



# Queensland Neighbourhood Centres Monsoon Resilience Strategy Implementation (Stage 1)

**Project Achievements**

# Queensland Neighbourhood Centres

## Strategy for Monsoon Resilience

December 2020 – 2023



# Overview

- The first stage of **implementation** of the Qld Neighbourhood Centres Strategy for Monsoon Resilience was completed 30 July 2021.
- This implementation project was jointly funded under the **Commonwealth and State disaster recovery funding arrangements**.
- For further **project updates** visit [qfca.org.au](http://qfca.org.au)



# MONSOON RESILIENCE STRATEGIES

- A. Communicate the role and capacity of Neighbourhood Centre in supporting monsoon-affected communities
- B. Increase monsoon preparedness through having conversations and sharing locally relevant information with community members about the risks of and how to prepare for monsoons.
- C. Raise awareness about the most-affected population during monsoons being identified vulnerable individual to some local Council's 'Vulnerable People Register'. Additionally, to build the resilience of the vulnerable population through strengthening their connection to support a network.
- D. Continually identify opportunities to communicate and collaborate with local organisations, Local Disaster Management Group and local Council on supporting monsoon-affected communities; and for Neighbourhood Centres to be linked into their referral database.
- E. Advocate for Neighbourhood Centres to be included in disaster planning by raising awareness with Local Disaster Management Group and the Government about their capacity and available resources to support monsoon-affected communities.
- F. Acquire adequate funding for (i) supporting staff number and wages, and (ii) upskilling staff in disaster management, to enhance Neighbourhood Centres' capacity in working with local networks to support monsoon-affected communities.



# MONSOON RESILIENCE STRATEGY ACTION ITEMS

Action	Strategy Item
Distribution of Strategy to NCCs & Councils	A, D
Communicating the role of NCCs: 1. PowerPoint slides template 2. 1 page template of NCCs in disaster management structure 3. 1 page guide and letter for NCCs to put to LDMGs	A, D
Build relationships across organisations	A, C
Advocacy for NCCs funds and positioning with LDMGs	E, F
Sharing knowledge and resources 1. Online Forum 2. Resource Library 3. Share access to NCC resources 4. Sector promotion of strategy	F
Community preparedness sessions 1. Funds to Centres for session events, prints and evacuation pack distribution 2. NCCs utilisation of funds 3. Learnings & tips for effective engagement	B
Identify funding sources 1. Identify key grants 2. Directory of key grants 3. Seek funds for NCCs training	F
Collaborate across NCCs & LDMG	E, F

# Letter to LDMG template

Date

Organisation Name

Address

City Q Postcode

**RE: Disaster Resilience with [area name] LDMG and Neighbourhood Centres**

Dear Name

I am writing to you on behalf of the [Neighbourhood Centre Name] to inform you of current important work and the potential enhanced working relationships with Neighbourhood Centres has for the LDMG to further build disaster resilience with your local communities.

Neighbourhood Centres across Queensland and our peak body, the Queensland Families and Communities Association (QFCA), have been working together on strengthening disaster resilience. Of note for Councils in Far North and North Queensland, this work has included the development and initial implementation of the *Queensland Neighbourhood Centres Strategy for Monsoon Resilience*. This work has been jointly funded under the Commonwealth/State Disaster Recovery Funding Arrangements.

This Strategy document and a recording of the e-launch event is available online at [www.qfca.org.au/monsoon-project](http://www.qfca.org.au/monsoon-project).

The Strategy has partly been developed to facilitate conversations with local organisations, LDMGs, Local, State and Federal Governments and any other relevant stakeholders in disaster resilience strengthening and community disaster planning.

As you may be aware, Neighbourhood Centres are often the first port of call for people experiencing hardship. They offer information, support and emergency relief, along with capacity building activities to grow independence and resilience. People may arrive in crisis and, through support and opportunity, emerge as a volunteer or key contributor to their community. Neighbourhood Centres are equipped with knowledge, skills, and resources that are highly valuable to disaster management (see page 43 in the Strategy for details).

monsoon event. The role that most Neighbourhood Centres play in this space is supporting the LDMG's coordination of monsoon preparation, response and recovery. This role primarily includes dissemination of information to the community, hosting disaster support services and supporting the delivery of emergency relief to those most vulnerable.

Through the Strategy and subsequent action planning, the following areas have been identified as key areas working relationships between Councils and Neighbourhood Centres could be strengthened:

- To seek DMGs of the appropriate level to consider offering Neighbourhood Centres the opportunity to become a mandated or 'core' member, in LGA's where there is scope to contribute to disaster planning, receive timely information during events and strengthen working relationships.
- Neighbourhood Centres who do not have a core level of membership and have indicated they would like this, have indicated they have been limited in opportunities for referrals, collaborations, debriefings, and shared learnings post events. Such learnings can lead to better decisions for resource and funding allocations towards future events;
- To review how communication with vulnerable people through Neighbourhood Centres can be strengthened, whether this be in an existing database or equivalent communication mechanisms;
- Explore opportunities for collaboration through disaster resilience community projects and staff/volunteer training; and
- Seek to increase collaboration on community preparedness by hosting information sessions, stalls at community events and distribution of household emergency information kits.

*Note. these points do not apply to all Neighbourhood Centres as their staffing funds and resources vary, which can affect their capacity to engage.*

Neighbourhood Centres and QFCA would be so grateful if you could please share this information with your relevant staff and leaders in your LDMG and encourage the strengthening of relationships with local Neighbourhood Centres. There may be further reaching out from Neighbourhood Centre/s in your area with the LDMG and/or relevant staff.

Please do not hesitate to contact me if you would like to discuss any aspects of this.



# Sample Disaster Resilience PowerPoint slides template

When it comes to extreme weather events in Queensland, it's not a matter of 'if' but 'when'.

Storms, floods, cyclones and bushfires can hit at anytime and anywhere. Be aware and be prepared to protect what's most important to you.

ARE YOU  
PREPARED FOR  
CYCLONES AND  
STORMS?

Visit [getready.qld.gov.au](https://www.getready.qld.gov.au)



**STEP 1:**  
**Make a plan**

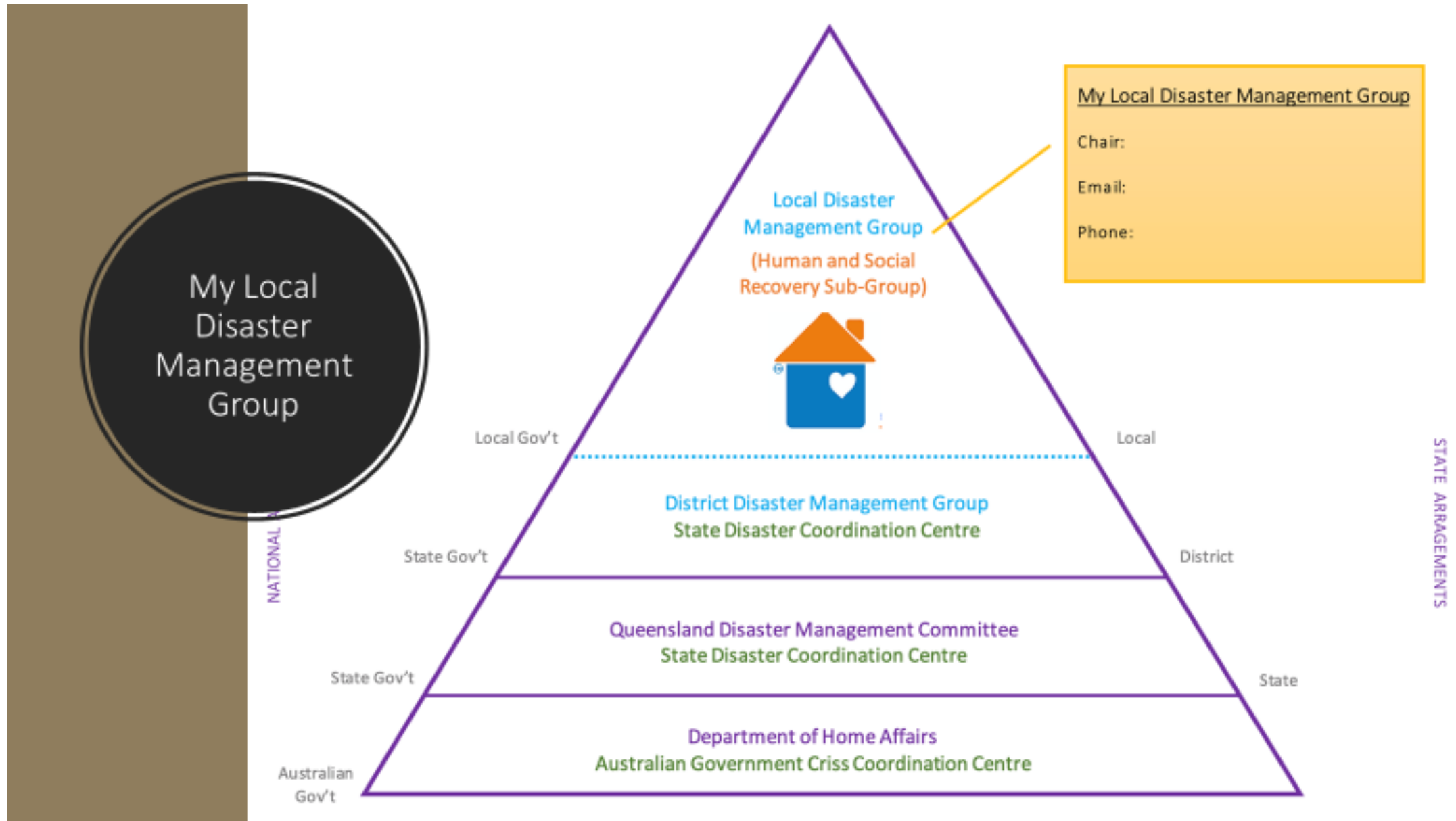


**STEP 2:**  
**Pack supplies**



**STEP 3:**  
**Make sure  
you're covered**

# Sample from NCCs in Disaster Management Arrangements template



# Summary of the Queensland Neighbourhood Centres Strategy to Monsoon Resilience

Neighbourhood Centres in Far North and North Queensland and the peak body, the Queensland Families and Communities Association (QFCA), have developed, and are implementing, the *Queensland Neighbourhood Centres Strategy for Monsoon Resilience 2020 - 23*. This work has been jointly funded under the Commonwealth/State Disaster Recovery Funding Arrangements.

This Strategy provides information on the role and value Neighbourhood Centres have in strengthening disaster resilience with local communities.

## The Role of Neighbourhood Centres in Supporting Communities to Prepare for, Respond to and Recovery from Monsoons

### Preparation

Having a plan in place

Cyclone preparation education

Establishing relationship with the vulnerable members of the community

Up to date register of vulnerable people

Understand community needs

### Response

Disseminating information

Evacuation point/shelter

Emotional support/  
Accidental counselling

Housing other disaster support services

Assist people to access ER

Working with stakeholders to ensure that service requirements are met

Establish new referral pathways

Mediate between larger organisations and government

### Recovery

Information and referral

A place to chat, and regain some social and emotional wellbeing

Making decisions together with people

Ensuring that people are connected to long-term recovery support

Rebuild community connectedness and resilience

Encouraging and helping people rebuild their life

## Priorities identified in the Queensland Neighbourhood Centres Strategy for Monsoon Resilience



Communicate the role and capacity of Neighbourhood Centre in supporting monsoon-affected communities.

A



Increase monsoon preparedness through having conversations and sharing locally relevant information with community members about the risks of and how to prepare for monsoons.

B



Raise awareness about the most-affected population during monsoons being the vulnerable individuals; and the value of Neighbourhood Centres being able to refer identified individual to some local Council's 'Vulnerable People Register'. Additionally, to build the resilience of the vulnerable population through strengthening their connection to a support network.

C



Continually identify opportunities to communicate and collaborate with local organisations, Local Disaster Management Group and local Council on supporting monsoon-affected communities; and for Neighbourhood Centres to be linked into their referral database.

D



Advocate for Neighbourhood Centres to be included in disaster planning by raising awareness with the Local Disaster Management Group and the Government about their capacity and available resources to support monsoon-affected communities.

E



Acquire adequate funding for (i) supporting staff number and wages, and (ii) upskilling staff in disaster management, to enhance Neighbourhood Centres' capacity in working with local networks to support monsoon-affected communities.

F

*Note. these points do not apply to all Neighbourhood Centres as their staffing funds and resources vary, which can affect their capacity to engage.*



# Building relationships and collaborations with other organisations

## Local – State - National



# STRATEGY LINKAGES



# Advocacy

## Advocacy

### Approaches

Developed messaging with NCCs  
Did introduction and sought meeting with Dep. Communities and Community Recovery (CR).

Relationship building with CR Executive Officer

### Direct Funding Requests

QFCA funding requests to Dep. of Communities for staffing throughout disasters AND increased NCC core funding.

Encouragement to NCCs to include disaster management in staff Position Descriptions.

### Mailout to Councils

Letter and Strategy to Council Mayors and CEOs – seeking to share information with LDMGs and Council staff.

Resources for NCCs to make direct approaches to LDMGs and Council staff.

### Participation in Qld Community Alliance Advocacy

QFCA participated in advocacy approaches to increase funds to NCCs via QCA, ongoing QFCA & QCA discussions, and the Parliamentary Assembly with ongoing government communication.

## ADVOCACY POINTS

- 1. To fund workers in Neighbourhood Centres to support communities affected by natural disasters, particularly for the recovery phase.**
- 2. To increase the awareness and inclusion of Neighbourhood Centres with Disaster Management Groups**

# Share and access resources beyond QFCA Platform

lifeevents.digital.gov.au/t/queensland-neighbourhood-centres-strategy-for-monsoon-resilience-2020-2023/1852

NCC WWW Email wix QFCA Website Login Facebook QFCA Xero Zoom QFCA Office Home My files - OneDrive SharePoint



Life Event Communities Research and Resources Events and Training



## Queensland Neighbourhood Centres Strategy for Monsoon Resilience (2020-2023)

Life Event Communities Experiencing a natural disaster



[mengtinglin](#)

The **Queensland Neighbourhood Centres Strategy for Monsoon Resilience (2020-2023)** is a framework that outlines the six strengths-based strategic priorities that all Neighbourhood Centres can leverage to strengthen the resilience of their communities to monsoons.

It addresses a gap in research on the value of the Neighbourhood Centres' role in supporting disaster-affected communities and adds to the conversation on the importance of Neighbourhood Centres being included in disaster management planning.

[Queenland Neighbourhood Centres Strategy for Monsoon Resilience 2020-2023.pdf](#) (7.5 MB)

### Added Monsoon Strategy to external locations:

- Thriving Communities Partnership (online knowledge centre)
- GovX National Road Map consultation
- ANZDEM Conference Blog

## Sample distribution of Monsoon Strategy to National Platform

Share

Bookmark

Reply

Normal

You will be notified if someone mentions your @name or replies to you.



# Shared Neighbourhood Centres Resilience Stories

## Sample NCCs Blog Series on GovX



### Whitsunday Neighbourhood Centre Collaborates Through Cyclones

*Author: Rebecca Woods | Whitsunday Neighbourhood Centre*

The Whitsunday Neighbourhood Centre shares how they are delivering support to vulnerable cohorts within their community.

The Whitsunday Neighbourhood Centre (WNC) maintains a strong whole-community focus during disasters delivering innovative targeted support to the most vulnerable cohorts in their community. The centre acts as a pioneer, mentoring other community and neighbourhood centres in their electorate in disaster preparedness, planning and recovery. Their recovery projects have been featured across disaster networks and they continue to achieve success in this field.

## Building Monsoon Resilience

### Mackay Style



### Hinchinbrook Networking for Disadvantaged Community Members

*Author: Ms. Linda McClelland | Chief Executive Officer | Hinchinbrook Community Support Centre*

The Hinchinbrook Community shares the work they are doing within the community on preparing for natural disasters.



Supporting our members to build Community  
Queensland Families & Communities Association

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Forum



Explore the forum below to engage with colleagues, share your stories or connect with QFCA

[Create New Post](#) 

Online Monsoon  
Resilience Forum

QFCA  
Website

[https://www.qfca.org.  
au/forum/monsoon-  
resilience](https://www.qfca.org.au/forum/monsoon-resilience)

**QFCA Website  
development  
in progress**





# Monsoon Resilience

A forum for Neighbourhood Centres and others to discuss Monsoon Resilience.

Online Monsoon Resilience Forum

QFCA Website

<https://www.qfca.org.au/forum/monsoon-resilience>

Filter: All posts ▾ Sort by: Recent Activity ▾

Create New Post ▾



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Disaster Management and Recovery Toolkit by CSIA

Discussion

Check out this toolkit created by the Community Services Industry Alliance (CSIA) on topics such as: - User-drive planning approach to disaster preparation, - Scenario planning exercises and suggeste

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Recent Activity:  Mar 29



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How is your Centre approaching disaster-focused business continuity planning?

Discussion

CSIA has created a facilitation guide on disaster-focused continuity planning. The guide includes practical resources such as Scenario Planning Tools and exercises help you test your business contin

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Recent Activity:  Mar 29



Supporting our members to build Community  
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## Files



Name

Last Updated ↓

Views

Favorites

Contributors



Monsoon Resilience Resource Library  
6 items

Mar 31, 2021

12

☆ 0



Bushfire Resilience Resource Library  
5 items

Mar 15, 2021

6

☆ 0



Community Development Webinars

Nov 4, 2020

34

☆ 0



# Online Resource Library



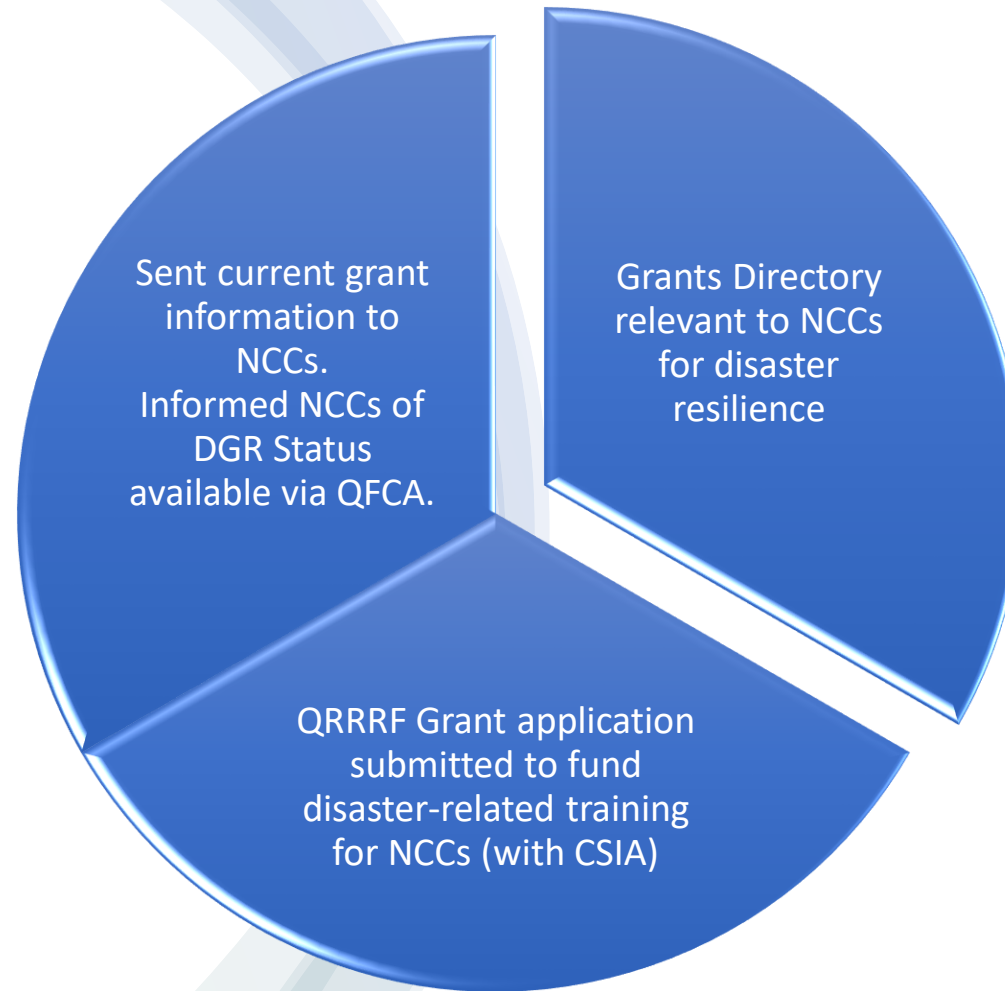
## Disaster Resilience Grants Guide for Neighbourhood Centres

*This document includes a sample of the many grants available.  
See funding websites for current information (hyperlinked to Grant Titles).  
Timing of grants may be used as a guide to check future grant announcements.*

DGR Status is available to Neighbourhood Centres who are financial members of the Queensland Families and Communities Association (QFCA). This has been made available by the Australian Neighbourhood Houses and Centres Association (ANHCA).

Grant Title	Description	Closing Dates
<b>Disaster Resilience Grants</b>		
<a href="#">Foundation for Rural &amp; Regional Renewal Grants (FRRR)</a>	Search FRRR website for a range of grants for disaster resilience.	
<a href="#">Strengthening Rural Communities</a>	Applications are accepted on an ongoing basis and assessed quarterly.	24 August 2021 23 November 2021
<a href="#">Queensland Reconstruction Authority (QRA) – Flexible Grants Program</a>	Search for future grants to support bushfire and monsoon affected areas.	
<a href="#">Funding Centre</a>	Assistance for Organisations affected by COVID-19 and natural disasters.	
<b>MONSOON</b>		
<a href="#">FNQ &amp; NQ Monsoon Trough Flexible Funding Grants</a>	Funded by the Commonwealth/State Disaster Recovery Funding Arrangements.	Last funded March 2020
<b>Broader Scoped Grants</b>		
Emergency Grants via Local Councils	Search your local Council's website	Varied
<a href="#">Supporting Stronger Communities</a>	For Neighbourhood Centres across Australia. The grants are aimed at towns or cities with a population of more than 15,000 people. Includes wages for the delivery of the project.	11 March, 7 June, 9 September 2021

## Identified Funding Sources to strengthen monsoon resilience



# Community Disaster Preparedness

## QFCA Distribution of funds to Neighbourhood Centres



Collinsville Community  
Association Inc.



Co-host community  
preparedness session

- Boulia
- Port Douglas
- Hinchinbrook
- Burdekin

Evacuation Kits

- Whitsundays
- Mareeba
- Townsville
- Boulia
- Collinsville

TV Monitor

- Innisfail
- Cloncurry
- Mossman

Phone Charging Stations

- North Townsville

Poster Printing

- Kuranda



# Some other achievements by Neighbourhood Centres

- **North Townsville Community Hub (NOTCH)**
  - Have a seat at the table of the National Agency of Disaster Recovery and Resilience. *NB. There is significant funding available through this Agency. Would be worth QFCA keeping an eye on this and letting Neighbourhood/Community Centres (NCCs) know when available.*
  - A representative on the Neighbourhood Centres Repositioning Committee (Qld)
  - Doing a Resilience Project focused on mental health and preparedness for those with disabilities.
  - Hosting training in the region on Trauma Informed Practice, Communicating across Cultures; Psychological First Aid; and Suicide Prevention.
  - Staff debriefing and offers of one-on-one counselling
  - Wellbeing and resilience programs: Youth Reset, Free Tai Chi, Mindfulness, Women's Health
- **Mossman Community Centre**
  - Reception area screen (Preparedness PowerPoint) and display
  - Strategy tabled at Board meeting
- **Mareeba Community Centre**
  - Sought funding to produce "Mareeba stories of resilience", highlighting what helped people recover.
- **Burdekin Neighbourhood Centre**
  - As part of our normal networking relations, resilience work and how the organisations work together during events are discussed.



## Some other achievements by Neighbourhood Centres

- **Collinsville Community Association**
  - Garden competition highlighting safe designs and plant selection. Preparedness information provided.
  - Digital noticeboard (FNQ & NQ Monsoon funding) placed in town centre on 24/7 rotation with weather, disaster and community information
  - Centre preparedness display with sand bad and witches hat
- **Whitsundays Neighbourhood Centre**
  - Coordinated Emergency Relief program across Whitsundays, Bowen, Collinsville and Proserpine Centres. Supported local businesses.
- **The Neighbourhood Hub – Mackay**
  - Produced video of resilience work done by the Centre.  
See <https://www.youtube.com/watch?v=GVutmQjaq5c>
- **Community Support Centre Innisfail**
  - Added disaster resilience to Position Descriptions, brochures and website.
- **Port Douglas Community Service Network**
  - Preparedness session at Men's breakfast with SES.
- **Cloncurry Neighbourhood Centre**
  - Raised awareness of preparedness at family fun days, sausage sizzles and morning tea's (with elders).

# Some other achievements by Neighbourhood Centres

## Many Neighbourhood Centres have:

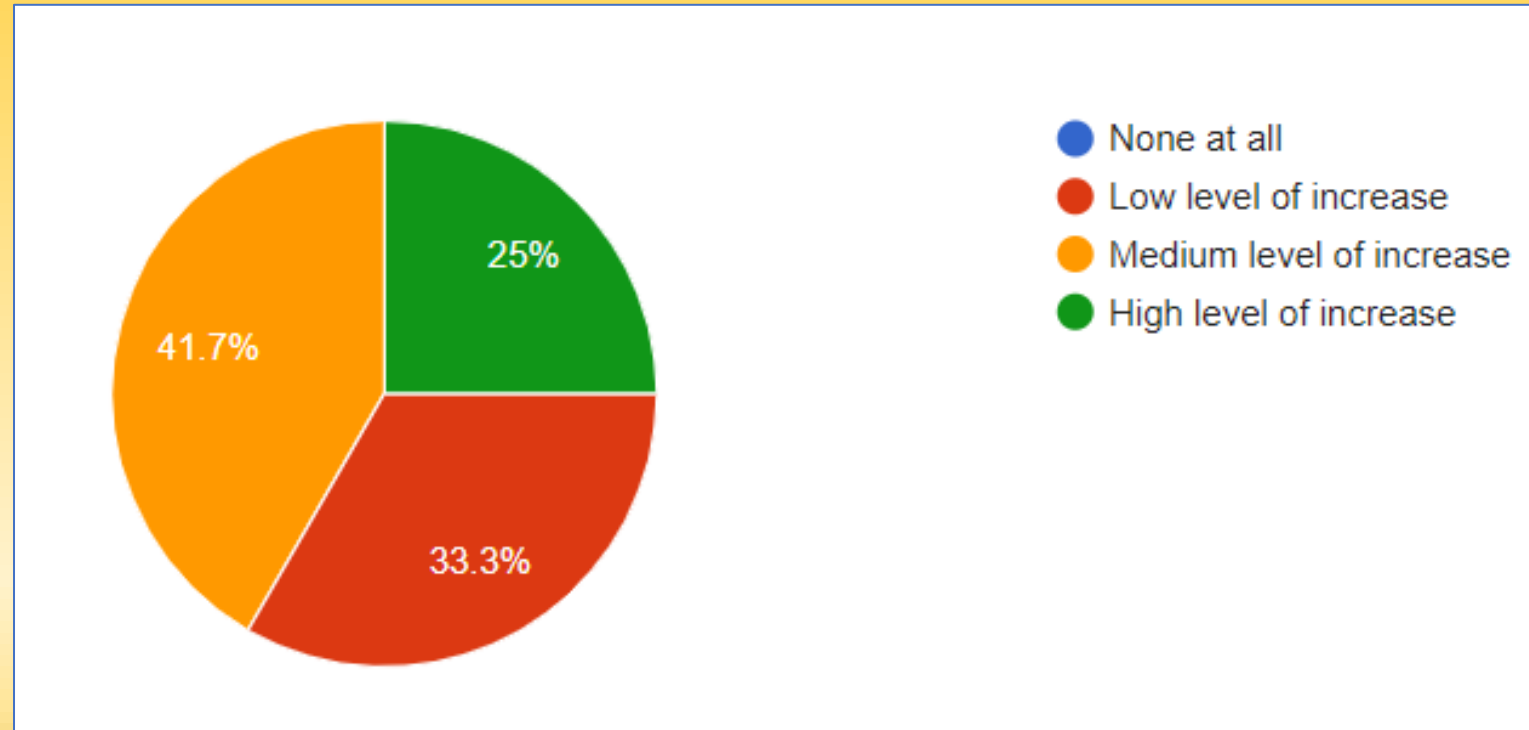
- **Distributed the Monsoon Resilience Strategy** and shared knowledge of its contents with co-workers, LDMG members, other organisations and wider community members to seek opportunities to collaborate.
- Provided a letter outlining suggested ways to **strengthen working relationships** with Neighbourhood Centres, and the Strategy, to senior **Council and LDMG** representatives and other staff.
- Offered a free service to help people **save essential documentation** onto USBs.
- Personalise and show **PowerPoint slides** of the Centre's role and monsoon preparedness information at on screens in the front entry areas and with community groups.
- Explored channels to engage with **CALD** community and other **vulnerable community** members about disaster preparedness and Centres' roles.
- Hosted **preparedness sessions** with identified vulnerable groups in the community.

# Some other achievements by Neighbourhood Centres

## Many Neighbourhood Centres have:

- Participated in the co-development of **advocacy messaging** for greater understanding, inclusion and formal recognition of the role Centres play in disaster management arrangements.
- Provided, accessed and shared **templates, samples and information** on the **online Forum and Resource Library** to develop a shared platform for Neighbourhood Centres to **share learnings and ideas**.
- Distributed **Emergency Evacuation Kits** to community members
- Utilised funding information to **apply for grants** towards resilience
- Provided (some sought funding to provide) **training to staff and community** members towards resilience Eg. in disaster management, evacuation and recovery processes and mental health
- Utilised **funding information** to apply for grants and other funding sources
- Discussed priority needs and approaches for **collaborations** via existing or new cross-Centre relationships; and with other organisations.

The extent Neighbourhood Centres found the Strategy implementation has built monsoon resilience in their local communities:





## Some quotes from participating Neighbourhood Centres

- *For Centre's such as ours who, historically, have had really nothing to do with Disaster Management etc - this has been an interesting process for us to be a part of. It has highlighted - that the work that we were already doing does belong in the Disaster Management / Resilience space, it is relevant.*
- *I've found the sector wide zoom meetings useful in learning from other disaster-mature centres. Cross-pollination of ideas has been a useful outcome of this project.*
- *I think the strategy, information and support has been very good, expectations and capacity of individual centre's is appreciated and has been considered.*
- *QFCA has done a great job of developing the Monsoon Resilience Strategy - taking into account the variety of Centres and their variations of size, capacity and experience in disaster resilience and response.*

## More quotes from participating Neighbourhood Centres

- *We feel that we are better prepared & confident that our community is also.*
- *The QFCA Monsoon Resilience Strategy encouraged this Centre to identify and embrace that disaster resilience and recovery is part of our core work - so that when we reviewed our Neighbourhood Centre brochures recently we added "contribute to preparation and recovery for natural disasters" as one of the ways our Community Support Service helps the community.*
- *Collaborative forums are a great source of energy, enthusiasm and motivation, generating great discussion and forming valued innovative ideas.*

Where to  
from here ...

Implementation Project Funding Acquittal



Neighbourhood Centres continue  
Monsoon Resilience developments



QFCA continue to support Neighbourhood  
Centres with the Strategy Implementation