



Emergency Relief Functional Support Group

2020 Training

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Acknowledgement of Country

We acknowledge and respect the traditional custodians whose ancestral lands we are meeting upon here today. We acknowledge the deep feelings of attachment and relationships of Aboriginal peoples to country. We also pay respects to the cultural authority of Aboriginal people visiting/attending from other areas of South Australia/Australia present here.

Welcome

- Covid 19 safety
- Toilets
- Evacuation points
- Breaks
- Phones on silent

An aerial photograph of a residential neighborhood that has been completely inundated with floodwater. The water is a dark, murky brown color, covering the streets and yards. Numerous houses with grey roofs are visible, some with cars parked in front of them. Several swimming pools are also visible, some of which are partially submerged. The overall scene depicts a significant natural disaster impact on a community.

State Emergency Management Plan

What is the SEMP?

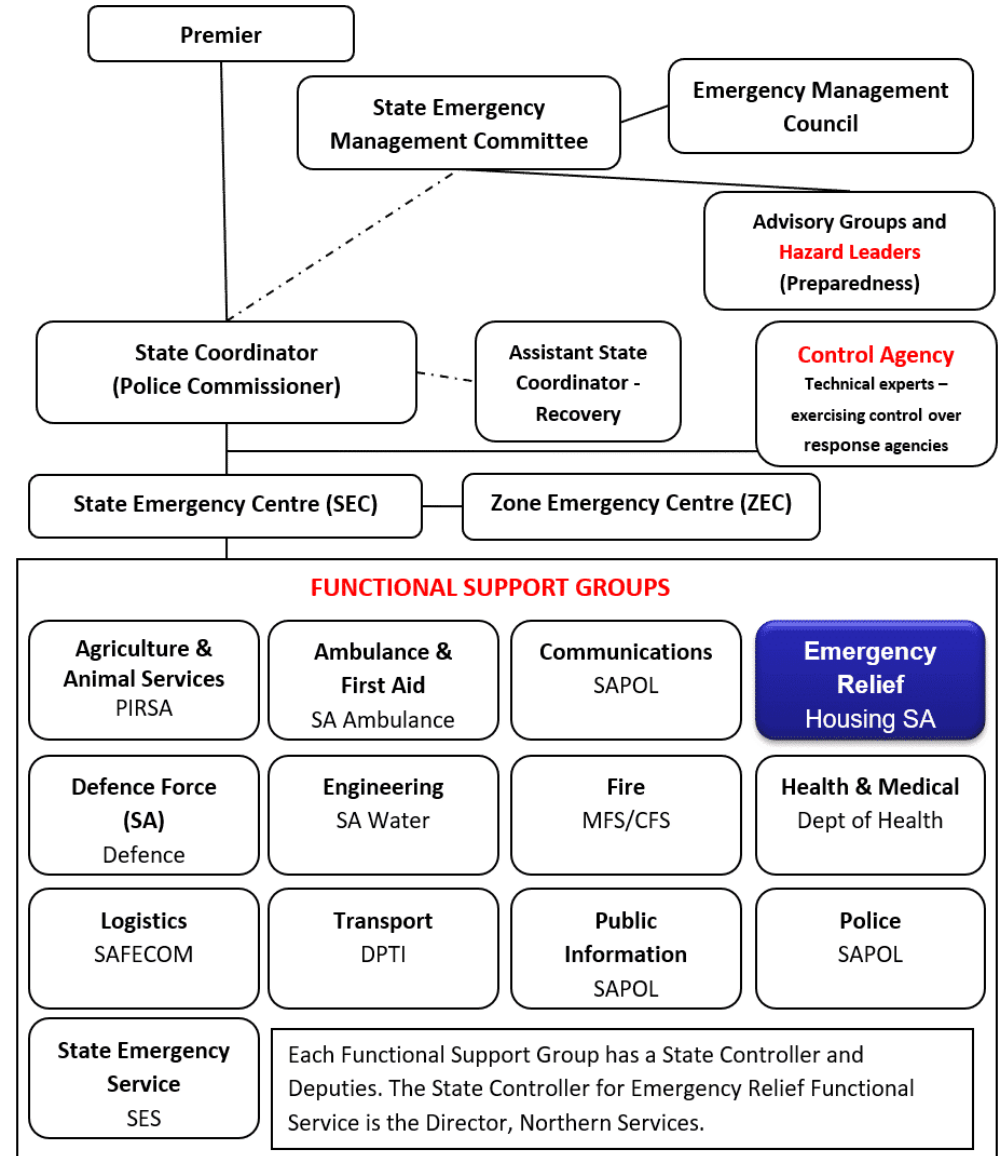
Roles detailed in the SEMP



- Coordinating Agency
- State Coordinator
- Control Agency
- State Controller
- Support Agency
- Functional Support Group

Functional Support Groups

These groups are made up of agencies that perform functional roles to the Control Agency and Support Agencies.





Emergency Relief Functional Support Group

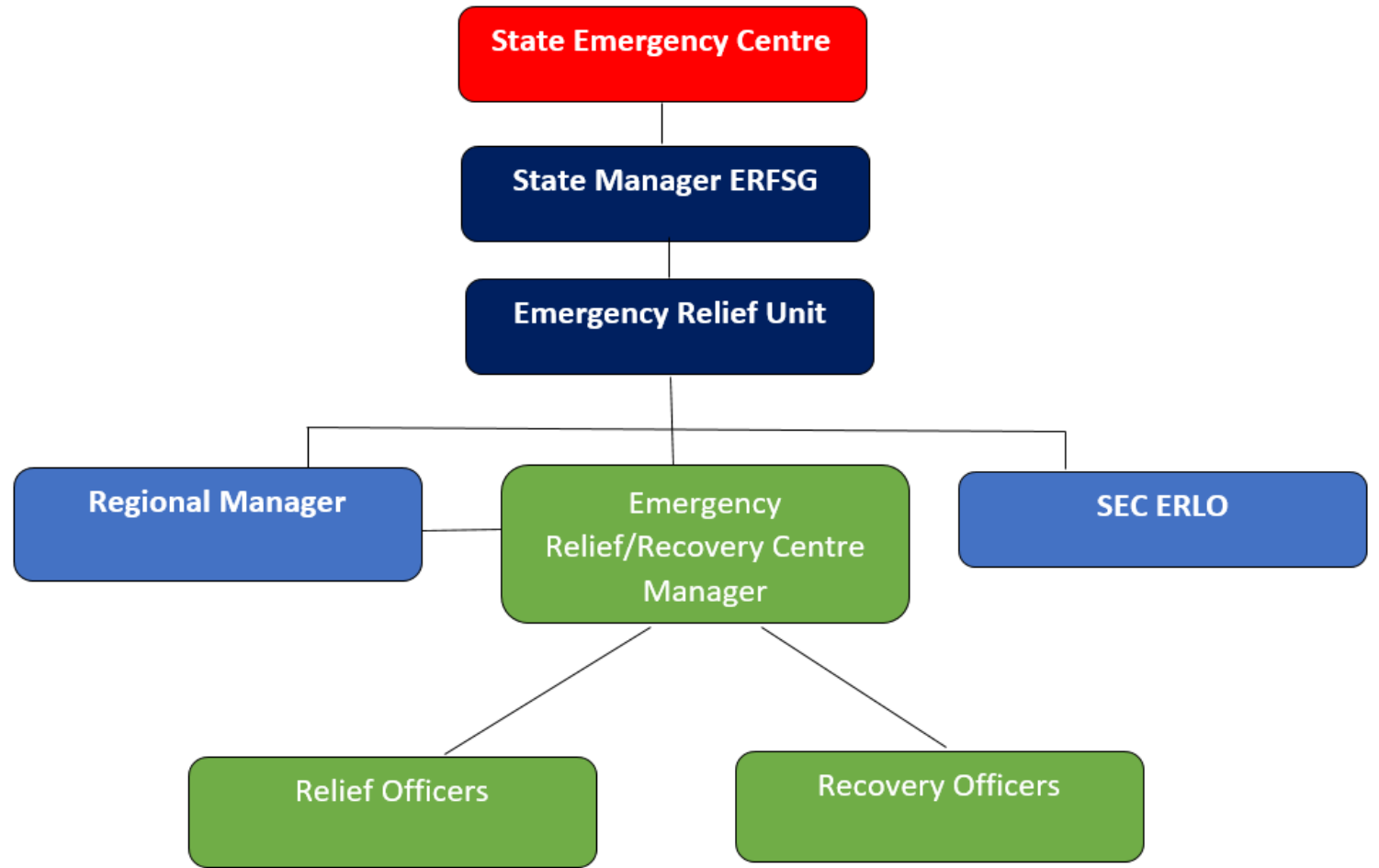
Following an emergency, the Emergency Relief Functional Support Group (ERFSG) is required to activate and manage:

- Emergency Relief Centres
- Recovery Centres;
- Outreach Services.

The ERFSG is led by the SA Housing Authority.

ERFSG Structure

Command and Control



Emergency Relief Centre



Emergency Relief Centres are established during emergency events to provide Immediate Comfort and Care by providing:

- Short term shelter
- Information
- Community and personal support
- Psychological first aid
- Financial assistance
- Temporary accommodation
- Link to further needed assistance
- First aid

Emergency Relief Centre

The size and complexity of an event will determine the level of Emergency Relief Centre

ERC Level 1	ERC Level 2	ERC Level 3
Safe haven, short-term shelter, care and comfort, light refreshments and information.	Safe haven, short-term shelter, care and comfort, light refreshments, information, accommodation and grants.	One-stop-shop of services, multi-agency. Open 24h/day.
Agencies involved: SAHA Disaster & Recovery Ministries and Australian Red Cross.	Agencies involved: SAHA, Disaster & Recovery Ministries, Australian Red Cross, Rotary and Lions.	Multiple agencies involved.

Grants and Financial Assistance



Following an event, various financial grants may be available to assist individuals and families whose principal place of residence has been impacted by the event.



These grants are referred to as Personal Hardship and Distress (PHD) assistance and must be approved through official channels.



The ERC Manager will provide information on what grants have been made available.

Participating Organisations

Australian Red Cross	<ul style="list-style-type: none"> • Practical assistance at Emergency Relief and Recovery Centres • Management of Register.Find.Reunite if required • Support door knocking (outreach) program/s • Support at community meetings • Psychosocial support
Rotary International	<ul style="list-style-type: none"> • Assisting in Centres as required, including reception areas • Assist with Covid 19 requirements • Supply role for ERCs – e.g. marquees, trestle tables, chairs, eating and drinking utensils and other like supplies within club’s capacity/capability
Save the Children	<ul style="list-style-type: none"> • Set-up and run Child Friendly Spaces
Disaster and Recovery Ministries	<ul style="list-style-type: none"> • Assist in pastoral and spiritual support during the recovery of persons and/or communities affected by a disaster or emergency • Care and comfort • Support at community meetings
Lions Club of Australia	<ul style="list-style-type: none"> • Short term: refreshments during relief period • Medium/longer term: catering for community gatherings/public meetings etc.

Working with the affected community

- Great care must be taken to provide a sense of safety and security for disaster-affected people.
- Asking for unnecessary details is intrusive and may lead to a sense of distrust.
- Affected people shouldn't be put in a position to their story more than once – unless THEY want to
- We encourage you to speak up if you see or hear of a community need that is not being met in the ERC.

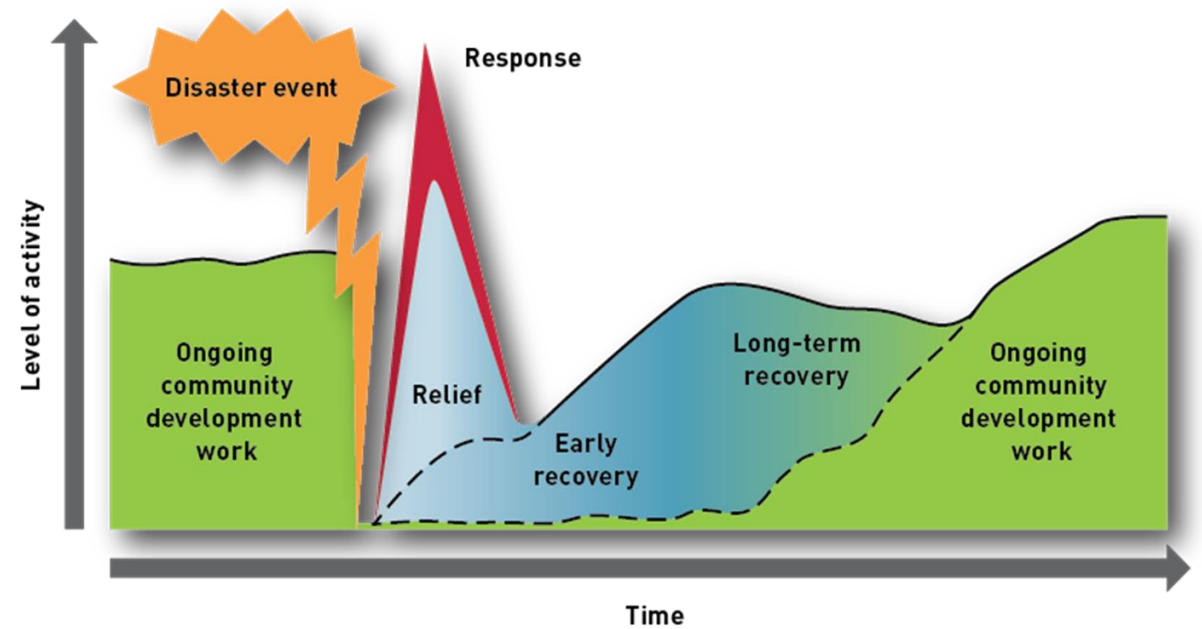


Thoughts from an affected person

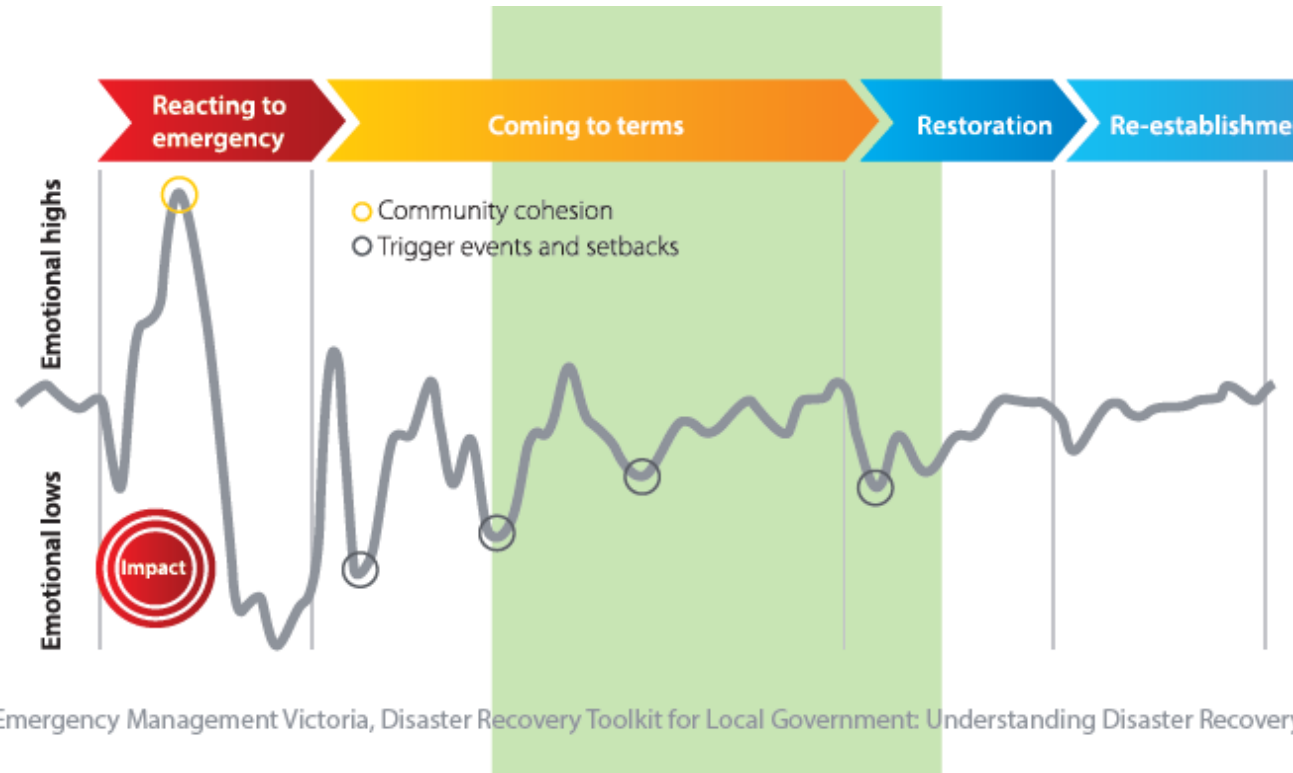
1. Understand that fire victims are innocent until proven guilty.
2. Have a less suspicious approach to the applicants.
3. Have a genuine desire to help the applicant verbally expand on their grant application.
4. Listen to their answers with an open mind, and not shut them down when they try their best to answer his questions.
5. Understand that he may have rung without warning, and given the fire victims no time to prepare their mind for the interrogation they are about to endure.
6. Understand that they may be in the middle of a funeral, a meeting, putting livestock down, digging a post hole for their boundary fence, or repairing a burnt pipe for essential running water, and are not fully prepared to defend their application.
7. Understand that rural fire victims are exhausted 99% of the time, and a government official being pedantic will induce a low tolerance response from the applicant.
8. Have an understanding of the emotional scarring that fire victims have, which impairs their ability to provide answers to satisfy his questioning style.
9. Understand that fire victims can be very emotional, ridiculously busy and overworked trying to rebuild their life. Empty words of reassurance from any government employee who has rung unannounced, saying they have experienced many fire relief operations, and yet show no actual compassion, may result in anger and frustration from the fire victim, which then in turn impairs their ability to answer the questions.
10. Understand that applications are rarely black and white.

Recovery

Relief and Early Recovery overlap



Recovery



Community Led

- Human and social
- Economic
- Natural
- Built

Individuals and families can often be at different stages in their recovery



Useful websites and notifications

- [Alert SA \(app and website\)](#)
- [CFS \(website and social media\)](#)
- [Bureau of Meteorology \(website\)](#)

Establishment of Emergency Relief Centres



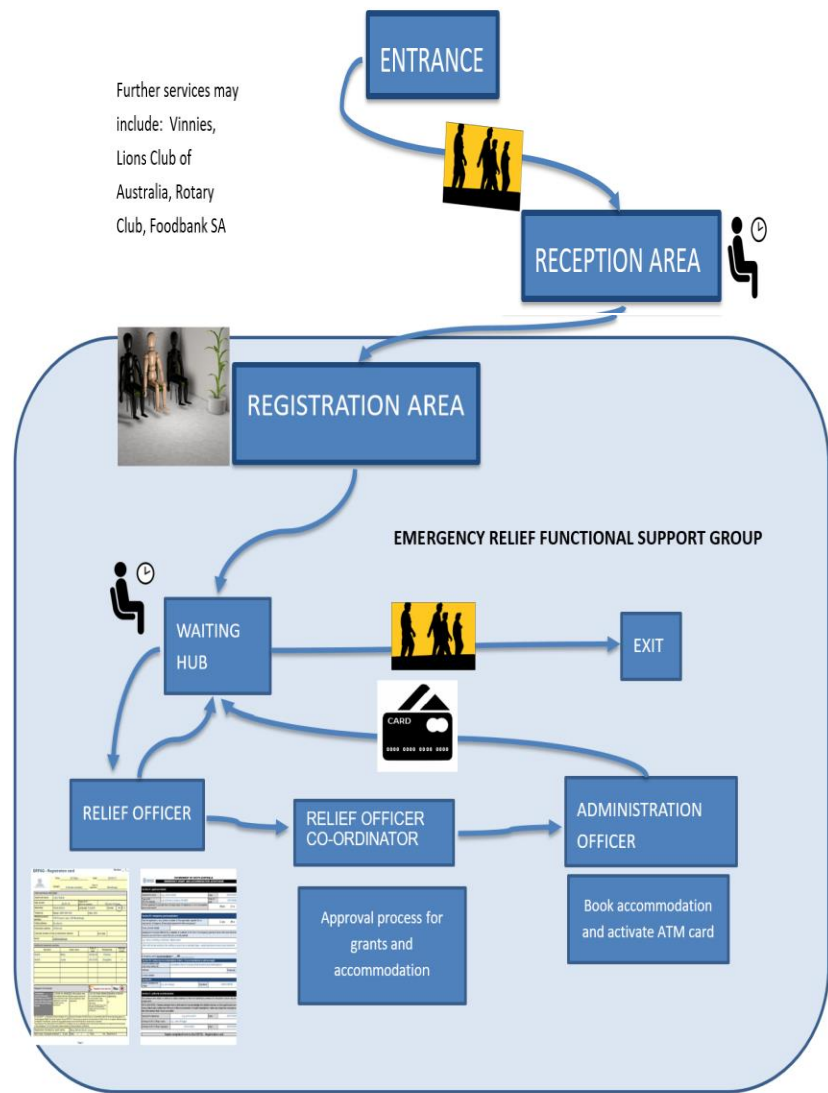
Establishment of an Emergency Relief Centre



- Activated by the State Manager
- Located in safe space
- Ideally opened within an hour of activation
- Step one is open doors and put kettle on!

Workflow of an Emergency Relief Centre

Further services may include: Vinnies, Lions Club of Australia, Rotary Club, Foodbank SA



Emergency Relief Centre Manager

Role

The Emergency Relief Centre Manager is responsible for the daily strategic management of the Emergency Relief Centre.

Reports to ERU.

Responsibilities:

- Managing the ERC -
- Monitoring fatigue, wellbeing and staff breaks.
- Briefing and debriefing staff and participating agencies
- Managing written information and updates for the community and reporting for internal purpose
- Maintaining a clean, tidy and professional centre to welcome clients

Emergency Relief Centre Assistant Manager

Role

The Emergency Relief Centre Assistant Manager is responsible for the providing assistance and support to the Manager Emergency Relief Centre.

Reports to ERC Manager

Responsibilities:

Assist with

- Managing the ERC - Delegate
- Monitoring fatigue, wellbeing and staff breaks.
- Briefing and debriefing staff and participating agencies
- Managing written information and updates for the community and reporting for internal purpose
- Maintaining a clean, tidy and professional centre to welcome clients

Emergency Relief Centre Coordinator

Role

The Relief Centre Coordinator oversees the ERC and ensures effective and efficient customer and documentation flow.

Reports to the ERC Manager

Responsibilities:

- Ensuring efficient customer flow management and customers are attended in order of arrival.
- Coordinate and manage the grants assessment process
- Ensure effective document flow throughout the ERC.
- Approve the Grants ensuring accurate information is captured on documentation.

Relief Centre Officer.

Role

Relief Officer confirms affected person eligibility for grants and completes the applications forms.

Reports to the ERC Manager

Responsibilities

- Assessing client's needs and completing the second part of the ERFSG – Registration card
- Identifying further services, the client may need
- Completing the required documentation in relation to grants
- Providing clients with a temporary incident card and the green client information card.
- Handing the documentation to the Coordinator for approval if eligible.

Administration Officer.

Role

Administration Officers are deployed to an Emergency Relief Centre (ERC) to ensure accurate event recording and client support.

Reports to ERC Manager

Responsibility:

- Activating ATM cards via phone
- Entering information contained on the ERFSG - Registration Card and grant application form into ECIS
- Issue ATM card to eligible affected persons
- Booking accommodation for eligible affected persons.
- Conducting an exit interview, as per the exit interview shift data collection form
- Ensuring the client has their information folder with the green client information card stapled to it, containing all relevant information for the event

Questions and Conclusion

