



DON'T PANIC!

**AN EMERGENCY MANAGEMENT PLANNING KIT
FOR NEIGHBOURHOOD HOUSES**



Developed as part of the
Strengthening Participation And Resilience in Communities
Project in the Barwon Region 2013-14



What you will be able to do after completing this kit

- ★ Identify your risks
- ★ Make plans to address your risks
- ★ Use some tools and strategies developed for bushfire risk
- ★ Complete an Emergency Management Plan for your Neighbourhood House using the templates provided
- ★ Learn some basic and important information about bushfire

...which will help make you and your community safer and stronger



Strengthening Participation And Resilience in Communities

Anglesea ★ Barwon Downs ★ Deans Marsh ★ Forrest ★ Gellibrand ★ Kawarren ★ Lavers Hill ★ Lorne

Brief overview of the SPARC Project

This project spanned the two local government areas of Colac Otway Shire and Surf Coast Shire in communities that have been deemed as high fire risk areas. This project represented a collaborative approach to emergency planning, response and recovery and was facilitated by the six Neighbourhood Houses of Anglesea, Deans Marsh, Forrest, Gellibrand, Lavers Hill, and Lorne with support from Otway Health, Barwon Network of Neighbourhood Centres (BNNC), Department of Health & Human Services (DHHS), Department of Environment and Primary Industries (DEPI) and Country Fire Authority (CFA). The project was funded by a Fire Ready Communities Grant from Regional Development Victoria (RDV). The outcomes of the project included:

- ★ Community-initiated and tailored projects in each location that better equip each community to deal with a bushfire or natural disaster
- ★ Newly engaged community members
- ★ Greater promotion of Neighbourhood Houses
- ★ Increased community knowledge and skills to prepare for bushfire or other natural disaster
- ★ Recovery plans for each Neighbourhood House involved in the project
- ★ A coordinated recovery response
- ★ Strengthened relationships with Neighbourhood Houses and key stakeholders including local government, emergency services and community members
- ★ A resource to share with the Neighbourhood House sector throughout the state.



Barwon Network of
Neighbourhood Centres Inc.

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For more information about emergency management please visit www.emv.vic.gov.au or www.cfa.vic.gov.au or www.mfb.vic.gov.au

All templates referred to in this Kit can be found at www.nhweblibrary.org.au, search for Don't Panic

Before we start...

let's not reinvent the wheel

Many Neighbourhood Houses will have an Emergency Management Plan already. Maybe it is sitting on a dusty shelf? Maybe it needs updating? Fill in Template 1: Elements of an Emergency Management Plan to indicate what is completed and up to date or what you may need to review or develop.

Template 1: Elements of an Emergency Management Plan

ELEMENT	COMPLETE AND UP TO DATE	COMPLETE BUT NEEDS UPDATING	NEEDS TO BE DEVELOPED	IN THIS KIT
Telephone contact numbers – emergency services, other services, staff				Section 1 - page 14 Section 4 - page 34
A Risk Analysis and Treatment Plan, specific to your Neighbourhood House				Section 1 - page 13
The roles and responsibilities of people on your site likely to manage emergencies				Section 2 - pages 16 and 17
Site Plan and Floor Plans including Assembly Areas and Evacuation Plans				Section 1 - page 10
Relevant emergency procedures on display				Section 1 - page 14
Emergency procedures are planned for, updated and revisited regularly				Section 4 - page 35
Identify and establish safe assembly areas (including bushfire requirements, if required)				Section 2 - page 23
Training requirements for staff and volunteers				Section 3 - page 31
Business Continuity Planning				Section 3 - page 28 and 29
Insurance policies providing suitable indemnity				Section 4 - page 34
Advice from relevant emergency service organisations				Section 2 - page 24 Section 3 - page 32

Template 1: Elements of an Emergency Management Plan can be found at www.nhweblibrary.org.au



DON'T PANIC!

Section 1: Risk Management

The Risk Management Process

Step 1: Putting it into context

Step 2: Develop a site and floor plan

Step 3: Identify risks

Step 4: Analysing risk

Step 5: Develop a Risk Treatment Plan

Pictorial Instruction Posters, Checklists and Forms



Strengthening Participation And Resilience in Communities

The Risk Management Process

Emergencies are defined in Australian Standards - Planning for emergencies in facilities AS3745, as “any event that arises internally or from external sources, which may adversely affect persons or the community generally, and which requires an immediate response from the occupants”.

Such unexpected events possess the potential to affect the lives of you, your customers, community members, and the viability of your business in extremely detrimental ways. An emergency can quickly turn into a crisis when there is no plan of action to deal with it. However, forward planning to explore the two questions: ***What can possibly go wrong?*** and ***How will I deal with it?*** can ensure a safe and effective response so that the emergencies are well managed.

In Victoria, a key part of effective fire management is to become more self aware, self reliant and resilient when facing emergencies, particularly bushfires, which are becoming more prevalent from the effects of climate change.

In general terms, the extent to which your plan is developed will be determined by the size and the general nature of your business. For Neighbourhood Houses, the potential threats may come from a variety of sources including floods, wildfires, gas leaks, or building fires. In attempting to cater for such incidents, you should adopt a ‘plan for the worst case scenario’ attitude. You can then be assured that your plan will be a comprehensive one.

The following risk management process is widely recognised as the easiest and most effective way of doing this.



Step by Step Guide to Risk Management

Use the following 5 step guide to help you through the risk management process. You can find templates at www.nhweblibrary.org.au



Step 1

Putting it into context

Each Neighbourhood House has its own character. Building design, construction, surroundings and occupancy will all differ so the emergency management plan must be specifically designed to meet the individual requirements of the Neighbourhood House. This means YOU are the perfect person to have input into the plan. Understand the site with regards to:

- ★ Surroundings, building design, access and egress, and service installations. This information can then be used to create site plans, which clearly identifies risks, hazards, against safety assets and mitigation strategies.
- ★ Staff requirements, capacity and training
- ★ The characteristics of your operations, your clients, community, and their capacity to respond to emergency situations

Complete Template 2: Quick Profile to gain a quick understanding of your Neighbourhood House. Template 2 can be found at www.nhweblibrary.org.au

Template 2: Quick Profile	
Neighbourhood House Name:	
Location:	
Town/Suburb population:	
Staff (number)	
Volunteers (number)	
Childcare (hours)	
Regular programs (number per week)	
Neighbourhood House led	
Other programs in building	
Hours open	
Type of building	
Building owner	

<input checked="" type="checkbox"/> Environment
Remote
Rural
Coastal
Urban Fringe
Urban
Other...

<input checked="" type="checkbox"/> Community Profile
Isolated
Elderly
Families
Migrants/recent arrivals
Tourists
Emergency Services Personnel
Land Managers
Retired
Commuters
Low income
Disadvantaged
Weekenders
Professional
Low literacy
Disability
Indigenous
English as a second language
Others...

Step 2



Develop a site plan and floor plan to clearly identify risks and hazards

A good SITE PLAN shows:

The layout of the property

- All buildings and other features
- Primary and secondary safe assembly areas
- Path of travel to safe assembly areas
- Hydrants and water points
- Switchboards
- Vehicle access/egress
- Location of First Aid Kits

Property surroundings

- Boundary roads
- Potential hazards (such as railway lines or cliffs)
- Property access and gates

Include a compass (point to north)

A good FLOOR PLAN shows:

All buildings

- Rooms, doors and windows
- Exit points
- Fire extinguishers (show type – water, dry chemical)
- Hose reels
- Switchboard
- Path of travel to exits
- Notice boards

Include a compass (point to north)

You can create a free floorplan online at www.smallblueprinter.com

Create a site plan



All the icons to design and complete both your site plan and floor plan can be found at www.nhweblibrary.org.au

Make sure copies of site plans are placed at strategic positions in the building.

Step 3

Identify risks

Identify where, when, why and how events could impact on your site which threaten life, property, your business or the environment. It is important to ensure all risks are identified and considered during the analysis process. Below is a list of some hazards or risks which may be relevant to your Neighbourhood House. There are likely to be many more hazards with potential risks that you may be able to identify.



Some examples of risks that may affect your Neighbourhood House

- * Structure Fire
- * Bushfire, ember attack
- * Severe storm damage
- * Failure of essential services (electricity, gas or water supply)
- * Loss of communication
- * Personal confrontations by unarmed or armed persons
- * Medical emergencies
- * Flooding – internal/external
- * Gas leaks
- * Impact by vehicles, planes, trees or other objects
- * Suspicious packages or telephone bomb threats
- * Closure of access roads
- * Fraudulent activity
- * Staff member leaving suddenly
- * Loss of records
- * Loss of building
- * Lack of Committee of Management members
- * Serious complaint against staff member/volunteer

Using Template 3 – Risk Assessment and Plan, think about the risks related to your Neighbourhood House, what is in place currently to manage these risks, and how effective/relevant the strategies are, and are any changes required. Fill in the first 3 columns.

Template 3: Risk Assessment and Plan

Column 1	Column 2	Column 3	Column 4			Column 5	Column 6	Column 7
The Risk	What is in place to manage the risk?	How effective are these strategies? Are any changes required?	Analysis			Risk Priority (high/medium/low)	Treat Risk Y/N	Further Action
			Likelihood	Consequences	Level of Risk			

Template 3 can be found at www.nhweblibrary.org.au

Step 4



Analysing risk

Risk analysis is about developing an understanding of the risks. It provides an input to decisions on whether risks need to be treated and the most appropriate and cost-effective risk treatment strategies such as hydrants, hose reels, smoke alarms and fuel breaks. An important part of the analysis process is to determine consequences and likelihood, and hence, the level of risk.

Using a Risk Management Matrix can help to analyse the risks and determine their priority.

Using the Risk Ranking Table of likelihood/consequences and the Risk Management Matrix below, determine the likelihood and consequences of each of the risks that you identified and entered into column 1 of the Risk Assessment and Plan (Template 3). Fill in the Analysis columns (4) and then identify the level of risk using the definitions provided.

Risk Ranking Table and Risk Management Matrix (Resource)

LIKELIHOOD	
Almost certain	The incident is expected to occur in most circumstances – possibly on multiple occasions
Likely	The incident will most likely occur in most circumstances
Moderate	The incident may occur once in a year
Unlikely	The incident may occur once in five years – could occur sometime
Rare	The incident may occur once in ten years – could occur in exceptional circumstances
CONSEQUENCE	
Catastrophic	Multiple fatalities, significant physical damage, huge financial loss, national media
Major	Extensive injuries, possible fatality, loss of capabilities, significant support needed, possible national media, major financial loss
Moderate	Medical treatment required, on site damage contained with outside assistance, reported in Melbourne media, high financial loss
Minor	Minor injuries requiring first aid, reported in local media, on site damage immediately contained, medium financial loss
Insignificant	No injuries, no negative media attention, no injury, no physical damage, low financial loss

	Consequences				
Likelihood	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain					
Likely					
Moderate					
Unlikely					
Rare					

SEVERE RISK	Detailed research and management/planning required by Committee of Management
SIGNIFICANT RISK	Committee of Management attention needed
MODERATE RISK	Committee of Management responsibilities specified
LOW RISK	Managed by routine procedures

Using the Risk Management Matrix above, identify the likelihood, consequences and level of risk and enter it into column four of Template 3—Risk Assessment and Plan.

Step 5



Develop a Risk Treatment Plan

The purpose of risk evaluation is to make decisions based on the outcomes of risk analysis. This will help you to decide which risks need treatment and the priority of treatment actions.

You should concentrate on the more likely or frequently occurring risks and those risks with greater consequences in order to reduce those severities and frequencies to acceptable levels.

Then produce written response procedures for those risks, i.e. ember attack, loss of water pressure, people in building, etc. You may need help from experts in the field to consider your actions. e.g. CFA for high fire risk treatments, SES for flood, Police for intruder.

Complete columns five and six of Template 3 - Risk Assessment and Plan – determine whether the risk is a high priority in relation to its level of risk and then if you will 'treat' the risk.

Determine what actions need to be implemented to reduce the risk, or prepare your Neighbourhood House to better deal with the said risk – fill these in Column 7. Some actions may be simple; others may need a separate Risk Management Process. For example, the impact of a bush fire will have a variety of consequences that may need specific actions – roads closed, poor visibility, inadequate water supply, loss of electricity, people in the building with nowhere to go. The actions list for this type of risk may require its own written policy and procedure.

See Template 3 Example below

Example of the Risk Assessment and Plan (Template 3)

Column 1	Column 2	Column 3	Column 4			Column 5	Column 6	Column 7
The Risk	What is in place to manage the risk?	How effective are these strategies? Are any changes required?	Analysis			Risk Priority (high/medium/low)	Treat Risk Y/N	Further Action
			Likelihood	Consequences	Level of Risk			
Loss of records	Backing up of data to external hard drive, also some stored remotely	Ad hoc policy. Some records not stored externally	Moderate	Minor	Moderate risk	High	Y	Regular back up schedule Hard copies scanned and stored off site Written policy and procedure developed
Ember attack	Clean gutters Sealing gaps around building External and internal of building kept tidy	Need gutter cleaned regularly Needs ongoing	Unlikely	Major	Significant risk	Low	Y	Liaise with Council and get written documentation about maintenance schedule Continue to keep building tidy – internal and external

Pictorial Instruction Posters, Checklists and Forms

You are able to develop your own Pictorial Instruction Posters for your Neighbourhood House. For example, you might want to display emergency instructions for a medical emergency or telephone bomb threat.

You can find example posters, as listed below, in the Resources section at www.nhweblibrary.org.au

- Structure Fire
- External Threat – Wildfire
- Gas Leak
- Personal Threat
- Telephone Bomb Threat
- Floods, severe storm
- Earthquake
- Medical Emergency

There are various checklists and forms that will also assist you in ensuring that your Emergency Management Planning is thorough and that you have covered all bases. The list of checklists and forms below can be found in the Resources section at www.nhweblibrary.org.au

- Emergency Contacts
- Bomb Threat Checklist
- Emergency Preparedness Checklist
- Emergency Management Plan Exercise
- Offender Description Form
- Fire Protection Equipment Checklist
- Smoke Alarm Test Record
- Smoke Alarm Maintenance

You may want to create others - your emergency planning needs to be relevant to your Neighbourhood House.



The CFA's House Bushfire Self-Assessment tool could assist you prepare your house, or Neighbourhood House, in regards to bushfire risk.

<http://www.cfa.vic.gov.au/plan-prepare/house-bushfire-assessment-tool/>

DON'T PANIC!

Section 2: Project Tools and Great Ideas

Roles that may need to be allocated

Activities, programs and management responsibilities

Fire Danger Rating posters - Program changes and Coordinator duties

Travelling on high fire risk days

Emergency kit and Personal protection

Buildings, Assembly Areas and Neighbourhood Safer Places

CFA Community Education Programs and Workshops

Great Community Education Ideas



Strengthening Participation And Resilience in Communities

Roles that may need to be allocated in an emergency situation



The following are some actions that may need to be allocated to people in an emergency situation. This could be the Coordinator, tutor or volunteer. What additional tasks can you think of? Use your list to fill in Template 4: Roles and Responsibilities in the event of an emergency.

Examples of some actions that may need to be allocated to staff/tutors/volunteers

- * Ensure that appropriate Emergency Services have been notified
- * Ensure, so far as is possible, the safety of people at the site
- * Coordinate any responses/activity prior to the arrival of Emergency Services
- * Implement fire plan in the event of a wildfire
- * Guide people to safe assembly area
- * Ensure 'head-counts' are conducted
- * Initiate any evacuation of affected areas as appropriate
- * Ensure that Emergency Services are met on arrival at the site entrance and directed to the scene of the emergency if necessary
- * Brief incoming Emergency Services and provide any assistance or advice requested
- * If considered necessary, advise neighbouring properties of any emergency within the business site
- * Record actions taken in an 'Incident Log'
- * Complete 'Post Incident Report'

Others?

Activities, programs and management responsibilities in an emergency

Ask yourself:

Will the Neighbourhood House run programs on high fire risk days?

What are the Coordinator's responsibilities on high fire risk days/in an emergency?

What are the responsibilities of others in an emergency?

What are the Committee of Management responsibilities?

An easy way to remember the roles and responsibilities of staff in a situation is to fill out a table that highlights the role of each staff member/volunteer, their contact details and who can be a backup if something was to go wrong. Make sure the document is easy to access and a copy is included in your Emergency Management Plan.

You can find Template 4 at www.nhweblibrary.org.au

Example: Roles and responsibilities in the event of an emergency (Template 4)

STAFF MEMBER/ VOLUNTEER & TASK/S	CONTACT DETAILS
Name: Jane	Ph:
Role: Co-ordinator	Mob:
Tasks:	Email:
In charge of overall management of emergency situation	Backup contact
Notify community affected by a closure	Name:
	Ph:
Name: Ross	Ph:
Role: CoM Volunteer co-ordinator	Mob:
Tasks:	Email:
Responsible for securing materials, backups and additional staff/ volunteers	Backup contact
	Name:
	Ph:

Great Idea

Part of the SPARC project was the development of posters that incorporated the Fire Danger Rating. Neighbourhood House program changes and coordinator duties were entered onto a template so that it was clear what was happening on each day dependent on the Fire Danger Rating.

See overleaf for examples from the Deans Marsh Community Cottage.

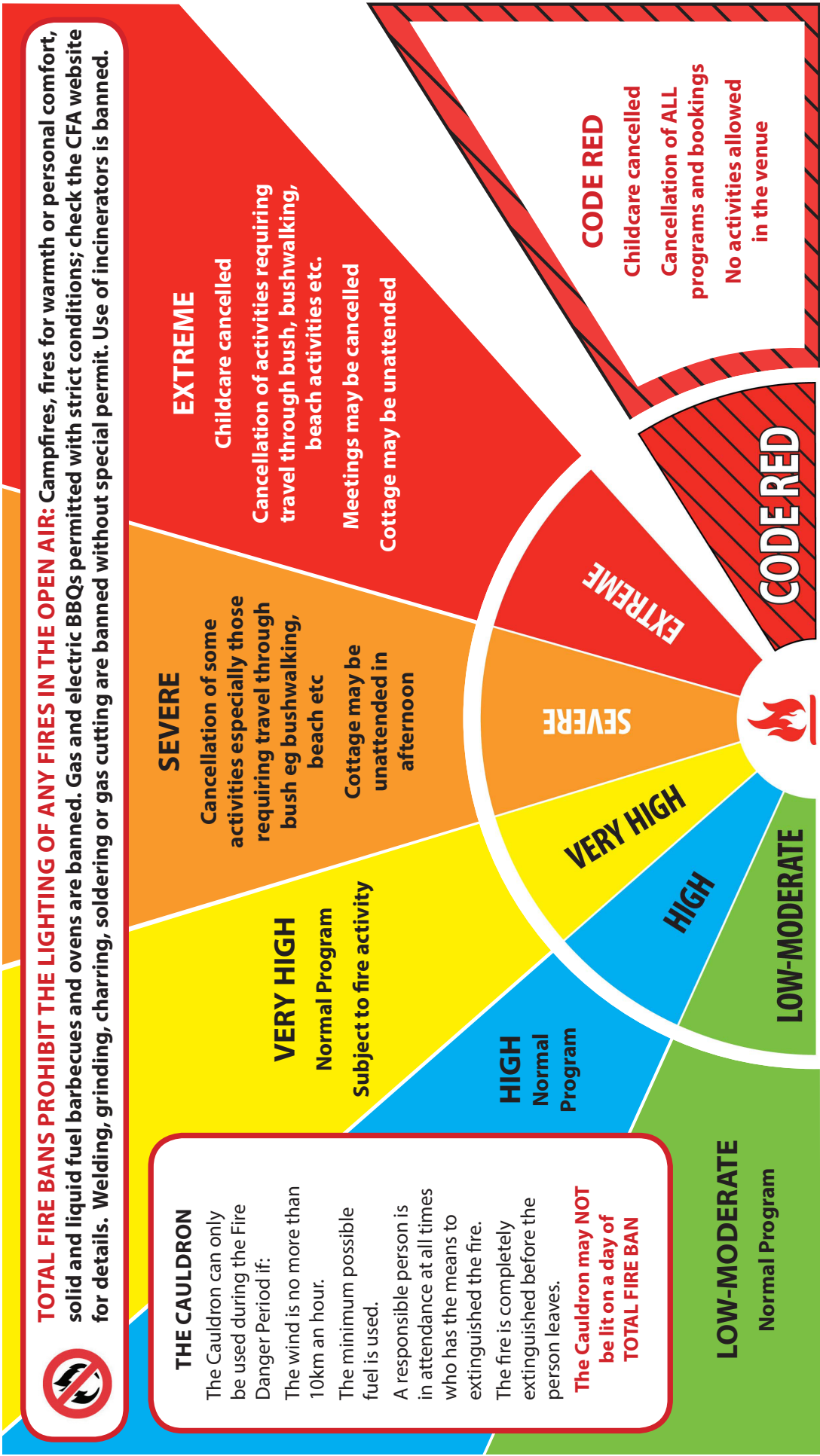
Template 5.1 Program changes due to Fire Danger Rating and Template 5.2 Coordinator duties for fire season can be found at www.nhweblibrary.org.au



Deans Marsh Community Cottage - Program Changes due to Fire Danger Rating

In Emergency ring 000 Bushfire Information Line 1800 240 667

For urgent access to the venue contact _____



Check the Fire Danger Rating daily during the fire danger period www.cfa.vic.gov.au

FIRE DANGER RATING

In Emergency ring 000
 Bushfire Information Line 1800 240 667

Deans Marsh Community Cottage - Coordinator Duties for Fire Danger Period

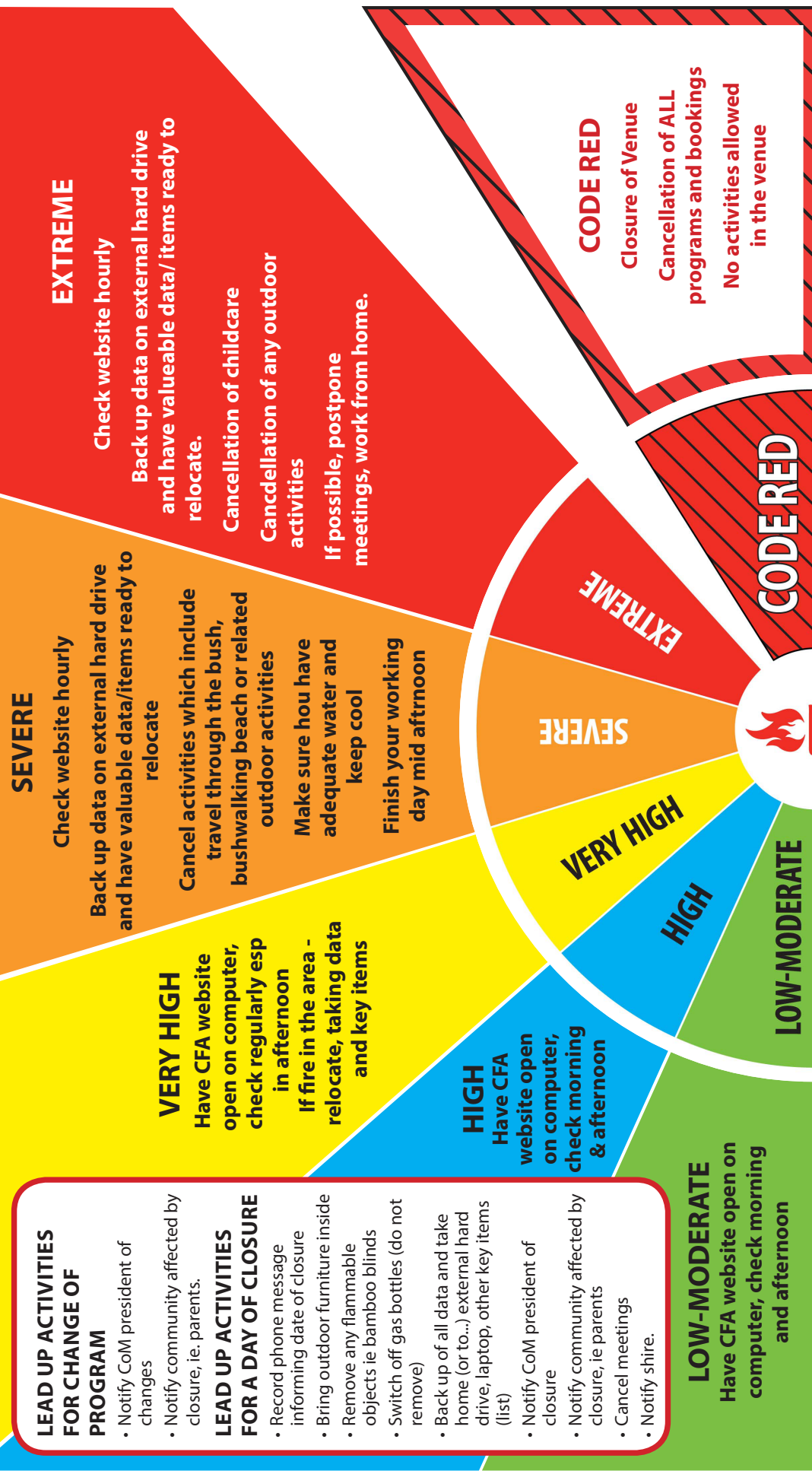
1. Every Day - Check the Fire Danger Rating for the next 3 days on arrival www.cfa.vic.gov.au
2. Do the actions listed for the days rating.
3. Check the actions required for the next three days. If there are closures or changes to the program follow lead up activities.

LEAD UP ACTIVITIES FOR CHANGE OF PROGRAM

- Notify CoM president of changes
- Notify community affected by closure, ie. parents.

LEAD UP ACTIVITIES FOR A DAY OF CLOSURE

- Record phone message informing date of closure
- Bring outdoor furniture inside
- Remove any flammable objects ie bamboo blinds
- Switch off gas bottles (do not remove)
- Back up of all data and take home (or to...) external hard drive, laptop, other key items (list)
- Notify CoM president of closure
- Notify community affected by closure, ie parents
- Cancel meetings
- Notify shire.



Check the Fire Danger Rating daily during the fire danger period www.cfa.vic.gov.au

FIRE DANGER RATING

In Emergency ring 000

Bushfire Information Line 1800 240 667

Travelling on high fire risk days



Develop a policy to limit travel by staff and volunteers on high fire risk days.

Include it on your "Program changes for high fire risk days" poster and displayed in a prominent place.

CFA does not encourage people to travel on roads when there is a bushfire in the area.

Late evacuation is extremely dangerous and can result in serious injury or death – always plan to leave early to avoid this situation. If you encounter smoke or flames and are not able to turn around and drive to safety, as a last resort:

1. Position the car to minimise exposure to radiant heat:

Park away from dense bush - try to find a clearing.

If possible, park behind a barrier such as a wall or rocky outcrop.

The car should ideally face **towards** the oncoming fire front.

Park off the roadway and turn hazard lights on. Car crashes are common in bushfires due to poor visibility.

2. To increase your chances of survival:

Stay in the car and tightly close windows and doors.

Cover up with woollen blankets and get down below window level - this is your highest priority.

Drink water to prevent dehydration.

3. As soon as you become aware that the fire front is close by:

Shut all vents and turn the air conditioning off to limit the circulation of toxic fumes caused by burning plastic.

Turn engine off.

Be prepared: if you drive in high bushfire risk areas, keep an emergency kit including woollen blankets in your car. This is an essential precaution during the warmer months.

Great Idea

Each participating SPARC Neighbourhood House now has two emergency backpacks containing useful items in the event that the Coordinator/tutor/volunteer find themselves in an emergency situation while on the road. An emergency backpack can be kept on site and easily transferred to vehicles used by staff and volunteers on Neighbourhood House business.

(See the next page for an example of the contents)



Emergency kit

Preparing an emergency kit containing important documents and essential items means that you can leave quickly when it is time to go. It also means that you have your most important documents and other items with you if you are unable to return to your business. Ensure that your kit is maintained and store it in an easy-to-access location.

Your emergency kit should include:

- ☐ Bushfire plan
- ☐ Battery powered radio and spare batteries
- ☐ Torches and spare batteries
- ☐ Phone and charger
- ☐ Cash, ATM/credit cards
- ☐ Drinking water
- ☐ Food
- ☐ Woollen blankets
- ☐ First-Aid kit
- ☐ Clothes
- ☐ Toiletries
- ☐ Items specific to your employees or customers needs
- ☐ Important documents including insurance papers, passport, business information (e.g. accounts payable/receivable, payroll information, etc.), employees and customer contact details in hard copy, on a USB stick or in cloud storage



Image indicative only.
Use checklist opposite for full list.

If you and your employees live in a high-risk area, it is important to prepare an emergency kit at home as well. People are less likely to respond well to bushfire risk if their homes and families are at risk and unprepared.



Factsheet provided by CFA

Prepare Act Survive. Fire Ready Kit CFA

Personal protection

Cover Up

Covering all exposed skin with clothing can offer some protection from radiant heat

Keep some protective clothing on site during the warmer months and encourage travelling staff to take their own personal items such as boots, shirt or coveralls with the Emergency Kit.



Your kit

- A** A wide-brimmed hat to protect your head
- B** Eye protection such as smoke goggles to shield your eyes
- C** A 'P2' type mask or cotton scarf/handkerchief for face protection and to filter smoke
- D** A long-sleeved, collared shirt and long pants made from cotton or some other natural fibre
- E** Tough leather garden gloves – not rubber or synthetic
- F** Sturdy boots and wool or cotton socks.

Put these on as soon as you are aware of a fire in the area.

Protection from radiant heat

Make sure all skin is covered.

Do not wear shorts, t-shirt and thongs.

Cover up as soon as you are alerted to a fire in your area.

A solid object, such as a brick wall, can provide some protection from radiant heat.



Factsheet provided by CFA

Prepare Act Survive. Fire Ready Kit CFA



Buildings, Assembly Areas and Neighbourhood Safer Places

Definition of a SAFE ASSEMBLY AREA

A safe assembly area means a place designated for the use by Neighbourhood House employees, clients and visitors to shelter from a fire front, floods, severe weather conditions and other events which could pose a serious threat to life.

Assessment of need for a safe assembly area

There are three elements to this process:

- Risk of death/ injury to people from fires and other emergencies
- Other emergency safety strategies that have or might be adopted
- Whether a safe assembly area can be established either within the site or nearby where staff, clients and community can easily and safely access.

The evidence and information developed in response to these questions should enable Neighbourhood House personnel to determine whether:

- There is a need to establish a separate safe assembly area, or an existing building or facility within or external to, the site is adequate.

Assembly areas are to be included in your emergency evacuation plan and prominently displayed.

Great Idea

The SPARC Neighbourhood Houses used the Property Advice Visit service (PAVs) from CFA to help make decisions and give advice on what could be done to their buildings to make them more able to withstand bushfire.

Know your Neighbourhood Safer Places (NSP)

You can find out your nearest Neighbourhood Safer Place by going to www.saferplaces.cfa.vic.gov.au. These are areas that have been formally designated by Council and are spaces or buildings that may offer protection from radiant heat. Be sure to check the website often, as locations are added and removed from this list from time to time.

www.saferplaces.cfa.vic.gov.au





CFA Community Education Programs and Workshops

There are a variety of free community education programs developed by the CFA to provide information and guidance on residential fire and bushfires.

Programs include Residential Home Fire Safety and Early Fire Safety (information found in the Resources section) plus interactive community meetings that focus on basic bushfire behavior and survival strategies.

Fire Ready Victoria Meeting

Fire Ready Victoria meetings can be booked to be tailored to the interests or characteristics of your group, i.e. garden club, senior citizens or Rotary club. Talk to the CFA Community Education Coordinator (CEC) in your area about organising a Fire Ready Victoria session for your staff and volunteers.

After your Fire Ready Victoria meeting you may then book a Bushfire Planning workshop for the members.

Bushfire Planning Workshops

Bushfire Planning Workshops (BFWs) follow on from the information given in a Fire Ready Victoria meeting. Bushfire Planning Workshops are designed to encourage residents to begin working on their own bushfire survival plan for actions before, during and after the fire season

Community Fireguard

Following from a Bushfire Planning Workshop, residents can also establish/join a Community Fireguard Group. Typically neighbours, participants develop bushfire survival plans based on shared environments, values and lifestyles. Community Fireguard is all about community groups taking control of their own bushfire safety.

It's a practical program designed to help you:

- Plan for a range of scenarios
- Make informed decisions when it counts
- Maintain a fire smart house and garden
- Work together with your community to reduce everyone's bushfire risk

Tips for organising a good meeting



- Ask if the presenter can ring you to discuss specific needs of your group
- Ask if a map of your area can be provided by the presenter
- Ask a local CFA representative to attend

Go to the www.cfa.vic.gov.au for updated information. In metro Melbourne, check out www.mfb.vic.gov.au for information on community education programs and workshops.



Watch a video about Community Fireguard here: http://youtu.be/K5Gd_NXbEgQ

Great Community Education Ideas

Combine Computer Skills and Fire Safety

The Department of Justice, Association of Neighbourhood Houses and Learning Centres (ANHLC) and Multifangeld have developed introductory computer units as part of the ANHLC Fire Safety and Community Resilience Project. Fire safety concepts are explained whilst developing introductory computer skills.

The units are based in three sections: Using the internet; Using Microsoft Word; and Using Facebook.

This ANHLC project was the 2014 RACV Fire Awareness Award Winner in the Education Category.



For more information on the courses and to download both teacher and student resources visit the ANHLC website (www.anhlc.asn.au/resources/resources-2/basiccomputer-skills-incorporating-fire-safety)

Bushfire Planning Workshops for Childcare Parents

Emerald Community House and Emerald CFA collaborated on Bushfire Planning Workshops for Childcare Parents. The project required childcare parents to attend CFA bushfire planning workshops as another way of assisting the community to take responsibility to ensure that their community was prepared for bushfire season. This project was the 2014 RACV Fire Awareness Award's big winner, taking home both the Community Preparedness Award and the esteemed \$10,000 RACV Insurance Award for Excellence.

For more information on the project, contact Emerald Community House
www.emeraldcommunityhouse.org.au



'Put yourself on the map'- Gellibrand Community House



Knowing your neighbours and neighbourhood increase perceptions of safety.

Locals identified their homes and places of interest on an aerial photograph of the area. This allowed an informal discussion about the relevant and specific risks to the Gellibrand community and surrounding areas.

The project won the 2011 RACV Community Volunteer Award.

This project was a joint venture between Gellibrand Community House, CFA Gellibrand Brigade and the DEPI Fire Learning Network



Watch a video of the 'Put yourself on the map project' on YouTube:
www.youtube/1fpthjm305c or contact Gellibrand Community House
www.gellibrandcommunityhouse.com.au 5235 8348

Wheels on Fire Car Rally - Forrest & District Neighbourhood House

This multi agency event was supported by the CFA Community Fire Guard (CFG), DEPI, and RACV. The project aimed to engage prospective and existing CFG groups, and the community in a fun, engaging learning event to increase local knowledge of fire risk. The aims were a more prepared and fire aware community, to raise the profile of local

brigades and engage an 'all agency' approach to knowledge sharing. The participants had opportunities to learn and share together, build new relationships, learn about the CFG groups and join or start new groups, meet the Brigade, have access to broader strategic fire planning information through DEPI and above all have FUN!



For more information about the Wheels on Fire event, contact the coordinator, Forrest & District Neighbourhood House
Phone 03 5236 6591 or email forrest.nh@gmail.com



Top Left:
Participants find out about local fuel risk with DEPI

Above and left:
Hands on equipment demonstration at the Forrest CFA Shed

DON'T PANIC!

Section 3:

Business Continuity and Recovery

In this section

Business Continuity Planning

Loss of documents and artefacts

Mental Health

Staff/volunteer training requirements

Assistance in recovery



Strengthening Participation And Resilience in Communities

Business Continuity Planning

Purpose

The purpose of this planning is to provide Neighbourhood Houses guidance for the restoration of 'business as usual' activities during and after a disruption to the Houses' core functions. Business Continuity Management is defined as "providing the availability of processes and resources in order to ensure the continued achievement of critical objectives".

Scope

Use the Risk Assessment and Plan that you created in Section 1 (Template 3) to assist you to determine what needs to be done to ensure that your Neighbourhood House would be able to get back to 'business as usual' as quickly as possible. This also needs to include thinking about the whole community and what would be important to them in the return to 'normality'.

Testing and Maintaining the Plan

The Business Continuity Plan must be continually maintained and tested by the Coordinator/ Committee of Management at least on an annual basis.

Assessment of the situation

Listed below are the factors that should be considered in the initial assessment of the situation to determine its gravity and the appropriate course of action to be taken.

People

- Who is/are the individual(s) affected?
- What are the skills and knowledge of the individual(s) affected?
- Are alternative staffing options also affected?

Systems

- What system is experiencing a problem?
- How long is it likely to take to rectify the problem?
- Who can help?
- Is there an alternative system in place that can meet short-term needs?

Infrastructure

- What is the extent of infrastructure loss?
- Is it possible to continue working on the premises?
- Is relocation required?
- Is an alternative location available?

Communications

- Is it a total loss of communication?
- Which communication media are not functioning?
- To what extent?
- Is there an alternative method of communication available?

Process

- Who is the supplier failing to supply?
- What alternative suppliers or methods exist?
- What can you do regarding program/activity delivery?

Loss of Document and Artefacts

The Business Continuity Plan (Template 6) enables you to list important documents, artefacts and knowledge that if lost could potentially disrupt the Neighbourhood Houses 'business as usual' activities. It allows for the identification of critical reference documents, information, contacts, and important artefacts to minimize the impact and getting things 'back to normal' as quickly as possible. Template 6 provides an opportunity to document what needs to be done.

Ask Yourself:

- What precious documents and artefacts do we house in our building
- What are the plans for their safety?
- What will it mean to the community if we lose them?
- What records and data do we need to back up online?
- Do we use the cloud? Are there restrictions to Cloud Access as part of our operations?
- Can we relocate items for the summer to another nearby/safer Neighbourhood House?



Template 6: Business Continuity Plan - Important documents and artefacts allows you to list all of the documents and artefacts that need to be part of your Neighbourhood House Emergency Management Plan.

Did You Know...

Cloud Storage

For computer documents and photos, consider using an online 'Cloud' storage system. These programs use online storage space to securely backup documents on your computer and allow them to be accessed and downloaded should your computer be destroyed.



Easy-to-use and quick setup cloud storage websites are:
Dropbox (www.dropbox.com)
Google Drive (www.google.com/drive)

Handy checklist

- ☐ Alert all staff to the location of important items and their backups
- ☐ Collect important photos
- ☐ Backup all critical business documents, files and information
- ☐ Use online cloud storage (where possible)
- ☐ Contact a safe nearby Neighbourhood House to arrange relocation of items in high fire risk season

Mental Health

Preparing for and recovering from disaster

After the Emergency

Dr Rob Gordon is clinical psychologist, and has spent the past 30 years working with people affected by emergencies and disasters.

He has advised the Red Cross and governments on how to assist individual people and whole communities as they rebuild and recover. His first-hand experience has helped many people affected by disasters to understand their reactions to trauma and grief, while his academic papers have contributed to new approaches to community engagement during the critical stages of recovery.

He has provided resources on dealing with stress in an emergency and the recovery of community after disaster. Find them on the <http://aftertheemergency.redcross.org.au/get-info/support-info>

You will also find a range of support information on this website

Weather the Storm

Weather the Storm kit has been provided by the National Rural Woman's Coalition to support women to prepare for disasters and emergencies. The kit includes a manual on how to deliver the content to community groups with tools and templates and resources such as handouts. You can find out more information and download the kit at www.nrwc.com.au/Projects/WeatherTheStorm

Mental Health First Aid

Mental Health First Aid Australia (MHFA) is a national not-for-profit organisation focused on mental health training and research. MHFA Australia develops, evaluates and provides a variety of training programs and courses.

MHFA has developed courses that teach mental health first aid strategies to members of the public. Mental health first aid is the help provided to a person who is developing a mental health problem, or in a mental health-related crisis, until appropriate professional treatment is received or the crisis resolves.

All MHFA Courses teach how to give the mental health first aid using the MHFA Action Plan

For more information, go to www.mhfa.com.au



Staff/volunteer training requirements

All Coordinators, staff and volunteers should be trained and inducted in the use of your Neighbourhood House Emergency Management Plan. Training or information about the installed fire protection equipment and systems should be undertaken by a suitably qualified instructor. Once the risk management process has been completed, a training needs analysis must be conducted to identify any training gaps for staff and volunteers working at the Neighbourhood House. This will ensure the appropriate training is provided.

Once training has been completed, it is important a training report is filed to ensure

a monitoring process is in place and to keep a record on who has undertaken training, type of training, when and by whom.

The type of suitable training, certifications, and networks required by management, permanent and volunteer staff may include: First Aid, Workplace and Emergency Response Training, Evacuation training. Below are some examples you may like to put into Template 7 – Emergency Management Training. This may also form a part of your general Professional Development calendar for staff, Committee of Management and volunteers.

Template 7: Emergency Management Training

Course Examples	Completed by	Date	Review
CFA Bushfire Planning Workshop			
Emergency equipment training			
Evacuation Exercise/Fire Drill			
Level II First Aid Training			
Mental Health First Aid			
Red Cross Communicating in Recovery			
Emergency Management Plan Training/ Induction			
Emergency Management Plan Review			
Working with Children Check			
Other...			

Did You Know...

Assistance in recovery

Your local Council is responsible for coordinating recovery at the local level together with the Department of Health & Human Services who coordinates recovery at a regional and State level. Be sure to link in with your local Council's recovery efforts for support. There is also a state wide recovery website that contains up to date information on assistance available for emergency events: www.recovery.vic.gov.au





DON'T PANIC!

Section 4:

Emergency Management Plan

Developing an Emergency Management Plan

Monitor and review



Strengthening Participation And Resilience in Communities

Developing an Emergency Management Plan



It is now time to develop your Neighbourhood House Emergency Management Plan. Template 8 - Emergency Management Plan can be found at www.nhweblibrary.org.au

You have done all the work as you have travelled through this Kit.

Your Emergency Management Plan should include:

Template 1:	Elements of an Emergency Management Plan
Resource:	List of emergency contacts relevant to local community
Template 2:	Quick Profile
Resource:	Site and Floor Plan
Template 3:	Risk Assessment and Plan (and any additional policies, procedures and risk treatments)
Template 4:	Roles & Responsibilities
Template 5.1 & 5.2:	Fire Danger Rating posters
Template 6:	Business Continuity Plan
Template 7:	Emergency Management training

You can also include relevant checklists and forms as you deem necessary for your Neighbourhood House.

Ensure that you include review dates in your Emergency Management Plan so it is regularly revised and updated as necessary.

All of these templates and resources can be found at www.nhweblibrary.org.au

Insurance: Agencies funded through the NHCP are eligible to receive insurance coverage under the Victorian Managed Insurance Authority's (VMIA) Insurance Program for Community Service Organisations.

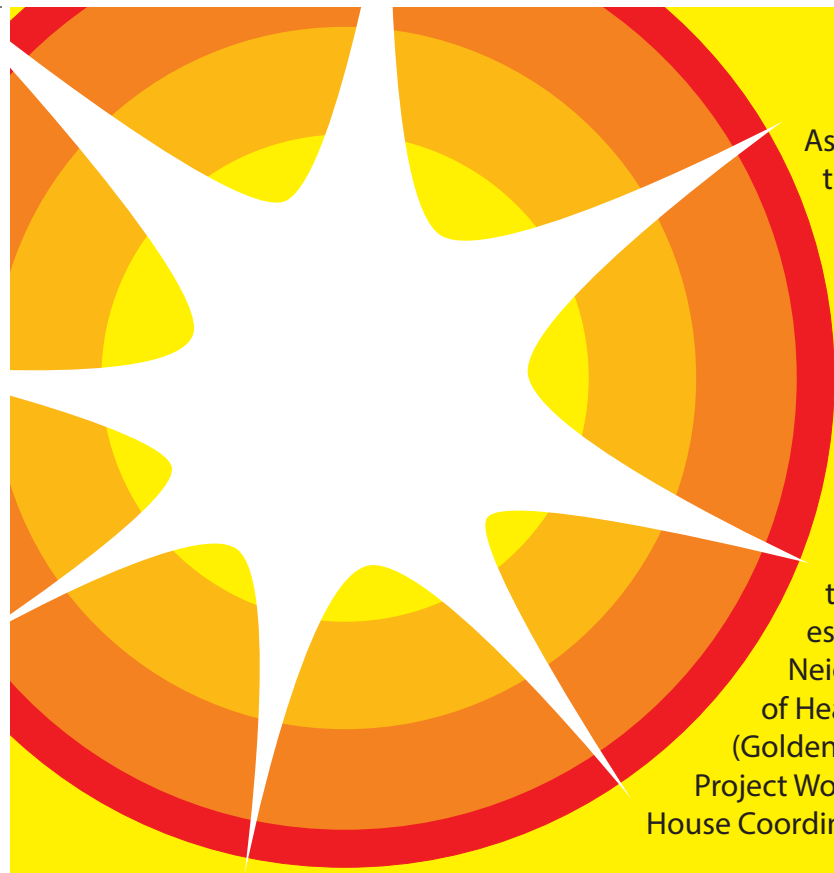
It is the funded agency's responsibility to ensure insurance coverage is suitable for their operational activities. Further information regarding the policy can be found at www.vmia.vic.gov.au/Insurance/Policies-and-Manuals/Community-Service-Organisations-Program.aspx

REMEMBER: Your Emergency Management Plan needs to be a 'living' document. All relevant Neighbourhood House personnel are aware of; where it is located; its content; and know when it needs to be revised and updated.

Monitor and review

Ongoing monitoring and review is essential to ensure that the Emergency Management Plan is relevant and up to date. Factors that may affect the likelihood and consequences of an outcome may change and can affect the suitability or cost of the treatment options. It is necessary to repeat the risk management cycle on a regular basis. Ensure contact details are up to date by testing every six (6) months.





As mentioned in the brief overview at the start of this Kit, the SPARC project was a collaborative project between Neighbourhood Houses, various State Government Departments and Emergency Services. The Don't Panic: Emergency Management Planning Kit for Neighbourhood Houses was a fundamental part of this project.

Thanks goes to the SPARC Steering Committee, Neighbourhood House Coordinators, Agency Representatives and all of those that gave their time and advice in the creation of this document, especially Christine Brooks (Barwon Network of Neighbourhood Houses), Kirsten George (Department of Health & Human Services) and Kim Stanley-Eyles (Golden Plains Shire). Thanks also to the author and SPARC Project Worker, Mandy Baker; and Forrest Neighbourhood House Coordinator and Designer, Gillian Brew.

The Steering Committee is very excited to be able to provide this resource to all Neighbourhood Houses in Victoria. This has been made possible by the generosity of Emergency Management Victoria.

The information in this document may not save your life – but it will help you develop an emergency management plan for your Neighbourhood House. To the best of our knowledge, all information was correct at time of printing.

If you have any feedback or suggested changes regarding the templates and resources, please contact the Barwon Network of Neighbourhood Centres, so that they can be updated online for others to use.

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For more information please contact Barwon Network of Neighbourhood Centres, barwonet@gmail.com or (03) 5241 4810