



Knowledge base workshops in the LGAs

A report outlining the process and outcomes of the disability inclusive emergency preparedness workshops

The University of Sydney's Hazards Research Group (HRG) and Centre for Disability Research and Policy (CDRP)

Knowledge Base Workshops in the LGAs:

A report outlining the process and outcomes of the disability inclusive emergency preparedness workshops

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Acronyms

Auslan – Australian sign language

CALD – Culturally and Linguistically Diverse

CDRP – Centre for Disability Research and Policy at the University of Sydney

CSO – Community Service Organisation

DSO – Disability Support Organisation

DiDRR – Disability Inclusive Disaster Risk Reduction

DRR – Disaster Risk Reduction

DPO – Disabled People’s Organisation

EMs – Emergency Managers

FACS – NSW Family and Community Services

LEMC – Local Emergency Management Committee

LEMO – Local Emergency Management Officer

LGA – Local Government Area

NDIS – National Disability Insurance Scheme

NSW – New South Wales

NSW SES – New South Wales State Emergency Services

NSW RFS – New South Wales Rural Fire Service

NSW VRA – New South Wales Volunteer Rescue Association

Executive Summary

This report outlines the processes and outcomes of the the first round of disability inclusive emergency preparedness workshops conducted as part of the Disability Inclusive Disaster Preparedness in NSW: Enabling Local Community Resilience through Collaboration project funded under the Community Resilience Innovation Program, Office of Emergency Management, NSW Department of Justice. This program is part of the NSW and Commonwealth governments' National Partnership Agreement – Natural Disaster Resilience Program.

The workshops took place in the three study locations of Hawkesbury City Council, Greater Taree Council and Sutherland Shire in April and May 2016. The workshops brought together individuals with disability, their families and carers, disability support organisations, community service organisations, local and state government representatives, and emergency managers. There were 86 attendees across the three locations.

The workshops aimed to share information about the importance of including people with disability in natural hazard preparedness and to emphasise how bringing together resources, information and people assists in building local community networks and, through these networks, increases individual and community capacity to be well prepared for natural hazards.

Although initially the workshops were titled 'local knowledge base workshops' it quickly became apparent that a more appropriate name was Local Information Sharing Workshops, representing the collaboration and information sharing that took place between attendees at each of these workshops. Thus, for the purposes of this report we refer to the workshops as Local Information Sharing Workshops.

The resounding and positive theme evident during each workshop and in the evaluation forms was attendees valuing the opportunity to engage in group discussions and networking and importantly being able to share their perspectives and hear the perspectives of others. For many reasons working across 'sectors' at the community level can be challenging: workshops such as these which had excellent support from the local councils, Local Emergency Management Officers and emergency managers provided the stage for 'locals' to get to know one another and together learn more about their community and its strengths and also its challenges.

Following the workshops attendees received summary information from across all the workshops via the Project Newsletter – another common theme was wanting to know how other communities built their networks to enhance individual and community resilience – and all attendees will also receive a copy of this report.

This report offers an overview of the design of the Local Information Sharing Workshops and the participants – with detailed presentation of the workshop findings and appendices with communication and workshop materials.

The second round of workshops is about to commence in early October 2016. This round of workshops in each of the three study locations will provide an opportunity for attendees from the earlier workshops to review and reflect on community developments in the intervening months and, with new attendees, to review and assess ways in which both individuals and organisations can become better informed and subsequently prepared to face future natural disaster events. A report of this second round of workshops will be available by mid November 2016.

List of tables

Table 1. Participants Local Information Sharing Workshops

Table 2. Practical Tips and Strategies for natural hazard preparedness from people with disability

Introduction

As part of the Australian Government Natural Disaster Resilience Program, the University of Sydney's Hazards Research Group (HRG) and Centre for Disability Research and Policy (CDRP) partnered to lead a two-year project titled, "Disability Inclusive Disaster Preparedness in NSW: Enabling Local Community Resilience through Collaboration".

The project's aim is to provide the NSW Government with knowledge and tools to assess and increase the resilience of people with disability to natural hazards. This is to be achieved by promoting the active participation and meaningful contribution of people with disability, their families and carers in natural hazard preparedness strategies at the local community level. To this end, the project is creating and activating a collaborative platform including people with disability, Community Services Organisations (CSOs), Disability Support Organisations (DSOs), Disabled People Organisations (DPOs) and Emergency Managers (EMs).

The project has received formal and enthusiastic support from NSW emergency management agencies as well as state and national organisations working with and for people with disability.

Project Description

This project aims to increase the natural hazard preparedness of people with disability by enhancing the capacity of community service organisations, disability support organisations and disabled people's organisations, working with emergency managers and involving people with disability.

Local Information Sharing Workshop Locations

Workshops were arranged for the three agreed study locations, Hawksbury on 11 April 2016, Taree on 9 May 2016 and Sutherland on 27 May 2016. These three locations were agreed due to their exposure to natural hazards, the prevalence of people with disability and to provide a diversity of urban and rural areas. For the purposes of project implementation, the title local information sharing workshops which better represented the workshop focus was chosen to replace the contract title of knowledge based workshops.

Participants

Invitation was extended to the following stakeholder groups in each study location:

- Individuals with disability, their families and carers;
- community service organisations (CSOs) and disability support organisations (DSOs);
- Local and State Government representatives;
- Emergency Managers; and
- local businesses.

Invitations and flyers for the workshops were shared with stakeholders in each study location via face to face meetings, emails (including newsletter #1), social media (Twitter and Facebook) and the project website.

Media releases were also shared with local media outlets in each study location, sharing workshop details with the broader community (Appendix 1).

Appendix one has copies of media releases in the Hawkesbury and Taree area.

Workshop Design

Each full day workshop had three components designed to:

- (a) develop a shared focus among participants about disability inclusion in natural hazard preparedness;
- (b) facilitate discussions to identify current practices, knowledge and barriers to disability inclusive emergency preparedness using natural hazard case study scenarios tailored to each community; and
- (c) encourage local action at the community level in each study location.

Each component is discussed briefly below. The content of each workshop also varied slightly as each preceding workshop was adapted based on feedback from attendees received through end of day evaluation forms (Appendix 5).

Shared focus on DIDRR

The workshops commenced with brief but informative presentations by the project team and local emergency managers who shared information about natural hazards nationally and internationally and the natural hazards specific to each LGA. These presentations included information on disability inclusion for natural hazard preparedness. Local emergency managers presented scenarios from their experiences which brought immediate attention to the topic of the day – the critical importance of everyone in the community working together in emergency preparedness to ensure the best outcomes for all. This is the foundation for community resilience – and there were great stories and examples provided of people working together at the community level to ‘look out for each other’ and importantly to find ways to do this better and more systematically so that everyone knows what to expect in a natural hazard and how to respond (see Appendix 3).

Facilitated Discussions

During the workshops, interactive discussions using case studies of natural hazards were used to promote discussion among participants including what was important for them, to hear others’ perspectives and to build relationships and talk about forming local networks for future collaborations.

The project team worked collaboratively with the Local Emergency Management Officers in each study location seeking their local knowledge feedback on the natural hazard scenarios. This ensured the scenarios were specific to the local context and relatable for workshop attendees (See Appendix 4).

Inspiring Local Action

As a stimulus to discuss local action for natural hazard preparedness, attendees at all workshops were shown a video developed by IHC New Zealand – [“Christchurch Earthquake Reflection Group - Shaken but not Stirred”](https://youtu.be/PzJdpmJw0fg) (video found at: <https://youtu.be/PzJdpmJw0fg>). The video focuses on the local action that has taken place since the Christchurch Earthquake, where people with disability are taking active roles in natural hazard preparedness. In the video individuals discuss their membership of various groups and committees, as well as sharing knowledge about natural hazard preparedness with other people with disability.

Following the video, discussion was welcomed around the room giving attendees an opportunity to share what they felt were the guiding principles to make local action happen. These guiding principles are a concrete and practical output from these local knowledge sharing workshops. The principles are described under Section 4 on page 15.

For further detail on workshop components refer to Appendix 2, 3 and 4.

Workshop Evaluation

The project team shared an evaluation form (Appendix 5) at each workshop, giving attendees an opportunity to identify what they found were the most important parts of the workshop, what they would do with information, and identify areas for improvement of the workshops.

Responses across all the study locations identified the opportunity to engage in group discussions, which allowed attendees to network, share information and hear different perspectives as the most valuable part of the workshops. When asked what they would do with the information from the workshops, individuals were keen to share the information with their family members and support networks. Organisational representatives identified their motivation to consider their organisation's preparedness to assist their clients, and think of creative ways to harness community resilience.

Feedback received which identified improvements to the workshop were used to adapt the content for the remaining workshops. Some of the iterations to the workshop content included more focus on individual introductions of attendees at the beginning of each workshop, simplified group activity instructions, and longer periods of time for feedback sessions within the whole group.

Workshop Participants

At each workshop there were people with disability, family members and carers, staff from disability support organisations (DSOs), emergency managers, local community service organisations (CSOs), local government and many more including at the Taree workshop the Mayor to open the workshop and welcome participants. Overall, 86 people actively participated in these workshops.

Table 1. Participants at Local Information Sharing Workshops

Workshop location	Date	Participants n=86	Stakeholder Groups
Hawkesbury	11 April	29	<ul style="list-style-type: none"> • People with disability; • DSOs; • CSOs (including peak organisations); • local government area representation; • emergency management representation from NSW Rural Fire Service (RFS, NSW SES and NSW Health Disaster Managers); • State Government agencies including NSW Environment and Heritage, WelFAC, and Sydney Water.

Taree	9 May	36	<ul style="list-style-type: none"> • People with disability and their family members and carers; • DSOs; • CSOs; • local government area representation; • emergency management representation from NSW Fire and Rescue, NSW RFS, NSW SES, NSW Volunteer Rescue Association (VRA), NSW Health Disaster Managers; • State Government agencies including NSW Family and Community Services (FACS), NSW Environment and Heritage.
Sutherland	27 May	21	<ul style="list-style-type: none"> • People with disability and their family members and carers; • DSOs; • CSOs (including peak organisations); • emergency management representation from NSW RFS and NSW Health Disaster Managers; • State Government agencies including the NSW Office of Emergency Management, (the project's funder), NSW FACS.

Workshop Findings

The interactive small group discussions revealed current knowledge and barriers to disability inclusive natural hazard preparedness at the local community level.

Findings are summarized across the three study locations in four key areas:

1. Access to information, resources and training on natural hazard preparedness;
2. Practical strategies for natural hazard preparedness;
3. Organisational preparedness for natural hazards;
4. Future directions for local action in disability inclusive natural hazard preparedness.

1. Access to information, resources and training on natural hazard preparedness in accessible and understandable formats for people with disability and their families and carers

Participants stressed that having information and resources available in accessible and understandable formats is critical for people with disability to contribute to individual and community resilience in the face of natural hazards. Despite the best efforts of emergency services to make information available, participants were really unsure where to start with sourcing information on natural hazard preparedness and were also keen to know whether formal training was available. Emergency Managers were keen to share their knowledge and provide natural hazard preparedness training for groups such as people with disability at a disability service provider. Participants were keen to consider other groups who may also have difficulty accessing information such as people from CALD communities, also thinking of new immigrants who may be less familiar with NSW.

Challenges

- Not being aware of natural hazard preparedness resources and where to find these;
- Being overwhelmed by the amount of information, sometimes contradictory, and from different online forums, so being unsure where to start;
- Emergency management agencies do not have capacity to provide individual training;
- Councils do host training however this is either poorly attended or cancelled due to low registration;
- Past successful training workshops were provided for CSOs, however these opportunities were part of short term funded projects that are now completed and training is no longer available (although in some instances workshop resources have been made available on websites - e.g., Sutherland Council);
- Emergency managers promote websites for information however many people in the community do not have ready access to the internet or have limited ability to use the internet;
- Natural hazard preparedness resources need to be available in multiple formats and easy to get to suit all needs in the community;
- Easy read materials must be available for people with cognitive limitations;
- Materials in different languages must be available to allow new arrivals and others with less English literacy to get the information they need;
- Materials need to be at simple literacy levels so that everyone can understand including members of the Deaf community who may have varying literacy skills.

Potential solutions

- Emergency managers acknowledged the overwhelming amount of information available. Local Government and Emergency Management websites were suggested as good places to start where all information is amalgamated (for example the NSW Office of Emergency Management’s resource library);
- Communicating information to people with disability is critically important particularly in an emergency. It is really important to communicate in ways the person with disability can understand;
- Local emergency services clarified that they are willing and able to give educational visits/talks to groups and organisations;
- Emergency managers shared contact details encouraging CSOs/DPOs to bring together groups of people for training purposes.

2. Practical strategies for natural hazard preparedness

Participants recognised that the best source of experience and practical information is people with disability and people who know them well. This knowledge and the practical solutions found to work can and should be shared to build preparedness capacity in others. Natural hazard preparedness which is appropriate to individual needs will work. Emergency managers and Local Emergency Management Officers (LEMOs) emphasised that individuals and their support networks must take individual responsibility for natural hazard preparedness in line with the *National Strategy for Disaster Resilience*. Participants who were people with disability shared practical strategies they had developed to better prepare for natural hazards. These are summarised in Table 2.

Creating emergency information cards	A plasticised emergency information card kept in a wallet. Information on contact details of family (more than one) and medications and dosage.
Knowing what is available in your community	Knowing what is available and accessible in your community in case of a natural hazard is critical. For example, if getting to an evacuation centre is impossible and there are only two accessible motel rooms in town and these are already taken? What is plan B?
Identify and consider the spaces you spend the majority of your time	As one participant with disability highlighted, people should consider the spaces where they spend the majority of their time, not just their homes. Consider the floor plans for these spaces, know evacuation routes, and consider if they are accessible. Local businesses were not present to comment, however participants acknowledged the importance of not assuming a business would have emergency plans in place that consider people with disability, so it is important to have conversations and find out, and importantly plan in the eventuality that there are currently no plans in place.
Saving important documents on USB sticks	Individuals can save important documents to USB sticks that can be carried with them at all times - so these can be accessed in the event of a natural hazard. This is particularly useful if hard copy documents are destroyed. At the Sutherland workshop one participant with disability gave the example of saving insurance documents for equipment. This participant discussed the cost of motorised wheelchairs, and the importance of having

	<p>insurance details available should the equipment be damaged during a natural hazard event.</p> <p>Photographs were also considered as important to be saved on USB sticks. At each workshop participants acknowledged the emotional impacts associated with the loss of sentimental items.</p>
Contingencies for loss of electricity	<p>The loss of electricity and the impact this can have on individuals with disability was discussed frequently at each workshop. Examples included the use of assistive equipment such as motorised wheelchairs and beds; medical equipment including nebulisers, air conditioners/heaters to assist with regulation of body temperature, refrigeration for medications and loss of lighting and how this may affect those with mental health conditions.</p> <p>At the Taree workshop one participant with disability was planning to have a backup generator installed at their home. Whilst participants agreed with the use of generators, one CSO highlighted the importance of doing a 'risk assessment' of strategies, in this example the representative discussed the flammable liquids used in generators, and the importance of people operating them knowing how to use the equipment safely.</p> <p>At the Sutherland workshop one family discussed a nebuliser used by their family member with disability, and the importance of having an emergency kit that included a battery operated nebuliser and spare batteries.</p>
Practice and review plans	<p>In Sutherland, one participant with disability highlighted the importance of not just having a plan, but practicing and reviewing plans (to include support networks) before a natural hazard event occurred. This would provide the opportunity to test if a plan would be effective, as well as assisting with identifying contingency plans.</p>
Emergency kits	<p>Emergency kits can be made up that have items a person may need, this may include medications, photocopy of prescriptions.</p> <p>At each workshop participants discussed their concerns of 'panic buying' and resource availability during natural hazard events. Having access to food items was discussed as important particularly if supply shortages occurred, this was particularly important for those who have specific nutritional needs or food allergies.</p> <p>Including items for assistance animals in emergency kits was also discussed. Items may include a photograph of the animal, registration documents, food supplies, harness, bedding and a favourite toy.</p>

3. Organisational preparedness for natural hazards.

Participants recognised the importance of balancing duty of care to beneficiaries of their service and duty of care to the staff that provide support to people with disability. Participants shared that employers should not assume that all staff know what to do during a natural hazard event. Participants discussed the fact that support provided at the community level often relies on staff travelling to the homes of people with disability. Participants considered that people with disability may be left without support if staff are unable to travel during a natural hazard. Availability of staff was a concern raised, especially when a service is inundated with

responsibilities. Participants were also concerned about the duty of care staff have to their own families, and their availability if extra services are required on rostered days off.

Participants with experience in supporting natural hazard preparedness within their organisation reported the following additional concerns:

- Emergency planning templates are generic and not specific to people with disability;
- employers should not assume that all staff know what to do during a natural hazard;
- geographic distances can be vast – travel to support people with disability in their homes may be cut off during natural hazards, leaving some people with disability without support;
- employers need to consider the duty of care for clients and duty of care for staff during natural hazards.

Potential Solutions

- It may be necessary to engage consultants in organisational planning to make sure they are relevant for employees who have disability. Costs for consultants is a consideration;
- A tiered approach to sharing information with staff, and people in the community was recommended;
- Ultimately plans will be ineffective if they are developed by management and not filtered down to staff who provide direct support with community members;
- Organisational preparedness should consider training for staff in how to respond to and support people with disability during a natural hazard;
- Organisations hold confidential information about individuals they support. Careful planning and consideration must consider the best options available for backing up documents and accessing information during natural hazards.

4. Future directions for local action

Conversations at the workshops began with the need to know where people with disability are located in the community, such as by registers, as this was considered a way to ensure their safety. However, keeping information up to date is difficult – so other ways were discussed. As conversations progressed, these moved from the need for lists/registers, to instead the need for everyone including people with disability to be prepared, to know their community well, to establish networks and for everyone to come together and be active participants in natural hazard preparedness. Participants recognised that people who are socially isolated lack support networks. Ultimately, participants came to the conclusion that community-led approaches that include a network of (formal and informal) support should be encouraged. The ‘power of many’ was discussed as important to minimise the risks of those who are most vulnerable in their community.

Support Networks

- Creating individual support networks (or what are known in the disability sector as ‘circles of support’) was discussed as critical, particularly for those who do not use services. These networks can provide important assistance during a natural hazard event, and are key to preparedness efforts;
- Having support network members who are geographically located close to an individual was considered important;
- Neighbours have an important role in the planning of a person with disability. Some participants considered the willingness of neighbours to support people with disability; identifying some may be more willing than others. Whilst these concerns were raised, at the Sutherland workshop a family member of an individual with

- disability spoke about the strong relationship they had with their neighbours, who had shared their contact details, and whom they were considering involving in their own natural hazard planning;
- People must involve their support network in natural hazard preparedness activities, so they are aware of their responsibilities and have an opportunity to practice, and review what they need to do according to the plan. There was a great deal of emphasis on planning, preparing and practicing.

Role of Community Service Organisations (CSOs) in Community Resilience

The role of CSOs was discussed as an important part of community enablement due to their already established networks and trust within their communities, including with community members who may have low levels of trust in government agencies, or larger organisations. CSOs were also discussed as being well suited to understand what is needed in their community, which could greatly assist emergency managers.

- The role of CSOs and DSOs in locating vulnerable people was discussed at each workshop; both were considered a valuable point of call for emergency managers, as they have established links within the community, with information of where facilities are, and where people with disability may spend their time;
- Privacy considerations were central to this discussion of locating vulnerable people in the community. Participants recognised that there would be issues around confidentiality of information and who could access or share this information. At the Sutherland workshop, one participant suggested a disclosure clause being added to personal records that would allow organisations to share information with their local Council in the event of a natural hazard;
- Whilst CSOs and DSOs were mentioned as playing important roles in locating vulnerable people, participants at each workshop also recognised there are those who do not use services, or who are disconnected from services. Examples included people with disability who live independently in the community and who do not access any formal services; the high levels of undiagnosed mental health and drug/alcohol problems for some people, and those who do not associate as being 'vulnerable', or having a disability/chronic illness.

This commitment to collaboration was shared by CSOs, DSOs and emergency managers, as one emergency manager stated during their presentation at the Hawkesbury workshop 'You are as much part of the team as we are'. Attendees at the Sutherland workshop were also keen to find out ways they could work together with emergency managers.

Learnings from each of the three study locations contributed to four principles for guiding future directions for local action:

- It is important to know your community;
- It is necessary to intentionally build individual and community networks of support;
- Community Service Organisations (CSOs), and Disability Support Organisations (DSOs), have in-depth knowledge about people with disability in their community and they have established networks of trust and support;
- Opportunities exist to nurture collaboration between CSOs/DSOs and Emergency Management Agencies and collaborative effort should be fostered as a core strategy for local action.

Appendix

Appendix 1 – Media releases

Appendix 2 – Workshop program – Sutherland workshop, Friday 27 May 2016

Appendix 3 – Shared focus on DIDRR - Photographs of presenters at local information sharing workshops

Appendix 4 - Facilitated Discussion materials used in workshops

Appendix 5 – Evaluation Form

Appendix 1 – Media Releases

Hawkesbury puts people with disability at the heart of disaster planning

Floods and bushfires happen all too often in the Hawkesbury these days, but what often isn't talked about are the experiences of people with disability during these emergencies. Recent research shows people with disability are at least twice as likely to die or be injured during a disaster.

The University of Sydney is partnering with the NSW State Office of Police and Emergency Services to put people with disability at the centre of disaster preparedness planning in the Hawkesbury.

The team is working with Hawkesbury City Council, local organisations, individuals and families living in the region to help better prepare for natural disasters to ensure people with disability aren't left behind.

Project lead Professor Gwynnyth Llewellyn from the University of Sydney's Centre for Disability Research and Policy said excluding people with disability from the planning process leaves them hugely vulnerable to a system that doesn't understand their needs and experiences.

"We are so encouraged by the response to the project by the Hawkesbury, who will be the first region in NSW to proactively tackle this issue."

"With Australia's long history of floods, fires and storms, and with one in five people in NSW living with disability, it's essential that we get this right," said Professor Llewellyn.

The project will kick off with a community workshop on Monday April 11 where the Council, people with disability, community service organisations and local emergency managers will come together to discuss the strengths and barriers to carrying out disability-inclusive preparedness planning.

Mayor of Hawkesbury, Councillor Kim Ford said Hawkesbury City Council is pleased to participate in the program to develop local community resilience against the impacts of natural disasters.

"Whilst the Hawkesbury region contains spectacular countryside and hosts an enviable rural lifestyle close to Australia's largest city, the threat of natural disasters is high. Flooding of the Hawkesbury River and its tributaries, and bushfires are frequent."

"As a community we need to be prepared to manage these risks for all members of our community, including populations that are more vulnerable due to both location and individual circumstances including disability."

"Whilst state and local volunteer resources are available to respond to emergencies, it is clear that losses and impacts can be minimised through knowledge sharing, preparation and collaboration with these vulnerable communities."

The researchers will use the information gathered to develop self-assessment tools for people with disability and community organisations to help them understand the risks and how to address them in advance – working together to ensure, coordinated local area action.

The Hawkesbury project will also inform the development of future disaster preparedness workshops throughout NSW – including in the Sutherland and Taree areas.

"It's such an exciting opportunity to be able to bring what we know about disasters to the community, and include people with disability in these conversations, said Associate Professor Dale Dominey-Howes from University of Sydney's School of Geosciences.

Participate in the project

People with disability aged 18 to 60, and parents or carers, living in the Hawkesbury local council area are invited to participate in this research program. Involvement will include attending two emergency preparedness workshops in your local area and completing a self-assessment questionnaire.

The first Hawkesbury workshop will be held at **10.00am on Monday 11 April**.

For more information visit: [weblink now closed](#)

To register your interest email disability.disaster@sydney.edu.au or phone **02 9351 9152**
This project is funded under the 2014 joint State/Commonwealth Natural Disaster Resilience Scheme.

Media enquiries: Michelle Blowes, Michelle.blowes@sydney.edu.au, 0478 303 173

**Note: For privacy reasons media are asked not to attend the local workshops. Interviews with the researchers and local emergency services staff can be arranged in advance.*

Putting people with a disability at the heart of disaster planning

Greater Taree City Council is partnering with the University of Sydney on a project to better prepare local people with disabilities for natural disasters, so that nobody gets left behind.

Floods and bushfires are not uncommon in the Manning Valley, but the experiences of people with disabilities in these emergency situations often get left out of the conversation. Alarming, recent research shows that people with a disability are at least twice as likely to die or be injured during a disaster, which is why tackling this issue within local communities is so important.

The project has been funded by the NSW State Office of Police and Emergency Services and much work has already been done working with local disability and emergency services. The next stage will be a community workshop at Club Taree on Monday 9 May from 9am to 3pm. The workshop aims to bring Council, people with a disability, community service organisations and local emergency services together to discuss the strengths and barriers to carrying out disability-inclusive preparedness planning.

The researchers will use the information gathered at the workshop to develop self-assessment tools for people with a disability and community organisations to help them understand the risks and how to address them in advance. This will ensure everyone is working together towards coordinated action in our local area.

Project Leader, Professor Gwynnyth Llewellyn from the University of Sydney's Centre for Disability Research and Policy, is a strong believer in making sure everyone is involved in the process. "Excluding people with a disability from the planning process leaves them hugely vulnerable to a system that doesn't understand their needs and experiences. We are so encouraged by the response to the project by the Taree community so far and their willingness to proactively tackle this issue," said Professor Llewellyn.

Mayor Paul Hogan is proud to support this fantastic initiative. "I'm so pleased that we're partnering with the University of Sydney on this important project and I'd like to encourage people with a disability aged 18 to 60 and parents or carers living in our region to participate in the Disability and Natural Disaster Local Knowledge Workshop on 9 May," said Mayor Hogan.

For more information, visit:

<http://sydney.edu.au/health-sciences/cdrp/projects/disasterdisab> and those wanting to participate in the workshop can register at www.eventbrite.com.au/e/taree-disability-and-natural-disaster-local-knowledge-workshop-tickets-24274228872.

Appendix 2 – Workshop program – Sutherland workshop, Friday 27 May 2016

Workshop Schedule – Sutherland – Friday 27 May 2016

- 10:00 am **Welcome**
Presented by Dr Michelle Villeneuve, Centre for Disability Research and Policy at the University of Sydney
- 10:05 am **Acknowledgement of Country**
Presented by Dianne Brookes, Manager at Aboriginal Disability Network New South Wales
- 10.10 am **Overview of the day – Purpose and introductions**
- 10:30 am **Morning Tea**
- 10:45 am **Including people with disabilities, their families, carers & support organisations in disaster preparedness**
Presented by Matt Thompson Senior Project Officer Emergency Management Coordination Response & Coordination, NSW RURAL FIRE SERVICE
- 11:00 am **Emergency response during natural disaster**
Presented by Mark Mills, Local Emergency Management Officer, Sutherland Shire Council
- 11:15 am **The importance of being emergency prepared**
Presented by Peter Simpson, President, Physical Disability Council of NSW
- 11:30 am **Morning Small Group Discussion - Concerns and issues about natural hazard emergencies in our community**

Natural Hazard Emergency Case Scenarios: heatwave, bushfire, storm, flood
- 12:30pm **Lunch**
- 1:15pm **Afternoon Small Group Discussion**
- Considering organisational preparedness for natural disasters
 - Individual preparedness for natural hazard emergencies
-
- Participant groups:
- a. Organisational representation from Community Service Organisations and Government agencies
 - b. People with disability, family, carers, people directly supporting people with disabilities and Local Emergency Services
- 2:30pm **Afternoon Tea**

2:45pm
(30 minutes)

Community Local Emergency Action and Preparedness

IHC New Zealand – ‘Shaken but not stirred’

<https://www.youtube.com/watch?v=PzJdpmJw0fg&feature=youtu.be>

3:15pm
(30 minutes)

Feedback/Evaluation

Formal closure

Appendix 3- Photographs of presenters at local information sharing workshops

Figure 1 – Mayor Paul Hogan opening Taree Local Information Sharing Workshop – 9 May 2016



Figure 2 – Matthew Thompson – Formerly NSW RFS presenting to Taree Local Information Sharing Workshop (9 May 2016) on disability inclusion for natural hazard emergency preparedness



Figure 3 – Workshop attendee with disability presents some of his practical strategies for emergency preparedness at our Taree workshop (9 May 2016)



Figure 3 – Peter Simpson, President of the Physical Disability Council of NSW presenting about the importance of people with disability being emergency prepared at the Sutherland local information sharing workshop



Appendix 4 - Facilitated Discussion materials used in workshops

Morning facilitated discussion worksheet:

Think: (2 – 5 mins)

Think on your own for a few minutes



Question: What are your worries or concerns?

Pair (small group/table discussion): (20 mins)



Question: What are other people worried about?

Task: Use Butchers paper to group worries. For example concerns for self, property, others

Share (large group/whole room): (20 mins + wrap up)



Share what you have learnt about concerns and worries of community members during this type of natural hazard emergency

Morning facilitated discussion scenarios:

All scenarios were reviewed and adapted by each Local Emergency Management Officer in each study location to ensure the scenarios were specific to each local context. Each scenario was presented on a separate worksheet with photographs of the hazard and local areas mentioned in scenario.

HEATWAVE SCENARIO – Hawkesbury workshop

- It's a Saturday in February (summer time)
- The day time temperature has been 30° C+ for the last week and the weather forecasters have said the heat will reach 40° C each day for the next 7 days
- Essential Energy advise power supply interruptions are likely to occur infrequently for the next seven days but they cannot predict when these will occur or how long they will last for
- The heat has affected some road surfaces impacting on transport services and vehicle travel. Moving around Richmond is now very difficult.
- Media is reporting the supermarkets and chemists are running out of stock as people panic buy goods and medications

HEATWAVE SCENARIO– Taree workshop

- It's a Saturday in February (summer time)
- The day time temperature has been 30° C+ for the last week and the weather forecasters have said the heat will reach 40° C each day for the next 7 days
- Essential Energy advise power supply interruptions are likely to occur infrequently for the next seven days but they cannot predict when these will occur or how long they will last for
- The heat has affected some road surfaces impacting on transport services and vehicle travel. Moving around Taree is now very difficult.
- Media is reporting the supermarkets and chemists are running out of stock as people panic buy goods and medications.

HEATWAVE SCENARIO– Sutherland workshop

- It's a Saturday in February (summer time)
- The day time temperature has been 30° C+ for the last week and the weather forecasters have said the heat will reach 40° C each day for the next 7 days
- The government has said power cuts will happen on and off during the day and the night for the next seven days but they cannot predict when these will occur or how long they will last for
- The heat has caused some road surfaces to melt and the railways aren't working because the heat has damaged the rail lines and power cables. Moving around Sydney is now very difficult

- Media is reporting the supermarkets and chemists are running out of stock as people panic buy goods and stock.

BUSHFIRE SCENARIO – Hawkesbury workshop

- It's Tuesday afternoon in summer and you're attending an event at the Hawkesbury Show grounds (off George Street and Black Town Road)
- Suddenly, smoke is blowing across the show grounds from the west and is coming from the woodlands near the show ground
- You can see fire flames in the woodland and the fire is moving fast towards where you are
- Over the loud speakers of the show ground an announcement says a bushfire has started and the Rural Fire Service is advising people to evacuate to a safe area

BUSHFIRE SCENARIO – Taree workshop

- It's Saturday afternoon on a very warm and typically nor-easterly coastal day and you're calmly enjoying the attractions of the Old Bar Beach Festival.
- Suddenly, you are alerted to smoke and flames in the bush land to the north.
- The bushfire appears to be quickly heading south towards the festival and you notice that the flames are now billowing well above tree canopy height.
- Over the festivals loud speakers an announcement says a large bushfire in encroaching and the Rural Fire Service is advising people to evacuate to a safe area.

BUSHFIRE SCENARIO – Sutherland workshop

- It's Tuesday afternoon in summer and you're watching a footy match at the Loftus Oval - off Prince Hwy South of Sutherland near the Royal National Park Northern entrance
- Suddenly, smoke is blowing across the oval from the South and is coming from the bush land nearby
- You can see fire flames in the bush land and the fire is moving fast towards where you are
- Over the loud speakers of the oval, an announcement says a bushfire has started and the Rural Fire Service is advising people to evacuate to a safe area

STORM SCENARIO – Hawkesbury workshop

- It's 2pm on a Friday afternoon in late March and you're on your way to your regular afternoon activity
- Big heavy dark thunder clouds are filling the sky and the wind is getting much stronger
- You walk past an electrical goods shop and in the window on a television you see an alert for a major storm with heavy rain and hail, strong winds that is likely to cause local flooding in the area you are in
- You can see the TV presenter saying it's a good idea to get under cover, move your car or valuables inside and close up your home to make sure rain and hail does not get inside your house

STORM SCENARIO – Taree workshop

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- Big heavy dark thunder clouds are filling the sky and the wind is getting much stronger
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FLOOD SCENARIO – Hawkesbury workshop

- It's 1am (middle of the night) on a Wednesday morning in July (winter)
- You're in your house
- There is a knock at the door and it is your neighbour telling you the heavy rains of the last week means the Hawkesbury River is going to break its banks and flood the whole area in the next two hours and you must evacuate immediately
- Your neighbour tells you they heard that all the houses in this area will be completely flooded and you will not be able to come back for a week
- Your neighbour then leaves because they have to pack to evacuate urgently

FLOOD SCENARIO – Taree workshop

- It's 1am (middle of the night) on a Wednesday morning in July (winter)
- You're in your house alone
- There is a knock at the door and it is your neighbour telling you the heavy rains of the last week means the Georges and Woronora Rivers are going to break its banks and flood the whole area in the next two hours and you must evacuate immediately
- Your neighbour tells you they heard that all the houses in this area will be completely flooded and you will not be able to come back for a week
- Your neighbour then leaves because they have to pack to evacuate urgently

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- Your neighbour then leaves because they have to pack to evacuate urgently

Afternoon facilitated discussion worksheets:

For the afternoon facilitated discussions workshop attendees were split into two groups:

1. People with disability, their family & carers, people who directly support people with disabilities and emergency managers;
2. Community Service Organisations and Government agencies

Discussion 2

Group: People with disability, their family & carers, people who directly support people with disabilities and emergency managers

Topic: Preparedness for natural hazard emergencies

- Read your scenario then respond to these questions thinking about the scenario in small groups/pairs
- Write your responses on the butcher's paper
- We will then share responses in the large group discussion



Questions

1. Have you had experiences with supporting, being supported during natural hazard emergencies;
2. What would be some of the challenges and concerns relating to preparation for people with disabilities, their families and carers for this natural hazard emergency;
3. What would be some of the strengths, capabilities and opportunities of people with disabilities, their families and carers to engage in planning for this natural hazard emergency?

Discussion 2

Group: Community Service Organisations and Government agencies

Topic: Organisational preparedness for natural hazard emergency

- Read your scenario then respond to these questions thinking about the scenario in small groups/pairs
- Write your responses on the butcher's paper
- We will then share responses in the large group discussion



Questions:

1. Has your organisation been engaged in natural hazard emergency preparedness in this community? If so, how?
2. Has your organisation prepared participants/community members for natural hazard emergency? If so, how?
3. Has your organisation prepared staff/volunteers for natural hazard emergency? If so, how?
4. Identify the strengths of community service organisations in supporting community preparedness for natural hazard emergencies.
5. Can you imagine any other issues you would want to think about or deal with?

Afternoon facilitated discussion scenarios:

FLOOD SCENARIO – Hawkesbury workshop

- The Hawkesbury River has caused flooding over a very large area of the Hawkesbury region overnight
- Many thousands of homes and shops are flooded
- Residents (in the most affected areas) were evacuated throughout the night to different parts of Sydney (e.g., RSL clubs, Sydney Olympic Park, School Halls in other parts of the city of Sydney). This happened very quickly and no information is available about where different people have been sent
- For people still trapped at their homes or places of work, the only way to get out of the flooded area now is by boat or helicopter rescue
- The NSW State Government and the Prime Minister have declared a national emergency
- The State Emergency Service (SES) the lead combat agency for helping with flood disasters have said on television they are completely overwhelmed with trying to respond, that their resources are stretched and limited and they think there will be long delays in making sure they can undertake rescues across the whole affected area
- On television, the SES and government are saying the whole region will remain under flood water for another 6 – 10 days and that residents should stay out of (away from) the flooded area
- It will be at least two weeks before you can return to your home
- Your entire home is submerged under water destroying all of your personal possessions, paperwork (e.g., bank statements, credit cards, etc.)

FLOOD SCENARIO – Sutherland workshop

- Torrential rain in the Woronora River Catchment
- Many hundreds of homes and shops are flooded
- Residents (in the most affected areas) were evacuated throughout the night to activated evacuation centres in Sutherland and Menai. This happened very quickly and detailed information on evacuee details is still filtering through.
- For people still trapped at their homes or places of work, the only way to get out of the flooded area now is by boat or helicopter rescue
- The NSW State Government and the Prime Minister have declared a national emergency
- The State Emergency Service (SES) the lead combat agency for helping with flood disasters have said on television they are completely overwhelmed with trying to respond, that their resources are stretched and limited and they think there will be long delays in making sure they can undertake rescues across the whole affected area
- On television, the SES and government are saying the whole region will remain under flood water for another 6 – 10 days and that residents should stay out of (away from) the flooded area
- It will be at least two weeks before you can return to your home

- Your entire home is submerged under water destroying all of your personal possessions, paperwork (e.g., bank statements, credit cards, etc.)

FLOOD SCENARIO – Taree workshop

- Torrential rain in the Manning River catchment has caused flooding over a very large area of the Manning Valley overnight
- Many hundreds of homes and shops are flooded
- Residents (in the most affected areas) were evacuated throughout the night to activated evacuation centres in Wingham, Taree, Old Bar, Harrington and Manning Point. This happened very quickly and detailed information on evacuee details is still filtering through.
- For people still trapped at their homes or places of work, the only way to get out of the flooded area now is by boat or helicopter rescue
- The NSW State Government and the Prime Minister have declared a national emergency
- The State Emergency Service (SES) the lead combat agency for helping with flood disasters have said on television they are completely overwhelmed with trying to respond, that their resources are stretched and limited and they think there will be long delays in making sure they can undertake rescues across the whole affected area
- On television, the SES and government are saying the whole region will remain under flood water for another 6 – 10 days and that residents should stay out of (away from) the flooded area
- It will be at least two weeks before you can return to your home
- Your entire home is submerged under water destroying all of your personal possessions, paperwork (e.g., bank statements, credit cards, etc.)

BUSHFIRE SCENARIO – Taree workshop

- It's early Friday afternoon and you're looking forward to the end of the working week as you're about to start holidays and join the family on a camping weekend just up the road from home at Manning Point.
- Your family is already at Manning Point and setup the camp site amongst other campers in the crowded camp ground.
- Just as you're about to leave work you hear sirens blaring outside. Looking out the window you notice a very large smoke plume to the east of Taree that looks to be on the coastline.
- You haven't heard from the family since this morning as they were planning to go along the beach fishing and swimming.
- One of your work colleagues races past you in haste to leave and remarks "Haven't you heard there's a huge bushfire on Oxley and Dumaresq Islands and they're evacuating the areas".
- Sure enough the radio just announces that the RFS are responding to a very large bushfire situation on the islands and have called in additional resources to assist. RFS ask residents to evacuate immediately where possible and advise non-residents to stay out of the area to allow access to emergency response personnel.

- Your Facebook account is flooded with personal accounts from people reporting on the situation things are serious.
- Where is the family? Are they safe? I can't contact them! Who can help me? What do I do? What about our house and animals, the cars, our belongings? Our friends on the islands?

BUSHFIRE SCENARIO – Sutherland workshop

- It's early Friday afternoon and you're looking forward to the end of the working week as you're about to start holidays and join the family on a camping weekend just up the road from home at Eric St, Bundeena
- Your family is already at Bundeena Bonnie vale camping ground, and setup the camp site amongst other campers in the crowded camp ground.
- Just as you're about to leave work you hear sirens blaring outside. Looking out the window you notice a very large smoke plume to the east of your current location that looks to be on the coastline.
- You haven't heard from the family since this morning as they were planning to go along the beach fishing and swimming.
- One of your work colleagues races past you in haste to leave and remarks "Haven't you heard there's a huge bushfire at Heathcote and they're evacuating the areas".
- Sure enough the radio just announces that the RFS are responding to a very large bushfire situation and have called in additional resources to assist. RFS ask residents to evacuate immediately where possible and advise nonresidents to stay out of the area to allow access for emergency response personnel.
- Your Facebook account is flooded with personal accounts from people reporting on the situation things are serious.
- Where is the family? Are they safe? I can't contact them! Who can help me? What do I do? What about our house and animals, the cars, our belongings? Our friends at.....?

Appendix 5 – Evaluation Form



We want to know what you think about this workshop

1. What did you think of the workshop?

Good



Not good



I don't know



2. Which parts of the workshop did think was most interesting/useful



Write your answer

3. Which parts of the workshop did you think were not helpful?



Write your answer

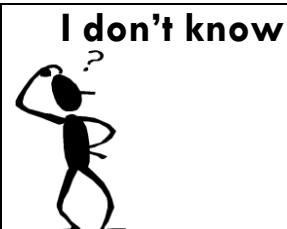
4. I will use information that I have learnt at the workshop



Yes



No



I don't know



Write what things you will do with the information you have learnt:

5. What do you think would make the workshop better?



Write a list of what could make the workshop better

6. Do you want to give us any more comments?



Write your answer here

THANK YOU!

The pictures we used in this sheet are from Microsoft Clip Art and from the people at Inspired Services Publishing (www.inspireservices.org.uk). They said it's ok for us to use them.

END OF REPORT

The views expressed herein do not necessarily reflect the views of the NSW Government, unless the views expressed in the project materials have been publicly supported by the Government, or Government Agency.