

Australian Institute for
Disaster Resilience



Australian Disaster Resilience
Conference presents

Knowledge Week

24 - 27 AUGUST 2020

aidr.org.au/adrc

#ADRC20



Australian Disaster Resilience Conference presents

○
KNOWLEDGE WEEK

————— **DAY THREE** —————

Community creating change



10.30AM – 4.30PM AEST | 26 AUGUST 2020





Elly Bird

Lismore Helping Hands

Lismore helping hands: community-led recovery in action



Lismore Helping Hands

COMMUNITY-LED RECOVERY IN ACTION

ELLY BIRD



Who's in the room... on the zoom?

POLL

- Lived experience of a disaster in my community
- Lived experience of working during a disaster / disaster recovery in another community
- No lived experience of disaster

As we go through this presentation, I invite you to imagine what this experience might be like if it happened in your community

If you are a recovery worker, emergency services personnel or with an NGO I invite you to think about how you might have engaged with us.

Lismore April 1st 2017





facebook



Lismore Helping Hands After Flood Cleanup 2017



Maddy-Rose Braddon · Lismore Helping Hands - COVID-19 Info, Community Resilience & Recovery · Admin · 1 Apr 2017

WOW We've reached 2400 helping hands! A huge thank you to all of you - especially those who have offered up their time, skills and resources for the after flood cleanup.

We are currently working on a more efficient way to store all of your information so stay with us. We hope everyone is in good spirits despite the devastation of these waters and remaining safe. A reminder to contact SES for ser... See more

71 likes · 7 comments · 8 shares

Like Comment Share

Thankyou so much Maddy-Rose Braddon for organising this mammoth task. You are amazing. Fabulous effort. Big thanks from everyone

When everyone has finished there, Coraki and surrounding areas are flooded and will need help.

Do you still need a hand with your spreadsheet? I have been working through it after transporting it into Excel for ease of use (for me, at least). Let me

500 Helping Hands!

Maddy-Rose Braddon · Lismore Helping Hands - COVID-19 Info, Community Resilience & Recovery · Admin · 1 Apr 2017

Wow amazing 500

Like Comment Share

Wow 1000 to the end of Lismore. How about 1000 in the next 30 minutes?

Like Reply

1000

Like Reply

we can do this

Like Reply

Meg May replied · 1 reply

And green!

able to help with almost anything if anyone needs help with anything and we get a large got boxes of cleaning products and can help with general stuff and get boxes of blankets and a double mattress to give away any able to help with stuff for babies and anything else sorry would go on the link but my phone wont let me

Lismore Helping Hands - COVID-19 Info, Community Resilience & Recovery · Public group

Interacting as Resilient Lismore ...

About Discussion Units Announcements

Reduce your risk of coronavirus infection:

Social connections & support online!

Frequently clean hands by using alcohol-based hand rub or soap and water

We are resilient!

When coughing and sneezing cover mouth and nose with flexed elbow or tissue – throw tissue away immediately and wash hands

Physical distancing is caring

Avoid close contact with anyone that has fever and cough

#Coronavirus #COVID19

World Health Organization

WOW! Over 3,000 helping hands!! We are totally blown away by your responses!

If you haven't already please add your details to the volunteer/help needed google doc or comment on the relevant thread xx

Photo Cred: Friday Hut Studios

https://docs.google.com/.../1H4jYVqiCzHnTSTeZ6FydTYLk_T.../edit...



#LISMOREHELPINGHANDS

 You and 114 others

23 comments 19 shares

- Community activation on social media is inevitable
- Social media is a primary communication tool and a powerful resource
- BUT it needs to be managed well
- Important to 'claim the space'
- Risks inherent in sharing of private information and vulnerabilities
- Government and agencies do not use social media well
- Opportunities for integration with community



Partnerships

- Lifeline
- NSW Fair Trading
- NSW Disaster Relief Chaplains
- Lifeline Counselors
- Centrelink
- Telstra and Optus
- Northern Rivers Community Legal Aid
- Orange Sky Laundry
- Catholic Diocese
- Shuttle bus to the Lismore Disaster Recovery Centre



Spontaneous Volunteers – problem or opportunity?

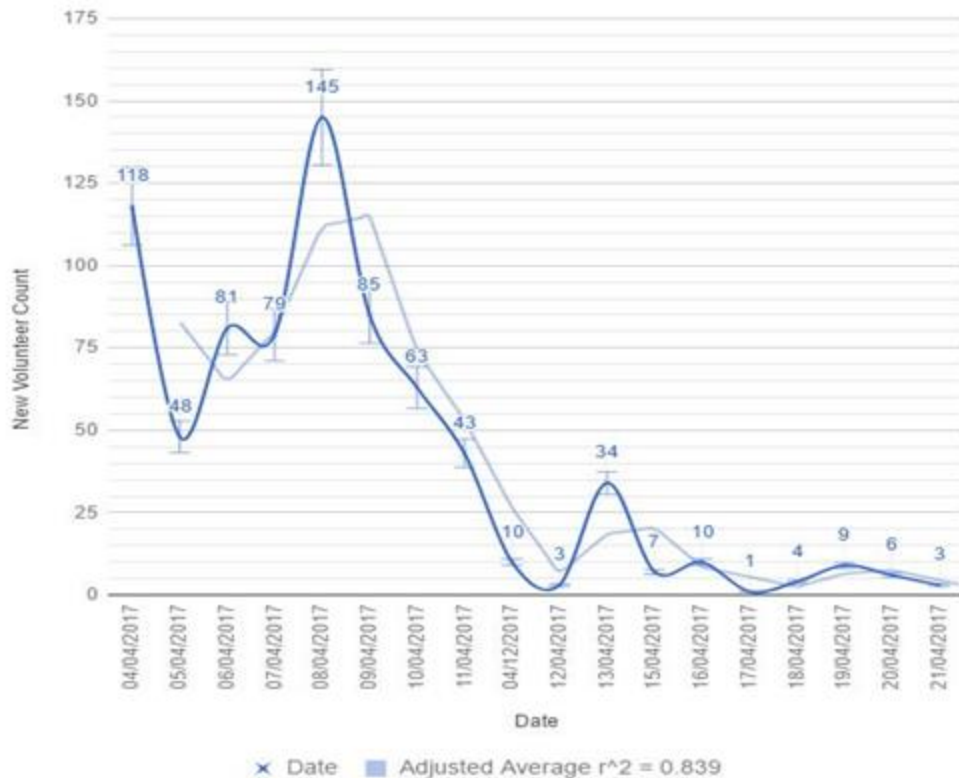


Coordinated more than 1500 volunteers over 3 weeks



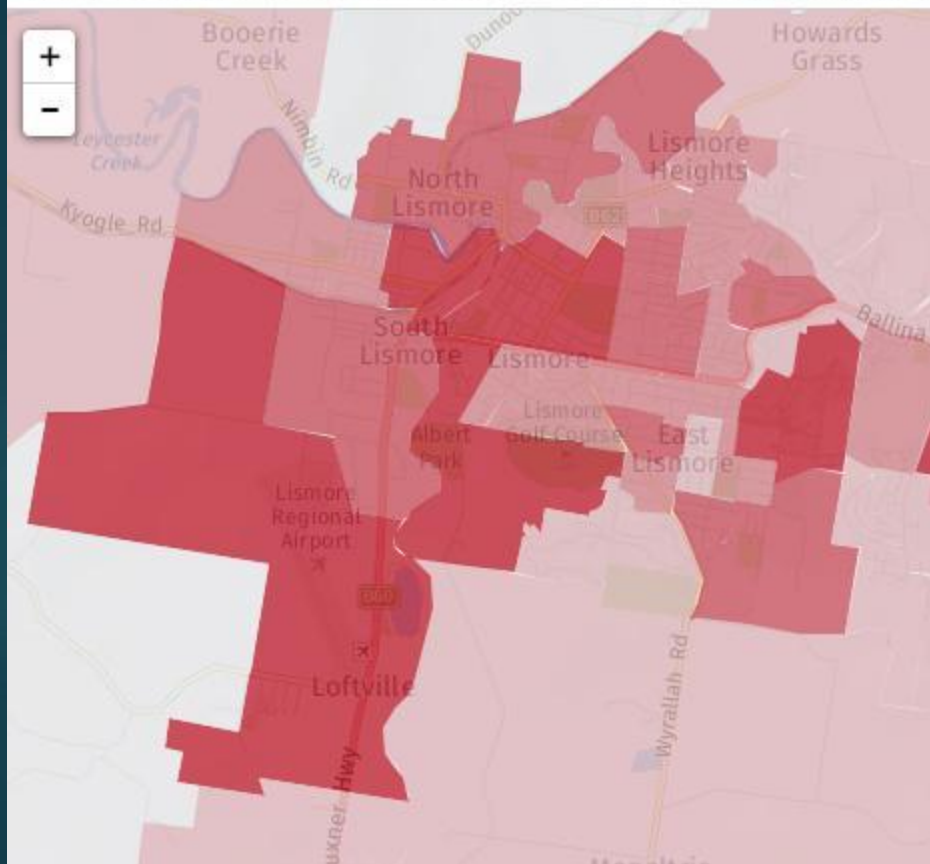
Targeted coordination of skilled volunteers. electricians, plumbers, mould removal

New Daily Volunteer Register

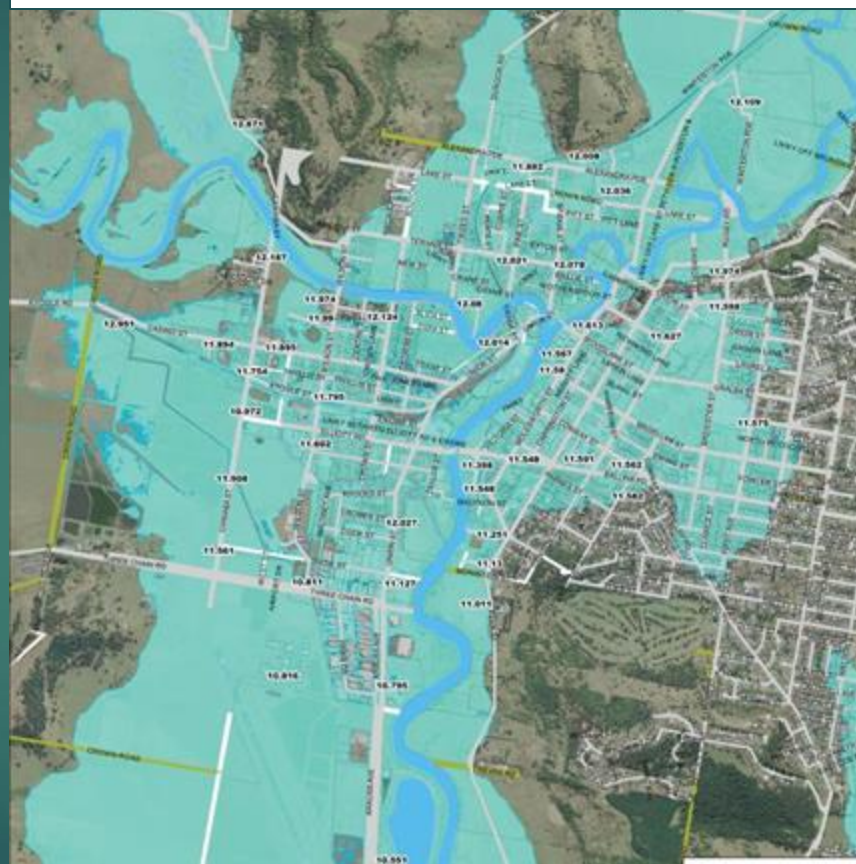


New
volunteer
registrations
dropped off
completely
after about
two weeks.

Lismore City, Index of Relative Socio-economic Disadvantage, 2016,



Lismore City, Flood Footprint, 2017



Door-knocked 1400 residences;
made contact with 740 and
conducted a needs analysis,
identified 150 people requiring
additional emotional support.

Coordinated chaplaincy visits, follow-
up phone calls, referrals to services,
and distributed non-perishable food
packages and cooked meals .





750 Volunteers in one day
from the Church of Christ,
bussed in from across NSW, VIC
& QLD.

Finished most outstanding jobs

Distributed 2000 'Aid to
Humanity' relief bags



Lismore Flood Recovery

I Represent a Local Organization



Helping recovery & coordinating volunteers in Lismore and Villages in the aftermath of the March 2017 floods. Lismore Helping Hands and the Lismore Chamber of Commerce in consultation with a host of community organisations.

I Have A Need

Get assistance:
connect with the goods and services you need.

I Want to Give

Send supplies:
connect with people who need them.

I Want to Volunteer

Lend a hand:
connect with people who need your help.

Locate or suggest donation centers, shelters, and other recovery resources:

 [Find Resources »](#)

Emergency Information

- Personal Hardship - 1800 018 444
- Business Assistance - 1800 678 593
- Loans, freight subsidies 1800 678 593
- Further info at disasterassist.gov.au and emergency.nsw.gov.au
- lismorechamber.com.au information/

Community Updates

PLEASE READ BEFORE REQUESTING HELP - Helping Hands is closing on the 23rd

posted over 3 years ago by [EllyBird](#) from [Lismore Helping Hands](#)



Recovers.org

lismore.recovers.org

974 requests for assistance from residents and businesses

948 of these needs were met which is 97% of all requests.

How Recovers.org works



Organizations **post** their services and needed resources

Residents **find** where to donate, volunteer, or receive help



Residents **request** help or **offer** to donate and volunteer

Organizations **contact** residents to meet needs or collect offers

Organizing Disaster Relief

A website for each community to manage donations, organize volunteers, and meet the needs of residents.



Volunteer Management



Donation Databasing



Information Hub



Case Management



- Collaborative
- Community-led
- Enables government and community collaboration
- Transparency about who has received what
- User friendly for impacted people
- Addresses problem of volunteers just showing up



Opportunities..

- Community initiatives need active support
- Connectivity should be up to agencies
not left to the impacted community

➤ Flexibility

➤ Respect

➤ Partnership







Elly Bird

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