Developing a Process and Tools for Building Resilience in Vulnerable Households

Final Report

Torrens _____
Resilience Institute

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ACKNOWLEDGEMENTS

CONTENTS

PART 1

EXECUTIVE SUMMARY

This is the final report on a project to develop a tool that can increase disaster resilience in potentially vulnerable households, funded by the Commonwealth Government National Emergency Management Program (2012/2013). The Torrens Resilience Institute (TRI) has developed a household disaster resilience toolkit to be used by government, non-government and community based organisations to assist potentially vulnerable households to prepare for emergency events such as disaster. The outcome of using this tool is the provision of relevant information on hazards and existing community and regional emergency resources (including information) to meet any assessed needs of a household to build their resilience.

The process, a conversation about resilience and preparedness, aims to help households:

1. foresee and/or acknowledge threats and risks;
2. understand their own level of readiness to survive and recover;
3. be more able and willing to reduce the impact of emergencies and disasters;
4. improve the use of existing community preparedness information and the uptake of currently available community services which contribute to household resilience,
5. work with neighbours and community services to build community resilience.

It is relevant to note that a key goal of this program is raising awareness about existing services. A second goal is improvement in the uptake of services that work to bolster household resilience. The services that build community resilience capacity and capability are broadly defined and not limited to the traditional emergency preparedness information services and activities. Relatively simple community based services such as the assistance available to older people with household tasks such as clearing gardens, Home and Community Care (HACC) services that connect more isolated individuals or those needing assistance with daily living tasks or services that dispose of old or unused gas cylinders are also very relevant.

SECTION 1: INTRODUCTION

1.1 Project Background

On 7 December 2009 the Council of Australian Governments (COAG) agreed to adopt a whole-of-nation resilience based approach to disaster management which recognises that a national, coordinated and cooperative effort is required to enhance Australia's capacity to withstand and recover from emergencies and disasters.

The National Strategy for Disaster Resilience (February 2011) sets out how the nation should aim to achieve the COAG vision. It emphasises that disaster resilience is not solely the domain of emergency services; rather it involves society as a whole.

The Household Disaster Resilience Project was implemented by the Torrens Resilience Institute (TRI) which comprises the University of Adelaide, Cranfield University, Flinders University and the University of South Australia. The Torrens Resilience Institute (TRI) has been established to respond to disruptive challenges such as disaster which have the potential to overwhelm local disaster management capabilities and plans. The Institute's mission is to assist governments, the emergency services, organisations and civil society enhance their leadership and management capabilities, and prepare for, and respond better to disaster events.

This project provides a tool that promotes the participation of government, communities, and organisations including both volunteer and salaried workers in supporting the development of household disaster resilience as well as encouraging households themselves to take more responsibility for the resilience building process.

1.2 Project Aim and Scope

The Australian National Disaster Resilience Strategy identifies the need for attention to disaster preparedness and strengthening of resilience at all levels of our society, from governments through individual communities to households and individuals. The risk environment in which we live places ever greater responsibility on each of us to take action to prepare for and mitigate the impacts of emergencies. A culture of disaster preparedness

and self-reliance will allow families and entire communities to survive without outside assistance for many days, and to recover from an emergency event quickly. The Australian framework for disaster resilience emphasises the need for increased partnerships across communities, for relationship building among governments, community groups and the organisations, both private and public, that make up communities and acceptance of responsibility for resilience building actions across all levels of civil society. This project draws these themes together to engage households in the assessment of emergency hazards and risk and in connecting households, particularly those that may be considered potentially more vulnerable in an emergency event, to a broad range of community services that contribute to household resilience.

Household disaster resilience is the capacity of a person or people sharing a living arrangement to:
- sustain their household even under stress;
- adapt to changes in the physical, social and economic environment;
- be self-reliant if external resources are limited or cut off and
- learn from the experience to be more prepared for next time.

It is clear that resilience is not a state to be attained so that attention can then be paid to other issues. It is an ongoing process that requires consistent and repeated reinforcement to be at a suitably high level should disaster strike.

It is the individuals' or households' resources and preparedness, which is bolstered through their active networks, which work together, especially in times of need, to assist individuals or households to adapt, learn and recover from emergency events or disasters. Because preparedness actions take time to implement and because emergency events are frequently of sudden onset and unexpected, household resilience building must be an *everyday* activity. The resilience of households will depend on a range of relatively small actions and activities that build resources, preparedness and resilience networks. This project focusses on identifying those resources and actions that may contribute to household resilience and on the development of an assessment and referral tool that assists households to become aware of relevant resources and services and raises their commitment to taking positive action.

1.3 Key Deliverables

This project has delivered on:

- Developing a *Process* for the assessment of household resilience and an assessment and referral *Tool.*
- Final Report

Reports on the progress and key deliverables of the project were provided to the Australian Government (Attorney-General's Department) Project Lead during the lifecycle of the project.

1.4 Terms and Definitions

For the purposes of this project:

a. The term *vulnerable* refers to households that <u>may be</u> more susceptible to disruptive events, emergencies and disasters. Vulnerability may be related, for example, to household socio-economic status, social situation (Including isolation) or health status such as disability; chronic medical or mobility problem.

b. A *household* is defined as a person or group of people sharing a living arrangement.

c. A *disruptive event* is an unwanted situation that challenges the safety of the household and the community in which it is situated and which has the potential to become an emergency or even a disaster.

d. An *emergency* is an event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response.

e. A disaster is a serious disruption to community life which threatens or causes death or injury in that community and/or damage to property which is beyond the day-today capacity of the prescribed statutory authorities and which requires special mobilisation and organisation of resources other than those normally available to those authorities.

f. ***Household disaster resilience*** is the capacity of a person or people sharing a living arrangement to sustain their household during a disaster; including adapt to changes in the physical, social and economic environment; be self-reliant if external resources are limited or cut off and learn from the experience to be more prepared for next time.

1.5 Project Advisory Committee

- Mr. Chris Beattie, Chief Officer – State Emergency Services (SES) (South Australia)
- Mr. Stuart Boyd, Manager Community Development - Adelaide Hills Council
- Mr. Alan Graham, CEO - Aged and Community Services SA & NT
- Mr. Neville Hyatt, Senior Policy Officer - Infrastructure and Emergency Management (South Australia)
- Mr. Tony McLoughlin, Manager Policy and Strategy – South Australian Fire and Emergency Services Commission (SAFECOM)
- Ms. Sharyn Mitten, CEO - St John Ambulance Australia SA Inc.
- Ms. Clare Speechley, Policy Manager - Department of the Premier and Cabinet (DPC) (South Australia)
- Ms. Noelene Wadham, State Manager - National Disability Services (NDS) (South Australia)

SECTION TWO: METHOD

2.1 Stage 1: Developing a Process and Tool

The Project Team developed a framework for the tool with input from the Project Advisory Committee and discussions with key staff from the organisations trialling the tool and a review of current literature. A number of versions were reviewed and edited before completion of the final tool.

2.2 Stage 2: Field Testing the Process and Tool

The tool was initially to be tested by one group, representatives of St John Ambulance Australia SA Inc. (St John); however, the Queensland Alliance for Mental Health Inc. also expressed an interest in trialing the tool. St John Ambulance Australia is well known for its statutory ambulance services, first aid services at events and during emergencies and public first aid training. However St John also provides a less well known non-uniformed, volunteer-based and HACC funded Community Care program which includes services such as support for older people who live alone and those with disabilities or who are frail and need assistance with simple tasks of daily living. St John provided the project team with an opportunity to test the tool using community volunteers with access to potentially vulnerable people in South Australian households. The Queensland Alliance for Mental Health has collaborated with TRI in the past and following some discussion of the project expressed a desire to assist and to test the tool with mental health service clients in Queensland. As a result the trial phase included nine St John community volunteers in South Australia and one salaried mental health worker in Queensland.

Following discussion by the Advisory Committee of the application of the tool to households with a disabled member, the Project Team met with a group of representatives from the disability sector. The discussion concluded that the tool would be useful, though it would need to be slightly altered, to help build resilience in households where one or many of the members have a disability.

When the final draft was ready for testing, TRI provided an orientation for community care workers from St John and subsequently the tool was trialed by these volunteers with over twenty households. During this time there was continuous communication between the Project Team and the St John staff member coordinating the volunteers. Once the trialing process had concluded the Project Team again attended meeting St John volunteers, this time to gather feedback and evaluate the use of the tool. Conference calls were used in order to explain the project and collect the feedback from the Queensland Alliance for Mental Health representative who also undertook household assessment interviews.

Both agencies were reminded that normal procedures for confidentially in storing client information should be followed.

2.3 Stage 3: Evaluation

St John Ambulance SA Inc.

Eight staff members who had experienced using the household resilience tool participated in a group meeting to provide feedback. Each was a volunteer member of the Community Care Branch of St John and 6 out of the 8 participants were female. The staff members had used the tool in a range of metropolitan (Local Government) Council areas of South Australia.

1. Did you clearly understand the objective of this tool?

A number of participants indicated that initially the process was unclear and a little overwhelming although after completing the process with two or three households their confidence had greatly improved.

Instructions relating to some sections of both Part One and Two of the tool were considered inadequate and therefore changes were made accordingly. As the discussion continued it became apparent that some of the volunteers had not been clear on the objective of the household assessment in relation to disaster preparation and resilience building and as result discussions related to what household members should do in the event of a disaster and were at times focused solely on the response and recovery phases. This outcome demonstrates the importance of a clear orientation to the resilience concept and the

changing emphasis of disaster management toward the pre-event phase and the development of community disaster resilience. This outcome may have been exacerbated by the fact that many St John Community Care volunteers have entered this area of community service following retirement from the uniformed emergency/ambulance services sections of the organisation. This reminds us that a detailed orientation will be especially important; when/if community emergency services volunteers are tasked to use the tool.

It was suggested that if an organisation was to incorporate use of the tool into its community service activities, an orientation and training session would be required to discuss the process and to provide a mock run through of the household interview beforehand.

2. If the agency did not complete Part 1 in advance: Did the guidelines/ instructions provide adequate information on completing Part 1 prior to visiting the households?

Part One of the toolkit provides an assessment of local hazards and emergency risks and community information and resources within the local community in which the household is situated.

The participants had collected their own information required for Part One of the tool 'Hazards and Resources'. This was because they were working in a number of different local government areas. Some participants used Council websites, though they indicated that the quality of information and ease of access varied across local governments. Some Councils provided hazard assessments and information, which was described as very good although other Councils, had very little information available. Some of the community care workers had gone into the Council offices to ask questions about the local hazards and to collect information pamphlets before meeting with households. Although time consuming, it was found that going into the Council office often yielded better results than searching the website.

3. Did you want any other information about Part 1?

It was mentioned that website access to information was not appropriate for many of the households as they did not have access to computers. Therefore the community care workers had written down telephone contact numbers for available service providers or had

provided the telephone number for emergency services information lines for the household member.

Some participants thought that Part 1 did not link directly with Part 2. However on exploring this further it was identified that this comment was made with the view to 'what to do in a disaster' rather than 'preparing for a disaster event'.

4. Do you think Part 2 of the tool adequately covers different aspects of household resilience?

Part Two of the tool guides the community resilience assessment conversation with household members.

All of the participating St John representatives concurred that Part Two the tool covered all relevant aspects of disaster resilience.

5. Do you think any question is not relevant or needs to be modified?

The four sections of the tool were discussed and the wording of some of the questions and measures was changed based on the feedback. In addition, participants suggested that providing examples for many of the questions would help in explaining the item better. These changes were made to the final version of the Tool.

Originally there was a question based on budgeting and financial preparation which many of the community care workers found difficult; they were uncomfortable about asking the this question. In addition, the word 'referral' was replaced with 'additional information' to avoid confusion in the Agency Resource Tool section.

6. Do you think any other question should be added?

St John representatives mentioned that there was a lot of discussion about strata title buildings, as most of the households they visited were of this kind. Therefore the members did not perceive it to be their responsibility to do anything about the environment or surrounds. As a result a question was added to ask if the household lives in a strata title

building and to build awareness of the mechanism for raising questions or concerns with the residents committee.

7. Did the respondents easily understand the questions?

Yes, although the answers provided for each question appeared to be influenced by the householder's perception and understanding of their level of vulnerability. The information provided in Part One of the tool was very useful in setting the scene for the assessment although there was a range of understanding and acceptance of the hazard and risk information provided.

8. How easy/ difficult was it to compile a list of actions for each household with the respondents?

All the community care workers found it easy to compile the list of actions although some went into more detail than others. Some mentioned that they searched for additional information sources after completing Part 2 with the households, in order to provide the household with more information on their identified areas of weakness.

9. Was there any feedback from the respondents?

Participants reported that a couple of community members were very excited to have someone talk to them about the subject of emergency and disaster because they had been thinking about what they should do in the case of an emergency event.

a. Do you think the respondents felt it was a worthwhile process for their household?

Overall there was consensus that it was a worthwhile process. Participants mentioned making some changes following the assessment process, including, for example, having up to date emergency phone numbers, talking to their family about extra support if needed and purchasing extra pantry supplies.

10. Do you think households completing this tool will become more resilient to disasters?

The St John representatives believed that the households would be more resilient, however, there were concerns expressed that the process had to be managed sensitively as they did not want to scare households. The assessment process caused households to think about the importance of preparing for and considering what would happen in the event of an emergency or disaster.The community care workers mentioned that the majority of households involved in the trial are heavily connected with the community already. Connectedness is an important domain of disaster resilience. As a result potentially more vulnerable households may need to concentrate greater effort on other aspects of resilience including planning and preparing their household and surrounding environment. It should be noted however that this project accessed clients who are receiving services from well-established community service providers. Those households who are not connected to the community services sector in some way may well be isolated and lacking the community network and connections that are an essential part of community resilience.

11. What was the average time taken at each household for the entire process?

To complete Part 1 which included the searching, reading and following up on resources it took approximately 3 hours. To complete Part 2 the process took on average longer than an hour, with some taking up to 2 hours.

12. Any other comments

It was widely agreed that the questions were conversation starters and many household members used the opportunity to ask other questions about their local community. It was noted that the majority of participants in this trial are very well connected to services within their local community already. The on-going impact of professional community service organisations on the "connectedness" aspect of community disaster resilience should not be under-estimated. Furthermore, there was a consensus among the St John representatives that the tool is a worthwhile exercise and that Part One of the process (Hazard profile and finding locally available resources) requires a group or agency effort.

Queensland Alliance for Mental Health Inc.

The response provided by one community care worker from the QAMH was overwhelmingly positive. Locating the information sources for Part 1 was reasonably time consuming and it was difficult to provide useful information to households who are not accessing Home and Community Care (HACC) services or are not elderly. Middle income households with slight mobility issues would have to pay for services. It was added that the questionnaire was a good guide although they found some questions sounded too simplistic for a particular household and it was best to reword some questions to suit the audience. The community care worker found that an interview always took more than an hour although a lot of that time involved making a connection, as it is hard to ask these questions without building a rapport beforehand. For implementation as a routine exercise for clients of QAMH it would be recommended that the tool be used on the second or third visit so that the household is more comfortable opening up and answering questions. Overall, now it is known that there are very many services/information sources available that can contribute to disaster resilience the QAMH would like to undertake interviews with more households. Although there are websites and televised information the QAMH representative argued that it is the face to face conversation which is most effective. As with other community engagement exercises QAMH suggested that the biggest hurdle is to get households to commit their time. Generally it was considered that families would make changes as a result of using the tool or tweak plans already in place.

Disability services organizations.

The meeting with representatives of agencies serving the disabled (Can Do Group, Home Care, Leveta and National Disability Services (NDS)) highlighted the need for increased disaster resilience among many people with disabilities Alterations to the tool would capture the need for the tool to be administered by a care worker, potentially using several modalities where the client's speech or hearing were impaired, and the need to take into account the interface with disability services where an individual's home environment, including disability aids and structural improvements, were managed by the care organization rather than the individual himself/herself. It was suggested that an adapted tool may be particularly useful for those living in a group home setting. It was also mentioned that many of those living with a disability may find it useful in connecting more with local community members. Furthermore, it was suggested that the National Disability Insurance Agency may be able to provide additional input into the customization of the tool.

Summary

It is important that individuals and organizations utilizing the tool adequately understand the purpose of the assessment tool and the meaning of resilience. If not they may focus on the general community's understanding of disaster and be drawn into response and recovery phase questions and issues rather than an assessment of the present day resilience level of the household.

It is important that the agency completes Part One as many of the St John representatives found this component very time consuming. Collecting information for the tool often proved difficult because the information for each Council varied, and if available was not easy to find. A concerted effort coordinated by a single organization committed to making this kind of community service contribution, focusing on one Council area and utilizing volunteers to canvass many households in a single campaign would appear to be the most effective and sustainable approach. In this way Part One information could be prepared centrally and with the assistance of local government, emergency services and community services; volunteers could canvass the community undertaking assessment conversations; and, finally, referral advice could be written up after each interview by an organizational panel with responsibility for oversight of the completeness and accuracy of the advice to be given. In this way, community organisations committed to disaster resilience building could make a useful contribution that builds household disaster resilience and provides a rewarding and constructive activity for their own organization and membership.

SECTION THREE: OUTCOMES OF TRIAL

Conclusion and Recommendation

While undertaking this project it has become clear that local governments are a critical link in the process of building disaster resilience. The range of information sources available through local government varies from state to state and Council area to Council area and it is the specific information for the individual geographic location that is essential in making the connection for a household with a question or desire to strengthen its resilience. Thus the process of using these tools may best begin with a local government taking on the task of completing the Agency Resource Tool for use by interested groups within the community.

With sufficient hazard, risk and resource information there is a strong opportunity for a variety of community service groups to become engaged in the work of building household (and therefore community) resilience. This engagement may be directed to their existing client groups who tend to be among the more vulnerable members of the community or, alternately, through deployment of their local volunteer workforce in a new community service activity that works from household to household through targeted local communities where the risk profile or other factors make the neighborhood more susceptible to the impact of emergency or disaster events.

To achieve the potential of this process and tool for household resilience an effective communications strategy is required. This is beyond the brief of the current project. Engagement with local governments and with the community and emergency services sectors would assist in the uptake and utilization of the tool with positive benefits for resilience building.
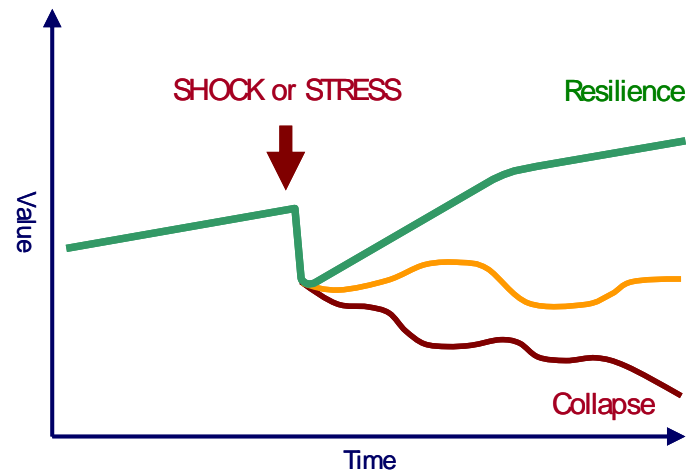
DISASTER RESILIENCE IN VULNERABLE HOUSEHOLDS

(Australian National Emergency Management Program Project NP1213-0003)

Two tools for use by Community Service Agencies and Organisations.

Contents

1. Introduction to the Household Disaster Resilience Tool

Australia has made a clear national commitment to strengthening the resilience to disaster at all levels of the community. Continual dialogue about ways to support individual, household, organisational, community and governmental resilience has led to the development of a wide range of guidance and materials. With funding support from the Australian Government's National Emergency Management Project, the Torrens Resilience Institute has developed a household resilience toolkit, which will be available to government departments, non-government organisations and community based organisations serving vulnerable populations.

national disaster
resilience

State disaster
resilience

Community disaster
resilience

business disaster
resilience

Household
Disaster
Resilience

individual
Disaster
Resilience
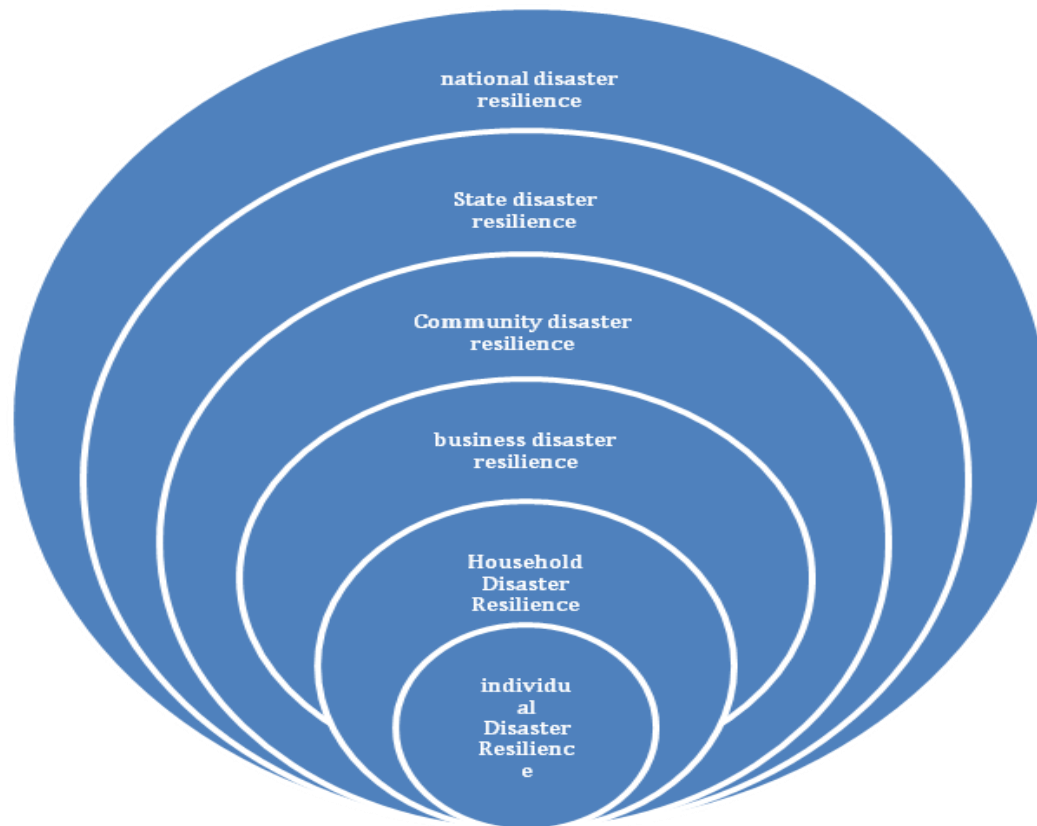
There are two parts included in this tool which combine to provide any community-based organisation (e.g., community service organisation or community club) with the materials necessary to stimulate conversation about disaster resilience and provide useful information to members of potentially vulnerable households.

Part 1: The Agency Resource Tool outlines areas of information which may be critical to a household trying to become more resilient in the face of emergencies or disasters. The specific information to be collected by the Agency must be relevant to the community in which the households are geographically located, and this information may be available through the local government website. The level of information available within each council area may differ and some of the more vulnerable households may not be able to access web-based information, therefore printed materials, or telephone contact numbers may be helpful.

Part 2: The Household Resilience Conversation Guide provides the individual worker or volunteer going into households with key questions or topic areas that can be used to initiate the process of increasing resilience in the face of emergencies or disasters. In response to identified areas for action, the worker should be equipped with the information identified in the Agency Resource Tool to share with the household.

PART 1

2. Agency Resource Tool Introduction

The key resilience strengthening action is a conversation with households about what they need to do to prepare themselves to manage on their own when they may not have normal services such as electricity and water available to them for a few days, due to an emergency or disaster event. This conversation is supported by providing information for building resilience in those areas in which the household identifies potential gaps or needs. Provision of locally relevant information will help those households that may be more susceptible to disruptive events, emergencies and disasters build resilience by accessing existing supportive services.

The first part of this tool is the Agency Resource Tool, to be completed by the agency in order to identify relevant local information sources. This information should be located before any conversations with individual households begin.

Agency Resource Tool:

- Complete a hazard profile for the township/ council/ region: The agency must identify the environmental and man-made hazards that may occur in the relevant geographical location and how likely these will affect the residents. Much of the needed information may be found on the local council web site. If the households identified are from several townships/ council areas, this information will need to be located for all of the relevant areas. There is a template provided to be used as a guide for where to locate potential information sources.

- Identify information: The agency must identify local sources of information and services that could be made available to the household if required to more effectively prepare for an emergency or disaster. Information on possible sources may vary depending on geographical

location of the household so there is a comprehensive list of examples at the beginning of the questionnaire to assist the agency in this process. A service agency may well have all of this information on hand already.

Once the Agency Resource Tool is completed, an agency or organisation is in a position to identify households with which to have a resilience conversation, and to select and orient the salaried or volunteers staff who will have those conversations. The households could be selected based on their physical, socio-cultural or economic vulnerabilities or any other criteria agreed upon by the agency. It would also be useful to develop a plan for follow up with the identified households at some planned interval. This should be decided based on the objectives and resources of the agency undertaking the process.

The individuals approaching vulnerable households may be paid workers or volunteers, but should have a thorough orientation to the concept of disaster resilience and how the conversation guide can help build resilience. They should also become familiar with the completed Agency Resource Tool, so that they can be helpful to households interested in taking steps to increase their resilience.

3. Agency Resource Tool

[insert agency name here]

Part 1: Hazard and Resource Profile

1.1 Hazard profile for Region / Council / Township of: _____

This section identifies the environmental and man-made hazards that may occur in this particular geographical location and the likelihood that these will affect the residents of the area. This section may be completed by the agency in advance or (in smaller agencies serving clients in multiple local council areas) you will be asked to locate the information using the information resource list in the toolkit. If not applicable to your area, cross off or ignore.

Potential Hazards	Comments
Storm	
Flood (including flash floods)	
Cyclone	
Heatwave	
Earthquake	
Bushfire	
Landslide	
Industrial disaster (factory explosion, gas or toxic waste leaks)	
Major transport disaster (possibly leading to isolation of the community)	
Public health disaster (e.g., disease epidemic, major food contamination)	This is a nation-wide risk and should be included in all assessments
Other:	

1.2 Resource Information

This section identifies a range of helpful printed material and organisational services specific to your area. This section may be completed by the agency in advance or (in smaller agencies serving clients in multiple local council areas) you will be asked to locate the information so please use this as a guide. If not applicable to your area, cross off or ignore.

Potential Hazards	Comments	Source of information
Storm	Emergency Services	
Flood (including flash floods)	Emergency Services	
Cyclone	Emergency Services	
Heatwave	Emergency Services	
Earthquake	Emergency Services	
Bushfire	Metropolitan/ Country Fire Service	
Landslide	State or Territory Police	
Industrial disaster (factory explosion, gas or toxic waste leaks)	State or Territory Police	
Major transport disaster (possibly leading to isolation of the community)	State or Territory Police	
Public health disaster (e.g., disease epidemic, major food contamination)	This is a nation-wide risk and should be included in all assessments	
Other:	Your agency you may be able to provide information on hazards in specific geographical areas	

Hazards experts	Comments	Source of Information
Australian Government Attorney-General's Department. Australian Emergency Management Institute	Publications available online about preparing for a variety of hazards	http://www.em.gov.au/Publications/Pages/PublicationsAtoZ.aspx
State or Territory Bureau of Meteorology	This site provides early warning information about specific hazards (heatwaves, floods, storms)	www.bom.gov.au
Local governments may have detailed information on local hazards	Specific Example Flooding - City of Unley, South Australia -	http://www.unley.sa.gov.au/webdata/resources/files/1115482_Brown_Hill___Keswick_Creeks_Flood_Mitigati.pdf
Department of Health	Information on public health events and risks on web site or in emergency, broadcast through a variety of mechanisms	
Other sources which may be useful		

Health	Comments	Source of information
Community Health Centres	Specific Example – City of Unley, South Australia council links to The Eastern Health Authority -	http://www.eha.sa.gov.au/
Home Services	Specific Example - South Australian Government ' Help Staying at Home' -	http://www.agedcareaustralia.gov.au/internet/agedcare/publishing.nsf/Content/Home%20modifications%20and%20maintenance-1#5
Preparedness information for people with a disability	National Fire Protection Association	http://www.nfpa.org/assets/files/pdf/forms/evacuationguide.pdf
	Specific Example - South Australian Government 'Caring for someone with a disability in an emergency' -	http://www.sa.gov.au/subject/Emergency,+safety+and+infrastructure/Emergency/Earthquakes/Before+an+earthquake/Caring+for+vulnerable+people+in+an+emergency
	Specific Example - New South Wales, Ministry for Policy and Emergency Services -	http://www.emergency.nsw.gov.au/content.php/531.html
Requires continuous power source	NOTE: This to be added to the list the process is different in each State or Territory. Specific Example – South Australia contact SA Power Networks however, in Queensland please contact your provider	

Property	Comments	Source of information
Red Cross.	REDiPlan booklet for preparing for a disaster or emergency especially for more vulnerable households; may also run community and/or household information sessions in your area	http://www.redcross.org.au/files/REDiPlan_booklet.pdf
Removal of flammable Material/Dangerous substances	State or Territory Environmental Protection Agency	
	Country or Metropolitan Fire Service	
Help for trimming foliage/cleaning gutters etc	Search the State or Territory Governments 'Help Staying at home information'	
Financial assistance/ Budgeting	There may be services offered at the state or local government level or you may need to contact a private financial service provider	
Pets and Animals	RSPCA	www.rspca.org.au
Insurance Cover	Insurance Council Australia Money Smart by ASIC	www.insurancecouncil.com.au www.moneysmart.gov.au
You may also be aware of some local services		

Community	Comments	Source of information
Telecross	Service offered by the Red Cross to those who are to connected with the community	www.redcross.org.au/telecross.aspx
Community Service Groups	Local church Groups	
	Visiting Library Services	
Community Groups	Neighbourhood Watch	http://www.rotaryaustralia.org.au
	Lions	http://www.lionsclubs.org/EN/about-lions/index.php
	Rotary	http://www.rotaryaustralia.org.au
	Walking Groups	http://www.walkingsa.org.au/clubinfo.html
Activities specific to local council area		

PART 2

4. Household Resilience Conversation Introduction for Staff

Introduction

The Australian National Disaster Resilience Strategy identifies the need for attention to disaster preparedness and strengthening of resilience at all levels of our society, from governments through communities to households and individuals. The risk environment in which we live places ever greater responsibility on each of us to take action to prepare for and mitigate the impacts of emergencies. A culture of disaster preparedness and self-reliance will allow families and entire communities to survive without outside assistance for many days, and to recover from the event quickly. Resilience is the label we have put on the process of integrating tools and attitudes that foster survival, recovery and growth.

Household disaster resilience is the capacity of a person or people sharing a living arrangement to:

- sustain their household even under stress;

- adapt to changes in the physical, social and economic environment;

- be self-reliant if external resources are limited or cut off and

- learn from the experience to be more prepared for next time.

It is the individuals' or households' active networks, which communicate and work together in times of need to assist individuals or households to adapt, learn and recover from emergency events or disasters.

Some households, however, may not be resilient if the people who live there need more help than others for a variety of reasons to prepare for or cope with an emergency event; or have had less exposure to the education and resources that can support resilience. As a community worker, you can contribute to building the capacity of vulnerable households to be more resilient in the face of a disruptive event, emergency or disaster. Spending time on a conversation with a household using this Resilience Conversation Guide will provide them with information about

the potential for a poor outcome from emergencies or disasters and provide them with information about relevant emergency or disaster preparedness resources.

As you talk about the various components of household resilience, you will have an opportunity to share the resources identified in the Agency Resource Tool which has been completed for your community. In this tool are key web sites and telephone numbers that can be used by a household to access needed information. You may also have been provided with some printed copies of key information or resources (depending on your location or agency).

As you look at the Conversation Guide, you will see that it covers three key areas:

1. *Hazards*: local hazards, broader concerns such as heatwave or public health disasters, and emergency early warning systems;
2. *Health:* key health-related issues in the household that might increase vulnerability or risk, such as dependence on mobility devices or medication; and
3. *Connectedness:* relationships with others in the community, so that there is someone to turn to when help is needed.

Each topic is introduced in the Guide with a question, but you are encouraged to use your relationship with the interviewee to adapt the language to be most meaningful to him or her. If you need to, breaking a topic into sections might be the best way to proceed in some cases.

As you complete your discussion of each topic area with clients, you will also help them name action steps that can be taken or provide referral information to assist in making contact with the most appropriate local services that can meet the identified need. A copy of the completed Household Disaster Conversation Guide can be left with the household, or sent back to them as a part of an ongoing relationship.

Completing the process

Your organisation will decide the appropriate interval for a follow up conversation in each household with which you have had a disaster resilience conversation, and will also provide guidance on whether a copy of the completed guide is to be retained by the agency or not.

5. Household Resilience Conversation Guide

Introducing the Household Disaster Resilience Conversation to a Household

The ____<insert agency/organisational name here>_____ would like to assist you in the process of becoming more resilient should a major emergency or disaster strikes and you find yourself on your own without normal services. The Australian National Disaster Resilience Strategy recognises that while there are many things government can and should do, personal preparedness and self-reliance are needed. We know that when major emergency events or disasters occur, families or entire communities can be without outside help for extended periods of time. Therefore it is important to you and your neighbours that you are aware of the hazards in this part of Australia, and even more that you know what support is available to help you prepare.

[insert name of individual administering the tool here]

Name_____

Address_____

Is this a house / unit / flat / caravan / other?_____

Geographically isolated? Yes/ No

How many people live in this household? _____

Of those, which are dependent (child, frail elderly, other person(s) needing care)? _____

What is the main language spoken in this household? _____

1. Hazards

Hazards (omit any not included in your community risk listing done prior to the visit; probe for awareness about any on your list that are not mentioned by the individual)

I'm going to list some potential hazards that might affect this neighborhood or household. Let's talk about any you have concerns about, or any that you were not aware of before this discussion.

Potential Hazards	Comments (specific comments about the risk mentioned)
Severe storm	
Flood (including flash floods)	(Lives by a water course or dam)
Cyclone	
Heatwave	
Earthquake	
Bushfire	
Landslide	
Industrial disaster (factory explosion, gas or toxic waste leak)	
Major transport disaster (possibly leading to isolation of the household or community)	
Public health emergency (e.g., major epidemic, food or water contamination)	
Other	

2. Health

There are a number of health related issues that might have an impact on how you or others in your household are able to cope on your own after a hazard event. As I go through these topics, please let me know if you have questions, or think of other health issues that you might need to be prepared for.

Health Issues of concern	Action Plan (to be completed as the discussion continues). Specific information to be provided should be listed in the far right column.	
Do you or anyone else in this household have a health problem or disability that might limit mobility if there is a need to evacuate?	Would you like information on planning for emergency when mobility is an issue? Yes/No/Not applicable	Comments:
Do you or anyone else in this household use medication or medical equipment that you need to have with you at all times, or do you use equipment that requires a continuous power source?	Would you like information on emergency power access or planning for needed medical supplies and equipment? Yes/No/Not applicable	Comments:
Do you have other concerns related to health in emergency or disaster situations? Please be specific.	If so, it is advised that you talk to your doctor, visiting nurse of pharmacist.	Comments:

3. Property

As with health, there are some specific things that can be done to make the place you live more likely to remain safe in an emergency, or more quickly be useable following an emergency or disaster event. Please let me know as I go through these topics if you have questions, or if you think of other issues that may be related.

Activities that can help your household be ready should you be on your own after a hazard event	Action Plan (to be completed as the discussion continues). Specific information to be provided should be listed in the far right column.	
Do you know what you need to do to prepare your property for the hazards we have discussed? (Note: Question may not be relevant if living in assisted unit or similar setting)	Would you like information on actions which you could undertake to prepare your property? Yes/No/Not applicable	Comments:
Is someone in this household physically able to prepare your property for hazards routinely or during a time of high risk to an emergency event?	Would you like information that can help you prepare your property to lower hazards? Yes/No/Not applicable	Comments:
Are you economically able to afford the actions needed to prepare your property to reduce hazards?	Would you like information on services that can help you with budgeting for the costs of preparing your property to lower hazards? Yes/No/Not applicable	Comments:

3. Property (Continued)

Activities that can help your household be ready should you be on your own after a hazard event	Action Plan (to be completed as the discussion continues). Specific information to be provided should be listed in the far right column.	
Are there any large quantities of flammable materials (e.g., fuel, solvents and paints) on your property that might create an additional risk during an emergency?	Would you like information how to handle these materials in an emergency or disaster? Yes/No/Not applicable	Comments:
Do you have any pets or other animals living with you or outside on your property that you may need help with if an emergency occurs? (e.g., chickens, cats, dogs, birds)	Would you like information on planning for or assisting with animals during an emergency or disaster? Yes/No/Not applicable	Comments:
Do you have insurance cover that you believe is comprehensive in case of emergency or disaster?	Would you like information on emergency or disaster insurance coverage? Yes/No/Not applicable	Comments:

4. Connected to the Community

I am bringing up this next set of topics because it is important for households to be in contact with the community. That means that in an emergency there is someone you can call on or that other people know where you are, should extra help be needed.

Who are the people that you and your household are connected to?	Action Plan (to be completed together as the discussion continues). Specific information to be provided should be listed in the far right column.	
Please identify any family, friends or neighbours you would call if you need any assistance or help	Have you kept an up-to-date list of these individuals in convenient places? Yes/No/Not applicable	Comments:
What community service representatives come into your home on a regular basis to provide you or other household member(s) with any needed help?	Would you like information about available community service organisations in this area? Yes/No/Not applicable	Comments:
What activities do you or other members of your household attend outside of your home? How often do you attend them?	Would you like information on community activities in this area? Yes/No/Not applicable	Comments: