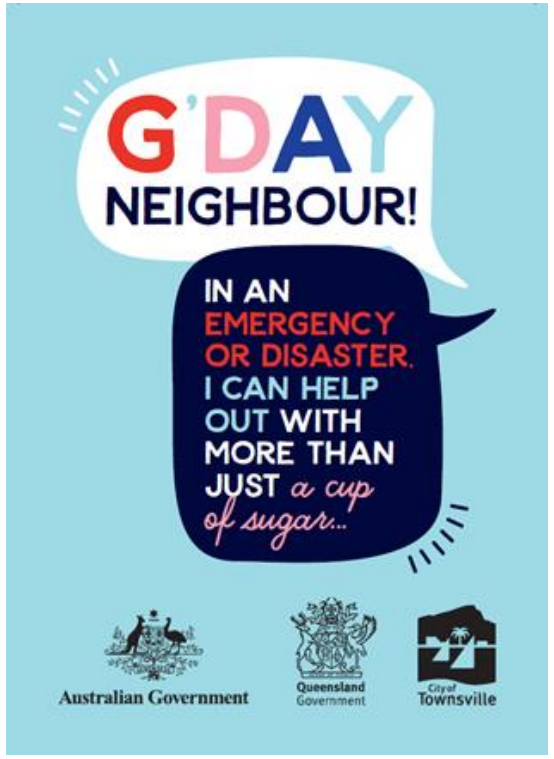
Use community led approaches

Successful recovery is community-centred, responsive and flexible engaging with community and supporting them to move forward

Community Champions

Acknowledge and build capacity

Successful recovery recognises, supports and builds on individual, community and organisational capacity and resilience



BEFORE, DURING AND AFTER AN EMERGENCY OR DISASTER, I CAN HELP YOU BY:

- [ ] Looking after pets
- [ ] Feeding your livestock
- [ ] Keeping an eye on your property
- [ ] Moving items in your yard to safety
- [ ] Cleaning up
- [ ] Providing meals
- [ ] Letting you know about emergency warnings

Other: _____

AS LONG AS IT IS SAFE TO DO SO.

My details are...

Name: _____

Phone: _____

IF I'M NOT AT HOME AND YOU CAN'T CONTACT ME, I WOULD BE GRATEFUL IF YOU COULD:

- [ ] Check on my pets
- [ ] Move outdoor items to safety
- [ ] Cut fences/open gates if my stock is in danger

Other: _____

AS LONG AS IT IS SAFE TO DO SO.

Email: _____

Address: _____

disaster.townsville.qld.gov.au

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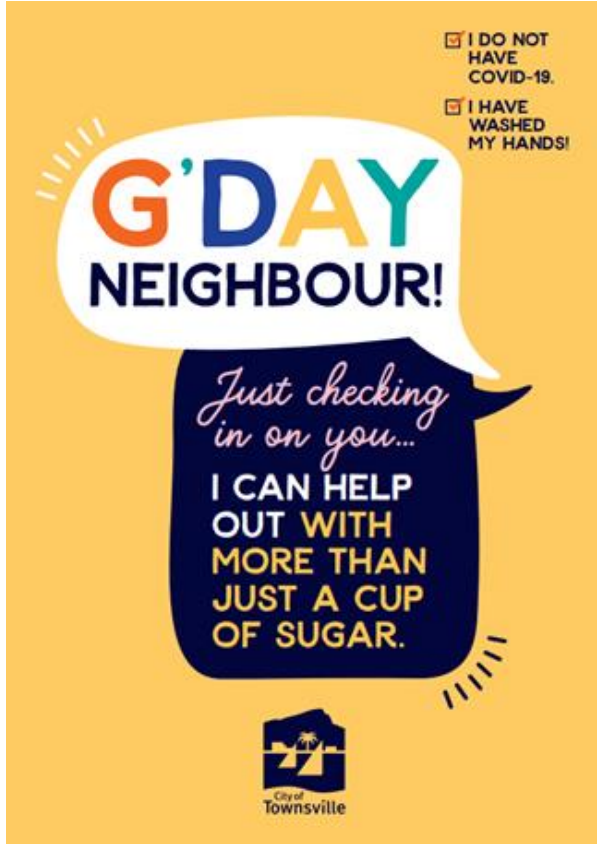
City of Townsville



4 things you can do TO MAKE A POSITIVE DIFFERENCE IN OUR COMMUNITY...

Think of others, consider your actions and show compassion - **be kind**

G'DAY! Check on your neighbours - **give them a call**

CAN I HELP? **Support** vulnerable or isolated people

Share only **accurate information and advice** from trusted sources

Coronavirus is contagious.
Remember to:

- Wash your hands regularly for 20 seconds with soap and water.
- Use hand sanitizer in between hand washing.
- Avoid touching your face, nose and mouth.
- Keep a 1.5m distance from others.

HELLO! PLEASE FEEL FREE TO REACH OUT TO ME...

My name is _____

I live at _____

Call me on _____

I CAN HELP YOU WITH:

- [ ] Picking up groceries/medication
- [ ] A friendly phone call
- [ ] Sending mail
- [ ] Urgent supplies
- [ ] Dog walking
- [ ] Taking your animal to the vet *(if safe to do so)*

Other _____

PLEASE CALL OR TEXT ME AND I'LL DO MY BEST TO HELP YOU (FOR FREE!)

disaster.townsville.qld.gov.au

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Q&A session

- Do you have a question for our speakers?

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Further resources: knowledge.aidr.org.au/recovery

- Recover Matters webinar recordings
- Community Recovery Handbook
- Knowledge-into-Action briefs
- National Principles for Disaster Recovery
- Practitioner resources
- **National Monitoring and Evaluation Database for Disaster Recovery**

Mental health support

Lifeline: 13 11 14

Beyond Blue: 1300 224 636

www.beyondblue.org.au

Share your feedback on the Recovery Database

bit.ly/recoverydatabasesurvey

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