



PRE & RAPID: Community Impact Assessment for Disaster Recovery

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Further information about the Centre of Disaster Studies is available on the website:

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EXECUTIVE SUMMARY

Aim

The aim of this project was to develop a method or “tool” for the effective assessment of community recovery needs (at the local level) in first few days following the occurrence of a hazardous event.

In the course of researching the project, it became increasingly apparent that not only was there a demand for an immediate post disaster impact methodology (RAPID), but also a need for a methodology which effectively *anticipated* community recovery needs and capacities (PRE).

Research Methods

The research for this project was primarily based on a scan of the relevant literature (academic, practical and informal) and interviews with experienced recovery staff. Additional content and knowledge was supplemented from extensive researcher experience with numerous years of direct collaboration in the emergency management sector.

Outputs

The final product of this project consists of two methodologies - PRE and RAPID - to be used by experienced recovery staff and/or community development workers in anticipating and assessing community recovery needs and capacities at the local level. This process may be further adapted to the community sub-group level to facilitate internal capacity building and coping strategies.

Proviso

These tools are specifically intended for use by experienced recovery agencies and/or community development staff. They do not represent a comprehensive ‘tick and flick’ list or an absolute equation of needs. As each community and context is different, these tools help facilitate a systematic, decision making process that needs to be founded in appropriate knowledge, judgement and experience.

If required, personnel from the Centre for Disaster Studies are able to instruct ‘train the trainer’ workshops on the use of these tools.

BACKGROUND

This project arose out of discussions between Andrew Cumberland (the then Director of Queensland Department of Communities) and Alison Cottrell (researcher at the Centre for Disaster Studies) during a workshop on recovery issues held at Emergency Management Australia's facilities at Mt Macedon in 2006. It was inspired by a commonly perceived need to develop a more systematic, effective and efficient approach of assessing community recovery needs following a disaster. Recovery services need to be delivered in a timely and efficient fashion without duplication or gaps in services, and in ways that are appropriate to family, individual and local needs. If services are provided in such a manner, community members are more likely to be satisfied in the way they are treated, agency staff can feel that they have responded appropriately, and social conflict and/or dissatisfaction may be minimized. This may also facilitate greater accountability on the part of service agencies. This project report is intended to go a substantial way in satisfying such demands through the introduction of two 'tools':

- proactive regional evaluation and planning for recovery(**PRE**)
- rapid assessment post impact of a disaster for recovery (**RAPID**)

These recovery impact assessment tools actively support and assimilate fundamental principles of social impact assessment:

- Development of community resilience;
- A social justice approach;
- Anticipating consequences;
- Better informed decisions; and
- Minimizing negative outcomes.

Further refinement of the tools should be conducted by those service agencies/personnel that are likely to use them, as eventual utility will be both context and event dependent. Researchers from the Centre for Disaster Studies are able to facilitate any workshops in respect to the practical application of the tools; however, the methodology is intended to be equally accessible to most experienced recovery workers.

SOCIAL ASSESSMENT IN THE CONTEXT OF HAZARDS, DISASTERS AND RECOVERY

Studying the details and experiences of past disasters, hazards or crises can help provide valuable information to reduce vulnerability and enhance resilience of individuals, families, and communities. Important lessons learnt and understood are ideally incorporated into emergency management, organisational practice and community awareness and preparedness activities (King, 2006). The endeavour of researching and analysing such information is often referred to as 'post-disaster' studies. Individual case studies can vary in terms of the hazard type; the time elapsed since the event; the scale of the event; and the size of the community affected. Many post disaster studies have traditionally focused on the negative elements of any event, in complete disregard of any inherent community resilience and/or positive outcomes. Contemporary post-disaster assessments similarly need to appreciate that hazard events may potentially impact all sectors of a community (even indirectly) on a short, medium and/or long term basis. A systematic, comprehensive post-disaster study attempts to appreciate and recognise all of the vulnerabilities, capacities and latent resources within any community.

Social Impact Assessment, Post-Disaster Studies and Social Assessment

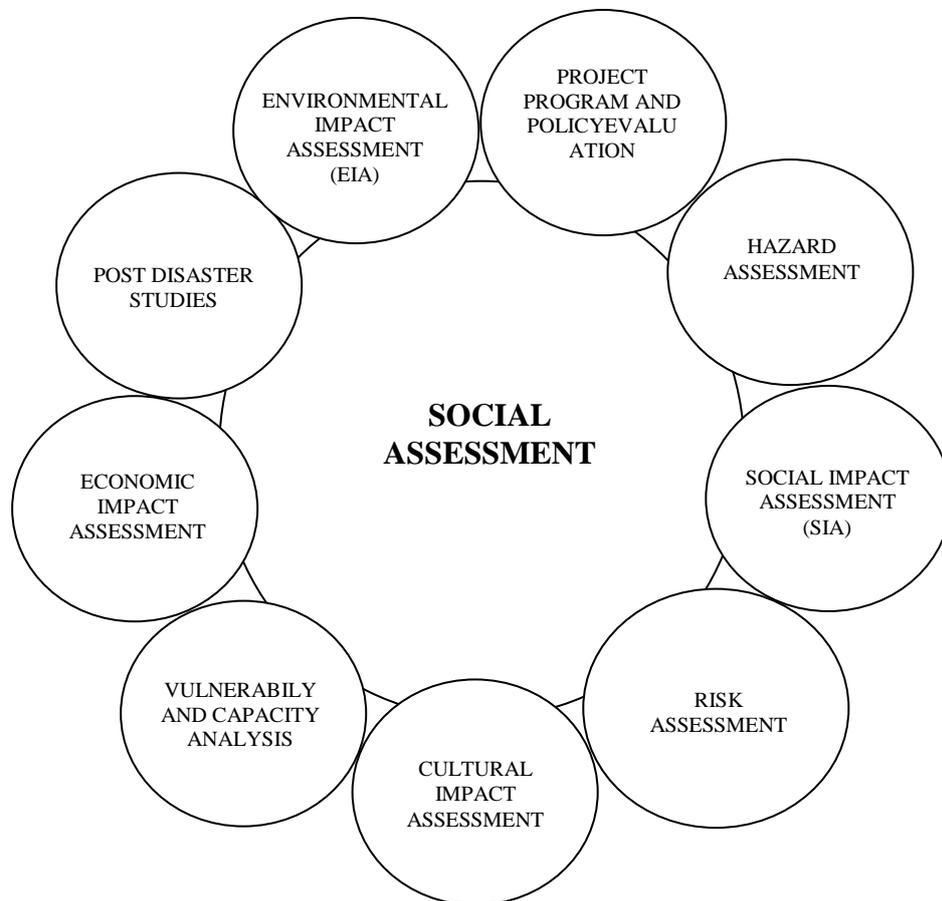
Although often commissioned as independent research projects, social impact assessments and post-disaster studies are intrinsically related activities. Conventionally, social impact assessments are social measures and analysis conducted in advance of any specific hazard or event, while post-disaster studies may investigate any post-event related social impacts. Allied environmental, cultural, hazard and risk management assessments are even considered a legislative requirement in many local planning and/or development activities (Barrow, 2000; Taylor et al, 2004; Burge, 2004a, 2004b; IFRCRCS, 2004). Irrespective of the project focus or final report manifestation, each of these research endeavours represents a form of systematic social assessment (see Figure 1). Any thorough social research assessment paradigm requires consideration of the following five basic social units of increasing structural complexity (Britton, 1989: 3; Dynes and Drabek, 1994):

- the individual,
- the family or workgroup,
- the organization,
- the community,
- the society, and,
- international systems

It is equally important to appreciate any networks and interrelationships that exist within and between each of these basic social units.

Figure 1:

The relationship of Social Assessment with other impact assessment projects



Adapted from Barrow, 2000:7

SOCIAL ASSESSMENT RESEARCH METHODS

Social assessment research for community disaster recovery

Systematic and purposive social research in the disaster context has an extensive and well established foundation. The Disaster Research Centre (DRC) in Boulder, Colorado, boasts an ardent fieldwork tradition and associated literature base which spans over five decades. In Australia, relevant research material, resources and training has been primarily established through Emergency Management Australia. Evidence of complementary research efforts however also exists within a diversity of professional and academic disciplines including: anthropology, economics, medicine, psychology, development sociology, human geography and humanitarian aid. Operating within both the public and private domain, areas of the insurance industry specialise in processes of comprehensive disaster risk assessment and recovery appraisal. Demonstrating such

variability of research agendas, practices and contexts, it becomes rapidly apparent that there is no constant or universal methodology for social disaster assessment, data collection and analysis.

Renowned disaster management authority Thomas Drabek (*cited* in Britton 1989:14, see also King, 2001 & King, 2006) contends, “there is neither a special set of strategies which might be referred to as disaster methodology, nor a separate set of techniques which might be labelled disaster research methods”. Where information is available, longitudinal studies can however offer researchers the opportunity to separate pre-and post-disaster community trends (Britton, 1989:15) and the extent to which organisational learning is adopted. Such case studies clearly demonstrate that effective decision making and recovery service provision is facilitated through the availability of quality, consistent, and timely information. In addition to the physical location, and historical and cultural context of a focus community, Burge (2005, see Figure 2) presents a preliminary list of relevant social assessment variables. Potential sources for such data are similarly indicated in Figure 3.

Consistent with good research practice, any data (when available) should be collected, collated and compared from a variety of sources to assess validity and accuracy. While experienced recovery agencies and/or community development staff are often trained to obtain such information, effective social and recovery assessment must be grounded through local knowledge. In addition to a direct familiarity with the local community demographics, networks, interests and resources, inclusion of local community groups and representatives facilitates the recovery transition period and long term sustainability of community redevelopment initiatives.

Figure 2.

Common Social Assessment Variables

Population Impacts

- Population change
- Influx or out flux of temporary workers
- Presence of seasonal (leisure) residents
- Relocation of individuals and families
- Dissimilarity in age, gender, racial or ethnic composition

Community/Institutional Arrangements

- Formation of attitudes toward the activities
- Interest group activity
- Alteration in size and structure of local government
- Presence of planning and zoning activity
- Industrial diversification
- Living/Family wage
- Enhanced economic inequities
- Change in employment equity of minority groups
- Change in occupational opportunities

Communities in Transition

- Presence of an outside agency
- Inter-organizational cooperation
- Introduction of new social classes
- Change in the commercial/industrial focus of the area
- Presence of weekend residents (recreational)

Individual and Family Level Impacts

- Disruption in daily living and movement patterns
- Dissimilarity in religious and cultural practices
- Alteration in family structure
- Disruption in social networks
- Perceptions of public health and safety
- Change in leisure opportunities

Community Infrastructure Needs

- Change in community infrastructure
- Land acquisition and disposal
- Effects on known cultural, historical, sacred and archaeological resources

Source: Burge, 2004:101

Figure 3.

Potential Data Sources for Key Social Assessment Variables

Census

- Population Census
 - Area & population size
 - % urban
 - Labour force structure
 - Labour force productivity
 - Family income
 - Education level
 - Migration patterns
- Housing Census
 - Dwelling
 - Household modernity
 - Owner occupied homes
- Agriculture Census
 - Value farm products sold
 - Mean farm size
 - Agriculture tenure
- Business & Industry
 - Per capita retail sales
 - Economic complexity
 - Unemployment rate
 - Government complexity

State/admin records

- Marriage rate
- Birth rate
- Death rate
- School attendance
- Welfare payments
- Education spending
- Mining/resource permits
- Crime rate

Private Records

- Disposable income per c.
- Median family income
- Bank receipts

Council/local records

- Improved local roads
- Deed transfers
- Real estate values

- Per capita education
- Land use patterns
- LGC welfare

State & Federal Records

- DPI etc
- Lands
- Heritage etc.
- Health, Education & Communities etc.

Archives

- Newspapers
- Transcripts of hearings
- Cost benefit analyses

Informant Interviews

- Place, history, governance

Source: Burge 2004:25

UNDERSTANDING COMMUNITY DISASTER RECOVERY

To ensure a common approach towards social assessment for community recovery it is important to develop a consistent understanding of the basic terminology and conventions.

Community Recovery Definitions

Recovery (in the more generic context of community disaster research), is a function which coordinates the efforts and processes to effect the immediate, medium and long-term holistic rehabilitation of a community following a disaster.

Ideally, it refers to a developmental and remedial process encompassing the following activities:

- Minimising the escalation of the consequences of the disaster
- Rehabilitating the emotional, social and physical well-being of individuals within communities
- Taking opportunities to adapt to meet the physical, environmental, economic and psychosocial future needs
- Reducing future exposure to hazards and their associated risks.

Although representative of a shared objective, recovery service providers often differentiate between processes of *disaster recovery* and *community recovery*.

Disaster Recovery: is most often viewed as the reconstruction of critical infrastructure, facilities and re-establishment of services by local authorities (utility services, roads, buildings, dams and dikes);

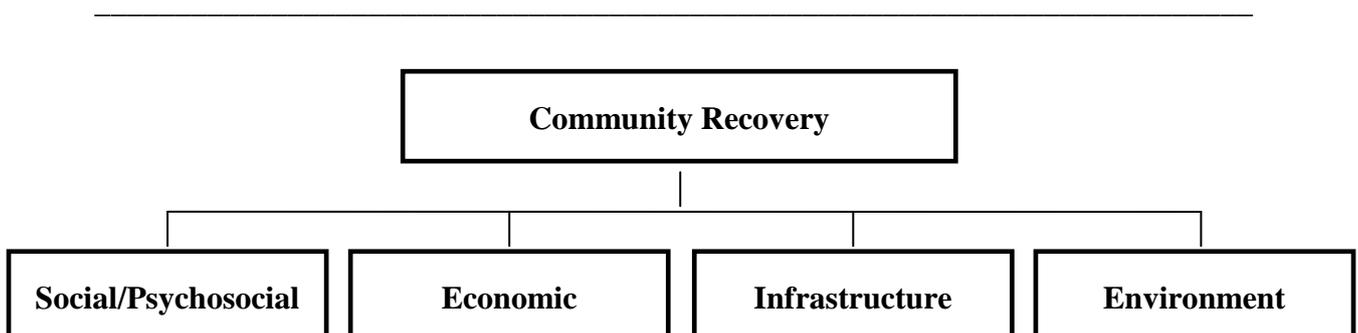
Community Recovery: is most often seen as community actions to limit losses, reduce suffering, and restore the psycho-social and economic viability of the community.

Integrated Community Disaster Recovery

Effective community disaster recovery recommends a holistic, integrated approach which addresses all potential social/psychosocial, economic, infrastructure and environmental components of recovery (EMA 2002, see Figure 4).

Figure 4.

Elements of integrated community recovery



Social/Psychosocial

Social recovery is addressing the needs of a community's functions, social structures and systems following a disaster including the formal and informal social networks that bind communities. It is based on principals of engagement, empowerment, development and resilience.

Psychosocial refers to the psychological and social needs of individuals and families as part of a community. Ensuring an individual's emotional, spiritual, cultural, psychological, social as well as basic needs (including health) are addressed in the immediate, medium and long term recovery following a disaster. It should also be recognised that all those people involved in an event, including rescue workers, support staff and relatives, will have been affected by their experiences. The well-being of all must be considered during recovery.

Economic

Addressing the direct and emergent needs of economic recovery, which is likely to include:

- individual needs (microeconomic level) such as employment security, payment of salaries and wages, debt servicing, access to bank accounts and insurance claims
- small and medium enterprise (SME) needs such as a reliance on just-in-time deliveries, an available workforce and customer confidence
- State and Federal government (macroeconomic level) needs including securing confidence of overseas markets and governments and securing confidence of the private sector in the country's ability to recover at a national level
- Government needs vs. private sector needs including the use of limited resources, reputation and market confidence and recognition of the requirement to prioritise activities for recovery.

Infrastructure

Infrastructure recovery addresses the physical aspects of recovery of infrastructure (the built environment) such as the reconstruction of homes, commercial and public buildings along with their supporting structures, systems, logistics and utilities. Reconstruction links back to prevention/reduction planning and as such physical recovery must be based on long term strategies adopting mitigation measures that prevent or reduce the effects of future emergencies. Infrastructure recovery is often very much embedded in those agencies which have day to day jurisdiction over them.

Environment

Environmental recovery addresses the impacts of a disaster on the environment including amenity value, cultural and heritage values, topography, hydrology, waste and pollution management, biodiversity and ecosystems.

Principles of Community Recovery

Responsible, effective and accountable community recovery should be premised in good governance. The following principles are strongly advocated within any community recovery effort:

Do No Harm – All aid has the potential for both positive and negative impact. The goal of managed recovery is to maximize the benefits and minimize the negative consequences. A coordinated strategy helps reduce possible conflicts between various assistance strategies.

Provide Leadership – Losses cannot be managed by simply allowing things to unfold. The local authority must step forward to coordinate the many recovery participants in an effective and visible way. Doing so will help forestall the freelancing, duplication of effort, and gaps in recovery services that may otherwise occur.

Foster Collaboration – Many recovery organizations can collaborate by working together to achieve specific goals and to undertake specific projects for mutual benefit. The Recovery Organization should include a structure that encourages collaborative thinking and decision making, one that does not unduly restrict or constrain organizations. By sharing common goals in recovery and promoting respect for each other's mission and diversity, the many organizations contributing to recovery can be more effective and build a stronger sense of community.

Empower Individuals – Successful recovery means empowering those impacted by a disaster in a way that preserves their dignity, embraces their right of choice, and demonstrates respect for their experience. Recovery task force members serve as advocates for those impacted by a disaster and provide assistance to them in accessing aid.

Act Quickly, Plan for the Long Term – Some recovery needs are urgent. We believe a small amount of help delivered in a timely manner is far more beneficial than delayed services. In addition to quick, targeted action, a recovery task force should engage the community in creative problem solving over the long term.

Plan for Transition to Normal Services – It is vitally important that recovery personnel plan for a transition to existing community services. The recovery task force will prepare a transition plan in writing for consultation among those impacted and other community members.

Capture Lessons Learned – The recovery period offers a tremendously important opportunity to learn what works and what does not within a community. The recovery task force will capture these lessons by collecting documents, interviewing recovery personnel and clients, and recording the progress of recovery from the first day of activity

Community Disaster Recovery Service Provision

Irrespective of the hazard type, scale, or community size, the following elements are considered central to effective disaster recovery service provision:

Identify Need for Services – Assess and estimate the need for recovery services considering the nature of the disaster.

Assess Available Services and Resources – Identify local, regional, provincial, and national service providers likely to be available.

Coordinate Recovery Services and Resources– Develop policies and procedures for managing services, such as tracking the delivery of services and accomplishments among all service providers.

Support Service Providers – Facilitate the delivery of recovery services by assisting service providers in accessing client information, accommodation, food, potable water, and safety equipment.

Transition - Facilitate medium to long term community rehabilitation, restoration and development service initiatives towards community self-reliance

Review - Monitor, develop, support and implement new measures to reduce future risk and hazards

Comprehensive Disaster Recovery Management Planning

Although commonly perceived as any decision and/or activity undertaken after a hazard event, systematic community disaster recovery should comprise part of a comprehensive risk management approach. Recovery from disaster is most effective when *planning for recovery* is embedded within every related phase of disaster management practice –mitigation/risk reduction/prevention, preparedness/readiness, response and recovery. Despite the apparent frequency and propensity of certain hazards types within any community, comprehensive risk management is also intended to address all hazards - natural, manmade and technological. This process promotes a holistic approach to recovery, which appreciates both the diversity of community needs pre-event and the opportunities that exist post-event to reduce future hazards and associated risks.

Mitigation/Risk Reduction/Prevention

Ideally a proactive planning initiative undertaken in advance of any hazard event to minimise potential impacts and adversity, in many communities it is often the advent of a disaster that becomes the stimulus for implementing disaster planning.

When a community is recovering from an emergency there are opportunities to reduce the risks from future events. For example, if buildings have been destroyed, opportunities exist to avoid building in the hazard-prone area, or to build in a way that better addresses the relevant risks. Similarly, if a community has suffered significant losses because of economic or social factors (such as a lack of insurance), assistance can include incentives to address their vulnerabilities.

Whether proactive or reactive, common planning activities include community risk/hazard assessments, hazard education, capacity building, and implementing hazard mitigation infrastructure.

Preparedness/Readiness

Readiness for community disaster events include three elements that directly relate to recovery issues:

- Public education planning which should include consideration of recovery issues such as:
 - Public expectations of what assistance might be available
 - Pre-design of material on where to seek assistance
 - Pre-design of material on how to deal with damaged property.
- Business continuity planning should be encouraged, to ensure rapid restoration of function and supply, and to free up resources for priority recovery tasks.
- Training schedules should allow for:
 - a general understanding of response roles and the development of competencies
 - specific recovery-context learning (such as emergency expenditure)
 - a selection of training processes (for both individual and shared learning experiences).

Response

Response planning includes a range of provisions relevant to recovery planning. The most significant is the allocation of functions and tasks for response activities. In most cases, agencies will carry over these roles into recovery, changing only the reporting arrangements and the level of

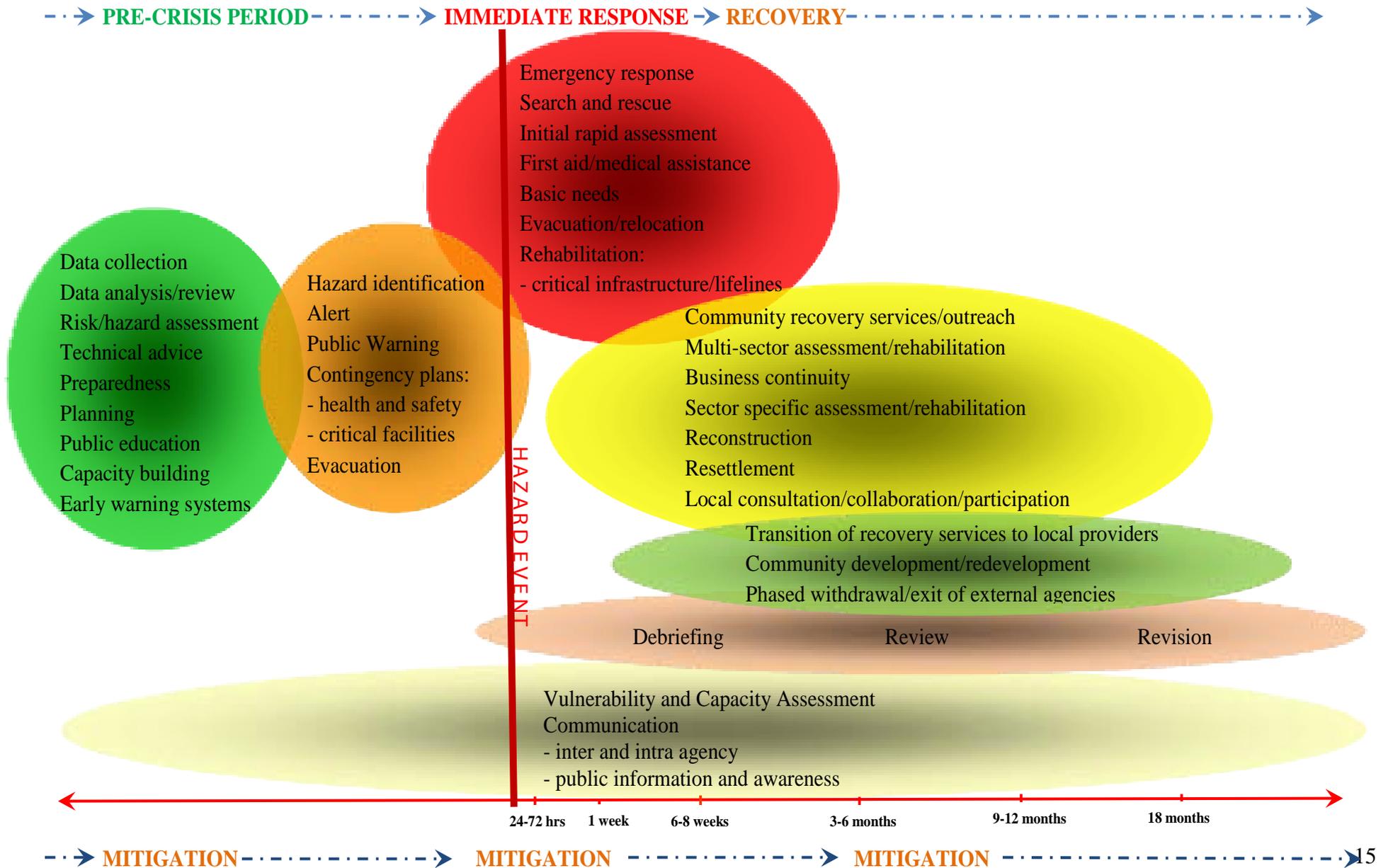
resource commitment. The facilities and coordination arrangements set up for response may also be available for recovery use.

Recovery

While the disaster management process, including recovery, is consistently characterised through such phases or time frames, reality demonstrates that it is often impossible to delineate a definitive conception and/or resolution of most community disaster recovery activities. The recovery process essentially spans all phases in the manner indicated in Figure 5.

However, for the convenience of conceptualisation, administration and management towards effective recovery service delivery, it is constructive to provide tools in the form of templates applied in the pre event context – ie for proactive planning (PRE), and for the immediate days after an event has occurred (RAPID).

Figure 5. **GENERIC COMMUNITY DISASTER RECOVERY FRAMEWORK**



PROJECT DEVELOPMENT - PRE AND RAPID

The research methods used to specifically develop the **PRE** and **RAPID** recovery assessment tools were based on a scan of the literature on recovery and recovery methodologies (references are provided); previous experience of the researchers in the Centre for Disaster Studies; social impact assessment literature; and very importantly, interviews with staff from a variety of government and non-government agencies with substantive experience in disaster recovery.

Aim

Consistent with the initial proposal the primary aim is to provide a comprehensive conceptual framework to assist rapid community recovery assessment and appraisal in the immediate post-disaster period (**RAPID**) (generally within 48 – 72 hours of a major hazard impact or “trigger” event). A secondary aim is to encourage proactive regional evaluation and planning(**PRE**) in order to facilitate more effective recovery service delivery. Complementary to well-established Emergency Management Australia (EMA) and Emergency Management Queensland (EMQ) disaster management practice, this document supports a holistic and sustainable approach to community recovery encompassing:

- All hazards
- All phases
- All agencies
- All resources

The document provides generic templates for

- proactive regional evaluation and planning(**PRE**)
- rapid assessment post impact of a disaster (**RAPID**)

PROACTIVE REGIONAL EVALUATION (PRE) TEMPLATE

Template to be proactively researched documented and reviewed as part of the regional disaster management planning process. This document essentially establishes base-line data for rapid synthesis and comparison in a disaster event.

PROACTIVE REGIONAL EVALUATION AND PLANNING FOR RECOVERY –PRE

Risk Management Planning for Community Disaster Recovery

Comprehensive risk management planning for community disaster recovery represents a systematic process inclusive of local community stakeholders. As any hazard event has the possibility of affecting a community, risk management represents the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse impacts. In the context of community disaster recovery needs, anticipated risk levels are often identified through the conduct of a vulnerability and capacity analysis. Resultant assessment and community risk registers ideally inform management and decision making in the advent of a disaster.

While such proactive planning may direct disaster response and recovery activities, the value of any information is reliant on the accuracy and availability of relevant knowledge and social indicators. Specific information on community demography, available resources and the psychological state within the community are considered critical to the provision of appropriate services. Many local governments already outline a basic community profile in documents such as social atlases. An identified challenge for contemporary disaster recovery planning is to expand existing databases to encompass the broad range of detail, experience and information that exists across many independent local service agencies and organisations. Such information and data sharing remains contingent on successful collaborative network development between government agencies (at all levels), non-government organisations and key stakeholders within communities. Where feasible, a central database of social variables and relevant community information needs to be accessible to authorised personnel at short notice.

Designed and structured specifically to inform the proposed rapid appraisal for community disaster recovery template (RAPID), the PRE – Proactive Regional Evaluation template guides the collection and appreciation of significant social assessment data. Congruent with integrated risk management planning, the information collated in a PRE assessment process should be regularly monitored and reviewed to direct appropriate training, mitigation and disaster response initiatives.

Proactive Regional Evaluation - PRE

COMMUNITY CONTEXT

Information/data resources: <i>maps, satellite images, databases, community contacts</i>
Geography: <i>location (latitude and longitude), size, area, physical terrain/topography/features, environment, climate conditions, closest regional centre</i>
Demography: <i>Average population, distribution/density, general composition, seasonality</i>
Key characteristics <i>political, social/cultural/linguistic, economy, critical infrastructure/lifelines, transportation, utilities, technology/communications, environment, public facilities</i>
Recognised hazards/risks: <i>hazard type/zones, likelihood, exposure, susceptibility, scope, severity, frequency, existing mitigation strategies</i>
Significant event history (historical risk context): <i>event/hazard type, details (date, evolution, location, impacts)</i>
Local Authority/Regional Dimensions: <i>local/council jurisdictions, emergency services/disaster district responsibility, current arrangements/response/plans</i>
Logistical Issues: <i>physical access, travel distances, safety conditions/concerns, security dimensions, identification of hazardous locations, communication provisions/procedures</i>
Organisational structures and resources for disaster recovery deployment/assistance: <i>emergency services, council, LDMG, key community stakeholders (govt, NGOs), available staff, identified response resources (human, material, financial), logistics (transport, storage, communication strategy), identified shelters/facilities</i>
Priority concerns: <i>vulnerable areas/populations, critical infrastructure, sensitive environments</i>

SOCIAL/PSYCHOSOCIAL

TYPE OF INFORMATION	SUGGESTED SOURCES	INFORMATION
Demography	Maps/remote sensing data Strategic data - ABS statistics - Local Social Atlas - agency databases BRS Social Atlas Media Interpersonal communication - LDMG, DDMG, SDMG Department of Health - Nursing Mothers Association - Community Health Clinic Medical service providers	<i>Total population</i>
		<i>Resident population</i>
		<i>Population fluctuations (min and max population)</i>
		<i>Population migration (permanence, transience and change)</i>
		<i>Geographically isolated/remote/inaccessible</i>
		<i>Population structure:</i> -Median age - Gender - Children under 1 - Children under 5 - Dependent children (ratio) - Pregnant/nursing women - Elderly (above 60)
		<i>Disabled/special needs</i> -Mobility - Dependency - Support needs/services - Respite care/nursing
		<i>Ethnicity:</i> -Indigenous population - Migrants
		<i>NESB/LOTE</i>
		<i>Homeless</i>
Families and Households	ABS Centrelink Family Assistance Office Department of Housing	<i>Average household size</i>
		<i>Single person household</i>
		<i>Couple with dependent children</i>
		<i>Single parent family</i>
		<i>Extended household (capacity/housing stress)</i>
Personal Housing/Dwelling/Shelter		House
		Flat/unit/townhouse

		Caravan/mobile home
		Hotel/motel
		Other structure
		Homeless shelter/site
		Structural integrity
		Density
	Accommodation service providers Property developers Real estate agents	<i>Tenancy/Occupation rates</i> -vacancies - rentals - accommodation availability
	Insurance providers Department of Housing RTA ABS	<i>Housing status</i> - private tenant/rental - public housing - owner/occupied - other (boarder, hostel/home/facility, caravan park)
	Insurance Council Australia	<i>Insurance (household and contents)</i> -insured - uninsured
	Department of Transport and Main Roads	<i>Transport access</i> -private vehicle - public transport
	Australian Telecommunications Authority ABS	<i>Access to information/communication</i> -radio - television - computer (home internet)
Public Health	Department of Health Private Health Care providers AMA Centrecare Aged Care Disability Support Services	<i>Access to medical treatment/assistance</i>
		<i>Access to safe drinking water/food</i>
		<i>Hygiene/sanitation services</i>
		<i>Medical support dependency</i>
		<i>Respite care/nursing</i>
		<i>Health facilities</i> - hospitals - medical centres/clinics

		<i>Specialist medical services/equipment</i>
		<i>Immunisation</i>
		<i>Nutrition</i>
		<i>Endemic diseases/risks</i>
		<i>Staff availability</i> -doctors -nurses -paramedics
		<i>Quantities</i> - essential drugs - vaccinations - blood/blood products
Mental/Social Health	Department of Health – mental services Counselling services Justice	<i>Protection Issues:</i> - Substance abuse/addiction - Domestic Violence - Criminal behaviour - Suicidal behaviour/depression/chronic mental illness - Child safety
		<i>Availability trained professionals/resources</i>
Education	DEET DEST	<i>Literacy</i>
		<i>Average level of formal education</i>
		<i>Proportion in full time education</i>
		<i>Institutions (number, location, staff, students)</i> Primary Secondary Tertiary
Community services/facilities	Yellow pages Business Service Directory Local Council Maps Insurance Provides Chamber of Commerce Department of Primary Industry Religious/cultural organisations	<i>Capacity/access/availability:-</i> <i>Commercial services</i> - Banks/financial institutions - Service/fuel stations - Supermarkets - Clothing stores - Chemist - Department stores

		<ul style="list-style-type: none"> - Hardware/building supplies - Public transport/access - Postal services <p><i>Community/neighbourhood centres</i></p> <p><i>Kindergartens/day care</i></p> <p><i>Religious/spiritual centres</i></p> <p><i>Cultural/heritage venues</i></p> <p><i>Entertainment/recreational</i></p> <ul style="list-style-type: none"> - Sporting clubs - Entertainment venues - Parks - Restaurant/hotels - Libraries/galleries
Socio-cultural context	<p>ABS</p> <p>Migrant resource centre</p> <p>Relevant community/social groups</p> <p>Local council</p>	<p><i>Potentially relevant religious, linguistic and ethnic factors</i></p> <p><i>Disaster subculture- relevant disaster experience/knowledge, mechanisms</i></p>
Intangibles (qualitative)	<p>Local networks</p> <p>Council</p>	<p><i>Social structure/dynamics – homogeneity vs heterogeneity (aggregation)</i></p> <p><i>Community values</i></p> <p><i>Coping capacity/self sufficiency vs dependency</i></p> <p><i>Trust/Security</i></p> <p><i>Equity/cohesion vs marginalisation of individuals/groups</i></p> <p><i>Social inclusion/membership</i></p> <p><i>Volunteer networks/groups/organisations</i></p> <p><i>Gender issues</i></p> <p><i>Advocacy resources/services</i></p> <p><i>Local engagement, commitment, participation, vision</i></p> <p><i>Self determination vs external intervention, centralisation</i></p> <p><i>Leadership/local governance (informal and formal)</i></p> <p><i>Institutional arrangements</i></p> <p><i>Political cohesion/integration – horizontal and vertical</i></p> <p><i>Social assets - relationships/networks/partnerships</i></p> <p><i>Spiritual care</i></p>

ECONOMIC/LIVELIHOODS (economic and material)

TYPE OF INFORMATION	SUGGESTED SOURCES	INFORMATION
<p>Individual/household</p>	<p>ABS Centrelink FAO Department of Housing ATO ABS</p>	<p><i>Income:-</i></p> <ul style="list-style-type: none"> - Low income individual <\$25000 p.a - Low income family/household <\$35 000pa - Median household income
		<p><i>Income/social support payments:</i></p> <ul style="list-style-type: none"> - Unemployment - Disability/Carer - Aged Pension - Single Parent/Parenting Payments - Rental/Housing Assistance - Education/training support - External payments/remittance
		<p><i>Employment conditions:-</i></p> <ul style="list-style-type: none"> - Unemployed - Unpaid/Volunteers - Informal sector - Casual/part-time - Self employed - Full time employment
<p>Labour force</p>		<p><i>Participation rates</i></p> <p><i>Unemployment</i></p> <p><i>Volunteers</i></p>
<p>Local industry/economic production</p>	<p>DPI Chamber of Commerce</p>	<p><i>Agriculture/aquaculture, forestry, fishing</i></p> <ul style="list-style-type: none"> - crops/pasture - livestock - equipment/fences/infrastructure
		<p><i>Mining</i></p>
		<p><i>Construction</i></p>
		<p><i>Manufacturing</i></p>

		<i>Transport, postal and warehousing</i> - vehicles - fuel - infrastructure/access
		<i>Wholesale and retail trade</i>
		<i>Accommodation and food services</i> - tourism - hospitality - entertainment
		<i>Financial and insurance services</i>
		<i>Rental, hiring and real estate services</i>
		<i>Public administration and safety</i>
		<i>Health care and social assistance</i>
		<i>Education and training</i>
		<i>Art and recreation services</i>
		<i>Informal sector</i> - market production - subsistence
Insurance		<i>Uninsured</i>
		<i>Inadequate</i>
		<i>Adequate</i>
Finance		<i>Access/services</i>
		<i>Capital/income</i>
		<i>Loans/debt</i>
		<i>Savings/investment/assets</i>
Disaster relief funding/resources		<i>Emergency budget/provisions/resources</i>

INFRASTRUCTURE

TYPE OF INFORMATION	SUGGESTED SOURCES	INFORMATION
Engineering lifelines/utilities:	Public works departments and transport ministries Public utilities: Ergon Elgas Telstra/Optus Port authorities Surveying departments Engineering regulatory institutions Contractors Water and sewerage agencies Maps	<i>Capacity, access, availability:-</i>
		<i>Gas</i>
		<i>Electricity</i> - primary supply - backup generators (fuel)
		<i>Water</i> - quality - distribution - drainage
		<i>Sewage/ Garbage (sanitation)</i>
		<i>Local food supply/distribution network</i>
		<i>Telecommunications</i> - media broadcast/transmission capacity and services (radio, television, newspaper, Internet) - infrastructure - mobile/satellite communications - static/landlines - alternate options
		Critical facilities/infrastructure
<i>Shelters</i> - Evacuation - Temporary accommodation arrangements		
<i>Hospitals and Nursing Homes</i>		
<i>Emergency services</i> - Fire and Rescue - Police - Paramedics - SES		
<i>Local Government/Council</i>		
<i>Schools</i>		

		<i>Animal shelters</i>
Transport Network		<i>Capacity, access, availability:-</i>
		<i>Roads</i>
		<i>Bridges</i>
		<i>Railways</i>
		<i>Sea/river ports</i>
		<i>Coastal/river craft</i>
		<i>Airports/airstrips</i>
		<i>Fuel supplies</i>
Administration/Institutions		<i>Capacity/viability:-</i> Business continuity Contingency planning Security Information/communication systems Resources - physical location - staff - infrastructure -finance -data
Support Infrastructure		<i>Building sector</i> - insurers - builders - sub-contractors - suppliers
		<i>Health-care sector</i> - health insurance - medical practitioners - pharmacists - pharmaceutical suppliers
		<i>Education/training</i>
		<i>Housing</i> - accommodation - catering systems.

		<i>Food and merchandise distribution</i> - markets - wholesalers - retailers
Built Infrastructure		<i>Residential housing</i>
		<i>Commercial/industrial property</i>
		<i>Rural farmland</i>
		<i>Public building/assets</i>
Redevelopment Planning Issues		<i>Mitigation</i> - construction design - structural retrofitting - building codes/standards - land use planning/regulations - rezoning - set-backs - public information/education/advice

ENVIRONMENT

TYPE OF INFORMATION	SUGGESTED SOURCES	INFORMATION
Environmental quality	EPA Research institutions	<ul style="list-style-type: none"> - Air - Water - Soil - Exposed surfaces
Sensitive environments:	EPA	<ul style="list-style-type: none"> <i>Hazardous materials</i> <ul style="list-style-type: none"> - industrial - commercial - medical - munitions storage <i>Toxic release sites</i> <i>Oil facilities</i> <i>Ports</i> <i>Marinas</i> <i>Discharge sites</i> <i>Catchment areas</i>
Ecosystems and protected areas	Research Institutes Geographic information systems On - site, aerial or satellite photographs or films, relief	<ul style="list-style-type: none"> <i>Natural assets/heritage:-</i> <i>Agro ecosystems</i> <i>Forest ecosystem</i> <i>Freshwater ecosystem</i> <i>Grassland ecosystem</i> <i>Coastal ecosystem</i> <i>Rare or unique habitats</i> <i>Biological corridors</i>
Species Protection		<ul style="list-style-type: none"> <i>Highly diverse biological communities</i> <i>Highly productive habitat (woodland, wetland, estuary, reef)</i> <i>Refuge habitat for rare or endangered species</i> <i>Habitat for species that need large territories</i>

		<i>Area of seasonal importance in species feeding/reproduction</i>
		<i>Areas that maintain a wild bank of domesticated species</i>
Environmental Management		<i>Policy</i> <i>Regulations</i>
Intrinsic Community Value (amenity/aesthetics)		<i>- Scientific</i>
		<i>- Educational</i>
		<i>- Aesthetic</i>
		<i>- Landscape</i>
		<i>- Recreational</i>
		<i>- Historic</i>
		<i>- Religious</i>
		<i>- Archaeological interest</i>
	<i>- Cultural</i>	
	<i>- Traditional importance (eg. provision of fuel, fabrics, food, construction materials, traditional medicine)</i>	

RAPID ASSESSMENT POST IMPACT OF A DISASTER (RAPID) TEMPLATE

Template to facilitate the rapid synthesis of secondary data with real time information (primary data) in the disaster context

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RAPID ASSESSMENT POST-IMPACT OF A DISASTER - RAPID

The RAPID Template

The RAPID template/recovery framework is a strategic tool that assists to identify and prioritise community service needs based on a thorough assessment of damage, underlying causes, needs and capacities. The systematic identification of disaster/event impacts in early stages provides a strong foundation for a more comprehensive and timely community recovery – minimising adversity. While the initial community recovery assessment (RAPID template) establishes documentation and provides an early appreciation of the disaster context, it is important to ensure that such assessment remains an ongoing, iterative process based on the most current and reliable data available.

Rationale, purpose and objectives of the RAPID TEMPLATE

Disaster events typically represent a disruption to everyday community conditions and functions, requiring a carefully considered approach for timely recovery. Synonymous with urgency and a public demand for action, initial recovery assessments must often be conducted *rapidly by non-specialized personnel, with the objective of answering several essential questions for effective recovery planning and programming*. The capacity to quickly mobilize field personnel to collect key data in core sectors (e.g. social/psychosocial, economic/livelihoods, infrastructure, environment) can be strengthened by the use of a shared framework, tool(s) and guidance, as well as processes and expectations for institutional collaboration and coordination.

The purpose of the RAPID template is to provide a rapid overview of the disaster situation, based on essential multi-sector data, in order to identify the immediate impacts of the disaster event, estimate needs and ongoing vulnerabilities of the affected population and define the priorities for community recovery services and actions. Data collection techniques, integrating rapid *primary data* collection and *secondary data* review (ideally established through the Proactive Regional Evaluation – PRE planning)– allow it to be conducted quickly in a rapidly changing situation.

Data provided by the RAPID template will be preliminary, and its quality limited by the constraints of time and opportunities for structured sampling and data collection in the hours and days after an event. It is generally limited to an approximate assessment of damage and immediate needs and is not able to provide comprehensive statistically sound or in-depth qualitative data. However, the RAPID is the first step in a continuous process and therefore must identify the need for more comprehensive follow-up assessments and create a basis for them.

The objectives of the RAPID template are to provide data to answer the following core questions:

- *What has happened?*
- *Is there a disaster situation and, if so, what are its key features?*
- *How has the population been affected by the disaster event?*
- *Who is likely to be most vulnerable and why?*
- *How many people were affected, and where are they?*
- *Are interventions required to prevent further harm, injury or loss of life?
If so, what are top priorities for assistance?*

- *What are continuing or emerging threats that may escalate the situation?*
- *What are people's expectations of themselves?*
- *What are people's expectations of response and support agencies?*
- *What resources and capacities are already present (e.g., infrastructure, organisations and institutions) that could assist in the response/recovery, and what are the immediate capacity gaps?*
- *What are the key information gaps which should be addressed in follow up surveys and/or qualitative assessments?*
- *What processes/resources are there to record, review and disseminate the information?*

Data collection and analysis:

Primary data/information is gathered directly by observation or interviews with people directly affected by or working in the affected area (such information is typically generated through emergency service providers, first responders, outreach personnel, resident contact and field sampling). While physical disaster impacts and damage are relatively apparent, many community psycho-social impacts may be less visible and/or tangible. Awareness of such issues is often considered intuitive or experience-based however, an effective appreciation can be facilitated by prior training and familiarity with the relevant indicators.

Secondary data/information for rapid disaster assessment comes indirectly in the form of written or verbal reports, documents, maps and images. Proactive regional risk and disaster management planning processes which include established community vulnerability and capacity assessments (ie PRE) can prove an invaluable data resource.

Both *primary* and *secondary* data are required to complete the RAPID template. This allows for baseline pre-event community data to be synthesised with real-time information.

Guidelines for data collection

- Agreed standards, principles and indicators are used in the collection, analysis, interpretation and presentation of data and information in order to inform decisions on relevant community recovery services
- Common/standard formats and methods are used by all field teams.
- Data are gathered from a wide range of sources and triangulated: this includes secondary data and data from key informants, community group interviews and, sometimes, rapid surveys. Sources are recorded but care is taken not to expose informants to any risk in insecure areas.
- Both qualitative and quantitative data are sought and used.
- All secondary data are systematically reviewed and evaluated in relation to: the data collection techniques used; the manner in which the techniques were applied in the field, with particular attention to the adequacy and reliability of sampling; and whether the reported findings appear to represent the true situation (and, if not, the likely direction of the bias – over-estimation or under-estimation).
- Sample design and the selection of key informants ensure the coverage of, and data analysis distinguishes, distinct geographical areas, ethnic groups and gender differences.

- Data collection and analysis covers capacities and resources – including the resilience of different population groups – as well as “needs”, and on the current situation and how it is expected to evolve in the next 6 to 12 weeks.
- Special attention is given to assessing the situation of the most vulnerable populations (which are often the most difficult to assess).
- Interviewees’ privacy and security are safeguarded. Personal information (e.g., names) is only recorded with consent, and such information is not shared outside of the team unless necessary.
- Data on the current situation are compared with both national standards and local pre-crisis seasonal norms. Changes are identified compared with the pre-crisis situation/baseline in relation to demographics, health status, and health care systems.
- Analysis is initiated in real time concurrent with data collection; initial findings should be discussed in open dialogue with all involved parties.

Reporting:

- Assessment findings are reported and disseminated promptly.
- There is transparency in reporting: data gaps, dubious data, questionable bias and limitations with explanations and any assumptions are clearly indicated in the report.
- Recommendations are clear and action-oriented.
- Timely feedback is provided to all stakeholders, particularly those providing data

While a rapid appraisal is expected to be detailed, accurate, accessible and systematic, the speed of reporting is considered more important than *precise* figures (ideally documented within 36 hours of the trigger event). Effective field sampling and/or a cluster/averaging approach should provide sufficient information to facilitate early decision making and the formulation of common sense solutions. As community recovery reflects a dynamic and often complex process, all assessment should be reviewed and revised throughout the post-disaster period

**Rapid Appraisal Post-Impact of a Disaster - RAPID
EVENT CONTEXT**

Pre-event community profile:

Synthesise existing/relevant: disaster management/recovery plans, social vulnerability/capacity analysis, resources, raw data/statistics, maps

Event details:

date, time, place, nature/ cause, intensity

Area affected:

geographic extent – latitude and longitude, potential scope

Worst affected areas/populations/sector (priority):

identified areas of direct impact and secondary/peripheral impact – magnitude, severity, expected duration, estimated total population

Local Authority/Regional Dimensions:

local/council jurisdictions, emergency services/disaster district responsibility, current arrangements/response

Security/Access Considerations:

physical access, travel distances, safety conditions/concerns, security dimensions, identification hazardous locations, identified restrictions, availability of shelter/basic needs for deployed personnel, transport (including availability of fuel), communication provisions/procedures

Projected event evolution/escalation and constraints (key risks and priority issues for community):

secondary hazards/threats/risks, event escalation, deterioration of conditions, climate/weather concerns, hazardous locations, exposure, susceptibility, mitigation actions

Functional structures and resources for direct deployment/assistance:

emergency services, LDMG, key community stakeholders (govt, NGOs), available staff, identified response resources (human, material, financial), logistics (transport, storage, communication strategy)

Priority needs:

search and rescue, communication/information, transportation/equipment, shelter, clothing, food items, water/sanitation, health, education, crops/agriculture, infrastructure

SOCIAL/PSYCHOSOCIAL

TYPE OF INFORMATION	SUGGESTED SOURCES	INFORMATION
Affected Population	Maps/remote sensing data Strategic data - ABS statistics - Local Social Atlas - agency databases Media Reconnaissance - SES/emergency services - agency outreach - Emergency Management Queensland Interpersonal communication - LDMG, DDMG, SDMG Department of Health - Nursing Mothers Association - Community Health Clinic Medical service providers	<i>Total population</i>
		<i>Fatalities</i>
		<i>Injuries</i>
		- Critical
		- Moderate
		- Minor
		<i>Missing</i>
		<i>Geographically isolated/remote/inaccessible</i>
		<i>Children under 1</i>
		<i>Children under 5</i>
		<i>Children separated from parent/family/guardian</i>
		<i>Pregnant/nursing women</i>
		<i>Elderly (above 60)</i>
		<i>Disabled/special needs</i>
<i>NESB/LOTE</i>		
<i>Homeless</i>		
- Number of people		
- Number of families		
<i>Evacuated/temporary shelter</i>		
- Resident		
- Visitor		
<i>Shelter-in-place</i>		
Housing/Shelter	Reconnaissance - SES/emergency services - agency outreach BSA	<i>Housing/dwellings</i> - Permanently destroyed dwellings - Damaged, uninhabitable but repairable - Minor damage/habitable
	Accommodation service providers Property developers Real estate agents	<i>Temporary accommodation options</i> - Vacancies - Temporary Shelter - Relocation

	Insurance providers Department of Housing RTA ABS	<i>Housing status</i> - private tenant/rental - public housing - owner/occupied - other (boarder, hostel/home/facility, caravan park)
Public Health	Department of Health Private Health Care providers AMA Centrecare Aged Care Disability Support Services	<i>Access to medical treatment/assistance</i>
		<i>Access to safe drinking water/food</i>
		<i>Hygiene/sanitation services</i>
		<i>Medical support dependency</i>
		<i>Respite care/nursing</i>
		<i>Health facilities affected (gravity of damage)</i> - hospitals - medical centres/clinics
		<i>Condition of equipment</i>
		<i>Immunisation</i>
		<i>Nutrition</i>
		<i>Endemic diseases/risks</i>
Mental/Social Health	Department of Health – mental services Counselling services Justice	<i>Staff availability</i> -doctors -nurses -paramedics
		<i>Quantities</i> - essential drugs - vaccinations - blood/blood products
		<i>Primary trauma assistance</i>
Education	DEET	<i>Protection Issues:</i> - Substance abuse/addiction - Domestic Violence - Criminal behaviour - Suicidal behaviour/depression/chronic mental illness - Child safety
		<i>Availability trained professionals</i> <i>Children isolated from family (boarding, camp etc)</i>

	Reconnaissance	<p><i>Schools/institutions affected</i></p> <ul style="list-style-type: none"> - Permanently destroyed - Damaged, unusable but repairable - Damaged but partially usable (estimate gravity %) <p><i>Institutional details</i></p> <ul style="list-style-type: none"> - Available staff/teachers - Enrolled students
Community services/facilities	<p>Yellow pages Business Service Directory Local Council Maps Insurance Providers Chamber of Commerce Department of Primary Industry Religious/cultural organisations</p>	<p><i>Capacity/access/availability:-</i></p> <p><i>Commercial services</i></p> <ul style="list-style-type: none"> - Banks/financial institutions - Service/fuel stations - Supermarkets - Clothing stores - Chemist - Department stores - Hardware/building supplies - Public transport/access - Postal services <p><i>Established government relief services eg.</i></p> <ul style="list-style-type: none"> - Centrelink - DPI - Department of Communities <p><i>Local NGOs eg.</i></p> <ul style="list-style-type: none"> - Lifeline - Salvation Army - St Vincent de Paul - Endeavour Foundation <p><i>Community/neighbourhood centres</i></p> <p><i>Kindergartens/day care</i></p> <p><i>Religious/spiritual centres</i></p> <p><i>Cultural/heritage venues</i></p> <p><i>Entertainment/recreational</i></p> <ul style="list-style-type: none"> - Sporting clubs - Entertainment venues

		<ul style="list-style-type: none"> - Parks - Restaurant/hotels - Libraries/galleries
Socio-cultural context	ABS Migrant resource centre Relevant community/social groups Local council	<i>Potentially relevant religious, linguistic and ethnic factors</i>
		<i>Disaster subculture- relevant disaster experience/knowledge, mechanisms</i>
Intangibles (qualitative)		<i>Social disruption/change</i> <i>Social structure/dynamics – homogeneity vs heterogeneity</i> <i>Community values</i> <i>Adjustment/adaptation/resilience vs resistance</i> <i>Needs vs demands/expectation/perception</i> <i>Coping capacity/self sufficiency vs dependency</i> <i>Temperament (attitude, mood, emotions, anxiety, tension, distress)</i> <i>Emergent behaviour – productive vs adverse</i> <i>Trust (transparency and accountability)</i> <i>Security</i> <i>Equity/cohesion vs marginalisation of individuals/groups</i> <i>Gender issues</i> <i>Advocacy resources/services</i> <i>Local engagement, commitment, participation, vision, Inclusion</i> <i>Self determination vs external intervention, centralisation</i> <i>Leadership/local governance (informal and formal)</i> <i>Institutional arrangements</i> <i>Political cohesion/integration – horizontal and vertical</i> <i>Social assets - relationships/networks/partnerships</i> <i>Spiritual care</i>

ECONOMIC/LIVELIHOODS (economic and material)

TYPE OF INFORMATION	SUGGESTED SOURCES	INFORMATION
<p>Individual/household</p>	<p>ABS Centrelink FAO Department of Housing ATO ABS</p>	<p><i>Income:-</i></p> <ul style="list-style-type: none"> - Low income individual <\$25000 p.a - Low income family/household <\$35 000pa - Median household income
		<p><i>Income/social support payments:</i></p> <ul style="list-style-type: none"> - Unemployment - Disability/Carer - Aged Pension - Single Parent/Parenting Payments - Rental/Housing Assistance - Education/training support - External payments/remittance
		<p><i>Employment conditions:-</i></p> <ul style="list-style-type: none"> - Unemployed - Unpaid/Volunteers - Informal sector - Casual/part-time - Self employed - Full time employment
<p>Estimated direct job loss</p>		<p><i>Duration</i></p> <ul style="list-style-type: none"> - Short - Medium - Long
<p>Local industry/economic production (damage by sector)</p>	<p>DPI Chamber of Commerce</p>	<p><i>Business continuity/viability/provisions/contingencies:-</i></p>
		<p><i>Agriculture/aquaculture, forestry, fishing</i></p> <ul style="list-style-type: none"> - crops/pasture - livestock - equipment/fences/infrastructure
		<p><i>Mining</i></p>
		<p><i>Construction</i></p>

		<i>Manufacturing</i>
		<i>Transport, postal and warehousing</i> - vehicles - fuel - infrastructure/access
		<i>Wholesale and retail trade</i>
		<i>Accommodation and food services</i> - tourism - hospitality - entertainment
		<i>Financial and insurance services</i>
		<i>Rental, hiring and real estate services</i>
		<i>Public administration and safety</i>
		<i>Health care and social assistance</i>
		<i>Education and training</i>
		<i>Art and recreation services</i>
		<i>Informal sector</i> - market production - subsistence
Material/Property damage	Insurance assessors Outreach Recovery Centre Maps Public meetings	<i>Structural</i>
		<i>Non structural</i>
		<i>Infrastructure</i>
		<i>Contents:</i> - equipment - furniture - personal possessions
Insurance		<i>Uninsured</i>
		<i>Inadequate</i>
		<i>Adequate</i>
Finance		<i>Access/services</i>
		<i>Capital/income</i>

		<i>Loans/debt</i>
		<i>Savings/investment/assets</i>
Financial Disaster Relief	NDRA SDRA	<i>Formal arrangements</i> - Eligibility - Estimated recipients/amount required
		<i>Provisional/special arrangements</i> - Grants - Compensation - Credit/micro loans - Suspended commitments/repayments
Public relief funding/resources		<i>Donations (financial and material)</i> - Responsibility - Receipt - Storage - Tracking - Transportation/distribution - Accountability - Transparency
Indirect (associated) impacts/costs		<i>Emergency and relief agencies</i>
		<i>Alternative accommodation</i>
		<i>Clean-up</i>
		<i>Business disruption</i>
		<i>Network disruption</i>
		<i>Agricultural production</i>
		<i>Disruption of public services</i>
Intangible loss (qualitative)		<i>Personal and family</i> -Death and injury - Health impacts - Dislocation/relocation - Disruption - Pets - Memorabilia - Quality of life
		<i>Business – loss of:</i>

		<ul style="list-style-type: none">- Confidence- Contracts- Staff
		<i>Community</i> <ul style="list-style-type: none">-Environment impacts- Cultural and heritage loss- Reduced access to services and facilities

INFRASTRUCTURE

TYPE OF INFORMATION	SUGGESTED SOURCES	INFORMATION
Engineering lifelines/utilities:	Public works departments and transport ministries Public utilities: Ergon Elgas Telstra/Optus Port authorities Surveying departments Engineering regulatory institutions Contractors Water and sewerage agencies Maps	<i>Capacity, access, availability:-</i>
		<i>Gas</i>
		<i>Electricity</i> - primary supply - backup generators (fuel)
		<i>Water</i> - quality - distribution - drainage
		<i>Sewage/ Garbage (sanitation)</i>
		<i>Telecommunications</i> - media broadcast/transmission capacity and services (radio, television, newspaper, Internet) - infrastructure - mobile/satellite communications - static/landlines - alternate options
		Critical facilities/infrastructure
<i>Shelters</i> - Evacuation - Temporary accommodation arrangements		
<i>Hospitals and Nursing Homes</i>		
<i>Emergency services</i> - Fire and Rescue - Police - Paramedics - SES		
<i>Local Government/Council</i>		
<i>Schools</i>		
<i>Animal shelters</i>		
Transport Network		<i>Capacity, access, availability:-</i>

		<i>Roads</i>
		<i>Bridges</i>
		<i>Railways</i>
		<i>Sea/river ports</i>
		<i>Coastal/river craft</i>
		<i>Airports/airstrips</i>
		<i>Fuel supplies</i>
Administration/Institutions		<i>Capacity/viability:-</i> Business continuity Contingency planning Security Information/communication systems Resources - physical location - staff - infrastructure -finance -data
Support Infrastructure		<i>Building sector</i> - insurers - builders - sub-contractors - suppliers <i>Health-care sector</i> - health insurance - medical practitioners - pharmacists - pharmaceutical suppliers <i>Education/training</i> <i>Housing</i> - accommodation - catering systems.
		<i>Food and merchandise distribution</i> - markets

		<ul style="list-style-type: none"> - wholesalers - retailers
Built Infrastructure		<i>Residential housing</i>
		<i>Commercial/industrial property</i>
		<i>Rural farmland</i>
		<i>Public building/assets</i>
Redevelopment Planning		<i>Mitigation</i> <ul style="list-style-type: none"> - construction design - structural retrofitting - building codes/standards - land use planning/regulations - rezoning - set-backs - public information/education/advice

ENVIRONMENT

TYPE OF INFORMATION	SUGGESTED SOURCES	INFORMATION
Environmental quality	EPA Research institutions	<i>Identified/potential contamination</i> - Air - Water - Soil - Exposed surfaces
Sensitive environments:	EPA	<i>Hazardous materials</i> - industrial - commercial - medical - munitions storage <i>Toxic release sites</i> <i>Oil facilities</i> <i>Ports</i> <i>Marinas</i> <i>Discharge sites</i> <i>Catchment areas</i>
Ecosystems and protected areas	Research Institutes Geographic information systems On - site, aerial or satellite photographs or films, relief	<i>Natural assets/heritage:-</i> <i>Agro ecosystems</i> <i>Forest ecosystem</i> <i>Freshwater ecosystem</i> <i>Grassland ecosystem</i> <i>Coastal ecosystem</i> <i>Rare or unique habitats</i> <i>Biological corridors</i>
Species Protection		<i>Highly diverse biological communities</i> <i>Highly productive habitat (woodland, wetland, estuary, reef)</i> <i>Refuge habitat for rare or endangered species</i> <i>Habitat for species that need large territories</i> <i>Area of seasonal importance in species feeding or reproduction</i>

		<i>Areas that maintain a wild bank of domesticated species</i>
Environmental Management		<i>Policy Regulations</i>
Intrinsic Community Value (amenity/aesthetics)		<i>- Scientific</i>
		<i>- Educational</i>
		<i>- Aesthetic</i>
		<i>- Landscape</i>
		<i>- Recreational</i>
		<i>- Historic</i>
		<i>- Religious</i>
		<i>- Archaeological interest</i>
		<i>- Cultural</i>
	<i>- Traditional importance (eg. provision of fuel, fabrics, food, construction materials, traditional medicine)</i>	
Recovery Impacts		<i>Physical damage Resource/raw materials acquisition</i>

APPENDIX

COMMON SERVICES REQUIRED FOR COMMUNITY RECOVERY*

Accommodation: temporary/provisional/transit/permanent

Advocacy: Work on behalf of those impacted by a disaster with special needs (e.g., those with disabilities, orphans, single parents, seniors, or those with special dietary needs) to obtain needed resources and services.

Animal Care: Provide care services for animals during the disaster including rescue, sheltering, repairing fences and barns, and grieving services for people who have lost pets and other animals. Provide resources for pet and livestock, animal food, water, medications, and carcass disposal.

Behaviour and emotional stability/development support services:

Emotional

Gambling, Kids Help, Suicide, Depression

Substance Use

Drug, Alcohol, Other

Family Relationships

Crisis care, Women's help/legal, Domestic Violence, Child Safety, Carer Support

Child Care: Establish and staff temporary childcare centres for those impacted by a disaster as they deal with reorganizing their personal affairs.

Communication: Assist displaced persons in communicating with others through gatherings, mail services, telephone access, radio, e-mail, and internet services.

Construction, Repair: Provide staff, equipment, or tools to make repairs to homes following a disaster (short-term protective efforts and long-term repairs).

Counselling: Provide professional assistance to those impacted by a disaster and relief workers to help alleviate mental stress and anguish caused either by the disaster or the disaster relief operation.

Damage Assessment: Physically review damaged areas to document consequences and estimate resources required for rebuilding or reconstruction.

Debris Removal: Provide debris removal services, including removing, transporting and disposing of debris.

Economy Support: Coordinate activities designed to protect the viability of businesses, institutions, and other centres of local employment.

Education/Training:

Elder Care: Provide a variety of support services, such as home-care, transportation, advocacy, and counselling to the elderly.

Employment: Provide assistance to clients in resolving disputes with employers, and in obtaining access to job opportunities to replace work-related income lost due to the disaster.

Financial Assistance: Provide financial assistance to those affected by disaster, such as financial aid and interest-free loans. This may include eligible disaster funds. Help review their current financial situation and provide advice to help them recover from the economic effects of the disaster.

Funds Management: Set up accounts and means for receiving, tracking, and distributing funds donated to support disaster victims.

Goods Management: Establish means of receiving, transporting, warehousing, and distributing donated goods during recovery disasters. Control unsolicited donations. Purchase and distribute basic commodities in bulk that are not readily available at the time of need. Acknowledge the need for special foods among some client groups.

Health Care: Provide first aid and CPR to workers in shelters and on disaster sites. Provide assistance to those impacted by a disaster and relief workers. Coordinate critical care for home-bound people (e.g., respirators).

- Community health centres
- Disease
- Respite care/nursing

Housing Relocation: Help move individuals and families from damaged areas to shelters and other temporary or permanent housing facilities.

Insurance Advice/assistance:

Identification: Help locate those impacted by a disaster retrieve personal identification and access to personal accounts and records.

International Services: Provide tracing services for foreign nationals affected by local disaster situations. Help individuals communicate with relatives in foreign countries.

Leisure/Pleasure: Restoration/access to sports, recreation and local community/neighbourhood centre facilities

Legal Services: Arrange for free legal services to clients in need of short-term advice and support.

Mass Care Long Term: Provide a variety of mass care activities. Activities may include:

- Identify and set up shelter facilities
- Staff shelters with skilled staff including feeders, registrars, mental health workers, and health care providers
- Distribute food and other goods to the shelters
- Feed those impacted by a disaster victims (either in the shelters or through mobile feeding units)
- Provide temporary shelter for those impacted by a disaster
- Provide housing for disaster relief workers
- Render first aid when necessary

Mitigation Planning: Assist clients with decisions about mitigation during recovery, such as:

- Rebuilding homes outside of hazard zones
- Retrofitting damaged buildings in hazardous areas
- Educating families on mitigation measures in the home

Mobile Feeding: Use mobile feeding units to serve hot meals to those impacted by a disaster and relief personnel on site.

Public Information/communication: Information on status, service availability and arrangements

Rebuilding: Help individuals repair and rebuild their homes damaged by disaster. Work with private businesses to encourage the donation of needed building materials.

Sanitation Services: Provide portable toilets, shower units, cleanup kits, comfort kits, or personal hygiene kits to those impacted by a disaster.

Spiritual Care: Provide spiritual counselling for people with serious personal problems, such as lack of faith and discouragement, and provide a supporting presence that communicates care and understanding.

Training: Train community-based volunteers in major activities during recovery, and provide job skills training to disaster-affected individuals.

Translation: Provide linguists for the purposes of transcribing documents and communicating with those impacted by a disaster.

Transportation: Provide transportation services for those impacted by a disaster, particularly individuals with special needs such as the elderly and the physically disabled. Use transportation means to bring donated goods from outside the disaster area to areas in need.

Utilities advice/support: Determine status/provision/advice regarding key community utilities including gas, sewage, electricity, telecommunications services, water

Volunteer Management: Provide trained volunteers to support response and recovery activities and coordinate spontaneous, unaffiliated volunteers. Recruit and train volunteers, and provide housing, meals, and emergency health care to volunteers.

SES

Warehousing: Locate and set up central locations for storing and organizing bulk-purchased and donated goods, such as food, water, clothing, medical supplies, and furnishings.

**While numerous government agencies are responsible for the provision of basic community disaster recovery services, recovery efforts are generally enhanced through collaboration with existing local community networks and resources. Proactive recovery planning attempts to identify all relevant organizations that may be able to provide community and individual services in the event of a localised disaster.*

Potential service providers may be found through local telephone and other community and business directories. Identified services should be discussed in consultation with formal government and non-government organizations to clearly establish the services they offer and any prospective limitations.

POTENTIAL COMMUNITY RECOVERY STAKEHOLDERS*

Queensland

Australian Red Cross

Centacare

Child Safety

Community interest/social groups/non-government organisations – religious, sporting, environment, ethnic, volunteers, art

Department of Communities

Department of Education, Training and the Arts

Department of Emergency Services

Department of Employment and Industrial Relations

Department of Justice and Attorney General

Department of Local Government, Planning, Sport & Recreation

Department of Housing

Department of Main Roads

Department of Mines and Energy (Powerlink Queensland and Ergon Energy)

Department of Natural Resources and Water

Department of Public Works (QBuild)

Department of Premier and Cabinet

Department of Primary Industries and Fisheries

Department of State Development, Trade and Innovation

Department of Tourism, Fair Trading and Wine Industry Development

Emergency Management Queensland

Environmental Protection Agency (Queensland Parks and Wildlife Service)

Insurance Industry

Life Line Community Care

Local Council/Local Government Authorities

Local Planners/developers

Media broadcasters – local, regional, state

Migrant Resource Centre

Queensland Building Service Authority

Queensland Corrective Services

Queensland Health

Queensland Police Service

Queensland Rural Adjustment Authority

Queensland Transport

Queensland Treasury

Real Estate Agents

Residential Tenancy Authority

Salvation Army

St Vincent De Paul

State Emergency Service

Commonwealth Agencies

AusAID

Australian Defence Force

Australian Maritime Safety Authority

Bureau of Meteorology

Coastwatch

Commonwealth Department of Human Services (Centrelink)

Department of Employment and Workplace Relations

Department of Families, Community Services and Indigenous Affairs (FaCSIA)

Department of Finance

Department of Foreign Affairs and Trade

Department of Health and Ageing

Department of Immigration and Multicultural Affairs

Department of Industry, Tourism and Resources

Department of the Prime Minister and Cabinet

Department of Transport and Regional Services

Emergency Management Australia

**While inclusive of prominent State and Commonwealth agencies that support community and/or recovery services, this list is far from comprehensive or exhaustive. Each disaster event will solicit different needs and issues necessitating a flexible and adaptable approach to response efforts. Where possible, recovery efforts should maximise inclusion of local community agencies and networks.*

COMMUNITY RECOVERY ISSUES IDENTIFIED BY RECOVERY WORKERS

In addition to the content and details that informed the PRE and RAPID template development, discussions with government and non-government agency staff experienced in the delivery of community recovery services highlighted a number of notable recovery issues which were similarly documented in the broader disaster literature (see reference list for sources). While greater elaboration is beyond the scope of this project document the following represents a list of established issues and concerns.

Planning –

- Shared understanding/agreement of roles, responsibilities, mechanisms – MOUs, scope
- Greater training/planning for medium long term community recovery issues (scenario planning)
- Identification/inclusion of broader stakeholder groups/networks (NGOs, volunteers etc)
- Level of actual community preparedness/awareness
- Consistent understanding of concepts/issues
- Identifying vulnerability/capacity
- Contingency planning
- Procedures/framework

Staff/agency issues -

- Competency levels
- Qualifications vs practical experience
- Relevant knowledge
- Appropriate training
- Retention/succession of experienced staff
- Flexibility/adaptability
- Human resources needs
- Administrative support
- Communication structures
- Organisational structure (hierarchy)
- Business continuity
- Technical expertise
- Stress/debriefing/rotation – burn out
- Security, safety and stability
- Deployment
- Professionalism

Communication Strategy –

- Broadcast system (SMS) – reliability, accessibility, coverage
- Liaison
- Information/data collection and distribution
- Media Centre/relation – spokesperson/contacts, media management
- Public information/communication plan
- Public education
- Accuracy/credibility

Informal and formal communications networks

Emergent behaviour -

Volunteers

Altruism

Non-government organisations/community groups

Humanitarian aid

Donations

Convergence (media, support, curious, family and friends)

Profiteering

Dependency

Expectations vs needs

Peripheral behaviour

Capacity and resilience

Value of local knowledge and experience -

Trust

Community development/control

Participation/inclusion/consultation

Self-reliance/self-determination

Empowerment/strengthen

Active involvement in decision making

Local interest groups

Longer term sustainability

Minimum level community intervention/facilitation role

Resilience

Direct services

Outreach (short term self sufficiency)

One-stop-shops – prioritising decision making/assessing need, location, collocation of key services

Physical isolation/access issues

Coordination

Standardised forms

Economic/livelihood support

Resource availability-

Staff/trained personnel

Time

Finance/funding

Material goods/equipment

Logistics

Escalation/flow-on impacts-

Intangible impacts

Perception

Indirect damage

Qualitative vs quantitative assessment

Income
Productivity
Business continuity
Second wave demand

Public health-

Special needs
Facilities
Resources
Capacity
Disease

Mental health/trauma -

Mentally unprepared
Dislocation/transition
Adults
Children
Volunteers
Availability of services
Access
Recognising problem/symptoms
Advocacy
Referrals
Case management
Stress

Transition

Displacement
Return migration
Service provision and withdrawal
Staggered withdrawal
Community development/redevelopment
Adjustment

Transparency and accountability

Documentation
Accuracy
Debriefing
Data retention

Flexibility and adaptability

Dynamic
Pragmatic
Multi-sector

Coordination/collaboration

Ownership of data/documentation
Duplication of effort
Gaps
Participation
Information sharing
Liaison

Debrief/Review/Revise

Lessons learnt
Parallel lessons
Common elements
Institutional adaptive capacity

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