

**GET READY**  
For disasters

**NEW**

DVD, Education Program &  
Resources

Agency Emergency & Recovery  
(Continuity) Plan

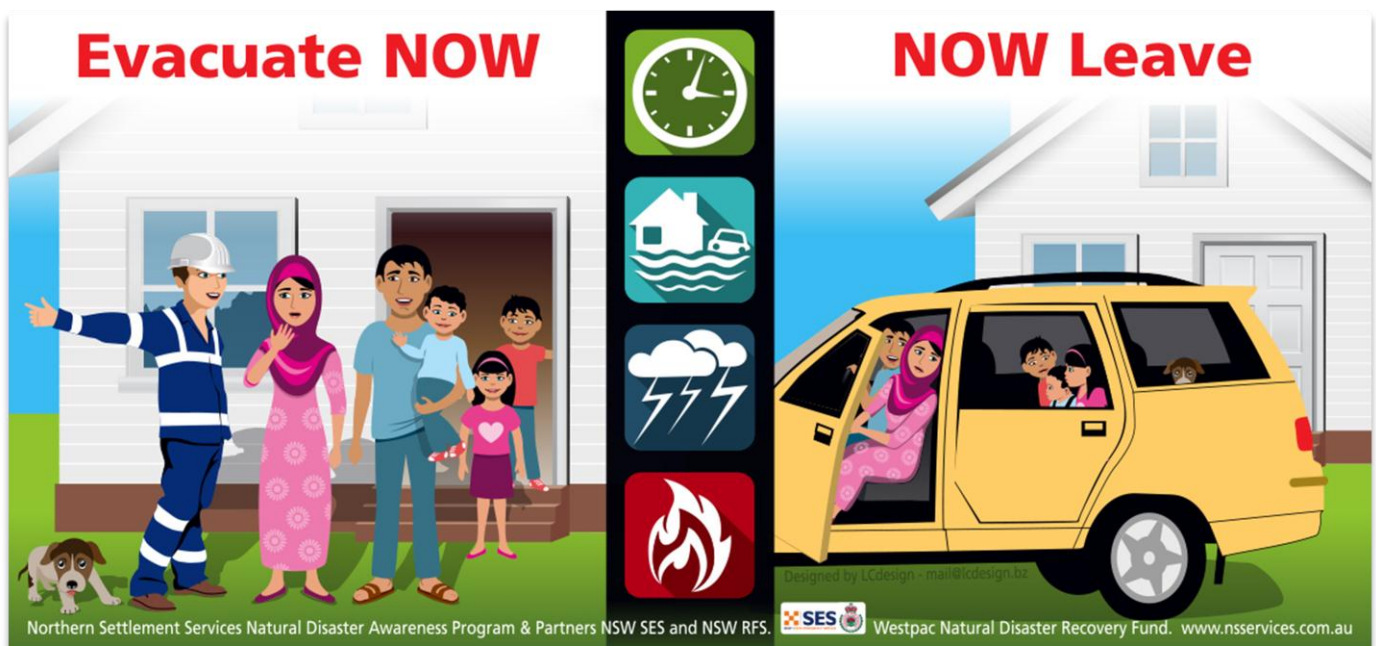
Sudden Death  
Workers Resource Kit

Visit  
[www.nsservices.com.au](http://www.nsservices.com.au)

## Natural Disasters Resilience Strategy (NDRS)

Central Coast & Hunter Region NSW  
**PROJECT STRATEGY**

For culturally & linguistically diverse (CALD) communities  
& other vulnerable 'at risk' groups



In partnership with



Funded by the Commonwealth and NSW Governments under the Community Resilience Innovation Program

Northern Settlement Services Ltd.

Information and resources can be found at [www.nsservices.com.au](http://www.nsservices.com.au)

Version 2

Prepared by Northern Settlement Services Ltd. – Natural Disaster Resilience Strategy Project.

Northern Settlement Services Ltd.

Website: [www.nsservices.com.au](http://www.nsservices.com.au)

Email: [naturaldisasters@nsservices.com.au](mailto:naturaldisasters@nsservices.com.au)

Phone: (02) 4969 3399

Address: 8 Chaucer Street HAMILTON, NSW 2303



Project

Officer: Katie Sewell

June 2016

# CHAPTERS:

<b>Natural Disasters Resilience Strategy (NDRS) .....</b>	<b>4</b>
NDRS Advisory Committee Members.....	5
Recommendations.....	6
CALD Guidelines and Best Practice.....	10
<b>NEW Natural Disaster Awareness Program &amp; Resources .....</b>	<b>15</b>
Natural Disaster Awareness Programs DVD [full version] .....	15
Natural Disaster Awareness Programs DVD [short version] .....	15
Natural Disaster Awareness Workshop.....	16
Natural Disaster Awareness Workshop Workbooks .....	17
Natural Disaster Awareness Program DVD Script Fact Sheets.....	18
Participants Workshop Invitation .....	18
Natural Disaster Awareness Workshop Facilitators Workshop Implementation Guides .....	18
Facilitators Post Workshop Report.....	19
Pilot Workshop Pre & Post Survey Results .....	20
Evacuation Advice Card for Emergency Services.....	20
Business Emergency Management & Recovery Plan (EMRP) Continuity Plan for Community Based Organisations .....	22
Sudden Death Resources for Workers.....	23
NSW Emergency Service Contacts.....	23
<b>Resources Developed.....</b>	<b>25</b>
My Home Emergency Guide .....	25
NSW Fire Area & Bureau of Meteorology (BOM) Forecast Districts .....	26
Un-prepared House .....	27
Promotional Banner.....	27
<b>Community Engagement &amp; Education .....</b>	<b>28</b>
Local Community Services Association (LCSA) Conference 2015.....	28
Natural Disaster Forums 2015 .....	29
Fire Awareness and Community Engagement Conference 2016 .....	30
<b>Marketing &amp; Promotion .....</b>	<b>31</b>
Professional Photo Shoot .....	31

# Natural Disasters Resilience Strategy (NDRS)

The NSW Office of Emergency Management provided funding to Northern Settlement Services (NSS) through the Community Resilience Innovation Program to deliver a '*Natural Disasters Resilience Strategy (NDRS) for the culturally and linguistically diverse (CALD) community in the Hunter and the Central Coast*'. NSS worked in partnership with NSW State Emergency Service and NSW Rural Fire Service on this project.

The NDRS developed a natural disaster strategy to build resilience in culturally and linguistically diverse (CALD) communities across the Hunter Region and Central Coast. Building resilience in CALD communities included building capacity and social capital of emergency services and service providers.

Although the NDRS target group are CALD communities across the Central Coast and Hunter Region, other vulnerable groups when faced with a natural disaster may also be at risk, these groups include; people aged 75 years and over, people with a disability, people who are socially isolated, new arrival groups, people with dementia who are living alone & people on low incomes (HCCREMS 2014: Identifying risk perceptions, level of preparedness and communication channels for 'at risk' communities in respect to natural disasters. Howard, A., Blakemore, T. Bevis, M. Hunter Councils NSW). The newly developed program should also be made available to all these groups.

The NDRS project primarily focused on two main areas:

## 1. Community education program

- DVD [full version] (available in 6 languages)
- DVD [short version]
- Workshop
- Resources (includes multilingual Fact Sheets)

## 2. Agency emergency risk management

- Business Continuity Plan for Community Based Organisations
- Sudden Death Resource for Workers Supporting Families
- Disseminating information to community based organisations

The NDRS project was enhanced by the generous funding grants, one being from Australia Post and other from Westpac – Natural Disaster Recovery Fund. These two grants allowed the NDRS project work with a graphic designer to develop quality resources and the hosting of two Natural Disaster Forums.

The NDRS project brought together a range of agencies and other key stakeholders to provide expert advice and resources throughout the development and implementation phases of the project.

## NDRS Advisory Committee Members

- Northern Settlement Services Ltd. - Alex Burns / Settlement Support & Community Manager
- Northern Settlement Services Ltd. - Katie Sewell / Natural Disaster Resilience Strategy Community Engagement Coordinator
- Northern Settlement Services Ltd. and NSW State Emergency Service Lake Macquarie - Brittany Palmer / Welfare Volunteer/ Assistant Training Coordinator
- Navitas - Farideh Ashoori / Settlement and Training Coordinator- HSS
- Samaritans Foundation – Disaster Recovery – Kevin Paton – Disaster Recovery Manager
- NSW Rural Fire Service, The Lakes Team - Inspector Scott Pollard
- NSW Rural Fire Service Lower Hunter - Leanne Bell / District Officer
- NSW State Emergency Service, Hunter Region - Amanda Hyde
- NSW Family and Community Services, Hunter and Lake Macquarie - Melissa Gore / Executive Officer
- NSW Police Force, Newcastle City Local Area Command - Patricia Owen / Multicultural Community Liaison Officer
- NSW Police Force, Newcastle City Local Area Command – Chief Inspector Gerard Lawson / Duty Officer - Operations and Emergency Management.
- NSW Police Force - Michael Slowgrove / Hunter Central Coast Regional Emergency Management Officer
- Australian Red Cross, Hunter and Central Coast - Carolyn Townson / Emergency Services Regional Coordinator
- University of Newcastle - Dr Tamara Blakemore
- University of Newcastle - Dr Amanda Howard
- Consultant Hunter Councils Environment Division - Steve Wilson / Regional Program Manager
- Consultant NSW Rural Fire Service Senior Deputy Captain Wallarah - Heather Jones



*Photo L-R: Inspector Scott Pollard, Carolyn Townson, Chief Inspector Gerard Lawson, Amanda Hyde, Patricia Owen, Katie Sewell, Brittany Palmer, Melissa Gore, Alex Burns.*

## Recommendations

Throughout the development of the project a number of issues / barriers were identified for different target groups that require noting. NDRS have made some recommendations to assist with addressing these issues / barriers. The NDRS Advisory Committee endorses these recommendations. The below table describes the target group, their main area of concern / issue and NDRS recommendations.

**Table 1: Identified Area of Concern / Issues for Target Groups and NDRS recommendations.**

Target Group	Area or Concern / Issues	NDRS Recommendation
<b>Emergency Services</b>	<b>Emergency services</b> that play a lead role in responding to natural disasters in general acknowledge they require guidance on how to best engage with CALD communities during those times.	<p>Encourage all emergency services to:</p> <ul style="list-style-type: none"> <li>• Implement the 'GUIDELINES FOR EMERGENCY MANAGEMENT IN CULTURALLY AND LINGUISTICALLY DIVERSE COMMUNITIES AUSTRALIAN EMERGENCY MANUAL SERIES 44, 2007 (Emergency Management Australia (EMA)' framework at a local level</li> <li>• utilise the evacuation advice cards developed by this [NDRS] project when evacuating people from danger where English may not be their first language</li> <li>• attend regular multicultural / refugee local interagency meetings</li> <li>• attend other local events such as; expos, forums particularly during multicultural and refugee weeks</li> <li>• access cultural awareness sessions ensuring there is also a focus on emergency preparedness, response and recovery phases</li> <li>• invite CALD specific service providers to attend 'after action reviews' following natural disasters and / or other emergencies particularly where CALD communities have been impacted</li> <li>• request CALD specific service providers to support families / next of kin (NOK) when a sudden and traumatic death occurs resulting from a natural disaster</li> <li>• encourage human service providers to establish emergency service liaison roles within agencies</li> <li>• invite CALD specific service providers to provide in-service presentations covering how the non-CALD specific human service providers can work with interpreters, community leaders, community groups, dealing with previous trauma experiences when faced with natural disasters</li> <li>• use social media to share information including multilingual resources regarding natural disasters particularly before, during and after a</li> </ul>

		<p>natural disaster occurs (Natural Disaster Awareness DVD link can be shared, available in; English, Arabic, Dari, Hindi, Thai and Standard Chinese)</p> <ul style="list-style-type: none"> <li>• work with Local Emergency Management Officers (LEMO) within local councils to detail a explicit joint agency disaster management plan for CALD communities. Plan to include identification, consultation, planning / development / implantation, review.</li> <li>• include the Natural Disaster Awareness Workshop in existing suite of programs delivered to members and / or the community</li> <li>• training all community engagement workers / officers / practitioners to deliver the Natural Disaster Awareness Workshop</li> <li>• establish an 'Joint Community Emergency Management Interagency' inviting representation from CALD specific and human service agencies</li> <li>• develop a Fact Sheet for East Coast Low</li> </ul>
<b>CALD Specific Service Providers</b>	<p>The <b>CALD specific service providers</b> expressed the need to gain a greater understanding of the; emergency response and disaster welfare roles, official state arrangements and resources available during and after a natural disaster and other emergencies.</p>	<p>Encourage all CALD specific service providers to:</p> <ul style="list-style-type: none"> <li>• meet with local emergency services and NSW Family &amp; Community Services (FACS) Disaster Welfare Teams to gain a better understanding of their roles, resources and state arrangements particularly as they relate to natural disasters</li> <li>• consider adopting the New Zealand Christchurch 'Best Practice Guidelines Engaging with Culturally and Linguistically Diverse (CALD) Communities in Times of Disaster'</li> <li>• develop and implement NDRS Agency Emergency Management and Recovery (continuity) Plan</li> <li>• ensure information gathered from emergency services and FACS is included in NDRS Agency Emergency Management and Recovery (continuity) Plan</li> <li>• deliver the newly developed Natural Disaster Awareness Workshop for clients</li> <li>• roll the Natural Disaster Awareness Workshop internally to staff</li> <li>• include Natural Disaster Awareness in staff induction process including the Natural Disaster Awareness DVD [full version]</li> <li>• use social media to share information including multilingual resources regarding natural disasters particularly before, during and after a natural disaster occurs (Natural Disaster Awareness DVD link can be shared, available in; English, Arabic, Dari, Hindi, Thai and Standard</li> </ul>

		<p>Chinese)</p> <ul style="list-style-type: none"> <li>monitor Bureau of Meteorology (BOM) weather updates and <a href="http://www.emergency.nsw.gov.au/alertsnsw">www.emergency.nsw.gov.au/alertsnsw</a> and activate a plan to inform clients who may not speak English very well or not at all therefore would not understand media broadcasts or emergency alert warnings via text message or voice message when weather is severe and clients may be at risk</li> </ul>
<b>CALD Community Members</b>	<p>The <b>CALD community members</b> who participated in the NDRS Natural Disaster Awareness Pilot Workshop overall identified ALL CALD community groups need to understand who the emergency services are and their roles, where to access updates and translated information and where to find relevant resource's.</p>	<p>Encourage all human service providers and emergency services to:</p> <ul style="list-style-type: none"> <li>deliver the newly developed Natural Disaster Awareness Workshop to CALD communities particularly the new arrival groups</li> <li>find ways to connect with CALD community leaders and offer to deliver the Natural Disaster Awareness Workshop for and / or with them</li> <li>use social media to share information including multilingual resources regarding natural disasters particularly before, during and after a natural disaster occurs (Natural Disaster Awareness DVD link can be shared, available in; English, Arabic, Dari, Hindi, Thai and Standard Chinese)</li> <li>audit existing agency resources and assess the need to translate key information (emergency and welfare)</li> <li>make recommendations to external human service providers to translate key information during and after a natural disaster i.e. Department of Human Services – Centrelink Disaster Relief Grant Fact Sheets (following a disaster), Tenants Advice &amp; Advocacy Services</li> </ul>
<b>Human Service Providers</b>	<p>It was identified <b>human service providers</b> including; broader community / welfare / health services would benefit from understanding what established CALD community groups live in their community particularly the new and emerging arrival groups, their vulnerabilities and needs as they relate to natural disasters and how to access these CALD groups and appropriately support them during and</p>	<p>Encourage all human service providers to:</p> <ul style="list-style-type: none"> <li>attend regular multicultural / refugee local interagency meetings</li> <li>attend other local events such as; expos, forums particularly during multicultural and refugee weeks</li> <li>access cultural awareness sessions ensure there is also a focus on emergency preparedness, response and recovery phases</li> <li>monitor Bureau of Meteorology (BOM) weather updates and <a href="http://www.emergency.nsw.gov.au/alertsnsw">www.emergency.nsw.gov.au/alertsnsw</a> and activate a plan to inform clients who may not speak English very well or not at all therefore would not understand media broadcasts or emergency alert warnings via text message or voice message when weather is severe and</li> </ul>



	after a natural disaster.	<p>clients may be at risk.</p> <ul style="list-style-type: none"> <li>• invite CALD specific service providers to provide in-service presentations covering how the non-CALD specific human service providers can work with interpreters, community leaders, community groups, dealing with previous trauma experiences when faced with natural disasters</li> <li>• request CALD specific service providers to support families / next of kin (NOK) when a sudden and traumatic death occurs resulting from a natural disaster</li> <li>• to consider adopting the New Zealand Christchurch 'Best Practice Guidelines Engaging with Culturally and Linguistically Diverse (CALD) Communities in Times of Disaster'</li> <li>• develop and implement NDRS Agency Emergency Management and Recovery (continuity) Plan for community based organisations</li> </ul>
<b>Media / Broadcasting</b>	Broadcasters have expressed their limitations regarding translating emergency broadcast messages during an emergency such as a natural disaster.	<p>Encourage all broadcasters to:</p> <ul style="list-style-type: none"> <li>• provide regular reminders for people to think about those who may not access and / or understand updates and encourage them to pass on the information about the emergency</li> <li>• identify geographical areas where there are higher populations of migrants and new arrival groups in the area in case of emergency such as a natural disaster so announcers ensure they convey the above point</li> <li>• Share through social media updates that convey the above points</li> <li>• ensure multilingual resources are easily accessible on their website, use icons where relevant to assist with messaging</li> <li>• build networks with CALD specific service providers and human service providers and encourage them to become a voice for their area of speciality i.e. disability, poverty, CALD during emergencies such as natural disasters by way of providing updates re – assistance in air to these specific groups</li> <li>• identify the main languages spoken within their region / area of broadcasting for the purpose of developing networks with community leaders and CALD and human service providers</li> <li>• engage interpreters to pre-record key messages i.e. NEVER play, walk, ride or drive in flood water to be played during storm &amp; flood events, declared Total Fire Ban, heat wave</li> </ul>

## CALD Guidelines and Best Practices

A best-practise CALD engagement strategy for building resilience to natural disasters was identified and guided the development of both the community education program and the agency emergency risk management framework.

The below guidelines and best practices were used to guide this project:

- **‘Best Practice Guidelines Engaging with Culturally and Linguistically Diverse (CALD) Communities in Times of Disaster’** Final Report July 2012 (Community Language Information Network Group (CLING) Christchurch City Council and Health Canterbury).
- The **‘Identifying risk perceptions, level of preparedness and communication channels for ‘at risk’ communities in respect to natural disasters’** Final Report 2014 (Howard, A., Blakemore, T. Bevis, M. Hunter Councils NSW HCCREMS).
- **GUIDELINES FOR EMERGENCY MANAGEMENT IN CULTURALLY AND LINGUISTICALLY DIVERSE COMMUNITIES** AUSTRALIAN EMERGENCY MANUAL SERIES 44, 2007 (Emergency Management Australia (EMA)).

NDRS project recommend human service providers to consider adopting the New Zealand Christchurch ‘Best Practice Guidelines Engaging with Culturally and Linguistically Diverse (CALD) Communities in Times of Disaster’ when developing emergency risk management strategies at the service level. Also implementing a continuity plan for the agency to manage natural and man-made disasters will assist human service providers to stay in business should the worst arise.



*NSS Staff*

## **‘Best Practice Guidelines Engaging with Culturally and Linguistically Diverse (CALD) Communities in Times of Disaster’**

New Zealand’s [and Australia’s] population is growing more and more culturally diverse. It is in everyone’s interests that in times of disaster, agencies do their very best to engage and communicate effectively with everyone, including CALD communities.

Identifying best practice guidelines to support agencies and communities to effectively engage with each other [in 2012 post Christchurch earthquake] and beyond was identified as an urgent need. Research was undertaken, intended to identify what ‘best practice guidelines’ are needed by local and central government agencies and linguistically diverse groups that would effectively guide the process of communication and engagement:

Christchurch City Council Social Researcher Sarah Wylie states; *“If you want to communicate well with CALD communities following a disaster, don’t wait until something really bad happens. Get to know them now – build a relationship with CALD communities based on mutual trust, respect and understanding.”*

Community Language Information Network Group (CLING) established in Christchurch – New Zealand as part of the inter-agency framework for responding to the Christchurch Canterbury earthquakes and community members developed best practice guidelines for agencies.

### **For Agencies**

- ✓ Improve cultural competency within your organisation before disaster strikes.
- ✓ Develop CALD connections before disaster strikes
- ✓ Have CALD liaison roles in place before disaster, and utilise their knowledge.
- ✓ Recognise key CALD community gathering places and hubs along with marae as key recovery centres and resource them as such.
- ✓ Coordinate the information which goes out to avoid overload, and keep messages simple and consistent.
- ✓ Get information out in a timely manner, tailored to the needs of different communities.
- ✓ Work collaboratively with other agencies, both central and local government and support service agencies.
- ✓ Promote Civil Defence knowledge and preparedness to CALD communities.
- ✓ Getting community radio and migrant and CALD media up and running following disaster should be a Civil Defence priority.
- ✓ Avoid over-reliance on web-based information. Have it available in hard copy also.
- ✓ Always ensure databases of CALD leaders / community members / service customers / clients and contact details are kept updated, in hard copy, and at multiple locations to ensure accessibility of information following disaster.

### **Advice for Culturally and Linguistically Diverse Communities**

New Zealand’s population is growing more and more culturally diverse. In times of disaster, CALD communities have enormous capacity to respond.

### **For Community**

- ✓ Develop strong leadership
- ✓ Reach out to local communities and engage with them
- ✓ Develop resiliency and preparedness
- ✓ Know who your vulnerable members are and have a plan in place to ensure they are supported
- ✓ Work in with Government agencies stations, other media etc.

Visit <http://resources.ccc.govt.nz/files/civildefence/BestPracticeGuidelinesofDiverseCommunitiesDisasterMarch2012.PDF> for full overview

## The Guidelines for Emergency Management in Culturally and Linguistically Diverse Communities (EMA).

The emergency management sector 'recognises that emergencies and disasters occur in a social context and have social consequences' (Emergency management in Australia, Manual number 1: Concepts and principles). It is therefore pivotal that the sector has a strong understanding of the social structures and communication processes within Culturally and Linguistically Diverse (CALD) communities and develops sound engagement opportunities with community leaders who represent the diversity within those communities.

Australia's CALD communities may be a particularly vulnerable part of Australian society in the context of emergencies. Many variables may contribute to this vulnerability; for example, people may not be as resilient in an emergency if their English is not proficient and they cannot access information, or they may be susceptible to particular hazards or risks as new arrivals in an unfamiliar environment. Additionally, cultural or linguistic differences may distort the meaning of messages. It is the responsibility of agencies involved in emergency management, and of communities, to identify and overcome these impediments. This may involve, for example, the development and implementation of appropriate strategies resulting in the delivery of culturally responsive services.

Community engagement implies that agencies will be committed in their actions, not just their words. Community engagement is achieved when people feel an increased commitment to, and ownership of, processes and outcomes. This is an important challenge for the agencies and planning committees involved in emergency management, who are seeking to achieve safer and more sustainable communities.

Visit <https://www.ag.gov.au/EmergencyManagement/Community/Documents/guidelines-for-emergency-management-in-cald-communities.pdf> for full overview



*Photo L - R: Katie Sewell NDRS Project Coordinator, Anne Mathieson, District Services Coordinator, Operational Services, Lower Hunter NSW Rural Fire Service, Chief Inspector Gerard Lawson / Duty Officer NSW Police Force, Newcastle City Local Area Command Operations and Emergency Management, Michael Slowgrove Hunter Central Coast Regional Emergency management Officer (REMO), NSW Police Force.*

## Identifying risk perceptions, level of preparedness and communication channels for 'at risk' communities in respect to natural disasters.

### Recommendations

#### Community Engagement and Practical Preparation

- Develop specific strategies to support the following groups in disaster preparation, response and recovery in addition to mainstream strategies. These should be developed in collaboration with human service providers, emergency services and support groups.
  - People aged 75 and over.
  - People with a disability who experienced communication challenges.
  - People who were socially isolated – that is lived alone with little or no outside contact.
  - New arrivals to an area – particularly members of CALD groups.
  - People with dementia who are living alone.
  - People on low incomes – particularly in regard to longer term response and recovery.
- Local government, service providers, community organisations and emergency services engage with local neighbourhoods and existing community groups to develop and implement collaborative community education strategies focused on safety in natural disasters.
- Develop and support loose local support networks designed to include those most 'at risk'. For example, where a person can only identify one support person in times of crisis, the network would aim for each person to have 5 possible support people who all knew and agreed to taking on this role. These could be an expansion of the work which the Red Cross is already doing.
- Improve co-ordination between human service providers and emergency services regarding 'at risk' groups. For example, Meals on Wheels clients who are most isolated are part of a register kept by that organisation and this register can be utilised for emergency support during the event of a natural disaster. Coordination of this nature would seek to ensure some people don't become invisible or unnoticed in a time of crisis.
- Develop a dispersed co-ordination plan which engages community organisations, service providers, voluntary community groups and local government in disaster preparedness at both a very localised and regional level. Links between these levels are critical and were poorly understood by research participants.
- Develop and disseminate localised evacuation plans in neighbourhoods including clear signage.
- For low income earners develop pathways for assisting with access to insurance (e.g. what insurance alternatives really exist for these that would eliminate harm in a disaster).
- Work with General Practitioners (GP's) in relation to medication advice and warnings – including Webster packs. This is focused on heatwave advice given to patients and needs to include both the storage needs of the medication AND the effects the medication has on a person's body to cope with extreme temperatures – as both these issues were poorly understood by the majority of research participants in 'at risk' groups.

#### Information and Communication

- Community education programs should encourage people to have back up communication in the event there is no electricity.
- Engage with CALD community leaders to develop more effective communication strategies for new arrivals and those with limited English.
- Develop and distribute clear information to communities about how and when evacuation messages will be delivered.
- Communication and warning strategies must include radio and TV communication, phone apps, social media, SMS and phone calls as well as a strategy for face to face warnings. This reflects the multiple channels through which different 'at risk' groups have been found to source information.
- Investigate social media training for the 65 plus age group – this could include informal training such



as families taking responsibility for older family members – as well as community centre programs.

- Make available a one page fact sheet that covers all disaster types similar to the one used in the research focus groups (refer Appendix 2). Add to this page information about communicating with neighbours prior to a disaster about your plans and theirs.

### Future planning and Research

This project provides a snapshot of preparedness and response amongst a number of 'at risk' groups. Findings are consistent with the literature and raise a number of important questions for effective planning and support in relation to those most vulnerable in the event of a natural disaster. Areas for further investigation, planning and research are:

- Similar research (i.e. focused on community knowledge, preparedness and communication systems in disasters) with groups not included in the current study – particularly those who are homeless, those living in transient accommodation, women and children at risk of domestic violence (including the preparedness of local services to provide increased assistance following natural disasters) and local Aboriginal communities.
- Further investigation focused on those most socially isolated within the 'at risk' groups including those with communication challenges, people with dementia and those with a mental illness.
- Further research with support workers and carers of those with a disability to ascertain current and future disaster preparedness plans they may have in place for those they are supporting.
- Further research focused on the role of informal networks, social capital and neighbourhood preparedness.
- Further investigation on effective co-ordination processes and mechanisms for human service providers to reduce the impacts of natural disasters on 'at risk' communities.

Visit <http://hccrems.com.au.svr1.tempdomain.com.au/hccrems/media/images-news/Disaster-Preparedness-in-At-Risk-Groups---FINAL.PDF> for full overview



*NSS Staff & SES Member*

# NEW Natural Disaster Awareness Program & Resources

## Natural Disaster Awareness Program DVD [full version]

The NEW all hazard **Natural Disaster Awareness Program DVD** full version has been developed to assist with conveying key messages relating to earthquakes, bushfires, heatwaves, storms, floods, cyclone and tsunami.

The DVD chapters include; who our emergency services are [2.30 min], how to prepare [6 min], respond [6.20 min] and recover [5.10 min] from natural disasters.

The DVD is available in; English, Arabic, Dari, Hindi, Thai and Standard Chinese.

A Natural Disaster Awareness Program Workshop has been developed to complement the DVD.

Visit [www.nssservices.com.au](http://www.nssservices.com.au) 'Natural Disasters' to view the DVD.



*Production crew filming Police Officers for the DVD*

## Natural Disaster Awareness Program DVD [short version]

An all hazard **Natural Disaster Awareness Program DVD** short version [2 min] is a thought provoking prompt for people to assess their own level of preparedness. The DVD personalises the risks associated with preparing, responding and recovering from a natural disaster.

The short version of the DVD can be shared via social media any time of the year. It may also be beneficial to share the DVD through social media in the lead up to a 'known weather event' such as an East Coast Low (severe cyclonic storm) during a major fire or after an earthquake.

## Natural Disaster Awareness Workshop

A 1.5hr all hazards **Natural Disaster Awareness Workshop** has been developed with the CALD communities including the newer arrival groups. The workshop is based on the Natural Disaster Awareness Program DVD. The key areas of focus in the Workshop were determined based on participant feedback during the pilot workshop phase. Key areas discussed in this workshop include; understanding; Fire Danger Ratings and Total Fire Bans, weather districts, emergency alerts via telephone / text including who sends them. Other resources are also included in the Workbook. An interactive game is available to use in the Workshop, it allows participants to personalise the risk in a safe, informative and fun way.

Although the Workshop was developed with the CALD community the Workshop and DVD's content is relevant and can be applied to the whole community particularly other vulnerable 'at risk' groups'.



*Pilot Workshop Chinese Community*



# Natural Disaster Awareness Workshop Workbook

Community leaders, human service providers and emergency services are encouraged to deliver the Workshop out in their own local community. Facilitators are NOT required to hold or obtain any prescribed competency level, however it is recommended facilitators watch the Natural Disaster Awareness Program DVD and read the Facilitators Workbook thoroughly before presenting.

The Workshop Books are written in English, however a range of multilingual / translated resources are available to download from various websites (these are identified in the Workbooks). The DVD Script Fact Sheet is available in; English, Arabic, Dari, Hindi, Thai and Standard Chinese.

A Participant and Facilitator Workbook have been developed. The workbooks are the same in content, however the facilitators workbook provides instructions throughout to assist the facilitator to easily guide the discussion and activities.



## Natural Disaster Awareness Program DVD Script Fact Sheets



المقدمة  
يتناول هذا الفيديو التوعية بمخاطر الكوارث ويستند إلى ندوات الطوارئ التي أجريت في ولاية جنوب أستراليا وبنز  
بما أن تدرج أسوأها إلى مخاطر طبيعية من أشكال موجات الحر الشديد وبراكين الدبابات والموت المفاجئ والفيضانات والاضطرابات  
الزلازل والبراكين والفيضانات والاضطرابات من أشكال موجات الحر الشديد وبراكين الدبابات والموت المفاجئ والفيضانات والاضطرابات  
ويجب عليك أن تتخذ الخطوات اللازمة  
قد تحدث الكوارث الطبيعية والمخاطر المفترقة هيئة دون سابق إنذار ومن شأنها أن تكون مدمرة ومفاجئة  
وتأثيرها شاسع على الأفراد والمجتمعات والاقتصاد والبيئة والبنية التحتية والاعتماد على التكنولوجيا والاعتماد على التكنولوجيا

The all hazard **Natural Disaster Awareness Program** DVD film script full version is available as a Fact Sheet. The Fact Sheet is translated in other languages including; Arabic, Dari, Standard Chinese, Thai and Hindi.

## Participants Workshop Invitation

A template invitation has been developed to assist with promoting and inviting participants to attend the workshop.

## Natural Disaster Awareness Workshop Facilitators Workshop Implementation Guides

Two Implementation Guides have been developed for:

1. Emergency Worker Facilitator
2. Non-Emergency Worker Facilitator

The Guides provide a step by step process for preparing and delivering the Natural Disaster Awareness Workshop to the community. This workshop can also be easily delivered by service providers and emergency services.

## Facilitators Post Workshop Report

Facilitators are encouraged to provide feedback to NSS after they deliver the Natural Disaster Awareness Workshop. A form is available on NSS website for facilitators to complete and return to NSS. This will assist to regularly review the program.

[Insert your agency logo here]

[Insert agency contact details here]

### Natural Disasters Awareness Workshop Outline

#### Information for Participants

Northern Settlement Services Ltd. (NSS) has developed an education program for culturally and linguistically diverse (CALD) communities in partnership with NSW Rural Fire Service and NSW State Emergency Service to assist vulnerable community members prepare for natural disasters.

#### Workshop Overview:

- Short 1.5 hour workshop (topics covered: who are our emergency services? common natural disasters likely to occur in NSW Australia, how to prepare / respond / recover from local natural disasters).
- Visual aids (presentation, short DVD and pictorials)
- Resources / contacts / links

When: [insert date]  
Time: [insert time]  
Place: [insert venue & address]  
RSVP: [insert date]  
Contact: [insert name & phone number]

#### Facilitators:

[Insert] who will be facilitating the workshop e.g. Staff from [insert your agency name] and NSW State Emergency Service will facilitate the pilot workshop.

#### Resource Kit:

Participants will receive a range of resources to assist with planning for a natural disaster.



### Natural Disaster Awareness Workshop

#### Non-Emergency Worker Facilitator

#### Implementation Guide

Visit [www.nssservices.com.au](http://www.nssservices.com.au) & Review Workshop Material

- Visit website for current version of the Participant & Facilitator's Workbook
- Read through and familiarise yourself Facilitators Workbook, DVD and resources

Invite your local emergency service(s) to attend

- Invite emergency service representatives to attend your workshop
- Discuss the capacity in which you require them to attend i.e. co-facilitate, support only
- Enquire if you can order resources e.g. fact sheets, magnets

Workshop Preparation

- Invite participants to attend workshop / send flyer out
- Prepare an emergency kit
- Photograph & print emergency kit items for activity

Download & Print

- Download & print Participant & Facilitator's Workbooks
- Print resources i.e. Apps, Fire Danger Rating sign, Emergency NSW Website sheet

Visit NSW Rural Fire Service (RFS) Website [www.rfs.nsw.gov.au](http://www.rfs.nsw.gov.au)

- Find out the Fire Danger Rating for the area you are running the Workshop

Facilitate Workshop

- Read 'Trigger Warning' message to participants from the Workbook
- Work through Workbook, play DVD via [www.nssservices.com.au](http://www.nssservices.com.au) - Play game / activity
- Complete and return Facilitators Post Workshop Report via [naturaldisasters@nssservices.com.au](mailto:naturaldisasters@nssservices.com.au)

**www.nssservices.com.au**

Partnership between Northern Settlement Services Ltd. (NSS),  
NSW Rural Fire Service (RFS) & NSW State Emergency Service (SES)

June 2016

### Natural Disaster Awareness Workshop

#### Facilitators Post Workshop Report

Send completed Reports to: [naturaldisasters@nssservices.com.au](mailto:naturaldisasters@nssservices.com.au)

Date:		Facilitator	<input type="checkbox"/> Emergency Service Facilitator <input type="checkbox"/> Non-Emergency Service Facilitator
Location:		Number of participants:	
Facilitating Agency / Agencies:		Target group represented:	
Contact: (name / email / phone)		What version of the Workshop did you deliver?	<input type="checkbox"/> Full version of Natural Disaster Awareness Workshop <input type="checkbox"/> Alternate / modified version of Natural Disaster Awareness Workshop? What version?

Feedback will be shared with emergency services.		YES	NO	UNSURE
1. Was the Participants Workbook easy to follow?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment:				
2. Did you find the Facilitators Workbook easy to follow?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment:				
3. Do the resources in the Participant and Facilitators Workbook assist you to understand and discuss the content confidently?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment:				
4. What additional resources (if any) could assist you to facilitate the Workshop more easily?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment:				
5. Did you co-facilitate with an emergency service?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If YES, what is the name of emergency service?				
6. Do you intend to facilitate additional workshops in the future?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment:				
OTHER COMMENTS				

# Pilot Workshop Pre & Post Survey Results

## Results

The NDRS worked with external consultant to design a suitable pre and post survey.

The evaluation allocated budget did not allow for translating the surveys in other languages. Therefore the community leaders and NSS staff were required to assist with completing the surveys if participants experienced any difficulties in completing the survey.

A Pre and Post Survey was conducted at 8 of the 9 pilot workshops delivered.

The results were quite consistent and the '3 things I can do today to prepare for an emergency' exercise generated a lot of discussion. Participants were asked 'what are three things you can do today to prepare for an emergency that will not cost you any money and you don't need anyone to help you do it'.

The Pilot Natural Disaster Awareness Workshop Pre and Post Survey Results has been developed and shared with the partnership agencies.

## Pilot Natural Disaster Awareness Workshop

### PRE & POST SURVEY RESULTS



## Evacuation Advice Cards for Emergency Services


A colourful pictorial (illustrated) evacuation (advice) card has been developed with the CALD community to assist emergency services to easily convey evacuation messages and orders to people who may not understand English very well or at all.

One side of the evacuation (advice) card illustrates **EVACUATE NOW / LEAVE NOW** while the other side illustrates **EVACUATE SOON / LEAVE SOON**.





A Evacuation Advice Card 'how to' Tip Sheet has been developed for emergency service workers.

**Natural Disaster Awareness**  **NORTHERN SETTLEMENT SERVICES LIMITED**

**GET READY**  
For disasters

**All Hazards Evacuation Advice Card 'EXAMPLE TIP SHEET'**

This Evacuation Advice Card has been developed for emergency services and other supporting agencies to use as a tool when evacuating **culturally and linguistically diverse (CALD)** communities away from danger, particularly those who don't speak English well or not at all. Below are some example tips on how to best use this card.

**Evacuate NOW** **NOW Leave**

**NOTE:**  
Some CALD community members particularly refugee arrivals may fear and / or mistrust emergency services due to previous lived experiences. Care & reassurance is required when interacting with these communities.  
Download  
Evacuation Advice Card  
[www.nssservices.com.au](http://www.nssservices.com.au)  
Save card as a photo to your phone / device.

Worker to point to picture of clock then using body language to convey NO TIME – LEAVE NOW i.e. raising palm of hand up like a stop sign.


Worker points to picture then uses own body language to convey message to family to leave the danger affected area i.e. home.

Worker to point to picture of dog and shrug shoulders/ raise palm of hand(s) up to convey the question do they have pets.

Worker to point to the hazard icon that poses the greatest risk to life and property (reason for evacuation).

Worker to point to picture of family and pet in the car. Then uses body language to convey message to family to leave the affected area quickly i.e. pointing in direction away from danger.

A partnership between Northern Settlement Services Ltd, NSW Rural Fire Service and NSW State Emergency Service. Funded by the Commonwealth and NSW Governments under the Community Resilience Innovation Program. Natural Disaster Awareness Program June 2016

**Natural Disaster Awareness**  **NORTHERN SETTLEMENT SERVICES LIMITED**

**GET READY**  
For disasters

**All Hazards Evacuation Advice Card 'EXAMPLE TIP SHEET'**

This Evacuation Advice Card has been developed for emergency services and other supporting agencies to use as a tool when evacuating **culturally and linguistically diverse (CALD)** communities away from danger, particularly those who don't speak English well or not at all. Below are some example tips on how to best use this card.

**Evacuate Soon** **Leave SOON**

Worker to point to picture of clock then using body language to convey leave soon i.e. holding up 10 digits to signify 10 minutes etc.

Worker points to picture, worker then uses own non-threatening body language to reassure family, worker is wanting to deliver a message.

Worker to point to picture of pet and shrug shoulders/ raise palm of hand(s) up to convey the question if they have pets.

Worker to point to the hazard icon that poses the greatest risk to life and property (reason for evacuation).

Worker to point to picture of family and pet focusing on personal items and pet carry cage and pet food bowl.

Worker using the flipside 'NOW LEAVE' picture to convey to family to leave the affected area i.e. pointing in direction away from danger.

A partnership between Northern Settlement Services Ltd, NSW Rural Fire Service and NSW State Emergency Service. Funded by the Commonwealth and NSW Governments under the Community Resilience Innovation Program. Natural Disaster Awareness Program June 2016

## Business Emergency Management & Recovery Plan (EMRP) Continuity Plan for Community Based Organisations



**Business EMRP Continuity Planning** must account for both manmade and natural disasters. Business including community based organisations (CBO) should plan in advance to manage any emergency. They need to be prepared to assess the situation, use common sense and available resources to take care of themselves, co-workers and their business' recovery (Ready.Gov).

It is becoming common practice for funding bodies such as; financial auditors and alike to request CBO's to have emergency risk management plans in place.

An investment in planning today will not only help protect the business investment and livelihood, but will also support your employees, customers and stakeholders, the community, the local economy and even the country (Get ready now).

### Did you know?

**25% of Community Organisations think they would close for good after an extreme weather event?**

Source: ACROSS

The EMRP Continuity Plan 'Plan' has been developed in partnership with The Samaritans Foundation – Disaster Recovery Team and NSW Rural Fire Service. The Plan adopts both the Australian Government Department of Industry Business EMRP template and guide and United States (U.S.) Federal Emergency Management Agency – FEMA Ready.Gov program U.S. Department of Homeland Security. The Plan has been developed to assist community based organisations review or develop a new plan for their own agency.

FEMA refers to continuity planning as a common sense framework designed to launch a process of learning about business preparedness. For more information go to [www.ready.gov](http://www.ready.gov) U.S. FEMA.




## Sudden Death Resource for Workers


A resource kit for workers supporting families, next of kin (NOK) and others after sudden and traumatic death in NSW has been developed to guide workers through the investigation, post mortem and coronial process as a result of a sudden and traumatic death such as those that occurred from a natural disaster. It provided a vast range of services that may assist families they are supporting. It is envisaged this information will; alleviate agency resources, educate workers and minimise the emotional impact on workers by providing helpful links /contacts to key agencies and their resources. Forensic Medicine Branch – Newcastle and NSW Police Force Newcastle Local Area Command (LAC) were consulted during the development of this resource.

Natural Disaster Awareness

**GET READY**  
For disasters



Resource kit for workers  
supporting families,  
next of kin (NOK) & others  
after a sudden & traumatic  
death in NSW.
















June 2016 Version 2  
[www.nsservices.com.au](http://www.nsservices.com.au)

Northern Settlement Services Ltd. Natural Disaster Resilience Project – Central Coast / Hunter Region NSW [www.nsservices.com.au](http://www.nsservices.com.au)  
Funded by the Commonwealth and NSW Governments under the Community Resilience Innovation Program.

## NSW Emergency Service Contacts

### Magnet

A post card size magnet has been developed to use during and after an emergency such as a natural disaster. In addition to providing triple zero (000) contact details, it also includes all the emergency services, their social media presence and websites. It also provides information on where to access information and updates during and after a disaster and disaster relief grants to help rebuild and recover from a disaster.


































NSW EMERGENCY CONTACT NUMBERS					
Services	Telephone Number	Description	Social Media	App	Website
Emergency	<b>TRIPLE ZERO (000)</b>	All life threatening emergencies	 		<a href="http://www.triplezero.gov.au">www.triplezero.gov.au</a>
NSW Police Force				–	<a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>
NSW Fire & Rescue					<a href="http://www.fire.nsw.gov.au">www.fire.nsw.gov.au</a>
NSW Rural Fire Service - RFS	1800 679 737	Bush fire information line	 		<a href="http://www.rfs.nsw.gov.au">www.rfs.nsw.gov.au</a>
NSW State Emergency Service - SES	132 500	For general help in a flood or storm	 		<a href="http://www.ses.nsw.gov.au">www.ses.nsw.gov.au</a>
Translating Interpreting Service - TIS	13 14 50	If you do not speak English well, you can call TIS	–	–	<a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>
UPDATES DURING AND AFTER AN EMERGENCY					
Emergency NSW	–	Alerts and Updates	–	–	<a href="http://www.emergency.nsw.gov.au">www.emergency.nsw.gov.au</a>
ABC Local Radio - ABC Emergency	–	Emergency Broadcasts Updates	 		<a href="http://www.abc.net.au/news/emergency/">www.abc.net.au/news/emergency/</a>
State Disaster Welfare Services	1800 018 444	Disaster Relief Grants	–	–	<a href="http://www.emergency.nsw.gov.au">www.emergency.nsw.gov.au</a>

Northern Settlement Services Ltd. Natural Disaster Awareness Program & partners NSW SES & NSW RFS. Westpac Natural Disaster Recovery Fund. [www.nsservices.com.au](http://www.nsservices.com.au)



## CALD Resource

The A4 information sheet of NSW Emergency Service Contacts is the same as the magnet however it also provides additional information to assist people who may not understand English very well or at all. It contains icons to signify fire and house in flood water with broken tree for storms / floods next to the emergency phone number. It also contains the logo for each agency.

NSW Emergency Contact Numbers							NSS NORTHERN SETTLEMENT SERVICES LIMITED
Services	Disaster	Service Name	Telephone Number	Details	Social Media	App	Website
	All Emergencies	Emergency	TRIPLE ZERO (000) 	All life threatening emergencies	 		<a href="http://www.triplezero.gov.au">www.triplezero.gov.au</a>
	All Emergencies	NSW Police Force	TRIPLE ZERO (000) 	Police Assistance Line - 131 444, Crime Stoppers - 1800 333 000 Report crimes that are not in progress	 	–	<a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>
		NSW Fire & Rescue	TRIPLE ZERO (000) 	Helps the community during building fires, car accidents, rescues & accidents involving hazardous material	 		<a href="http://www.fire.nsw.gov.au">www.fire.nsw.gov.au</a>
		NSW Rural Fire Service - RFS	TRIPLE ZERO (000) 	Info Line - 1800 679 737 Help the community during bush, grass & building fires, as well as car accidents	 		<a href="http://www.rfs.nsw.gov.au">www.rfs.nsw.gov.au</a>
		NSW Emergency Service - SES	132 500	For general help in a flood or storm	 		<a href="http://www.ses.nsw.gov.au">www.ses.nsw.gov.au</a>
	–	Translating Interpreting Service - TIS	13 14 50	If you do not speak English well, you can call TIS (not an emergency service)	–	–	<a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>
Updates During and After an Emergency							
	All Emergencies	Emergency NSW	–	Alerts and Updates	–	–	<a href="http://www.emergency.nsw.gov.au">www.emergency.nsw.gov.au</a>
	All Emergencies	ABC Local Radio ABC Emergency	–	Emergency Broadcasts Updates	 		<a href="http://www.abc.net.au/news/emergency/">www.abc.net.au/news/emergency/</a>
	All Disasters	State Disaster Welfare Services	1800 018 444	Disaster Relief Grants	–	–	<a href="http://www.emergency.nsw.gov.au">www.emergency.nsw.gov.au</a>

Developed by Northern Settlement Services Ltd. Natural Disaster Awareness Program in partnership with NSW State Emergency Service and NSW Rural Fire Service. Project funded by the Commonwealth and NSW Governments under the Community Resilience Innovation Program. Resource funded by Westpac Natural Disaster Recovery Fund. [www.nssservices.com.au](http://www.nssservices.com.au)



# Resources Developed

## My Home Emergency Guide

The My Home Emergency Guide 'Guide' has been developed to complement the all hazards **Natural Disaster Awareness Workshop**. The Guide walks through the before, during and after stages in accordance with the all hazard **Natural Disaster Awareness Program DVD**. The Guide also provides space to record important contacts, user names / passwords for online activity.

### My Home Emergency Guide

N.S. NORTHERN SETTLEMENT SERVICES LIMITED

In Partnership with **SES**

**Place this Information in your Emergency Kit**

**BEFORE**

- Prepare your home and your family ☐
- Make your home **emergency plan**, include an evacuation plan ☐
- Discuss your **evacuation plan** with close family and friends ☐
- Prepare your **emergency kit** ☐

**DURING**

- Call triple zero (000) if your life or property is in danger ☐
- Tell family and friends you have activated your evacuation plan ☐
- Take your family, pets, emergency kit, medication, important documents and other personal items with you to your safer place ☐
- Tell someone you are leaving and when you arrive at your safer place ☐
- Listen for updates on radio, TV, social media and apps ☐
- Follow instructions from emergency service workers ☐

**AFTER**

- In your safer place, listen for updates on radio, TV, social media and apps ☐
- Follow instructions from emergency service workers ☐
- Only go home when safe to do so ☐
- If your property has been damaged by rain, wind or storms, call NSW State Emergency Service (SES) 132 500 (Free temporary repairs) ☐
- If your property needs repairs & you are renting, contact your property manager OR if you own your own home contact your insurer (if you are insured) ☐
- Property repairs to be completed by a professional tradesperson (costs) ☐

### My Home Emergency Guide

N.S. NORTHERN SETTLEMENT SERVICES LIMITED

Main language spoken at home \_\_\_\_\_

**My important phone numbers and addresses**  
(family, friends, work, school, childcare, doctor, energy / telephone / gas provider, local council, vet, insurance, landlord, local police, case worker)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**My user names and passwords, policy numbers**  
(facebook, banking, email, MyGov, passport, licence)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Other information**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Email: [nss@nsservices.com.au](mailto:nss@nsservices.com.au) - Website: [www.nsservices.com.au](http://www.nsservices.com.au)

**Natural Disaster Awareness Project**

My Home Emergency Guide developed by Northern Settlement Services Ltd., NSW State Emergency Service and NSW Rural Fire Service. Resource funded by Westpac. Project funded by the Commonwealth and NSW Governments under the Community Resilience Innovation Program.

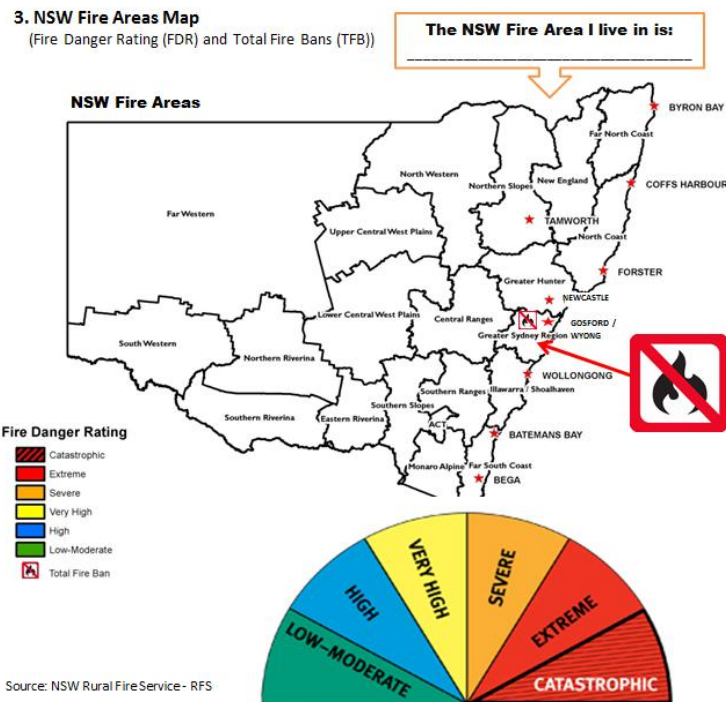
Natural Disaster Awareness Project - Westpac Natural Disaster Recovery Fund  
For more information visit: [www.nsservices.com.au](http://www.nsservices.com.au)

# NSW Fire Area Map & Bureau of Meteorology (BOM) Forecast Districts

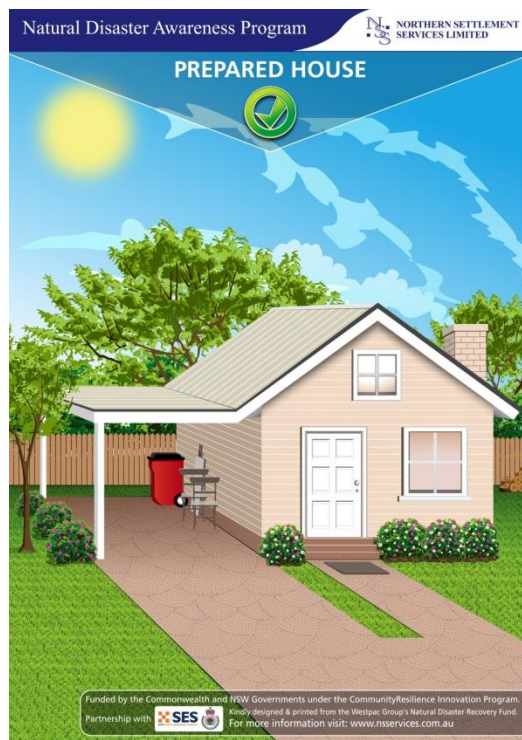
The NSW Fire Area Map and BOM Forecast Districts have been amended with the permission of RFS and SES to include towns to act as reference points.

These maps allow participants to correctly identify the weather district they live in for a bush fire OR storm / flood / tsunami as the two weather districts are different for these weather events.

These maps are included in the Natural Disaster Awareness Workshop Participant Workbook.



A resource has been developed to visually assist with conveying the type of actions people can take to prepare their property for a range of natural disasters including; bushfires, heatwaves, storms, floods, gale-force / cyclonic winds e.g. East Coast Low.



A promotional pull-up banner has been produced to assist with marketing and promotional activities. Both RFS and SES are encouraged to use these banners during their usual attendance at expos and events to promote their own agency multilingual fact sheets and resources.



Version 2



# Community Engagement & Education

## Local Community Services Association (LCSA) Conference 2015

NDRS's successful LCSA Conference abstract submission to showcase how Neighbourhood Centres can play a greater role in the natural disaster prevention, response and recovery space was received well by delegates.

The impact of the 2015 April Super Storm across Central Coast and Hunter Region highlighted the need for the community including private Government businesses to support the community during the widespread power, phone and internet outage which lasted an average 5 to 7 days for more than 200,000 homes and businesses. This was in addition to the direct impact of flood and storm damage. During that time we saw the power of social media spreading the word about where people can go to charge mobile phones, cook food before it was spoiled, heat up baby food, wash clothes, shower, shop for emergency essentials, make phone calls.

The resources during that natural disaster were stretched to capacity across both regions and there was no evacuation centre opened on the Central Coast during that time. Based on this, the NDRS encourage Neighbourhood Centres who were operating as per normal during future natural disasters to become proactive and take a lead role to assist individuals and the community to quickly restore back to normal. This role should complement the work of the lead Disaster Welfare Team and / or fill any gaps (if any) that may occur. The below picture was developed by the NDRS and formed part of the poster display at the LCSA Conference.

**Northern Settlement Services Ltd**  
**Natural Disasters Resilience Project**  
*Building resilience of the culturally and linguistically diverse communities (CALD)  
across Central Coast and the Hunter Region.*

**Super Storm April 2015**

**IMPACT**

- NO emergency kits, candles, batteries, frozen ice ran out
- NO emergency kits, candles, batteries, frozen ice ran out
- NO multilingual warnings / updates
- Storm damage: flood, fallen trees, power surge, loss of white goods, lack of insurance, loss of food, unclear agreements, tenancy issues, personal items damaged
- Unable to shower / bath, wash clothes, cook meals

**COMMUNITY AGENCY RESPONSE**

- Forced agency / business closures
- Agency ad hoc response, lack of emergency preparedness, lack of policy & procedures, underutilised community resources i.e. NHC
- Functioning NHC's during storm i.e. San Remo & Kincumber Neighbourhood Centres opened with limited resources and staff to provide food & practical assistance
- Lack of local community 'coordinated' response
- Unclear paid & unpaid worker roles during natural disaster
- Delay in announcement Natural Disaster declared affected local resources

**RECOVERY**

**NDRS:**

- Hosted Central Coast & Hunter Recovery Meeting for NGOs gathered info.
- Consulted CALD community members
- Developing practical multilingual resources
- Working with other agencies to develop a 'TP SHEET' promoting local resources available for community members during emergencies, incl. shower / laundry facilities
- Roles & resources of State & Federal agencies
- Developing a checklist for community based organisations to assist with agency emergency preparedness and defining worker's roles

**BEST PRACTICE EXAMPLE**

- Clear workplace policy and procedures implemented, clear expectations
- Staff inductions include Natural Disasters and other Emergencies Agency Preparedness
- Risk assessment forms to include activities Natural Disasters and other Emergencies i.e. home visits, hosting activities, client vulnerability during disasters
- Utilise Local Network Hubs for Natural Disasters and other Emergencies for coordinated local response, sharing resources, infrastructure, and ideas
- Ensure emergency preparedness is discussed with vulnerable clients

## Natural Disaster Forums 2015

Two Non-Government Organisation (NGO) CEO / Manager's Natural Disaster Forums were held in the Hunter and Central Coast regions.

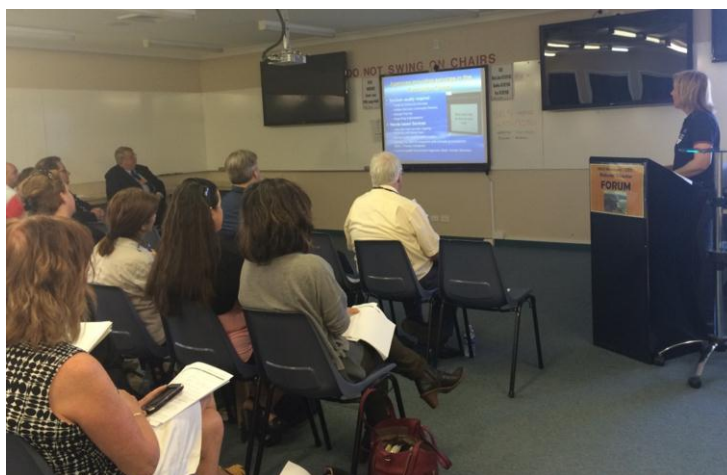
The Hunter forum was held on 13<sup>th</sup> October, 2015 at the NSW Rural Fire Control Centre Cameron Park and the Central Coast forum was held on 15<sup>th</sup> October, 2015 at the NSW Rural Fire Control Centre Charmhaven.

*'Agency Preparedness & Assisting Vulnerable 'At Risk' Groups'* was the focus of both forums.

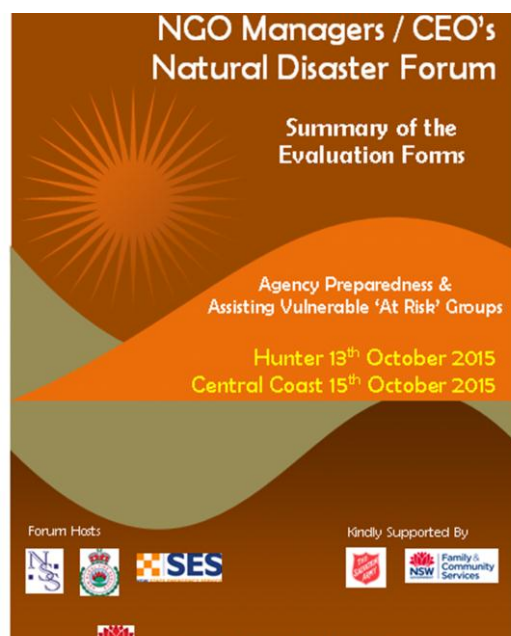
The forum program agenda was replicated across both forums with slight variations to presenters, this was in order to localise information and key workers.

Approximately 100 NGO CEO's and Manager's attended the forums.

Visit [www.nsservices.com.au](http://www.nsservices.com.au) to view full Summary of the Evaluation Forms.



*Presenter Teresa Duncan NSW Family & Community Services (FACS) Disaster Welfare Team Central Coast*



## Fire Awareness and Community Engagement Conference 2016

The Australian Community Engagement and Fire Awareness Conference brought together NSW Rural Fire Service community engagement practitioners, together with representatives from emergency services, government and private sectors from across Australia.

The Conference was held at the Albury Entertainment Centre, from 19-21 May 2016.

The NDRS project was selected from a range of abstracts to present the key areas of the project. NSS co-presented with RFS.

RFS kindly prepared multilingual RFS Fact Sheet resource kits for participants attending the NDRS presentation.



*Presenter Katie Sewell NDRS Project Coordinator.*

# Marketing & Promotion

## Professional Photo shoot

NSS staff along with emergency service workers participated in a photoshoot to capture different aspects of the project's key messages. The photos have been used in official DVD and Workshop covers / title pages, pull up banners, Fact Sheet and other resources.



*NSS, SES, RFS, Fire & Rescue NSW and Freddy the Wonder Dog.*