



Resources for NDIS
Emergency and Disaster
Management

National Disability Insurance Scheme Emergency and Disaster Management Storyboards for First Nations People

Provider Handbook

August 2024



NDIS Quality
and Safeguards
Commission

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Acknowledgement of Country

Kaleidoscope Focus and Keogh Bay respectfully acknowledge the Traditional Owners and First People of the lands across Australia. We pay our respect to their Elders past, present and future, as well as their continued connection to culture, land, and waterways.

Special thanks to Uncle Richard Campbell, a Gumbaynggirr and Dunghutti man from the New South Wales mid north coast, for the artwork used in this Handbook and on the Storyboards.

You can read more about the meaning of this artwork here - <https://r4ned.au/about/>

We would like to thank the First Nations participants, families, carers and organisations consulted for this project. We thank you for sharing your expertise and connection.

Disclaimer

This Handbook has been prepared for NDIS providers by Keogh Bay on behalf of Kaleidoscope Focus. Nothing in this Handbook should be taken to imply that Keogh Bay, or its principals have verified information supplied to them or in any way carried out an audit of the books of account or other records of NDIS Providers, the Subject Properties or associated entities. It is possible that events will not occur as shown in this document. As Keogh Bay has relied entirely upon information provided, it does not assume any responsibility or liability for losses occasioned to the entity, its Directors, its members or to any other party as a result of the circulation, publication, reproduction or use of this document. In particular, Keogh Bay reserves the right, but will be under no obligation, to review all assumptions and information included or referred to in this document.



For the reader

This Handbook uses words that are different to what government uses within the NDIS and those that are seen as best practice in the disability sector / what people with a disability would use themselves. This is because the Handbook attempts to simplify complex concepts for a remote workforce where English can be a second, third or fourth language.

1. Introduction

What is this Handbook?

This Handbook has been developed to assist National Disability Insurance Scheme (NDIS) Providers in using the Emergency and Disaster Management Storyboards with First Nations participants. It also accompanies the What to Do Story template, an Individual Emergency Management Plan for First Nations people with a disability.

Who is this Handbook for?

The Handbook is for registered and unregistered NDIS Providers using the Storyboards and/or the What to Do Story Template. This 'package' has primarily been designed for use by non-Indigenous providers who are supporting First Nations participants, particularly in regional and remote areas.

What is the purpose of the Handbook (and broader package)?

This Handbook and the Storyboards form part of a broader project called Resources for NDIS Emergency and Disaster Management (R4NED) funded by the NDIS Quality and Safeguards Commission and delivered by Kaleidoscope Focus.

This project aimed to improve NDIS Providers' abilities to support NDIS Participants in an emergency or disaster and to meet the NDIS Emergency and Disaster Management Practice Standard Outcome: Emergency and disaster management includes planning that ensures that the risks to the health, safety and wellbeing of participants that may arise in an emergency or disaster are considered and mitigated, and ensures the continuity of supports critical to the health, safety and wellbeing of participants in an emergency or disaster.

More about the R4NED project, and related resources, can be found here: <https://r4ned.au/>.

What are the Storyboards?

There are 11 individual Storyboards that accompany this Handbook.

Each Storyboard is about one topic and uses pictures and some simple words to explain the topic. Providers can pick one topic at a time or give all the information in one session.

Providers are recommended to sit with participants, showing the Storyboard picture and talking about the topic using the content from this Handbook. The exact words from this Handbook don't need to be read out, providers can adapt the information to suit each participant's level of literacy, understanding and prior experience in emergency and disaster management preparedness.

Providers are encouraged to support participants, their families, and carers to access the Storyboard contents using local languages (if possible) to explain the topics, and even write it on the back of the Storyboard card (if written language is known).



What topics are covered in the Storyboards?

The 11 Storyboards each cover a different topic:

- Storyboard 1. What is an emergency and a disaster?
- Storyboard 2. What providers do to help with emergencies and disasters.
- Storyboard 3. Yarning about emergencies and disasters.
- Storyboard 4. Getting ready for making my plan.
- Storyboard 5. Making my plan.
- Storyboard 6. Making a plan about my services
- Storyboard 7. Keeping my plan ready to go.
- Storyboard 8. If I must leave home.
- Storyboard 9. After an emergency or disaster.
- Storyboard 10. Staying strong Our Way.
- Storyboard 11. Complaints.

What is the What to Do Story?

The What to Do Story is a simple document tailored for First Nations people with a disability and their carers/ family that outlines the steps they can take when an emergency or disaster occurs. It is not a planning document i.e., steps to take in preparation before an emergency or disaster, but more, guidance on what happens during the event or likelihood of an event (i.e. at the response stage).

Other important information

Providers should have a good understanding of emergency and disaster management before delivering the Storyboards through this Handbook. This is because the information in this document is tailored for use with First Nations people. If you would like to learn more about emergency and disaster management, please refer to this website: <https://r4ned.au/>.

Supporting First Nations communities

When delivering services with First Nations people, including Emergency and Disaster Management preparedness, there are some key cultural factors to consider (Note: the list is not universal to all First Nations peoples and is not exhaustive):

- First Nations people have resilience, strength and significant understanding of managing the impacts of emergencies and disasters within their own community setting.
- Disability is a foreign concept and doesn't align with a core Aboriginal worldview of community inclusion or translate easily into First Nations peoples' languages. Even in the case that the concept is understood, a First Nations person might not consider themselves to have a disability if they are able to fulfil their cultural and family obligations (even if they have a clear disability in the western sense of the word).
- First Nations people with a disability experience discrimination at almost double the rate of non-First Nations people with disability. First Nations people are less likely to engage with critical services if they are not culturally safe and secure in accessing services and supports.
- First Nations cultures usually are a collectivist group and value the needs of family and kinship over the individual, which is frequently at odds with Western (and NDIS) concepts of individualised goals, needs and services.



The authors of this Handbook recommend reading the Let's Yarn, Working with First Nations People with Intellectual Disability - 12 Tips for Inclusive Communication Tips: [health-lets-yarn-factsheet.pdf \(cid.org.au\)](https://www.cid.org.au/health-lets-yarn-factsheet.pdf) publication if they need further information on approaches to communicating with First Nations people with a disability.



EMERGENCIES AND DISASTERS

2. Storyboard 1: What is an emergency and disaster?

The Storyboard

The Storyboard for this topic looks like this:



Outcomes

The OUTCOMES of this Storyboard are:

1. To increase participants' understanding of what a disaster or emergency is.
2. To increase participants' awareness of the dangers that can happen in a disaster or emergency.

Content

Sometimes, big, unexpected things happen that can hurt people or places. These are called emergencies or disasters.

An emergency or disaster are things like a cyclone, flood, fire, lots of hot times, and a COVID-19 outbreak.

See these pictures, they show:

- A bush fire.
- A flood.
- A COVID-19 outbreak where lots of people are sick.

Have you seen any of these? What happened?

Advanced content

- Some places are more likely to have an emergency or disaster than others. If you live out bush, you are more at risk of a bush fire. If you live in a flood prone area, there might be floods that cut the community off from key services and supports.

Additional learnings for the provider

- Talking about emergencies and disasters might make people feel worried or scared. It is important to have culturally safe conversations with First Nations people about emergencies and disasters.
- The feeling of 'safety' is completely subjective. This means that the participant is the only person who can decide what does/doesn't feel safe for them. Safety can also mean different things to First Nations people.
- While ensuring physical safety is an important aspect of the NDIS Practice Standard for Emergency and Disaster Management, psychological, cultural and perceived safety respectively, must also be part of planning, responding and recovery.
- The most important person is the participant; however, the community and the families must be included in the planning to ensure that the participant and family is not disconnected throughout the process, as the collective have a sense of whole responsibility to the collective group.

- Examples of cultural safety and psychologically safe services are:
 - the use of accessible resources, e.g. pictures and diagrams, to explain information to reassure people that services will be in place to look after them during and after an emergency.
 - with participant consent, including trusted people, such as family or Elders, in emergency management preparedness.
 - using interpreters.
 - providing words and actions of reassurance and confidence.
 - Many First Nations people have significant resilience in dealing with difficult times.
- Most importantly, respectful conversations and planning will include the participant and the family who are comfortable in making those decisions with the provider.

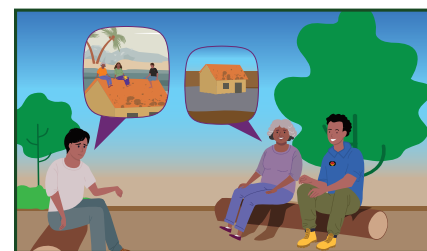
Additional resources

- R4NED Resources for Emergency and Disaster Management: <https://r4ned.au/first-nations-resources/>
- Keogh Bay True Story COVID-19 - <https://keoghbay.com.au/truestorycovid19/>

Storyboard 2: What providers do to help with emergencies and disasters

The Storyboard

The Storyboard for this topic looks like this:



Outcomes

The OUTCOMES of this Storyboard are:

- To increase participants' understanding that NDIS Providers have a duty to keep them safe from danger in emergencies and disasters.
- To increase participants' understanding that they do not have to plan for emergencies and disasters on their own.

Content

You might be thinking 'why do we want a yarn about these big things, these disasters and emergencies?'

It's our job, as one of the NDIS mob, to help keep you safe and strong when there is danger, like in an emergency or disaster.

It is up to you if you want help from us. You can have a little bit of help or a lot.

If you do want help, we can have a yarn with you and your mob about a plan to get ready, just in case as things can happen quickly and without notice.

Us NDIS mob also need to make sure we can keep giving you the important services in an emergency and disaster.

[House and living providers] You should know, as we help look after your home, we must have plans ready anyway. It's part of our job.

Advanced content

- NDIS providers who are 'registered', that is, they have the big ticks from government, must help you plan for emergencies and disasters. We are checked to make sure we do this.
- If you want to, you can also tell us how our organisation should plan for emergencies and disasters. For example, how we make sure we can contact you, who should be in charge of emergencies and disasters, and what we need to do to make sure we keep the services and supports running (ongoing) when something big happens.

Additional learnings for the provider

- Providers have a responsibility to keep participants safe psychologically by informing the person that they don't have to plan and prepare on their own.

- If you are non-Indigenous, it is important for you to build connections and knowledge about First Nations culture (in your area) before a disaster and emergency occurs. This includes having strong links to Aboriginal community-controlled organisations in your area as they will often be called upon to help community in an emergency or disaster. In addition, you will need both strong relationships and understanding of participants' culture to support your organisation acting appropriately and safely when events do occur.



PLANNING AND PREPARING

4. Storyboard 3: Yarning about emergencies and disasters

The Storyboard

The Storyboard for this topic looks like this:



Outcomes

The OUTCOMES of this Storyboard are:

1. To develop participants' understanding of why conversations about disasters and emergencies need to happen in advance.

Content

Emergencies and disasters can happen with little warning. We may need to act quickly to keep safe.

That's why we must talk about them now, before they happen or happen again.

Yarning about emergencies and disasters helps us to stay safe and think about who can help us. This means we are ready.

In Storyboard 1 we talked about when you or your community had an emergency or disaster happen before.

What did you and the community do 'good/right way' to be safe?

Is there anything you or the community need to do differently next time?

Advanced-level content

- Talking about emergencies and disasters might make people feel worried or scared. It is important to have culturally safe conversations with First Nations people about emergencies and disasters.
- As each community is different, planning for these types of events will be different across different areas. Each family and person are different as well. That is why it's also important to have a chat to understand your situation.
- Local governments often have emergency and disaster plans for rural and remote areas that we should read early on too.

Additional resources

- R4NED Resources for Emergency and Disaster Management - <https://r4ned.au/first-nations-resources/>

5. Storyboard 4: Getting ready for making my plan

The Storyboard

The Storyboard for this topic looks like this:



Outcomes

The OUTCOMES of this Storyboard is:

1. For providers to understand the participants' level of emergency preparedness.

Content

Let's have a yarn about how ready you feel if a disaster or emergency was to happen.

If it's okay, I will write some things down so we can remember. You can ask to see what I have written down. I will keep it safe and private too. I will use this to make a big Plan about emergencies and disasters.

Locating existing documents

Do you already have anything on paper about emergencies and disasters? If you do, can we have a look to make sure it has all the right stuff in it?

What health plans do you have now? Can we have a copy? Are you connected to a local First Nations health organisation?

Preparedness

Do you feel strong or worried about emergencies and disasters?

Can you tell me about anything in your home that is ready for emergencies or disasters?

Do you have any plans in place for your pets?

Has anyone ever come to clean up your yard ready for a cyclone, fire or flood?

If there was an emergency or disaster, what is a 'good/right way' (culturally secure way) for someone to help you?

Help with planning

Who do you want with you when we write a big plan about what to do in an emergency or disaster?

Choosing an emergency and disaster planning tool

There are lots of ways to write a big plan about what to do in an emergency or disaster.

Let's look at some of the plans so you can choose one that will be 'good/right way' for you.

Additional learnings for the provider

- Providers can use a more formal tool to have 'pre-planning conversations' if this approach better suits the participant and organisation (refer to the additional resources below).
- It's important that the right people are around participants when doing planning work, as First Nations people think and connect with their kinship systems more than non-Indigenous people do. Also, many people may live in the one household.
- First Nations people may feel differently about emergencies and natural disasters. For example:
 - We have heard that communities who have been affected by flooding multiple times, have big worries about it happening again, particularly as repair and recovery can be slow in remote areas.
 - There are cultural heritage links to disasters and emergencies. For example, damage can happen to sites of cultural significance and drought can stop people from fishing, which is important to their wellbeing and connection to Country.

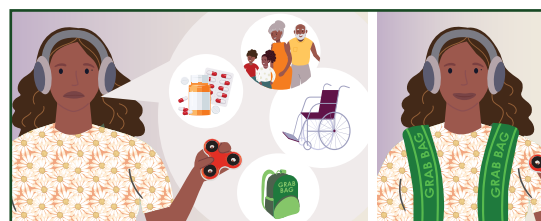
Additional resources

- R4NED Resources for Emergency and Disaster Management - <https://r4ned.au/first-nations-resources/>
- Red Cross – Disaster Preparedness Guide (Step 1- Get in the Know) - <https://www.redcross.org.au/globalassets/cms/downloads/pdfs/disaster-plan/red-cross-rediplan-disaster-preparedness-guide.pdf>.
- AIDR - Working with Indigenous People in Recover - <https://www.youtube.com/watch?v=jcjUDLg10Q4>

6. Storyboard 5: Making my plan

The Storyboard

The Storyboard for this topic looks like this:



Outcomes

The OUTCOMES of this Storyboard are:

1. The participant and provider develop a good 'What to Do Story' or Individual Emergency Management Plan.
2. The participant feels in control and prepares for an emergency or disaster.

Content

It's important to write down a plan for what to do if there is an emergency or disaster.

We have a document about this called 'The What to Do Story.' [Providers to insert the name of a different Individual Emergency Plan if they want to use a different template]

This document will be about:

- Getting ready for an emergency or disaster.
- Where to get information about in fires, flood, storms, big heat, very bad weather and COVID-19 that could be dangerous to you and your mob.
- What my community and government mob say we should do if there is an emergency.
- What to do if there are signs that an emergency or disaster may happen.
- How to look after yourself, your things, your family and your pets.
- Who will tell you about danger, help you get away from danger, help you wait for danger to pass, and help you go back home.
- How my important services will continue.

Let's do the plan now. You have a big say about what goes in it.

We will give you a copy of the plan. It belongs to you. Keep it safe. We will also keep a copy.

You can share the plan if you want to. It might be good to share it with people you live with and who are important to you.

This is so they know what their role is if an emergency or disaster happens.

NOTE: PLEASE COMPLETE THE 'WHAT TO DO STORY' OR INDIVIDUAL EMERGENCY PLAN WITH THE PARTICIPANT AND THEIR NETWORK AFTER READING THIS STORYBOARD

Additional learnings for the provider

- First Nations people may need different help in an emergency or disaster compared to non-Indigenous

people. For example, many people may live in one house including very young children and older people.

- In First Nation's culture, storytelling is a powerful way of orally and visually explaining and informing. For this reason, the 'What to Do Story', has been developed for First Nations people instead of an Individual Emergency Management Plan. You can choose to have both a What to Do Story and/or an Individual Emergency Management Plan on file, if you need a more detailed plan for your records.
- In communities, some examples of community organisations that may be able to help you gather information for the What to Do Story/Individual Emergency Plan are:
 - The local council.
 - Emergency services.
 - First Nations community organisations and health services.
 - Aboriginal Disability Advocacy groups.
- First Nations people are best placed to support each other in times of disaster because they understand each other's need for cultural safety.
- First Nations people have a history of being disempowered over their lives and therefore its important participants have control over planning for emergencies and disasters.
- Being respectful towards local protocols and community 'processes' is requested, e.g., some regional and remote communities might have a leadership group or council that should be approached about planning for people living with disability rather than individuals, in addition to emergency services and local councils.
- First Nations people are at greater risk of living with chronic disease, preventable disease and illness. A person's support network may therefore need to include an Aboriginal Health worker or nurse at a First Nations community organisation (with the participant's consent) to coordinate health and disability support during and after an emergency (such as help give advice on medication).
- The use of emergency service vehicles, such as police cars, could be stressful for First Nations people and considered by them as unsafe.
- Please note: When developing a plan, keeping information gathering processes practical and brief is important. People may have immediate pressures, such as financial, health and overcrowded housing they may want to discuss, making future issues less of a priority.

Additional resources

- The What to Do Story. The R4NED Make a Plan page has a guide to help you choose a template as well as an R4NED plan template - <https://r4ned.au/participants/plan-and-prepare/make-a-plan>
- The Ember Emergency Management Plan Template - <https://emberapp.com.au/wp-content/themes/astra-child/assets/images/Ember-MyEmergencyPlanForm.pdf>
- Ember Sensory Kit Checklist - https://emberapp.com.au/wp-content/uploads/2023/06/EMBER-Sensory-Kit-Checklist_FINAL.pdf
- Ember Go Bag Checklist - https://emberapp.com.au/wp-content/uploads/2023/05/EMBER-Backpack-Checklist_FINAL.pdf
- Collaborating 4 Inclusion – P-CEP Workbook- <https://collaborating4inclusion.org/pcep-old/>
- The Australian Red Cross - Preparing for Emergencies Webpage and Guide - <https://www.redcross.org.au/prepare/> and <https://www.redcross.org.au/globalassets/cms/downloads/pdfs/disaster-plan/red-cross-rediplan-disaster-preparedness-guide.pdf>.
- The Australian Red Cross - Redi Plan Easy Read Template <https://www.redcross.org.au/globalassets/>



[cms/downloads/pdfs/disaster-plan/easy-english-rediplan-accessible.pdf](https://www.redcross.org.au/globalassets/cms/downloads/pdfs/disaster-plan/easy-english-rediplan-accessible.pdf)

- The Australian Red Cross - Redi Plan Template <https://www.redcross.org.au/globalassets/cms/downloads/pdfs/disaster-plan/easy-english-rediplan-accessible.pdf>
- Red Cross Go Bag Checklist – <https://www.redcross.org.au/globalassets/cms/emergency-services/preparedness/checklist-get-packing.pdf>
- Australian Fire Danger Rating System - <https://afdrs.com.au/>

7. Storyboard 6: Making a plan about my services

The Storyboard

The Storyboard for this topic looks like this:



Outcomes

The OUTCOMES of this Storyboard are:

1. That participants will communicate what important and critical services they want continued in an emergency.
2. Service continuity plans will be put in place by the provider, if they are not already.

Content

Us NDIS mob need to make sure we can keep giving you the most important services in an emergency or disaster.

Like giving you medicine, helping you get out of bed and checking if you are feeling no good.

If these services stopped, you might get hurt or feel bad.

Sometimes if there is an emergency or disaster, we might need to change how these services look.

See these pictures, they show you what we might need to do:

- You may have your meals in boxes instead of fresh each day.
- We may have to talk to you on the phone or computer if people in your house have COVID-19.
- Another mob might have to help you if you need to leave community. But we will help make sure you get there safely and that they look after you well.

What services are most important to you if there was a disaster or emergency? Let's chat about how we keep them going where we can.

Advanced content

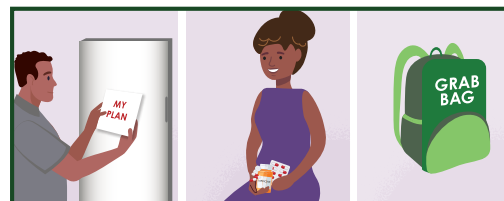
Advanced-level content

- NDIS providers who have a big tick from government (they are called registered providers) must meet the rules about making sure your most important services keep going in an emergency or disaster. Other providers have a duty of care as well. It is your right to be looked after.
- See Appendix A – Case study for an illustrative example.

8. Storyboard 7: Keeping my plan ready to go

The Storyboard

The Storyboard for this topic looks like this:



Outcomes

The OUTCOME of this Storyboard is:

1. To increase participants' readiness for an emergency or disaster.

Content

Now you have a plan, let's do some things to make sure we are ready to act quickly if something does happen.

See these pictures, they are about keeping your plan ready to go:

- Keep your plan somewhere safe in the house.
- Tune your radio so it has the local ABC radio station (if there is local First Nations Radio service, they may also let you know what is going on).
- Pack your Grab Bag and have it ready if you need one

Other things you may need to do are:

- Getting your house ready - do we need a local mob to clean up the yard?
- Do we need to chat to emergency services about helping you?
- Practice leaving your home quickly with your family. Take your Grab Bag!
- Practice your fire safety drill.
- Keeping your phone and other devices (iPad) charged.
- You might also think about having a battery storage/charger as part of your emergency planning.
- Download an emergency services app on your phone.
- Keep emergency telephone numbers in your Grab Bag – including electricity, gas, water, council, local doctor/hospital/clinic/vet, and school/childcare.
- Test smoke alarms and fire extinguishers.

It's also good to tell us if we need to change your plan, like if you move house, get new medicine, have a baby, or you can't walk or talk as good as you used to.

Advanced content

- If after all the planning and practice, you still feel no good and are not sure about things, come and have a good yarn to us. We can always find a professional to help with the big feelings too.

Additional resources

- R4NED – Practising Your Emergency Management Plan - <https://r4ned.au/wp-content/uploads/2024/06/Practising-your-Emergency-Management-Plan-accessible.pdf>



- Northern Territory Police, Fire and Emergency Services Video – Multi-agency community resilience in Pirlangimpi - <https://www.youtube.com/watch?v=vxctos54p5Q>

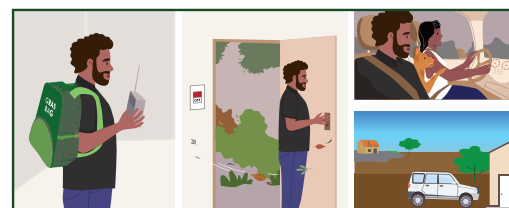


RESPONDING

9. Storyboard 8: If I must leave home

The Storyboard

The Storyboard for this topic looks like this:



Outcomes

The OUTCOME of this Storyboard is:

1. To increase participants' readiness for an evacuation.

Content

When there is an emergency or disaster, it is time to follow your plan.

Sometimes, as part of this plan, emergency services will talk to you about staying in your house or leaving your house.

Leaving your house may mean going to a shelter or moving somewhere else for a time.

If you must leave home, we can do the things we practiced. Emergency services are there to help you.

See these pictures, they show what happens if you are asked to leave your home.

Although your plan might be a bit different, these are some examples of what you might need to do when you're leaving home in an emergency or disaster:

- Stay calm – This way your body and mind can think in a more clear way about things, so you don't worry. You can take deep breaths, stay with strong people you trust or use any tricks you have learnt from your mob or a professional.
- Grab your Go Bag.
- Take your important papers like your plan, insurance, ID, Driver's licence, Medicare card, bank cards and your My Health Matters plan).
- Turn off the water, gas and electricity before you leave.
- If you have time and you can do it, check the windows and doors are closed and locked.
- Let someone know where you are going like family and your services.
- Listen to ABC Radio and your local emergency services or the local First Nations Radio Services.
- You might also get information from the mob posting on Facebook, text messages and local mob telling everyone what is going on in the community.

Additional learnings for the provider

- First Nations people have been known to experience racism at evacuation centres, where the person, their families and community is excluded and treated with lack of understanding and consideration when emergencies have occurred. For example, people may convey negative and stereotyping information about First Nations people such as 'they get evacuated, go to town and make trouble'. It is necessary for providers to be aware of this issue as some participants may be reluctant to include an evacuation centre response as part of their plan. If this occurs, ask the participant how they could feel safer attending an

evacuation centre, for example, having family or friends attend with them or Aboriginal organisations liaising with evaluation coordinators (as examples). This issue is also why it is important for providers to support participants in keeping strong after an emergency, as discussed in Storyboard 10.

Additional resources

- R4NED – Evacuations: What to expect before, during and after guide - Evacuations-What-to-expect-before-during-and-after-guide-accessible.pdf (r4ned.au)
- SBS Audio – Wayapa Wuurrk Meditation - <https://www.sbs.com.au/audio/podcast-episode/wayapa-wuurrk-meditation-1-your-special-place/0s4mizixr>
- CID - My Health Matters folder - <https://cid.org.au/resource/my-health-matters-folder/>

10. Storyboard 9: After a disaster or emergency

The Storyboard

The Storyboard for this topic looks like this:



Outcomes

The OUTCOMES of this Storyboard are:

1. To increase participants' understanding that they can only return home when emergency services say it is safe.
2. To increase participants' understanding that there may not always be water, power, fuel and sometimes food when they go home.
3. To Increase participants' capacity to tell people if they need assistance.

Content

If you had to leave home after a big event, Emergency services will tell you when it is safe to go back.

This is because they will know if there are unsafe things around, as well as whether you have water and power.

Some shops might not have food or be open.

Your everyday life may be different. There are still things in your control.

Here are some things you can do:

- Looking after yourself and your family.
- Talking with your family about what happened, including the little ones.
- Cleaning up your home or yard, if safe.
- Speak to us [NDIS Provider] if you need extra or different help after a big event.

If you need help, have a yarn to emergency services or to [insert First Nations community organisation name]. There may also be something called a 'Recovery Centre' or 'Information Centre' which can help you get back on track.

Advanced content

- Local and Regional Councils will have plans as well for making your community better after an emergency or disaster.
- Sometimes there are disaster payments after a very big event.

Additional learnings for the provider

- First Nations in remote communities may have a longer recovery journey due to community remoteness (as transporting equipment for repairs, food and supplies takes longer), a lack of housing and roads being unsealed or in disrepair.

- Overcrowding after disasters in remote areas can occur and this may impact people with a disability. Plans to support people with housing concerns may need to be prioritised, such as support to find a safe place to live or access to Core Supports for a support worker or cleaning/yard maintenance.

Additional resources

- R4NED Recover Page - <https://r4ned.au/participants/recover/>

11. Storyboard 10: Staying strong 'Our Way'

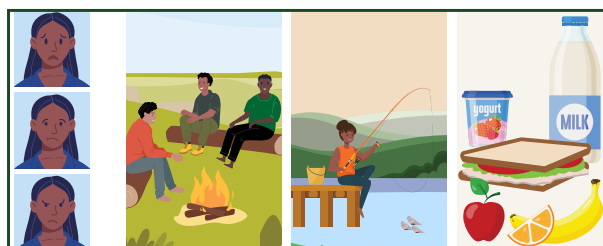
The Storyboard

The Storyboard for this topic looks like this:

Outcomes

The OUTCOME of this Storyboard is:

1. To increase participants' understanding of what they can do to stay strong during and after an emergency or disaster.



Content

Emergencies and disasters can make us have big feelings.

Staying strong 'Our Way' is important.

Family, friends, support workers and other people I trust can help you to stay strong during and after an emergency. We can call these people your 'support circle'.

See these pictures. They show you ideas about how to stay strong:

- Do things that make you feel good like art, sport, or having a cuppa.
- Stay active to keep your mind and body strong.
- Connect to Country by choosing a place and sitting!
- Eat healthy and sleep well.
- Do things that connect you to culture, spirit and Country, like fishing, visiting significant places, taking part in cultural events, doing things cultural way.
- Accept whatever you feel and accept that that feeling is okay.
- See a traditional healer.

Additional learnings for the provider

- Trauma can be exacerbated through emergencies and disasters including through unsafe emergency practices and racism experiences. Therefore, it is important to support First Nations people after emergencies and disasters.
- For First Nations people, wellbeing is linked to connection to Country, culture, language, identity, body, spirit, and kin.
- Providing culturally safe services to First Nations people throughout emergencies and disasters by identifying cultural activities and connections helps build and maintain good mental health. There is a list of useful resources at the end of this section to assist with having culturally safe conversations about staying strong.

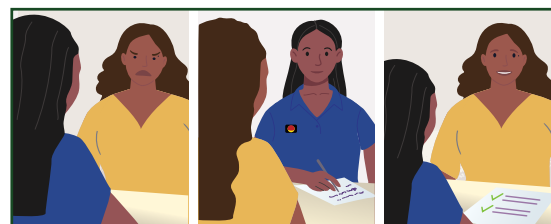
Additional resources

- Gayaa Dhuwi (Proud Spirit) Australia is the national peak body for Aboriginal and Torres Strait Islander social and emotional wellbeing, mental health, and suicide prevention - <https://www.gayaadhuwi.org.au/>
- Nine Principles of Aboriginal and Torres Strait Islander social and emotional wellbeing - <https://www.gayaadhuwi.org.au/wp-content/uploads/2024/04/Prioritising-First-Nations-Social-and-Emotional-Wellbeing-after-trauma.pdf>
- First People's Disability Network 'What Keeps Me Strong' (3:48 Cultural what my cultural needs are that keep me strong) - <https://www.youtube.com/watch?v=bnSjE5fOU2Q&t=630s>
- 20 tips for staying healthy and looking after yourself our way - <https://www.gayaadhuwi.org.au/wp-content/uploads/2024/01/COVID-resources-page-3.pdf>
- How are you coping - <https://www.gayaadhuwi.org.au/wp-content/uploads/2024/01/COVID-resources-page-2.pdf>
- 13YARN – Call 13 92 76 for crisis support for First Nations people.
- Council for Intellectual Disability. Anchor Calming – <https://cid.org.au/anchor/>

12. Storyboard 11: Complaints

The Storyboard

The Storyboard for this topic looks like this:



Outcomes

The OUTCOMES of this Storyboard are:

1. To increase participants' understanding of their rights relating to making a complaint about their provider's support with emergencies and disasters.
2. To increase participants' understanding about how to make a complaint if they are unhappy with their provider's support and/or service before, during and/or after an emergency or disaster.

Content

A complaint is where a person isn't happy about something.

It can be small, like you didn't like the food someone made for you, or big, like your NDIS mob isn't treating you 'good/right way'.

Tell someone. There is no shame in speaking up about something you aren't happy about.

Complaints help keep you safe and can make your NDIS mob give you a better service.

Let's say you have a complaint about emergencies and disasters. This might include us or another NDIS mob:

- not helping you enough to get ready for a disaster or emergency;
- not giving you the right services, or enough services, when a disaster or emergency happened; and/or
- not giving you enough support after an emergency or disaster.

If this happens, it's usually best to chat with us (or the other NDIS mob) first. To make a complaint with us [providers to insert a description of their complaint process here]. If there is no change, tell the NDIS government people. They are called the NDIS Quality and Safeguards Commission. Their number is: 1800 035 544.

If you don't want to make a complaint on your own, ask people you trust to help, like family, your support coordinator, or people called 'advocates'. They can help you feel strong and safe to make a complaint.

Advanced content

- You can find a list of disability advocates on this webpage - <https://www.dana.org.au/find-an-advocate/>.
- Additional learnings for the provider
- Providers must help participants to speak up if they are unhappy about the support they received in relation to emergencies and disasters. Complaints can support providers to improve their service quality, safety and culturally safety.
- First Nations people have a history of being disempowered over their lives and therefore its important participants have control over the quality of their services and supports.

- Providers can support First Nations participants to make a complaint by:
 - Telling participants that there is no shame in speaking up about something they don't like.
 - Telling participants there will be no payback from the organisation if they speak up i.e., the provider will not treat them differently or withdraw services.
 - Listening carefully to when participants speak up. Follow up the conversation by asking some questions in a non-intrusive and demanding way, in order to learn more about what happened, who was involved, and why the participant isn't happy.
 - Asking the participant if they would like a First Nations person to speak to about the complaint if you are non-Indigenous (and you have First Nations people employed within your organisation).
 - Informing the participant, carer and family about your complaints process, using plain English or in their language where needed. This must include that they have the right to use an advocate or a friend/family member as support.
 - Giving the participant and their carer/family your complaints form to complete or ask if they would like help to write it down.
 - Giving the participant, carer and family the contact details for the NDIS Quality and Safeguards Commission.
 - Providing a copy of the Aboriginal and Torres Strait Islander Complaints and NDIS Services booklet (link in the Additional Resource list below).
 - Telling participants many times that it's okay to speak up, not just once.

Additional resources

- R4NED Get Assistance Page - [Get assistance – R4NED](#)
- NDIS Quality and Safeguards Commission Aboriginal and Torres Strait Islander Complaints and NDIS Services - [aboriginal-and-torres-strait-islander-complaintsa5-bookletpdfjan-2021_0_1.pdf \(ndiscommission.gov.au\)](#)

13. References

In addition to the R4NED website and stakeholder consultations conducted for the Project, resources used to develop this Handbook are below:

- Australian Institute for Disaster Resilience – Fire, Floods, Pandemics: Exploring Indigenous Leadership in Disaster Responses Webinar - <https://knowledge.aidr.org.au/resources/fires-floods-pandemics-exploring-indigenous-leadership-in-disaster-responses-webinar/>
- Australian Government. Community Inclusive Recovery practice: Working with Indigenous Communities in Recovery from Disasters - <https://knowledge.aidr.org.au/media/9902/working-with-indigenous-communities-in-recovery-module.pdf>
- Council for Intellectual Disability. Anchor Calming – <https://cid.org.au/anchor/>
- Council for Intellectual Disability. My Health Matters Folder – www.cid.org.au
- Department of Health. Introduction to Disaster Management - <https://www.health.wa.gov.au/~media/Files/Corporate/general%20documents/Disaster%20Managment/PDF/Introduction-to-Disaster-Management.pdf#:~:text=In%20emergency%20management%20in%20Australia%2C%20the%20terms%20%27emergency%27,or%20the%20environment%29%20impacts%20upon%20a%20vulnerable%20community>
- First Peoples Disability Network. What Keeps Me Strong - <https://www.bing.com/videos/>

Appendix A – Case Study

James (not person's real name) receives in-home NDIS services to assist him with daily activities as an amputee. He lives in a region that floods frequently which can pose a high risk to James' safety.

James, with his family and NDIS Provider discussed what services he would need if flooding was to happen in his community. James decided that if it was big flooding he would like to stay with family in another town rather than go to the local evacuation centre. He had previously used the evacuation centre and did not feel culturally safe.

The NDIS Provider worked with James to assess the risk of different routes to drive to the other town and the accessibility of the family's home. It was agreed they would provide transport for this travel if it was safe for James and their staff to do so. James worked with his other NDIS service to assess safe access in and around the family's home for his daily personal care needs.

James spoke with his local Aboriginal community organisation about the local Emergency and Disaster Management Evacuation Plan to decide when he should plan to leave his home and travel safely by road. He also planned with them how he could feel more welcomed at the local evacuation centre if he had to use this facility should the flooding happen very quickly.

The NDIS Provider was able to continue delivering daily activity services at the family's home using different workers that James agreed to. He also agreed that receiving scheduled calls from his NDIS Provider to discuss his safety and wellbeing during any relocation would be good.

James was concerned about returning to his home; he was afraid that he may not be safe after the flood damage his home and how his NDIS services would resume. James spoke with his family about this, and they planned with the local Aboriginal organisation to prioritise repairs to James' home. A NDIS Provider would arrange to have the home cleaned ready for his return and resume his daily service as soon as possible.

This information was written in James' individual Emergency and Disaster Management Plan and Personal Emergency Evacuation Plan. James shared these plans with his support circle. The NDIS Provider trained all the staff who would be involved in delivering the agreed services and evacuation plans were practised with James.