



# Community Engagement for Disaster Resilience Handbook Showcase

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# Community Engagement for Disaster Resilience

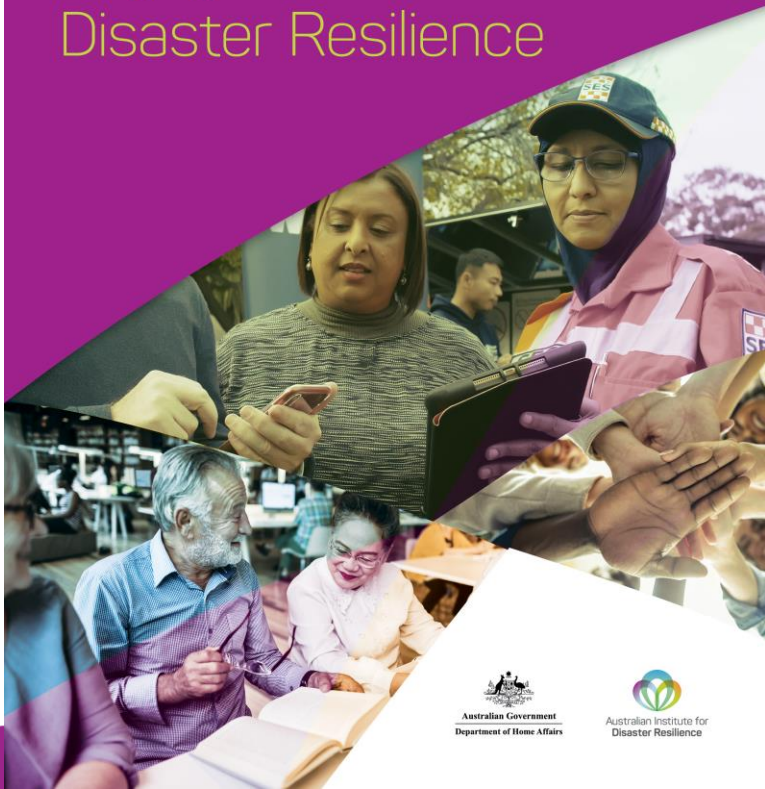


- The webinar will start at **3:30pm AEST**
- All attendees are automatically muted for the duration of the webinar
- Use the Q&A box to ask questions to the presenters (not the chat box)
  - You can also upvote other questions by clicking the thumbs up button
- Welcome! Feel free to share your name and where you're from in the chat box as you join us. Make sure you select 'all panelists and attendees'



**Host:** Amanda Leck,  
Executive Director, AIDR

# Community Engagement for Disaster Resilience



The *Community Engagement for Disaster Resilience Handbook* is now live and freely available to download here:

<https://knowledge.aidr.org.au/resources/handbook-community-engagement/>

## First speaker: Dr Margaret Moreton

Dr Moreton works with communities to identify, understand and strengthen their assets; prepare for all hazards; and strengthen resilience and recovery from disasters and emergencies. She advises and works with all levels of government, and with non-government organizations including philanthropic foundations. She advocates for the resilience of communities and the importance of community agency and voice.

Dr Moreton is an advisory group member with the IAP2 (Vic), a graduate of the AICD, an Executive Committee member for the AWE Network, a member of the Disaster Resilience Education Strategy Group (AIDR) and is working with the GAP Resilience Taskforce.



# Purpose and intent

- Broad range of users and practitioners
- Broad range of communities
- Dynamic, flexible and adaptable
- Inclusive and diverse

# Key elements of the handbook

1. Strategic context
2. Principles
3. Approaches to community engagement
4. Monitoring, review and evaluation

# Principles

1. Place the community at the centre
2. Understand the context
3. Recognise complexity
4. Work in partnership
5. Communicate respectfully and inclusively
6. Recognise and build capability

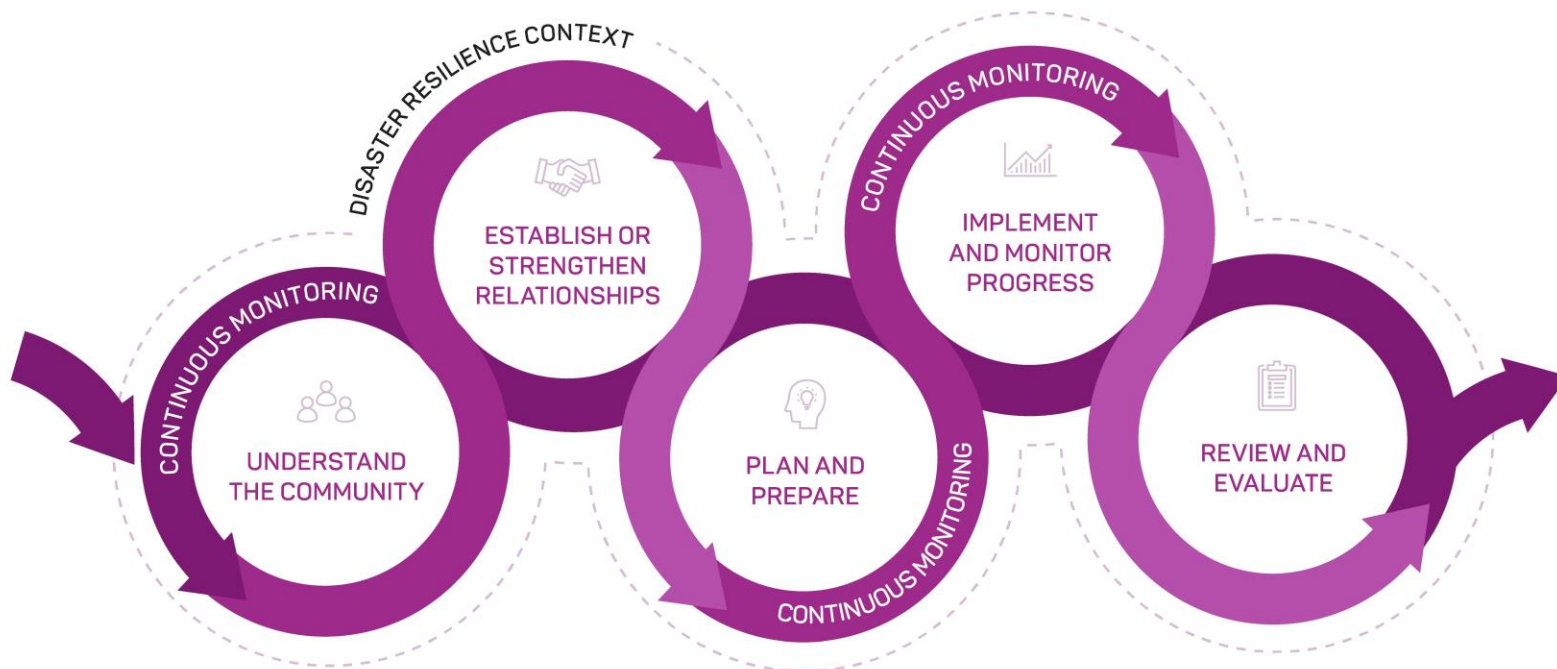
# Flexibility – Adaptability

**Table 1. Approaches for community engagement for disaster resilience**

Who leads the process	 Partner designs and delivers to community	 Partner leads with community input	 Community and partner work together	 Community leads with partner support	 Community designs and delivers
Basis of engagement	Partner provides community with information, options, solutions or services for a given situation or issue.	Partner provides leadership to community.  Community provides input to the process.	Community and partner form a partnership.  They participate to co-design and develop options and solutions.	Community provides leadership to partner.  Partner provides input to the process.	Community designs, decides and implements all actions.  Minimal or no engagement necessary from any partner.



# Community engagement process



# Evaluation and evidence

- Plan for evaluation
- Focus on impact/outcomes
- Measure and demonstrate
- Add to the evidence base

## Second speaker: Peter Middleton

Peter is the Coordinator Community Development at Tasmania Fire Service (TFS). He has a passion for evidence-based community engagement in emergency management.

Coordinating a team of community engagement specialists who develop community capacity to prevent, prepare for and respond to bushfires and fires in the home. Including the multi-award-winning Bushfire-Ready Neighbourhoods program which increases shared responsibility and has a vision that 'we all play a part- individuals, agencies and communities'.

Peter chairs the TFS/SES Public Information Coordination Group, sits on the AFAC Public Information and Warnings Group and holds a Master of Emergency Management.





# Engagement in a busy and uncertain world

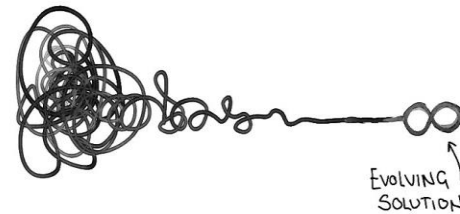


Tasmania Fire Service


# Behavioural change



**Wicked Problem** - is a phrase used in social planning to describe a problem that is difficult or impossible to solve because of incomplete, contradictory, and changing requirements that are often difficult to recognize. Moreover, because of complex interdependencies, the effort to solve one aspect of a wicked problem may reveal or create other problems.




# Community development approach



Tasmania Fire Service

## Community Development Framework 2017 to 2020



Community Development & Education Unit

THE EXAMINER, Monday, December 14, 2016 - 5  
FOR BREAKING NEWS examiner.com.au | NEWS

### Bushfire alerts issued on phone tree grapevine

By CHRIS CLARKE  
Police reporter

PHOTO: Tasmanian representatives in bushfire-prone areas have a range of innovative plans to help prepare themselves for fire events.

A phone tree is the term used to describe a group of people who act as a contact network to spread word about a community in a time of crisis.

The Golden Valley south-west of Launceston is one of two communities in the North West region to have implemented such a plan.

Tasmania Fire Service Bushfire Ready Neighbourhood Program coordinator Michelle Harrison said that of the phone tree in the valley one 'super' area of residents contacted when a bushfire is seen that will be the Golden Valley area, she said.

The phone tree consists of 100 residents who have agreed to call each other before TFS alerts residents of an approaching fire.

'This means residents have more time to prepare, do a fireproof audit, clear their gutters, have their fire insurance up to date and defend their homes better,' she said.

The phone tree was used at the Golden Valley fire check the TFS mobile to send a 20 in a emergency, if it's hot, that person contacts the phone tree to advise them to do a fire check to other members of the community to make sure they are ready.

Phone tree should contact a TFS community development officer at www.tasfire.com.au for more information.



Phone tree volunteer organizer Jan McCallum, of Golden Valley, TFS Bushfire Ready Neighbourhood Program community development officer Michelle Harrison, of Burnie, and phone tree member Tom Haines, of Golden Valley, represent the word about the phone tree initiative. Photo: PHILIP BIRDS

People in the BRN communities had detailed plans. They had prepared their plans as part of their engagement with the BRN program or had refined their plans. Many people had attended visits to their neighbours' properties, or had their own property assessments and found these extremely helpful.

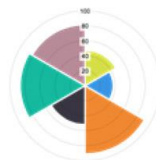



## BRN communities are now strong advocates for TFS and know where to find information and how to use it to prepare themselves, their families and communities.

Photo by W Frey (TFS)




# Community input and research guides Bushfire-Ready Neighbourhoods



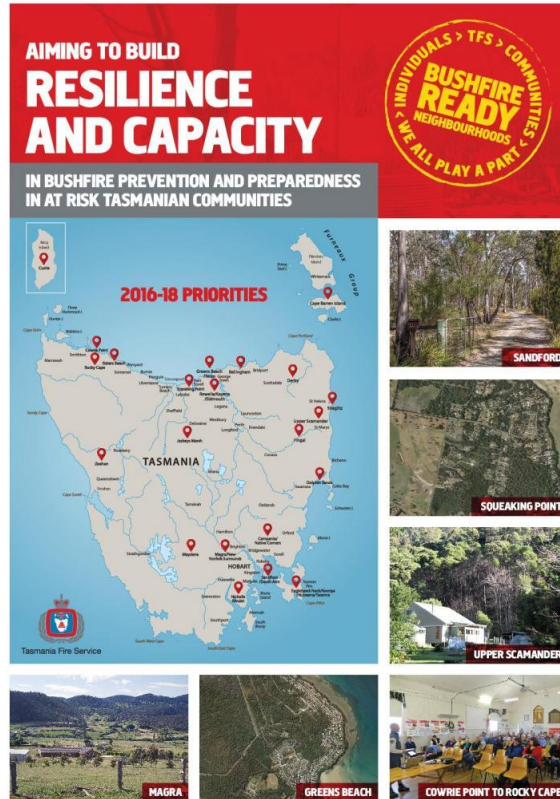
**DECISION  
SUPPORT ANALYTICS**



**THE UNIVERSITY OF  
SYDNEY**



# Bushfire-Ready Neighbourhoods program



**One size doesn't fit all approach**

Round 1 - 2014 to 2016

Round 2 - 2016 to 2018

Round 3 - 2018 to 2020

Round 4 - 2020 to 2022

**Communities selected based on  
community input, risk & ground truthing**



# BRN in practice





Tasmania Fire Service

## Third speaker: Alana Pedler

Alana Pedler is the State Operations Coordinator for the Australian Red Cross - Emergency Services program with 10 years of experience in emergency and disaster response and recovery within Australia supporting communities impacted by cyclone, severe flooding, bushfires and heatwaves and other traumatic events impacting the community.

She has managed a number of emergency preparedness projects with a strong focus on collaboration and co-design. Supporting and building resilience to extreme weather and natural disasters with members of the community at a higher risk, such as people experiencing homelessness and those from a culturally and linguistically diverse backgrounds.



# OUT OF THE STORM

BUILDING EXTREME WEATHER RESILIENCE WITH THE HOMELESS COMMUNITY



# Key principles

## Open Dialogue

- Open workshops encouraging a safe place to share ideas and experiences

## Design

- Empower the homeless community through a collaborative design and delivery approach which emphasises and builds on people's strengths – drawing on the communities unique expertise

## Peer Led

- People with a live experience of homelessness were trained and supported to deliver the key messages and kits



# Engaging community expertise

○ Engaging those who hold the right expertise wasn't limited to only the Emergency Management sector.

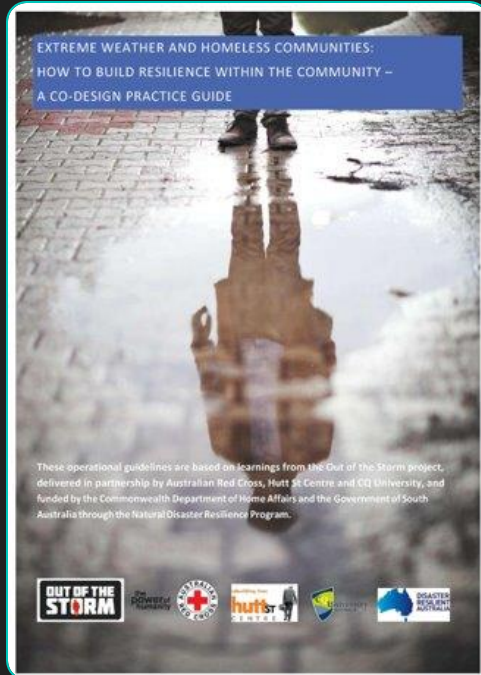
○ People experiencing homelessness possess strengths and knowledge unique to their environment and it's how we drew on this knowledge and skills that made this project innovative and had a real impact.



the  
power of  
humanity



# Co-Design and collaboration



- Preparedness information for heat and extreme cold and storms was successfully designed in collaboration with emergency services and homeless community from the Hutt St centre in Adelaide CBD.
- 120 'winter' and 140 'summer' preparedness kits were specifically tailored for the needs of the homeless community, drawing on the knowledge and experience of the homeless community.
- A practice guide outlining an evidence-based, replicable model and educational materials for use in other contexts (e.g. rural areas) and states.



# RESOURCES PRODUCED

## Stay safe in the summer heat

- Only head outdoors in the early morning or evening when it's cooler.
- Drink lots of water, even if you don't feel thirsty. Try and drink 3-4L on hot days.
- Wear long, loose fitting clothing.
- Try to eat small, cold meals throughout the day.
- Find all air conditioning or fans in public buildings and shopping centres.
- Keep any outdoor activities to a minimum. Don't take long walks between services and where you sleep.
- Wear sunscreen and a hat or use an umbrella.
- Check on your mates. Do they know there's a heatwave coming or where to go?
- Ask your doctor for advice about how your medication or health condition is affected by hot weather.



This project is funded by the Commonwealth Department of Health and the Government of South Australia through the Homelessness and Welfare Response.

## Top tips to stay warm and dry

Always take shelter indoors whenever possible during extreme weather, if you get stuck call the Homelessness Gateway Service - available 24 hours, free call 1800 003 308.

- Wear layers of thinner clothes instead of 1 big warm jumper/jacket.
- Use hand warmers.
- Put under armpits or in groin area to warm whole body up faster.
- Sleep with a number of layers both under and on top of you, this provides more insulation from cold air.
- Avoid low lying ground and drains. Small creeks and rivers can overflow quickly during heavy rain.
- If sheltering from a storm, find somewhere away from the direct wind and rain.
- If you have a sleeping bag fill the empty space around your body with extra clothes or newspaper.
- Keep your head warm and covered. Up to 50% of body heat can be lost from your head.
- Don't drink alcohol. It can make you feel warm while drinking but slows down your circulation. You can lose body heat especially in hands and feet.
- Get more blankets from: Hutt St Centre, Salvation Army, Magdalene Centre, St Vincents De Paul, WestCare and Adelaide Day Care Centre.



## Keep up to date

Know when extreme weather is coming

- The Homelessness Gateway service can provide free advice and information - available 24 hours, free call 1800 003 308.
- Check information board at your service provider like Hutt St Centre or West Care Centre
- Listen to ABC Radio 891AM or Radio Adelaide 101.5FM for weather alerts
- Check the weather in newspapers, available at library or in coffee shops
- BOM (Bureau of Meteorology) website or phone app [www.bom.gov.au](http://www.bom.gov.au)
- SES (State Emergency Service) website [www.ses.sa.gov.au](http://www.ses.sa.gov.au)
- Red Cross website or 'Get Prepared' phone app [redcross.org.au/prepare](http://redcross.org.au/prepare)



This project is funded by the Commonwealth Department of Health and the Government of South Australia



### Adelaide City Map

Use the following information to find homeless resources for services and amenities around Adelaide city.

#### I'm Looking For...

- Food Services or Food Voucher
- Homelessness Support Services
- Shower and Laundry
- Shower and Laundry

- Accommodation
- Clothing
- Support and Storage

### Rough Sleeper Code Blue & Code Red

Code Blue: Extreme weather conditions that pose a significant risk to the health and safety of rough sleepers.

- Blankets
- Food
- Shower
- Laundry
- Clothing
- Support and Storage



### Adelaide City Map



#### Legend

- Homelessness Support Services
- Food Services
- Shower and Laundry
- Accommodation
- Clothing
- Support and Storage

#### Support Numbers

- Homelessness Gateway Service - available 24 hours, free call 1800 003 308
- Hutt St Centre
- Adelaide Health
- Red Cross

#### Design Day Laundry

Design Day Laundry is a free service for rough sleepers in Adelaide.

#### In Case Of Emergency...

Emergency services: Police (000), Fire (000), Ambulance (000). Contact your local council for more information.

#### In Any Emergency, Call 000

(For Police, Ambulance or Fire Department)

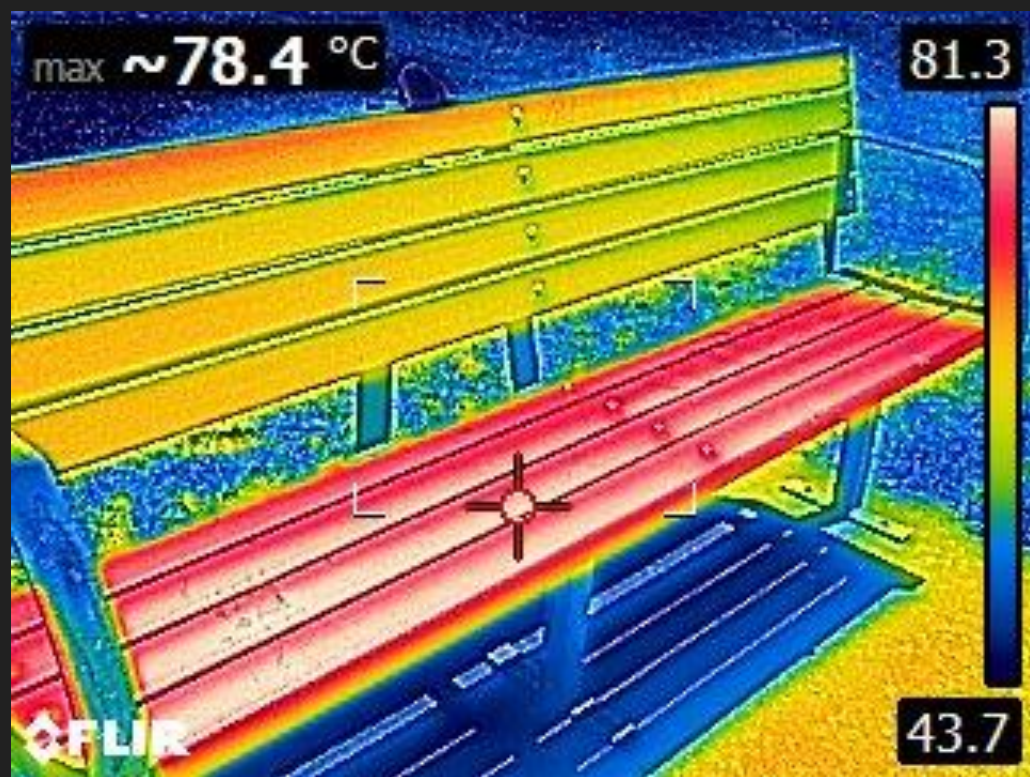




# PEER LED EXTREME WEATHER OUTREACH

A total of 346 individuals experiencing homelessness in Adelaide metro were engaged over the course of the project via peer led outreach.





# Q&A Session

- Do you have a question for our speakers?
- **Use the Q&A box to ask and vote for questions**

- The *Community Engagement for Disaster Resilience Handbook*  
<https://knowledge.aidr.org.au/resources/handbook-community-engagement/>
- Disaster Risk Reduction Collection:  
<https://knowledge.aidr.org.au/collections/disaster-risk-reduction/>  
including:
  - National Disaster Risk Reduction Framework
  - Profiling Australia's Vulnerability
  - Guidance for Strategic Decisions on Climate and Disaster Risk
  - Sendai Framework for Disaster Risk Reduction
- Australian Disaster Resilience Index: <https://adri.bnhcrc.com.au/>



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