

# 2018 Connecting Communities Conference:

## Masterclasses

**Masterclass No 2: Wednesday 5 September, 2018**

**9.30am – 2.30pm** (Includes morning tea and light lunch)

**Limited places!**



### **Disaster Resilient Community Services**

**Presenters:** Diana Bernardi  
Emergency Services Manager, Australian Red Cross

Joanna Brown  
Gateway Family Services

Greg Cameron  
Senior Manager Community Recovery – Office of Emergency Management

Anne Crestani  
Project Manager, Gateway Family Services

Dr Michelle Villeneuve  
Centre for Disability Research and Policy – University of Sydney

**Venue:** LCSA Meeting Room  
Level 4, 52 William Street  
Woolloomooloo

#### **About the Masterclass:**

Community organisations are embedded in the local community with a role to build resilience.

They are in the best place to work with communities around safety and recovery.

The masterclass will cover:

- Preparing Clients
- Community Recovery
- Business Continuity Planning

Why should we plan and prepare for disasters? Disaster events such as storms, floods, bushfire and heatwave are becoming more frequent and more severe. Community service organisations have a key role in local communities developing community connections, supporting those at most risk, and building resilience. Building resilience to disasters with your clients and community is a continuous process that CSOs can engage through all stages – from planning and preparing to community recovery.

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Through 3 sessions, this master class will work through the timeline of before, during and after a disaster and explore areas where the work of CSOs interfaces with disaster preparedness, relief and recovery activities. This interactive masterclass will equip participants with up-to-date knowledge and practice guidance to support their **organisation, clients** and **community** be become more disaster resilient.

### **Session 1: Person-Centred Emergency Preparedness (PCEP) process tool and framework**

*Dr Michelle Villeneuve, Centre for Disability Research and Policy – University of Sydney*

This session will introduce community service staff and volunteers to the Person-Centred Emergency Preparedness (PCEP) process tool and framework. This tool has been designed to be easily applied in day to day service delivery. This session will consider:

1. Strengths-based planning tools that enable individuals to self-assess their functional capabilities and support needs in a natural hazard emergency and consider how they will plan and act together with their support network; and
2. How to leverage the routine interactions of community organisations, who are on the frontline of service provision, to enable emergency preparedness together with people with disability, their family, and carers.

Participants will:

- Understand the key features of person-centred emergency preparedness and how the PCEP tool can be used to enable emergency preparedness in others
- Critically appraise their own level of preparedness for disasters triggered by natural hazard emergencies
- Use the PCEP to engage in strengths-based emergency preparedness conversations that enable the identification of functional capabilities and support needs (in everyday life and in emergency situations)

This tool is relevant to anyone who works with people (across the lifespan) in a community service context. It has relevance for managers, staff, and volunteers who provide services to people from high risk groups (e.g., people with disability, chronic health conditions, elderly, children, socially isolated, etc).

### **Session 2: Community Service Organisation's roles in Disaster Planning, Preparedness and Recovery for their community**

*Diana Bernardi, Emergency Services Manager, Australian Red Cross*

*Greg Cameron, Senior Manager Community Recovery – Office of Emergency Management*

This session will introduce a series of scenarios and interactive activities aiming to:

- Further develop your knowledge of the NSW emergency management processes in planning preparedness and recovery as well as how to access information and services.
- Support for community organisations to undertake business continuity planning to ensure organisations can continue to provide their services to clients and the community following disaster event.
- Provide an understanding of how your organisation can contribute to shape the development of recovery strategies in NSW.

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### **Session 3: Walk With - a psycho-social recovery tool**

*Anne Crestani, Project Manager, Gateway Family Services*

*Joanna Brown, Gateway Family Services*

Walk With is a new online learning resource. It is designed to grow the skills and confidence of community service organisations to provide effective support to people after disaster. Walk With is a dynamic model, working with a focus on strengths and capacity in the midst of problem saturated environments.

This masterclass session offers a tour of Walk With courses and a taste of the Walk With Practice Model. As a part of the online tour, participants will hear lessons learned from community service workers sharing personal insights from working in disaster recovery.

### **Sum up / Where to from here**

*Greg Cameron, Senior Manager Community Recovery – Office of Emergency Management*