

QLD & NSW Floods Recovery



QLD and NSW Floods Appeal



The impact of your support:



72,931 immediate relief grants of \$500 per household have been allocated for households who suffered financial hardship as a result of the floods.



555 Red Cross people were active in the response, assisting 39,005 people.



Red Cross emergency response team members and volunteers involved to date: **715**



Total people assisted **42,275**



Register.Find.Reunite:
7,120 registrations,
1,757 inquiries and
98 matches



Supported in over
55 evacuation centres,
48 recovery hubs and outreach locations across both states

And as communities recover from the impact of the floods, Red Cross will be with them every step of the way.

The QLD and NSW Flood Recovery Program

Australian Red Cross' **QLD and NSW Flood Recovery Program** is a 3 year, \$9.1 million social recovery and resilience program to support flood impacted communities across 19 LGA's in QLD and NSW.

With a particular focus on the psychological, social and cultural aspects of wellbeing, Red Cross will provide information, capacity building, practical assistance, and emotional support to enhance community recovery, address mental health impacts of the floods and increase community morale, cohesion and resilience.

The program will be flexible, responsive to local needs and support community-led initiatives and a combination of activities.

In undertaking this program, Red Cross will work closely with government, community services and other groups, including the sharing of resources and delivery of recovery and psychosocial training to strengthen the capacity of recovery stakeholders to better respond to the needs of communities.



Early Recovery

Early recovery needs

- Significant psychosocial and mental health impacts
- Reports of distressing and traumatising evacuations
- Separation from loved ones
- Returning home to damaged/destroyed property
- Significant clean up – need for cleaning supplies, access to power washers/generators etc
- Family reunification
- Financial hardship
- Temporary housing
- Access to clothing, cash and other items
- Support for people with complex needs
- Needs Assessments to guide recovery planning

Early recovery activities

- Recovery centres open across QLD and NSW, Red Cross volunteers providing Psychological First Aid (PFA)
- Conducting group psychosocial support sessions
- Facilitating Supporting the Supporter sessions
- Situational analysis underway, collecting information on community sentiment and emerging needs, and attending in recovery committees and community meetings
- Distributing weekly community sentiment reports to partners and stakeholders to inform relief efforts and early recovery planning
- Long term recovery operational planning underway

Long Term Recovery

Long term considerations

- Scale of flood damage, loss or damage to property, belongings
- Impact on livelihoods:
 - Agriculture losses
 - Business losses, compounded by COVID-19 and other past disasters
- Housing shortages / rebuilding issues
 - Expected shortage of housing
 - Likely to be high cost of rebuild and repairs, shortage of tradespeople due to bushfires, flooding and COVID impacts
- Psychosocial impacts:
 - Potentially traumatising disaster experiences (evacuation etc)
 - Cumulative impacts - Many communities affected by TC Debbie, 2019/2020 Bushfires, flooding in 2021 and COVID-19 pandemic

Long term supports

Psychosocial support activities:

- Best practice psychosocial support sessions (such as Supporting the Supporters, psychoeducation sessions), for community leaders and community recovery groups.
- Capability building (such as PFA) to reduce the psychological impacts and strengthen community resilience
- Support to recovery workers and community recovery leaders
- Providing targeted recovery training services – workshops/webinars
 - Mentoring – support for community leaders through DRAMA initiative
 - Participant in recovery forums

Support for community recovery initiatives:

- Such as Bushfire Kids (SA), Community-led Resilience teams (NSW)
- Work within established and connected Red Cross volunteer networks
- Long term place-based operational model

Key Activities

The program will be facilitated by Red Cross Recovery Officers who will support the social and mental wellbeing and recovery of people and communities through psychosocial support and community recovery services. For example:

Planning and coordination

- Conduct detailed needs assessments
- Support coordination of local psychosocial support and recovery services
- Map and promote relevant local pathways for referral to relevant services for individuals and households

Psychosocial support

- Support for community in recovery hubs and during outreach in the form of PFA
- Provide psychological first aid to affected individuals / households
- Support and assist affected people to navigate recovery services through referrals
- Provide psychosocial support for affected groups
- Provide PFA and other psychosocial training for groups and agencies staff involved in recovery
- Provision of Support the Supporters and ad hoc self-care workshops for people working in the bushfire recovery space
- Targeting higher risk communities of vulnerable groups to ensure they are included and empowered to lead their recovery

Key Activities (Cont.)

Community recovery

- Provide recovery resources and bring communities together to talk about their recovery needs in hubs or at community events
- Support community leaders to engage in recovery activities
- Support community-led initiatives
- Deliver Recovery Basics workshops for stakeholders involved in recovery efforts
- Deliver Communicating in Recovery training for council and other agencies to ensure communications are Clear, Relevant, Targeted
- Conduct preparedness training & workshops
- Connect community members with Disaster Recovery Mentors, as required
- Conduct Pillowcase for children in primary schools, as requested
- Ensure Red Cross have a presence in hubs, community events, recovery locations and at committee meetings.

Advocacy

- Red Cross presence on local, regional, and state recovery committees and subcommittees
- Red Cross advocates for recognition of psychosocial impacts
- Advocate for availability of psychosocial support services
- Advocate in relation to humanitarian issues in recovery

Program Footprint

Red Cross has identified 19 LGAs in QLD and NSW in which we will scale up new recovery operations. This includes:

Locations

NSW

- Lismore
- Ballina
- Tweed
- Byron
- Richmond Valley

QLD

- Brisbane
- Fraser Coast
- Gold Coast
- Gympie
- Ipswich
- Lockyer Valley
- Logan
- Moreton Bay
- Noosa
- North Burnett
- Scenic Rim
- Somerset
- South Burnett
- Sunshine Coast

Additional flood affected LGAs will be supported through existing recovery staffing – 4 in QLD and 18 in NSW.

Resourcing

The QLD and NSW Flood Recovery Program will be delivered through a recovery team consisting of:

- **17 FTE**
 - 10 in QLD (3 existing; 7 additional staff required)
 - 12 in NSW (8 existing; 4 additional staff required)
 - 2 National roles focused on oversight and program coordination

Red Cross people will be based in affected communities and will understand the local context and how to help resolve or advocate for people's needs, thus ensuring recovery services are community-led and embedded into community fabric.

Teams will operate under our existing management structure, including an established multi-state, place-based recovery team that is highly experienced and ready to offer support.

Program outcomes

Red Cross' goal is to build communities that are strong and resilient and have capacity to anticipate, respond to and recover well from crises. Program outcomes will include:

- People feel safe, calm and hopeful
- People have access to quality psychosocial support.
- People feel empowered and in control of decision making
- People have the information they need to make decisions
- Psychosocial focussed practices are adopted by relevant stakeholders
- Services are coordinating and collaborating to meet people's psychosocial needs
- Communities are taking localised, community driven action to prepare, endure and recover from disasters
- Community leaders/volunteers, existing and new service providers and partners (including Red Cross staff and volunteers) have enhanced capacity and capability to address the psychosocial needs of flood impacted communities
- Local communities are actively engaged in their community's recovery
- Flood impacted families and communities are supported by a range of needs-driven services to better manage psychosocial impacts
- Improved policy and practice to reduce the psychosocial impacts of flood and other disasters.



Red Cross as recovery sector enabler

- A core tenet of Red Cross recovery operations is to build the capacity of local service providers, local governments and other stakeholders to better respond to the needs of communities.
- This includes provision of training and workshops on topics such as:
 - Psychological First Aid
 - Recovery Basics – the impact of disasters
 - Recovery Basics – working in recovery
 - Recovery Basics – looking after yourself in disaster recovery
 - Communicating in Recovery
- Red Cross also view recovery workers, such as those in local governments and community partners, as a key target audience of our recovery work. This means in addition to building capacity, Red Cross recovery operations also provide direct psychosocial support to community service providers and government.

For example, in the current flood response Red Cross has facilitated five group psychosocial support sessions for affected councils with additional sessions planned in coming weeks



Australian Red Cross' Role

- ▶ Brokering conversations around what capacities and skills exist
- ▶ Communication of priorities and needs between communities and other actors
- ▶ Connecting and referring different stakeholders
- ▶ Identifying key gaps
- ▶ Mapping out who is best placed to undertake activities
- ▶ Supporting communities to apply for funding support
- ▶ Enabling shared understanding of community resilience across different actors
- ▶ Supporting co-production of knowledge and use of best practice
- ▶ Facilitating learning and sharing between communities

Aboriginal & Torres Strait Islander communities

- Red Cross, in its commitment to walk alongside Aboriginal and Torres Strait Islander communities acknowledges, embraces and respects the existing and emerging knowledge and practices of First Nations Peoples in all communities with whom we work. In all of our recovery work we seek incorporate local indigenous knowledge and practices.
- Key tools
 - Australian Red Cross Reconciliation Action Plan
 - The First Nations Recovery Committee - planning and implementing culturally appropriate recovery for local Aboriginal and Torres Strait Islander communities.
 - First Nations Log Frame
 - Dedicated First Nations Recovery Workers
 - Cultural appropriate psychosocial supports
- Red Cross currently is supporting Aboriginal and Torres Strait Islander communities affected by the 2019/2020 bushfires with dedicated Aboriginal recovery staff. The focus of this work includes providing culturally appropriate psychosocial supports, advocating for community involvement in recovery and working with communities on building resilience to disasters.
 - For example - in NSW, Aboriginal Recovery Officers in the Clarence Valley are working to train local communities in psychosocial support, disaster preparedness and recovery to equip the community to respond to future disasters.
 - Red Cross will increase capacity of the First Nations Recovery team to continue to work with Aboriginal communities in the Northern Rivers region.
- At a national level, a dedicated Aboriginal Senior Project Officer, Recovery is working on adapting Red Cross' national psychosocial support training packages and resources to be culturally appropriate and responsive to the needs of Aboriginal and Torres Strait Islander communities.

Children & Young People

- Mapping of services across the affected regions will be needed to determine gaps in services and support for children and young people
- Red Cross recovery operations will aim to provide support for parents in relation to parenting after disasters, including identifying disaster related distress in children and young people, including
 - Though provision of resources
 - Information sessions / webinars with child and youth experts
- Through recovery operations Red Cross will targeted school education sessions available across impacted regions. For example, Red Cross' Pillowcase Program (helping children understand what to prepare and do in events and build emotional resilience to cope with stress)
 - Prior experience post disaster suggests there will be significant demand from schools



Helping children and young people cope with crisis

Information for parents and caregivers



Drawing On Our Experience

- Red Cross has the capacity, networks and resources to deliver this project and carry out our trusted neutral, independent role within communities.
- We have unrivalled experience and expertise in delivering large-scale recovery programs, including the ongoing 2019/20 Bushfire Recovery Program.
- Preliminary findings of an external evaluation on that program shows that it plays a unique role in case study communities and is highly valued by community members and service providers noting:
 - the community-led, flexible, and collaborative approaches to Program delivery
 - the presence of Red Cross across preparedness, response, short-term and long-term recovery
 - Red Cross' position as a trusted non-government organisation and leader in recovery
 - substantial resources available including funds, training materials, access to networks and support from a national coordination team
 - the specific efforts of Recovery Officers who were highly appreciated within the case study communities.



Belle Gallop



bgallop@redcross.org.au



0451 130 247