

## Project nominations – AGRN 1012 - \$1 million funding

#E2022/42001

Project Name	Project Description - Scope	Funding Allocation	Funding criteria alignment	Delivered by	Outcomes
<b>1. Individual Case Coordination</b>	<p>Impacted people will be able to access support from trained staff using a case coordination model of service delivery.</p> <p>This support may take the form of material aid, advocacy, referral, electricity vouchers, Work Development Orders or identifying issues impacting on day-to-day living.</p> <p>Recovery outreach activities that support access to safety and security, shelter or health services.</p>	\$30,000	<p>Diverse local recovery needs are balanced.</p> <p>Resilience building</p>	<p>External provider – Mullumbimby &amp; District Neighbourhood Centre</p> <p>(non-profit organisation)</p>	<p>Mullumbimby &amp; District Neighbourhood Centre community support staff role will work closely with in-house and outreach services to ensure a wrap-around, person-centred, integrated and cohesive practice delivery.</p> <p>The local organisation is uniquely placed to contribute to social recovery needs and avoid duplication with existing recovery initiatives already funded or underway due to MDNC's current role in the social and community service sector ecosystem.</p>
<b>2. Community engagement – resilience and recovery</b>	<p><b>Community engagement program delivered via the <a href="#">Harwood approach</a>.</b></p> <p>The Harwood approach is a community-driven engagement practice based on over 30 years of on-the-ground experience, rigorous research, and ongoing innovation. It also aligns with the higher levels of the IAP2 framework to 'involve, collaborate and empower' communities. This process will be directly applied to enable communities to decide about and lead local recovery.</p> <p>Data from both case coordination and community engagement will inform local recovery planning and identify opportunities for positive systemic change that contributes to resilience and recovery.</p> <p>Mullumbimby District Neighbourhood Centre (MDNC) has demonstrated capabilities and proven, local expertise in both individual support and community engagement/development. As such, they are uniquely placed to facilitate local outcomes in social wellbeing and recovery.</p> <p>Key staff at MDNC are fully trained in and already delivering both care coordination and community engagement using the Harwood approach. MDNC utilise the Targeted Early Intervention Outcomes Framework to measure the effectiveness of their programs. This aligns with current best practice and the need to evaluate community engagement initiatives.</p>	\$70,000	Resilience building	<p>External provider – Mullumbimby &amp; District Neighbourhood Centre</p>	<p>The project supports disaster preparedness, resilience and community-building.</p> <p>Community engagement is a critical component to reduce disaster risk and strengthen resilience.</p> <p>Effective community engagement will build partnerships to develop a strong understanding of the unique history, values, diversity, dynamics, strengths, priorities and needs of communities.</p> <p>When completed, the program will showcase the potential for an integrated methodology to be repeated locally and/or replicated in other areas.</p>
<b>3. Breakfast Co-ordinator at the Fletcher Street Homeless Hub</b>	<p><b>Up to 1 year – part time role</b></p> <p>Dedicated support role to oversee the breakfast program at the Fletcher Street Cottage Homeless Hub.</p> <p>The breakfast program also offers its clients opportunity to access support services such as medical assistance, Legal Aid, youth and family workers, clothing and showers.</p>	\$50,000	<p>Diverse local recovery needs are balanced.</p> <p>Resilience building</p>	Byron Community Centre	<p>Co-ordinate the healthy breakfast program to deliver healthy and nutritious meals for people facing disadvantage eg homelessness, displacement and hardship.</p> <p>Key tasks will include procure food, plan meals, minimise waste, safe food handing and volunteer co-ordination.</p> <p>The dedicated community support role will provide the breakfast program surety to deliver its outreach services to</p>

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					strengthen communities during natural disasters and hardship.  The outreach activity will support the delivery of access to safety, security, shelter and health services.
<b>4. Local Recovery Coordinator</b>	<p><b>1 Year – fixed term - fulltime role</b></p> <p>The resourcing of a fulltime role and associated on costs to coordinate flood recovery and implement key learnings in disaster preparedness for Council and community.</p> <p>Lead strategic planning for social recovery and community needs analysis.</p> <p>Coordinate codesign, monitoring and evaluation of social recovery initiatives and oversee funded community engagement initiatives (e.g. MDNC community engagement).</p> <p>Contribute to planning and implementation of priority recovery projects across social infrastructure, natural and built environments and local economies.</p> <p>Act as Council’s delegated Recovery Officer, in accordance with the Tweed Byron Local Recovery Plan (2019), including implementing and monitoring mandated actions. (See extract below.)</p> <p><b>Council</b>  <i>Councils have a key role in managing local recovery through providing expertise and local knowledge to inform decision making, gathering impact and needs information, sharing recovery communications and providing executive support to the Local or Regional Recovery Committee. If a Recovery Centre is established, Council will also provide a Manager, Registration Officers and Administrative Support to the Centre. ... In disaster recovery it is also important for Local Council to continue to deliver their business services.</i></p> <p><b>Local Recovery Officer/Coordinator</b>  <i>Council may appoint a Local Recovery Officer, to be the Council’s coordinator for recovery planning and operations. The Local Recovery Officer may:</i> <ul style="list-style-type: none"> <li><i>• be a member on the LEMC to inform local recovery planning and facilitate collaborative partnerships between the community and the LEMC</i></li> <li><i>• assess suitability and plan for potential Recovery Centres</i></li> <li><i>• inform the LEMC when undertaking initiatives for local recovery planning, training and exercises</i></li> </ul> </p>	\$145,000	<p>Diverse local recovery needs are balanced.</p> <p>Resilience building</p>	Byron Shire Council	<p>The role will:</p> <ul style="list-style-type: none"> <li>• Promote community resilience in a disaster management context, identify community needs and prioritizes projects that are linked to human and social recovery, rebuilding and renewal objective and deliver community benefit.</li> <li>• Assist communities to develop protocols and activities aimed at rebuilding, recovering and preparing for the future that can be included in local community recovery plans.</li> <li>• Undertake disaster management and community recovery training and provide support as required in the event of a natural or other disaster.</li> <li>• Deliver community recovery information strategies, organisational building activities, ongoing community mapping and analysis, stakeholder management and strategic community development advice.</li> <li>• monitoring and evaluating local recovery programs and activities</li> <li>• establishing cooperative networks across government, non-government and community groups that can assist community recovery and develop local infrastructure that will endure beyond the term of this position.</li> </ul>

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	<ul style="list-style-type: none"> <li>• coordinate/chair on the Community Resilience Network (CRN) and support local community connections in resilience and recovery initiatives</li> <li>• be the Recovery Liaison Officer at the Emergency Operations Centre (EOC) during an emergency operation, to monitor impacts and inform early recovery planning</li> <li>• be a member of the Recovery Committee, to promote linkages and information sharing between the Committee and community organisations and groups and contribute to the development of recovery strategies.</li> </ul> <p>The Manager of Social and Cultural Planning is appointed Local Recovery Officer for Byron Shire.</p> <p>The proposed Coordinator position will:</p> <ul style="list-style-type: none"> <li>• Adequately resource a response to recovery needs of community and Council as well as mandated role within Local Emergency Management and Recovery arrangements</li> <li>• Separate areas of responsibility for Manager Social and Cultural Planning as well as having appropriate delegations at a Coordinator level.</li> <li>• Allow Manager Social and Cultural Planning to resume business as usual across key portfolio issues (e.g. homelessness) by mitigating the high-level, high volume responsibilities emerging from a 'catastrophic' natural disaster (as per formal definition).</li> <li>• Provide direction and support for the Community Recovery Officer (new 2 year fixed term role funded by Resilience NSW) for its inaugural 12 month period.</li> </ul>				
<b>5. Disaster Recovery Officer</b>	<p><b>Disaster Recovery Officer - 3 months (2 days per week)</b></p> <p>The Disaster Recovery Officer is based in Council and is responsible for supporting community recovery after the February 2022 Floods.</p> <p>Currently in place.</p>	\$40,000	<p>Diverse local recovery needs are balanced.</p> <p>Resilience building</p>	Byron Shire Council	<p>The position supports the Recovery Centre and shares responsibility of the Disaster Recovery Officer role with the acting Manager Social and Cultural Planning.</p> <p>The 3 month engagement will ensure consistency in maintaining relationships with Local Community organisations and Recovery Centre support services.</p>
<b>6. Improved Resilience of Council's Public Communications Channels</b>	<p>Provide a reliable communications system to support community service and public contact during emergencies.</p> <p>The project funding will support these following IT systems improvements:</p> <ul style="list-style-type: none"> <li>• Creation of an alternative backup IT data centre - provide accurate information to deliver critical customer service and disaster response – including support of emergency service providers</li> </ul>	\$415,000	<p>Diverse local recovery needs are balanced.</p> <p>Resilience building</p>	Byron Shire Council + external supplier	<p>The proposed improvement work will deliver the following key benefits/outcomes to the community:</p> <ul style="list-style-type: none"> <li>• Availability of Council's phone services will not be impacted by localised events such as power outages or natural disaster events.</li> <li>• Council's computer systems will be more resilient to outages, allowing staff to respond and manage community requests in a timely manner.</li> </ul>

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	<ul style="list-style-type: none"> <li>Reduce reliance on a single communications provider for mobiles and data services</li> </ul> <p>The program of works will include a fixed term specialist position for 18 months to support the delivery of the improved communication system.</p> <p>Council's ability to communicate and respond to community requests was limited during the 2022 flood event. Council's main phone services and customer request management application were unavailable for five days due to widespread power and communications outages. This severely impacted delivery of timely responses and advice to urgent community requests.</p> <p>The total cost for the proposed improvements is approximately \$700,000. It is proposed for Council to fund the capital and 'business as usual' elements of the project – this is not eligible under the grant funding. The Council contribution is available within the 2022-2023 Operating Budget.</p>				<ul style="list-style-type: none"> <li>Improved coordination of disaster response activities by staff retaining access to key applications and phone services from any location with an internet service.</li> </ul> <p>"Keeping the lights on" will better support Council to:</p> <ul style="list-style-type: none"> <li>Answer incoming customer calls from anywhere during a total failure of the local phone system</li> <li>Delivery of timely customer responses and manage customer requests if the primary IT systems go offline</li> <li>Coordinate emergency response activities by making sure critical applications are always available</li> </ul> <p>The solution will be resilient against a major failure at any one location or communications service between sites.</p>
<b>7. Quick Response Mobile Disaster Communications</b>	<p>Mobile communications services to be deployed at short notice:</p> <ul style="list-style-type: none"> <li>2 x mobile satellite internet services to provide key community locations with a free, high speed public internet service.</li> <li>20 x Portable modems</li> <li>30 x alternative mobile sim</li> <li>Field communication system (radio or satellite)</li> </ul>	\$50,000	<p>Diverse local recovery needs are balanced.</p> <p>Resilience building</p>	External suppliers	<p>The standby equipment and services will enable staff in the field and remote locations to relay key information to support disaster response and recovery.</p>
<b>8. South Golden Beach resilience betterment program</b>	<p>The South Golden Beach resilience better program will consist of the following feasibility and investigation projects.</p> <ol style="list-style-type: none"> <li>Investigate road design to access the pump; raise and asphalt to allow access for heavy vehicles</li> <li>Investigate platform design to house a generator to support power in the event of mains power failure</li> <li>Feasibility study to raise the existing levy</li> <li>Feasibility study of new pump station for western end of South Golden Beach</li> </ol> <p>South Golden Beach is a housing estate built on low lying land and is bisected by the Capricornia Canal. The Eastern side of the estate is protected by a levy on the bank of the canal. Storm water drains fitted with non-return flood gates pass through the levy. When the canal water level is high and the flood gates are closed, the estate is protected by a flood pumping station near the Western end of Gloria Street.</p>	\$140,000	Feasibility	External supplier	<p>The program will assist Council to design solutions that will reduce risk and improve disaster response and:</p> <ul style="list-style-type: none"> <li>Understand consequences and mitigate risks</li> <li>Understand future funding needs for implantation</li> <li>Program new infrastructure</li> </ul>

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<b>9. Review of Disaster Preparedness Dashboard</b>	<p>Review of Disaster Prepared Dashboard to support disaster readiness.</p> <p>The Disaster Preparedness Dashboard <a href="https://nsw.gov.au">Dashboard (nsw.gov.au)</a> is Council's key community information platform during an emergency. It also serves an internal incident management platform.</p> <p>Review and continuous improvement are essential to maintain currency and effectiveness during an emergency.</p>	\$40,000	Resilience building	External supplier	<p>Outcomes include:</p> <ul style="list-style-type: none"> <li>Incident Management System (IMS) and disaster dashboard management.</li> <li>Dashboard software enhancements to support integration with external agencies</li> </ul>
<b>10. Recovery Centre Operations</b>	Operating costs to support the Recovery Centre day to day operations including electricity, clean and office supplies	\$20,000	Diverse local recovery needs are balanced.	Byron Shire Council	Reimbursement of costs relating to running of Recovery Centre.