

FINAL REPORT AND PROJECT EVALUATION

SOUTH AUSTRALIAN DISASTER RESILIENCE GRANT

Project Name:	Community Resilience Leaders Emergency Volunteers
Project Number:	NDRP 1819-06
Year the project was funded:	2019
Organisation:	City of Adelaide
Date:	28 October 2020

1. Delivery of project outputs and outcomes

The project was on schedule and delivered in line with the agreed project scope until restrictions came into place due to the Covid-19 Pandemic response.

A Notice of Variation was submitted and approved, granting:

- an extension of three months to deliver the program (to 30 September); and
- a reduction in the funds required to complete the program

The project has now been completed and will become an ongoing program at the City of Adelaide (CoA) to build resilience through better emergency preparedness and climate change adaptation activities.

Deliverables – as defined in Attachment 4

5.1 15x CRLs trained in recovery and climate change adaptation

16 community members have completed the training course.

Although several planned training and developmental activities were delayed due to social gathering restrictions, the following training sessions and workshops have been delivered since the Notice of Variation was submitted in May 2020:

- **Psychological First Aid** – Training in psychosocial principles to apply in interactions with community members during and after emergencies.
- **Communicating in Recovery** - Training to develop and communicate key messages to support community recovery.
- **Workshop** – a preparedness focused activity to explore the types of engagement that can be made with different audiences, and target groups in the community.

The following workshops were also intended to be incorporated into the initial program however are yet to be scheduled. They will be delivered over the course of the next few months, as part of the ongoing Community Resilience Leader (CRL) program, with the funding to be provided by CoA.

- **Workshop** – recovery focus
- **Workshop** – climate change focus

Two CRLs made a visit to **Christie Walk**, an eco-city residential complex within the City of Adelaide to look at the opportunities to create more sustainable living environments across the city. It is envisaged that CRLs can work with the residents at the complex to broaden community understanding of the benefits of sustainable living. (see Appendix 6)

5.2 CRLs deliver 2 workshops

Due to the ongoing restrictions caused by the Covid-19 pandemic, the community engagement events were adapted to minimise contact by avoiding the creation of large gatherings of people.

Three events were held:

- **MFS Story Telling and Information stall** – Adelaide City Library
Over 50 people spoke to either the MFS Fire Officer or a CRL, or were provided with information about urban fire topics which included:
 - ◆ working from home safely
 - ◆ electrical items
 - ◆ smoke alarmsThree CRLs supported this event by engaging library customers, answering questions and distributing information
- **SES Information stall and display** – Adelaide City Library
Over 20 people spoke to the SES Officer or were provided with information about storms, flooding and packing emergency kits. Two CRLs supported this event by engaging library customers, answering questions and distributing information
- **South Terrace Apartment building**
16 residents attended a presentation given by a CRL (Ms CP) who distributed MFS, SES and Red Cross publications, presented information on emergency plans and displayed an emergency kit.

A total of 86 people received information about preparing for emergencies.

5.3 Engagement with 20x Community members

- 30 community members have been engaged in conversations, both as individuals or in small groups, about preparing for emergencies by following three steps – connecting with neighbours, making a plan and packing a kit.
- Several community members with varying disabilities rely on carers for daily personal support. Carers were involved in the conversations about emergency preparedness.
- General and focused outreach was provided to vulnerable residents during the Covid-19 pandemic – further detail included in 2. *Project achievement and implementation*
- 16 evaluations from community members have been received in hard copy and Survey Monkey (see Appendix 2)
- Follow up engagement will be undertaken within one month of the initial engagement to assess if any practical action has been undertaken.

5.4 Final Report including Evaluation, Statement of Financial Expenditure, Finance report or Summary, and Certificate of Compliance.

This Final Report, including evaluation results, a Statement of Financial Expenditure, Finance Summary and Certificate of Compliance serves to finalise the delivery of Community Resilience Leaders Emergency Volunteer project and acquit the grant.

A potential underspend was flagged with SAFECOM in the variation provided in May 2020. After consultation and agreement with SAFECOM, an invoice for Milestone payment 4 (\$4,560 ex GST) was not submitted to SAFECOM on completion of the corresponding Milestones (4.1-4.4) scheduled for March 2020. A final amount of \$366 (ex GST) has been expended and an invoice will be provided to SAFECOM upon acceptance of this report. This will replace the final invoice of \$2,390 (ex GST) which was due to be submitted at the completion of this project.

Overall, the project was underspent by \$6,584 (ex GST).

2. Project achievement and implementation

Aside from the two postponed workshops that will be delivered after 30 September, all other aspects of the project were implemented and CRLs have now commenced ongoing engagement with the community.

Key points of note include:

Recruitment – a diverse and representative group of community individuals were recruited and trained to become CRLs and volunteers with CoA. This process was supported by CoA's Community Resilience Project Officer and Volunteer Coordinator.

Resourcing - several resources were created or adapted to provide options and flexibility for CRLs in their engagement with community members. Emergency kits were created and issued to CRLs as demonstrator kits, together with visual materials for audiences. The resources available to both CRLs and the community will grow with further development planned for CoA's website to promote the program, and create better awareness for community members.

Community Engagement based on responsiveness to community need – an effective way to engage the community, particularly its older residents and people with disabilities, was to create an outreach program to check on the welfare of residents during the Covid-19 pandemic.

General outreach support provided:

- Individuals in the community were supported with information about:
 - online shopping and delivery options
 - phone ordering of fruit and vegetables
 - registration with support services through My Aged Care for the frail aged
- Provision of over 100 hampers to CoA residents ensuring they had access to basic pantry items in collaboration with Human Appeal hamper program
- Regular wellbeing checks via phone calls to Commonwealth Home Support Program (CHSP) clients

Focused outreach support was provided by one CRL throughout her apartment building in Hurtle Square. The residents and neighbours in her building are mainly elderly, some with disabilities. Her activities, together with some support from fellow CRLs during the pandemic have included the following:

- Meeting with each resident to discuss health concerns and what may happen over the coming weeks and months, particularly about the impacts during potential lockdowns
- Drafting a contact list to be made available to each resident. Resident agreed they could either ask for assistance if needed or could be approached to assist others when necessary.
- Discussing issues if someone was in mandatory self-isolation like:
 - collecting grocery/food shopping from supermarkets, medications from the pharmacy;
 - picking up food from local cafes providing a take-away/pick up service;
 - taking rubbish/recycling/organics waste down to the garage collection area; and
 - taking grocery/food delivery boxes/bags from downstairs up to the door of apartment

3. Measuring success

3.1 Which components could have been improved/achieved differently?

A shorter training component – the initial training was delivered over the course of 10 weeks, with several additional units spread throughout the following months. Time spent in training equated to over thirty-five hours. It proved challenging at times to bring everyone together continuously over

that period because of obligations to work, study and raise families amongst their ongoing commitments. This was further exacerbated by delays caused by Covid-19.

Despite these challenges, CRLs were either satisfied or extremely satisfied with the length of the course training.

It is envisaged that for future recruitment and training we will revise the training content and length with a view to reducing it.

Defining a project to deliver during the training course – during development of the course, it was decided to not have a 'group project' for CRLs to work on throughout the course. On completion of training, CRLs were required to produce and deliver a short individual presentation based on a topic from either emergency preparedness or climate change adaptation. Ideas for a variety of engagements with community were discussed and workshopped to get CRLs thinking about how they might engage with community members in the future.

An evaluation of CRLs found that participants were satisfied or extremely satisfied with all aspects of the course, however one response did indicate that a defined project would have been helpful to focus in the latter part of the training. Further feedback has been included in *Appendix 1*.

An ongoing evaluation of community engagement has commenced and will continue to monitor and inform the service provided to the community by CRLs. Feedback from community participants has been provided in *Appendix 2*.

3.2 What are the lessons learnt?

Training needs to be as efficient and focused on the key concepts as possible. Additional and supporting information can be included however providing too much can overwhelm and deter participants, particularly when roles are voluntary in nature.

As the impacts of an emergency like Covid-19 created increased apprehension and unease for the community, it also highlighted a need for more intensive support for CRLs. Ensuring CRLs were kept engaged, received clear communication and maintained wellbeing was of key importance. Regular emails, phone calls and Zoom meetings were used to keep the group in contact.

3.3 Were there any unanticipated consequences (positive or negative)?

There weren't any unanticipated consequences however there were several opportunities.

With the national bushfire emergency in December 2019, closely followed by a global pandemic in March 2020, and all within the timeframe of CRL training delivery, the group was presented with multiple real-world scenarios to workshop and discuss. Observing the initial response of fire agencies and the recovery efforts to assist both human and animal populations devastated by fire highlighted the need for more resourcing in communities to manage the yearly national threat of bushfires. The bushfire recovery process was still in its early stages when Covid-19 was declared a pandemic, and health agencies and governments shifted their focus to respond to the new threat, directing the attention and much needed resources away from those already impacted by bushfire. These situations and related themes provided significant learning opportunities and outcomes for the group.

Pandemic impacts – Finding our communities in an unprecedented emergency situation such as the Covid-19 pandemic, we were reminded of the variety of ways in which emergencies can impact our lives. Increased isolation for individuals, families, international students and the elderly highlighted the effects that emergencies, particularly slow burn events, can have on mental health and general resilience. This further highlighted the importance of emergency preparedness for the community.

There were also additional challenges:

Psychological impacts on CRLs due to Covid-19 – after the initial restrictions on non-essential activities across the community were eased, CRLs were still feeling apprehensive about engaging with community members. These concerns were addressed through personal discussions and considered when planning community engagement activities to ensure participants were comfortable with undertaking their roles.

Throughout the project, CRLs have been reminded of the wellbeing support and counselling they can access via the CoA Employee Assistance Program (EAP).

4. Focus Area Group – *If you had the opportunity to participate in the workshop networking events, did you find the concept helpful, please provide feedback.*

I participated in both the Neighbourhoods & Communities and Business focus groups. The workshops and events are an important offering to ensure that common interests are noted, prospective partnerships are explored, and collaborative engagements realised. The organisations represented around the table are key contributors to both policy and future direction for the business sector. I found the Business focus group work particularly interesting as it can offer critical assistance and guidance to a sector that has been particularly devastated by the Covid-19 pandemic.

5. Promotional Activity - *examples of promotions undertaken, e.g. media releases, newsletters, websites.*

The following collateral has been used to promote the project:

- Community newsletters
 - Volunteer Newsletter – Spring edition
 - Grape Vine – March 2020
 - Grape Vine – October to December 2020

As CRLs are now trained and Covid-19 restrictions are easing, engagement with community will increase and more collateral will be developed to include a flyer and information on the website.

This project report was completed by:

Name: Emina Allegretti
Telephone: 8203 7049
Email: e.allegretti@cityofadelaide.com.au
Date: 28 October 2020

Evaluation of Program

Two surveys were conducted to obtain feedback from CRLS during the training stage of the project – the first being at the three-week point and again at the completion of ten weeks of training. 17 responses were received in the first survey with 10 received in the second survey.

When CRLs were asked:

- ❖ Do you feel you were adequately supported throughout the training process by the City of Adelaide?
→ 90% of participants were **very satisfied** with support provided
- ❖ Do you feel that your expectation of what the course was about has been met?
→ 100% of participants were either **satisfied** or **very satisfied** that their expectations were met
- ❖ Do you feel that the information presented during the core training was relevant to your development as a Community Resilience Leader?
→ 100% of participants **agreed** that the core training was relevant
- ❖ Are you satisfied with the quality of trainers and accessibility of training including times, venues etc.
→ 100% of participants were either **satisfied** or **very satisfied** with training organisation
- ❖ Do you have any other feedback or suggestions for improvement?

CRLs provided the following comments:

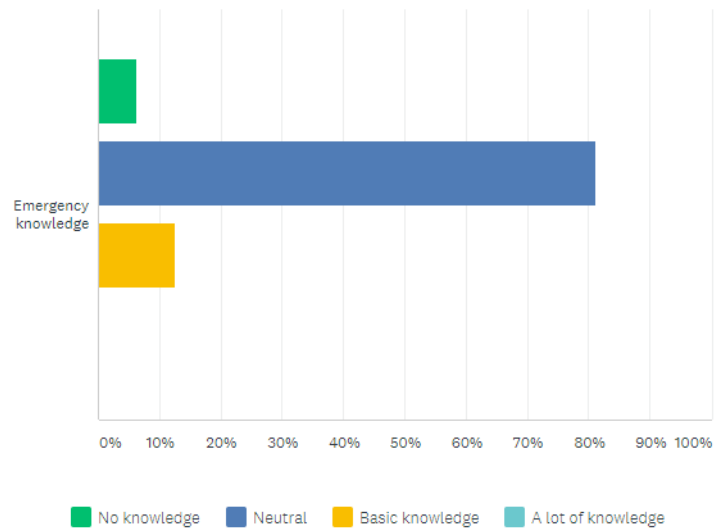
- It is an eye-opening course and I enjoy all parts of it!
- Loved the initiative and I'm very pleased that ACC are willing and able to provide this training to residents/students. One of the most valuable experiences was meeting such a diverse group, and credit to Emina and staff for encouraging this diversity. I think there is benefit in having a more focussed project or activity to work on which gives content, particularly later in the program, context. Somehow manage the expectation that this doesn't need to be too taxing so as not to put people off. A very valuable opportunity, I'm glad that I had the opportunity to be involved. Good luck with future programs, I feel that engaging people in this very grassroots community level is a great way to build resilience in itself and encourage people to be people of action at any level in their community.
- The course training was a very positive and valuable experience. Barbara and Emina presented the course beautifully and thoughtfully, and created a warm and comfortable atmosphere in which we could learn and explore the topics with others in a genuine way. I appreciated working with and getting to know everyone in the group, all of whom were very encouraging and supportive of one another. It would be lovely to catch up with everyone again soon.
- I'm very satisfied with the training. It's absolutely an invaluable experience for me. As I am a newcomer, the training not only gave me the knowledge to help others, but also a happy feeling of being embraced by society, it builds an eager responsibility inside me. I will combine my own advantage and the knowledge I've gained from the training, contribute to society when I can and make the best use of it. Thanks to COA and all the support council workers very much for this great training! I wish there would be more training coming which more people could be benefited from!

Evaluation of Activities

Participants in one to one and small group sessions were asked to complete a short survey immediately following the session. 16 responses were received. Feedback from these sessions is included below.

Before this session, how would you rate your knowledge about preparing for emergencies?

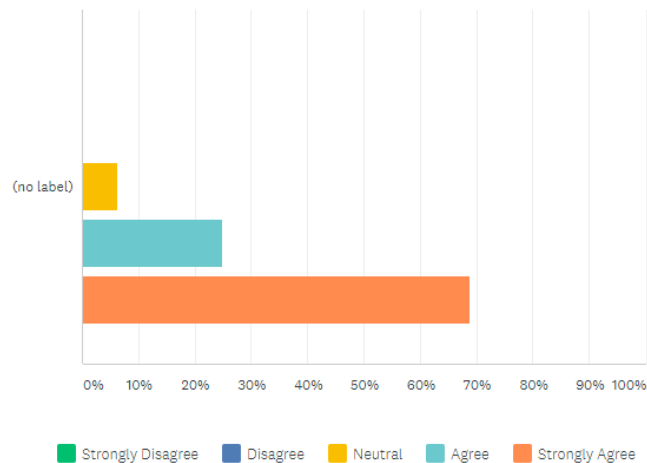
Answered: 16 Skipped: 0



	NO KNOWLEDGE	NEUTRAL	BASIC KNOWLEDGE	A LOT OF KNOWLEDGE	TOTAL	WEIGHTED AVERAGE
Emergency knowledge	6.25% 1	81.25% 13	12.50% 2	0.00% 0	16	3.00

Do you feel that information from the session you attended has increased your knowledge about preparing for emergencies?

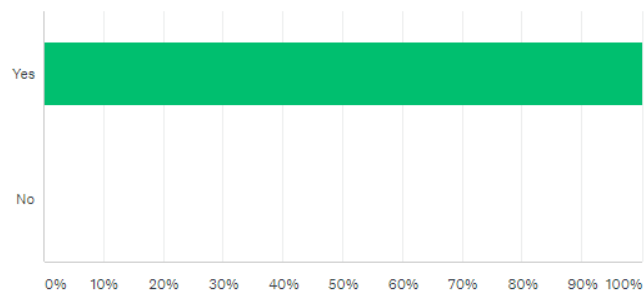
Answered: 16 Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	6.25% 1	25.00% 4	68.75% 11	16	4.63

Has this discussion encouraged you to get more prepared?

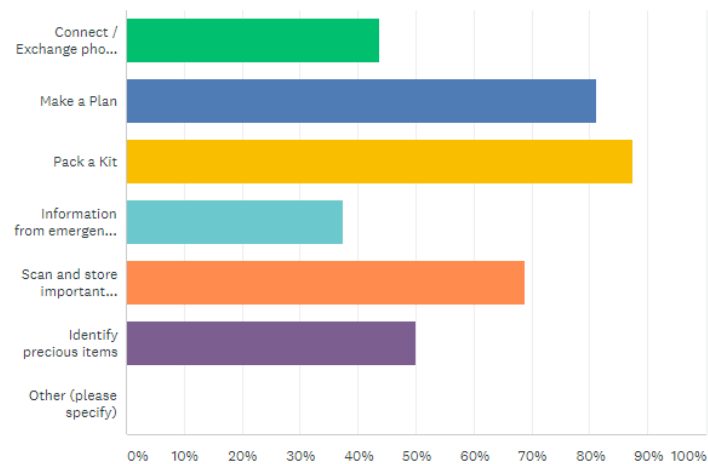
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Yes	100.00% 16
▼ No	0.00% 0
Total Respondents: 16	

Can you identify what else you will do to get more prepared?

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Connect / Exchange phone numbers with neighbours	43.75% 7
▼ Make a Plan	81.25% 13
▼ Pack a Kit	87.50% 14
▼ Information from emergency agencies	37.50% 6
▼ Scan and store important documents	68.75% 11
▼ Identify precious items	50.00% 8
▼ Other (please specify)	Responses 0.00% 0
Total Respondents: 16	

What has been some of the more relevant and helpful information you have learned today?

Answered: 16 Skipped: 0

Participant comments included the following:

- Need to follow up with action; this session came at a most appropriate time - thank you
- The talk gave me encouragement to pack a kit; discussed personal alarm as option for support; encouraged use of newly purchased frame for increased stability over short distances
- Having a plan booklet provided brings everything together; discussed personal alarms; liked the visual emergency kit list
- ABC frequency for radio
- Increased awareness of preparing for an emergency; discovered what help is available to clients; will access a personal alarm to support preparedness
- Pack a kit, keep in mind anything can happen...
- I have been thinking about this subject, but this meeting has prompted me to take action.
- To pack a kit and the things to put in it
- The information on making a plan will kickstart me into action.
- Conversation reinforced the need to prepare. Will check and review existing arrangements
- An updated version of RediPlan; connecting and networking with neighbours through events
- Good to see the council is doing something
- 132 500 (SES number) - back door into 000 number; discussing needs with neighbours; know how to contact council
- A refresher of information; need to refocus on emergency preparedness

Training

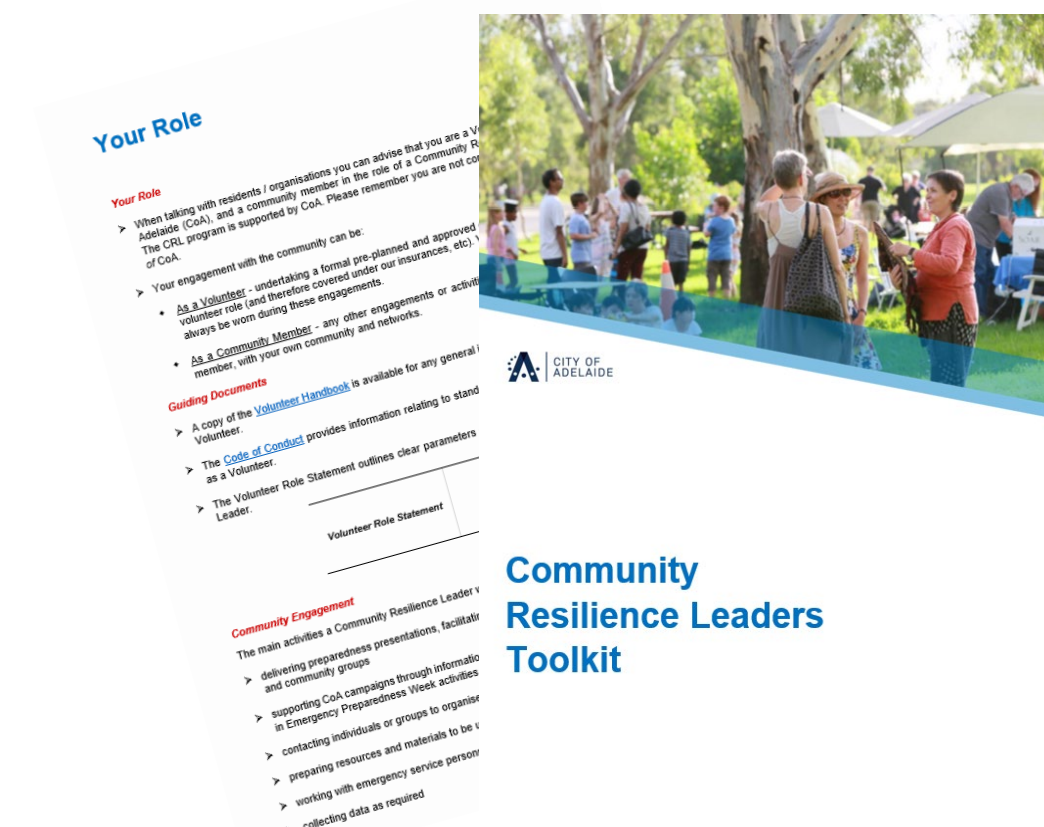


*Psychological First Aid and
Communicating in Recovery training*



Resources

The following resources have been created to assist Community Resilience Leaders in their community engagement activities



The Community Resilience Leader operational resource



Emergency agency information resources



The image shows a collection of BINGO cards and pieces for an 'Emergency Kit' game. The cards are 5x5 grids with various emergency items. The pieces are small cards with the same items. A clear plastic bag labeled 'BINGO pieces (x5 per player)' contains more pieces.



Quiz Questions - Emergencies

Any of these questions can be used in the quiz, provided the answers were mentioned in your session

Q List 4 different emergencies...

A (flood, earthquake, cyclone, pandemic, medical incident, fire, heatwave, toxic spill, storm etc)

Q Which radio station is the emergency broadcaster across Australia?

A ABC Radio

Q What is the frequency of the Adelaide emergency broadcaster radio station?

A 891 AM

Q What 3 things could you pack in an Emergency Kit?

A (torch, wind up/battery-operated radio, medications, money, spare glasses, non-perishable food, tissues, toilet paper, important documents etc)

Q What number would you call in a life-threatening situation?

A Triple Zero, 000

Q What 3 actions should you do in an earthquake?

A Drop, Cover and Hold

For this activity, you will need:

- this list of questions & answers
- prizes for the winning individual or team

Emergency engagement resources

Scenario – evacuation

Read the following to participants at your session:

You are in the backyard playing with the dog. You can hear someone knocking on the front door.

You open the side gate and look toward the front door to see a police officer standing under the porch.

She tells you that there is an emergency situation in the next street, and the whole street is being ordered to evacuate.

You have 5 minutes to leave. You do not know how long you will be away from your home.

Ask - What 3 things will you take with you?

After participants have noted their 3 things, add the following update to the situation...

The emergency lasts for the next 8 hours. Residents are able to spend that time at a community centre.

The Community Resilience Leader will:

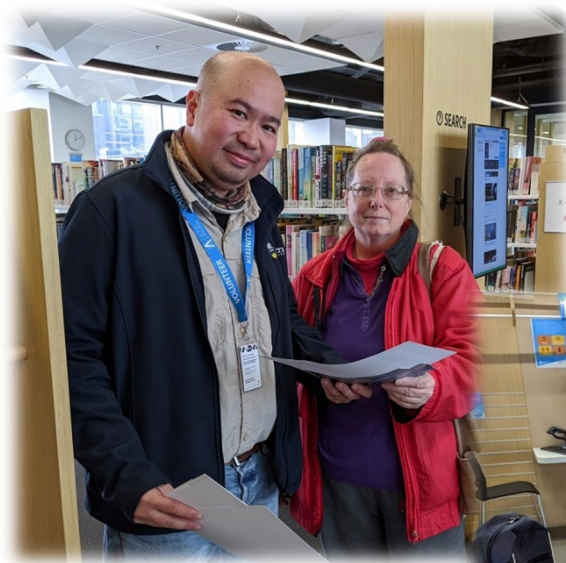
- ask participants to write 3 things they would take on post it notes
- facilitate discussion about usefulness of items taken
- ask if on reflection, the items taken were a useful choice
- how could residents better prepare for an incident like this?

For this activity, you will need:

- this scenario
- post it notes and pens for participants



*'Get Storm Ready' with the State
Emergency Service (SES) at the
City Library*





*Fire safety with the Metropolitan
Fire Service (MFS) at the City
Library*





*Community Resilience Leaders
engage with residents over a
coffee and an emergency plan*

Residents preparing emergency kits for use in emergencies



*A resident's emergency kit
prepared for use in emergencies*



Climate Change Adaptation – Christie Walk Site Visit



CRLs visit Christie Walk – an eco-city within Adelaide



Promotional Material



Volunteer Newsletter

2020 SPRING WELCOME

Welcome back to those who have recently recommenced in your volunteer roles and thank you to those who are patiently waiting for an opportunity to return.

This newsletter gives you a snapshot of the people and the broad range of programs that are back in service and delivering a valuable connection to our community.

We all look forward to the day when more tourists are visiting our State at which time the large cohort of Visitor Information Service volunteers will be able to return to their roles.



Karen
Jenkinson
Volunteer
Coordinator

VOLUNTEER NEWS LETTER SPRING

COMMUNITY RESILIENCE LEADERS



Cassy Poh (pictured far right) is one of 16 Community Resilience Leaders. Cassy says, "It has been a great experience to be in a Community Resilience Leader role. I've been engaged with my neighbours and friends to share my knowledge of packing an Emergency bag. I have also conducted a casual sharing session with my neighbours in my apartment building about packing an emergency bag and provided them with information flyers. Additionally, I have met friends and family to share this knowledge with too. I ran all these sharing sessions very successfully with very good feedback. I'll keep doing it because this is something that people will not think about because of our busy lives yet is so important for us. We will never know when an emergency will arise".

SHELVING IN CITY LIBRARY



Josh Roberts (above) is very happy to be back-in-the-stacks in the fabulous City Library.

NORTH ADELAIDE COMMUNITY CENTRE



Join local North Adelaide identity, volunteer and avid reader Lynnaire as she looks at how the detective story evolved.

Lynnaire will take you on a wander through your beloved detective novels. Who wrote the first, when did women enter the genre and what differentiates detective novels in our modern day?

A fascinating and must hear talk if detective novels are 'your thing' or even if they are not 'your thing'!

Date: Tuesday 15th September

Time: 12:45 pm - 2:00 pm.

Venue: 176 Tynte Street North Adelaide

Registration can be made by clicking on the link below.

<https://events.humanitix.com/looking-at-how-the-detective-story-evolved-a-talk>

This is a Covid-Safe Event: Hand sanitiser will be available, and seating will be 1.5m apart. Please DO NOT attend if you are unwell. Food or drink will not be available, however feel free to bring your own water or coffee.

My mission in life is not
merely to survive
but to thrive, and to do so
with some passion,
some compassion,
some humor,
and some style.

MAYA ANGELOU



CITY GRAPEVINE

October to December 2020



Welcome to our Spring City Grapevine Newsletter. It feels so good that the days are getting longer again, and the weather is warming up. The trees are coming into bloom. This time year brings a sense of optimism with more opportunities to get outside and enjoy sunnier days. We have a few suggestions for you to enjoy our Park Lands and enjoy the warmer weather this spring. Perhaps go along to a Trees for the Future activity with Bushcare or experience outdoor meditation with our Forest Bathing activity. It's always invigorating to try something new.

Paint by Numbers Community Mural



Responding to an idea submitted to the Rediscover and Reconnect Adelaide project on the City of Adelaide website, the City Wellbeing team coordinated a temporary paint by numbers mural on the window of the Adelaide South West Community Centre and did a call out to locals to be involved.

On Tuesday 27 July, 27 people booked in and were provided with an allocated timeslot to add to the mural painting section by section using paint by numbers format. It was a fabulous day with families, friends (old and newly created in that moment), couples and individuals from 2yrs old, primary school age, Uni students and teachers participating.

Community Resilience Volunteers – helping you prepare for emergencies



Cassy, Community Resilience Leader and Volunteer, discusses emergency preparedness with Libby, Adelaide resident.

The city of Adelaide is a relatively safe place to live, but we are not immune to emergencies which can take many forms and impact people in a range of ways. Community Resilience Leaders are fellow community members who volunteer across the city and North Adelaide to assist residents to become better prepared for emergencies.

You are invited to join one of our Community Resilience Volunteers for a coffee and a chat about the practical steps of preparing in three simple actions:

Connect: Talk with the people you know and trust about helping each other in an emergency.

Plan: Develop an emergency plan for your household.

Make a kit: Having an emergency kit for your household can help you be self-sufficient until services (e.g. power) are restored.

To speak to one of the Community Resilience Volunteers about preparedness, contact the City's Community Resilience Officer Emina Allegretti on 08 8203 7049.

Dog Walking



Do you have a dog that you can no longer take for a good walk? If you live in the North Adelaide area, we know of a lady who recently lost her dog. She would love to continue to go out with a dog walking. If you would like to know more then please contact Kellie at North Adelaide Community Centre on 8203 7811.

Social Programs - Seniors Craft Day

You are invited you to join a craft workshop at the Good Social Café at 307 Wright Street (near West Terrace) at 10.30am on Wednesday 18 November.



Come and learn crafts to keep or share. These decorated jam jars would make a lovely gift or you might like to create these 3D butterflies. It is free and includes a free tea or coffee. Limited spots are available so please contact us on 8203 7283 to book in.