



2022

Eden Community Access Centre
Disaster Preparedness Project
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RESILIENT EDEN COMMUNITY WORKSHOPS

REPORT



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Workshop overview

The Resilient Eden Community Workshops were two full-day workshops (Wednesday November 23 and Saturday November 26, 2022) designed to bring the Eden community together to begin to formulate practical ways to build on community strengths and develop tools and strategies to support each other to be better prepared for future disaster events.

The Resilient Eden Community workshops were an integral part of the Disaster Preparedness Project's (DPP) community engagement strategy. The purpose of the DPP community engagement strategy is to ensure that -

'the community has a meaningful and empowered voice in creating a united community-led approach to an agreed and valued Disaster Preparedness Plan for Eden and surrounds'

The community workshops also informed the central pillar of the project's aims and outcomes: to bring the community together to develop a disaster preparedness, recovery and resilience strategic plan for Eden and surrounding villages.

The Resilient Eden community workshops were a follow-up to the project's successful Community Table Talk initiative which brought over 135 people together across 16 different locations in Eden and surrounding villages to commence vital conversations about community-led disaster preparedness. Three key priorities were identified at Community Table Talks:

- 1. Education**
- 2. Communication**
- 3. Community connectedness**

The aim of Community Table Talks was to create meaningful ways for community members to have vital conversations about community-led disaster preparedness. Moreover, the aim was to identify what was important to the community and bring these priorities to a larger forum to continue the conversation and to discuss ways that the community could come together to address these priorities.

The workshops were co-designed by the Disaster Preparedness community engagement sub-group made up of community members and agency staff (Campbell Page and Red Cross) and professional facilitator David Newell. The workshops were designed to consist of inclusive modes of participation so all community members could feel comfortable participating in conversations about preparedness and community resilience building. The workshops included a drop-in session, interactive gallery, world cafe sessions and an open space session.

The workshops were a collaboration between ECAC (DPP team), Australian Red Cross and Campbell Page, 2SEA community radio, community members and professional facilitator and Cobargo resident, David Newell.

Overview of report

Below is the harvest from our Resilient Eden Community workshops. A harvest is the process of collecting up and communicating all 'the good stuff'. The 'good stuff' is all the rich and meaningful community insights and ideas shared with us by participants at the two workshops. This harvest will be used to inform our disaster preparedness, recovery and resilience strategic plan and will also help us to formulate our next steps for the remaining six months of the Disaster Preparedness Project.

The Disaster Preparedness, Recovery and Resilience Strategic Plan will be an action plan and will include a suite of community projects that will seek to address community priorities shared with us by the community at Community Table Talks and the workshops.

The workshops included three interactive sessions: gallery, world cafe and open space. The harvest is listed under each session heading.

Harvest

Gallery session

Our gallery session ran for one hour between the times of 10am and 11am and included four interactive posters. Participants were invited to move between posters and respond to questions/prompts. Workshop hosts were stationed at each poster to support attendees' interactions.

- Poster 1: Community Strengths mapping. See below google link for the entire list

Note: In February 2022, the DPP committee commenced an audit of community assets. Workshop attendees were invited to add to this list.

[Community Asset mapping](#)

- Poster 2: Community Knowledge hub – 'What can we learn together?' 'How can we share our knowledge?'

What do I know – what knowledge do you have?

What are you passionate about?

What are you good at?

- Broad communication – skills and networks
- Past records from forestry and BVSC

What would you like to learn more about?

- Baking
- Vehicle maintenance
- Community development
- Fabrication and engineering
- Organising and hospitality
- About existing networks and subnetworks
- Anagrams and acronyms
- IT – esp. applications
- Evacuation centres
- What resources or systems/supports can we offer to vulnerable people in our community
- Who are the most vulnerable in our community
- How do we inform newcomers

What are you willing to teach or share?

- Responsible rubbish control
- How to use disaster apps etc.
- SES – learn about storms, floods and Tsunamis
- Preparedness via Table Talks
- Share helpful techniques to support others who are disaster affected – work with others
- Qigong (similar to Tai Chi) – gentle movement/meditation

➤ *Poster 3: 'What has helped you manage through a disaster?'*

- Frontline with SES – first responder
- Own water supply, preparation
- (Knowing) Neighbours
- Friends
- Community networks
- (Eden Community) Access Centre
- Communication
- Evacuation
- Family
- Contact with other residents
- Luck and happenstance
- Lights at the oval/food distribution
- Plugged into an agency
- Knew neighbours with the right skills to protect my home

➤ *Poster 4: 'What would make you better prepared for future disasters?'*

- Back-up or emergency communication system
- Information to isolated people
- Good communication
- Being better informed
- Major upgrade in communication and frequent testing
- App that centralises all emergency info
- Having a bag packed ready to go
- Wind up battery chargers
- Knowing you can access a list of all agencies and their resources
- Hazard watch site
- Caravan parks need a known plan for permanents and tourists

‘What could we do together as a community to be better prepared for future disasters?’

- Co-location of emergency services
- Get heavy transport out of town – Cattle Bay Rd.
- When new people come to town, welcome them
- Be informed – i.e you can’t wait till the fire approaches (to know whether) to leave your home
- Education
- Marine rescue equipment
- Establish better communication network for all as disaster approaches
- Noticeboard in main street – map
- Identify those in need of support in advance
- Knowing vulnerable neighbours and agreeing on a workable land management plan – authorities to tell us what can be done
- System for communicating with tourists
- Having a known evacuation spot
- Known dump points
- Electric charge points in Eden
- Communication: Radio ABC/2SEA. Marine Rescue radio infrastructure to be utilised
- Encourage more participation in combat agencies
- Understanding how the structures/authorities operate in disaster
- Solve the decline in volunteers
- Connect with other disaster impacted communities to learn from the about social cohesion strategies
- Back-up generators
- Learn from our mistakes
- Understanding how government will interact with community
- Focal point/hub
- Increase knowledge and awareness of where to glean knowledge of disaster preparedness
- Have a plan A, B, C – what to do

World Café

David Newell hosted a world café session between 11am and 12:30pm. A world café is a method for generating conversations styled on an informal café setting. Participants formed groups of four and participated in conversations inspired by two questions/prompts:

Question one

What does a well prepared and resilient Eden community look like to us?

- Community working together
- Coordinated and accurate information
- Having an alternate communication source – e.g Face-to-face
- Volunteering is popular at any age
- Safe place to live
- Less dependent on authority
- Empowered to communicate constructively
- People open to learning and growing
- Communication – town noticeboard

- Establish a plan – be aware of all responsibilities of all agencies
- Have a plan
- Leadership group
- Connecting with community
- Vulnerable people supported
- Preparedness campaign
- Community response plans
- Education – door knocking, letter box drops
- Self –sufficiency – renewable energy
- Social connection
- Working with other communities
- Wharf containers
- Coordinated response between authorities
- Pre and Post disaster information
- Town coordinators – not run by BVSC
- Medical support
- Tourists including cruises
- Team leaders/small teams/street teams to spread information when disaster strikes
- Support vulnerable people
- Clear process, focal point
- Trust rebuilt in key organisations; clear communication; educated community
- We need RFS members to educate us on behaviour of past fires, wind direction
- Trust of services (SES, Fire services & police); accurate information available; no ‘everyman for himself; knowing where to go with pets; knowing where to go generally
- Knowing how to deal with visitors, tourists, cruise ship visitors
- Knowing where to go for a safe place, Eden needs an evacuation place/safe building. How to achieve this?
- What do we do with pets?
- Need good communication about when to evacuate. How to register text messages. Who makes the calls/texts
- What to do with vulnerable, frail aged people
- Acknowledge and celebrate what is already there and build upon it
- Strong relationships of trust within the community
- Well connected, leading to care
- Varying capacity to prepare acknowledged
- Incorporate wisdom of elders/First Nations people/long-time residents
- Community wellness team
- Annual, fun Get Ready days/events, all agencies
- Incorporate stress management tool
- Looking after neighbours
- Preparedness education
- Individuals building resilience
- Community has confidence in communication

Question two

How can we best work together and share the load to build on what we have and create what we want?

- Nurturing kindness and bringing people together
- Build capacity in community leaders
- Make volunteering sexy again
- Identifying strengths and skills

- Resource identification
- Social wellbeing
- Identifying the 'doers' and organisers
- Educating and highlighting individual participation
- Community directory/database – opt-in
- Collab of like groups – i.e. SES, RFS, Marine Rescue, Fire and Rescue, Ambulance
- Knowledge bank
- Respect
- Focus on owned communication channels – i.e. ECAC newsletter, 2SEA
- Capitalising on the need people have to be part of community and be connected
- Pursue consistent communication through many channels
- Central body (ERRA) to coordinate priorities to benefit community
- Clusters of groups
- We need to meet regularly - picnic on footy ground?
- Advice and education: Disaster prep fold, RFS, SES, Chamber of Commerce, ESSCI, Men's shed, bowling club, golf club
- Better communications
- How to maintain good mental health during and after disaster
- Care for each other
- Reinforce everyone has something to offer
- Construct communication networks
- More education and knowledge sharing
- More events to generate connections
- Retain Jodie's position. Very important coordination.
- Supporting busy families so they can be freed up to participate. Pay it forward
- Coordinating community groups and agencies streamlining strengths/documenting/mapping against need
- Address involvement of young people in the community
- Citizens assembly - restore Eden Foundation representation/body
- Celebrating and educating importance of volunteerism
- Central hub for information. Well resourced
- Inclusion of youth voice
- Education around diversity of language
- Identify what is already there and build upon
- Alert mechanism
- Develop a local plan
- Acknowledge what we have - update and communicate

Open Space: 'Conversations that Matter'

'Open Space' is a method for generating open conversations on topics that people are passionate about. Participants can propose a topic and invite others to join them to discuss it further. If participants do not wish to propose topics to discuss they can join other conversations or move between tables if passionate about more than one topic. Our 'Open Space' session was framed by a powerful question:

What are the initiatives, projects, ideas and opportunities we can start working on now to build our preparedness and resilience to future disasters?

Participants were invited to propose and discuss topics and also think about the ways that these topics could be developed into projects and workable actions.

Project ideas and actions:

- **Topic: Integrate Agencies**

What is the one key takeaway? Possible conversation between Access Centre/SES/RFS to join forces and become co-habitants at an evacuation centre. Possible site: where Access Centre currently is.

What is one next wise step? Meet with Carina about the next possible step

- **Topic: Digital Information Screens**

What is the one key takeaway? (Project) is doable NOW!

What is one next wise step? Approach Eden Recovery Resilience Alliance (ERRA) and Bega Valley Shire Council - form committee to drive project

- **Topic: Community-led Resilience Teams**

What is one key takeaway? CRT's offer all the tools for community-led preparedness. CRT's respect grassroots community-led preparedness and resilience

What is one next wise step? Promote, educate about values of CRTs

- **Topic: Vulnerable Peoples project**

What is one key takeaway? Need central number to call manned by reliable, compassionate and practical people

What is one next wise step? Find out whether any projects already exist. To solve the need for Telco's to ensure that mobile phones work no matter what disaster conditions.

Topic: Boost Volunteerism

What is the one key takeaway? Make it possible for people to design their own volunteering opportunities

What is one next wise step? Tap into successful models i.e. New Zealand Volunteer Hubs

- **Topic: Whole of community engagement**

What is the one key takeaway? Relevant and accurate communication: for all groups, available in multiple formats e.g. email, neighbour catch-ups & get-togethers, Facebook, apps (ECAC/DPP). You learn a lot when people get together and exchange knowledge.

What is one next wise step? More events, continue involvement e.g. everyone here today brings a friend

- **Topic: Evacuation/safer places**

What is the one key takeaway? Need the right people to share the right information.

What is one next wise step? Ask Kaley Morrissey (Red Cross) or Ange McKechnie (BVSC) to bridge this gap. And Linda Mayo (Resilience NSW). Invite for coffee.

- **Topic: Identifying what human organisational resources we have and the gaps**

What is the one key takeaway? Learn what is available in our community.

What is one next wise step? Link resources in a useful way.

- **Topic: Paperwork**

What is the one key takeaway? Create a file that is digital with a hard copy back-up

What is one next wise step? Collate essential paperwork and staple or put in folder together

Check –out

Participants were invited to respond to two questions that could help to illuminate how they were feeling and thinking leaving the workshop session

What's one key thing that you are taking from the day?

- Importance of a project lab
- Importance of community coming together
- Positive vibes
- Together we can do anything
- Power to the people
- Community initiatives – we are stronger if we are more connected
- How valuable communities connecting (and learning) with each other is
- Safe shelter is needed ASAP
- Communication is everything
- Willingness of everyone to do something
- Hard road ahead – how will we do it? Who will do it? When will it be done?
- Meeting such interesting people. Thank you
- Expanded knowledge of disaster resilience and preparedness
- Pizzas and preparedness
- Eden is engaged and ready to talk preparedness
- Eden is rich in wisdom, experience and enthusiasm of community members
- If people keep turning up, things will happen
- Strength in connection
- Hope for change with young people having a real voice on plans for the future
- Community connectedness and engagement is key
- Similar themes across communities re knowledge, communication, information sharing
- People care
- Involve youth
- Find out what resources are available
- Talk and discuss. Keep information file about friends, groups, neighbours updated.
- Central hub - education and information
- Everyone has local knowledge and knows something you can learn from
- People are keen to connect
- You learn relevant information from other community members

What is your next wise step?

- Look into Cobargo project lab
- Planning for project lab in Eden
- Communication before and after (disaster)
- Talk with community
- Talk about what we talked about
- Consider how Rugg's Road can build a CRT
- Look at other area that might have screens (digital notice boards)
- Keep listening
- Do what I can to continue to have conversations like we did today
- Keep supporting this work
- Look up the Red Cross websites re community led teams/ groups (CRT)
- Know my neighbour

- Talk to my 89-year-old neighbour about her plans for help/evacuation
- How much does he know about volunteering? Does he already? What would he like to do? Are there opportunities already?
- Find out more about CRT establishment
- Coffee invite with Kaley, Ange, Linda re dissemination of EMLAN locally
- More networking and engagement with youth
- Communication. Rediplan. Information
- Tell my neighbours about today's discussion
- Subscribe to ECAC newsletter
- Collate harvest from today and communicate to the community
- Spread the word and involve more people
- Collate all documents
- Try to find more information re: evacuation centre and safe places
- Support CRT for local area. Email Ann re: bushwalks
- Rediplan

Next steps for the Disaster Preparedness Project

★ The Eden and surrounds Project Lab

The key takeaway from both workshops was the need to continue to support participants and the wider community to bring project ideas and initiatives to life. The concept for a Project Lab (short for Laboratory) was tabled at the Resilient Eden workshops as a possible mechanism to support the community to develop projects that are important to them.

The proposed Project Lab is a space for the community to come together and be supported to workshop project ideas and develop the tools and strategies for building community projects.

On December 1, the DPP and project partners commenced discussions about what a Project Lab would look like for Eden and surrounds. This is the key priority for the DPP coming into the New Year and for the remaining six months of the project.