

Outcomes, Activities and Indicators for Recovery Programs

Domain: Resilience and Sustainability

Outcome: Community members are aware of the risks of future disasters

Activities:

- Communication to the community about recovery activities - through events (forums, briefings, etc)
- Communication to the community about recovery activities - through media releases, radio, TV or newspapers
- Events to educate the community about disaster risk and resilience
- Plan for future disasters and build resilience and responsive capability for future disasters
- Risk assessment to inform future plans and policies

Indicators:

- People who believe that they can do something to reduce the impact of future disaster events
- People who have prepared disaster response kits at home

Outcome: Displaced populations are able to return to the community if they prefer to return

Activities:

- Community engagement to inform recovery planning (e.g. needs assessment, social impact study, recovery teams working in communities)
- Employment, training and work experience programs for local economic recovery

Indicators:

- Estimated resident population, by age group
- Households returned to a new home in the area
- Households returned to their pre-disaster homes
- Households that have moved out of the area
- Households that have moved properties
- Local population growth (annually, since the disaster)
- Neighbourhoods that have recovered at least 90% of population
- Neighbourhoods where fewer than 50% of residents have returned
- Net permanent and long-term movement of residents
- People unable to return due to cost of return or housing
- Reasons for last move
- Regional internal migration estimates: gross and net

Outcome: Government, private sector and civil society and organisations are engaged in plans for mitigation and management of the recovery

Activities:

- Coordination arrangements for managing recovery activities between agencies and with communities
- Plan for future disasters and build resilience and responsive capability for future disasters

Indicators:

- No indicators were developed for this outcome

Outcome: The community can express its changing disaster recovery needs

Activities:

- Advice and support to businesses on technical and business aspects of recovery
- Assessment of loss of livestock and animal welfare
- Communication to the community about recovery activities - in writing (newsletters, fact sheets, websites, social media, etc)
- Community engagement to inform recovery planning (e.g. needs assessment, social impact study, recovery teams working in communities)
- Community engagement to monitor recovery and receive community feedback on the recovery program and process
- Community information point that provides recovery information and advice in response to questions and needs (e.g. hotline, home visits)
- Coordination arrangements for communication to affected communities
- Coordination arrangements for managing recovery activities between agencies and with communities
- Events to build community connection
- Plan for future disasters and build resilience and responsive capability for future disasters
- Plan the community recovery program with community engagement

Indicators:

- No indicators were developed for this outcome

Outcome: The community has access to insurance (covering lives, homes and other property) through insurance markets or micro-finance institutions, where appropriate and viable

- No activities or indicators were developed for this outcome

Outcome: The community is aware of the disaster recovery processes

Activities:

- Communication to the community about recovery activities - by door-knocking
- Communication to the community about recovery activities - in writing (newsletters, fact sheets, websites, social media, etc)



- Communication to the community about recovery activities - through events (forums, briefings, etc)
- Communication to the community about recovery activities - through media releases, radio, TV or newspapers
- Community information point that provides recovery information and advice in response to questions and needs (e.g. hotline, home visits)
- Community services hub that assists households and individuals to obtain services, advice and support (through a local hub site and/or recovery team)
- Coordination arrangements for communication to affected communities
- Coordination arrangements for managing recovery activities between agencies and with communities
- Environmental clean-up and remediation
- Plan the community recovery program with community engagement

Indicators:

- Unique visits to community recovery website

Outcome: The needs of vulnerable groups are addressed in disaster recovery

- No activities or indicators were developed for this outcome

Domain: Social

Outcome: Community health levels are appropriate for the community profile

Activities:

- Monitoring trends in substance abuse, domestic violence and suicide risk

Indicators:

- Alcohol consumption (level and frequency)
- Causes of death, by age range
- Hazardous drinking rates
- Health status of the community affected by the disaster, by age
- Hospital admissions by age, sex and clinical category
- How often felt depressed (in last 4 weeks)
- Instances of trauma related psychosocial issues return to pre-event levels (DV, violence, substance abuse, gambling, suicide, mental health issues)
- Level of problem gambling in the community
- Life expectancy
- Number of GP consultations in last 12 months, per person
- People who have seen a GP in the last two weeks
- People who have seen a medical specialist in last two weeks
- Physical measures (body mass index, blood pressure, etc)
- Rates of prescribing for medication for mental health conditions
- Self-assessed health status
- Smoking level in the population by age and sex
- Vaccination levels in the community

Outcome: Community members are able to manage their own safety

Activities:

- Communication to the community about recovery activities - in writing (newsletters, fact sheets, websites, social media, etc)
- Risk assessment to inform future plans and policies

Indicators:

- Feelings of safety at home alone (during the day, and after dark)
- Perceptions of safety from disaster
- Take up of safety advice from e.g. website or police information

Outcome: Community members are able to respond to their own needs and to support the other members of the community

Activities:

- Community established a Fire Recovery Action Group to coordinate recovery activities
- Community gatherings to hear from visiting psychologist on recovery issues for children
- Community information sessions on bushfire awareness and preparedness

- Community training sessions on firefighting skills for women
- Community training sessions on resilience covering preparedness and responding to hazards
- Community Women's Association events on using local farm products
- Community workshop to provide strategic direction for the Community Recovery Fund program
- Disaster relief appeal fund provided money and donations to households
- Economic development agency identified skills gaps in the area and offered training for upskilling
- Emergency management training for staff of local NGOs
- Health department provided information on child behaviours in recovery

Indicators:

- Cared for a person with either a disability, illness or old age in last 4 weeks
- Community members have increased capacity and capability to deal with future events
- Participation in volunteer activities (frequency, type, etc)
- People who have prepared disaster response kits at home
- People who knew how to protect their homes
- People who say their household has all the items they need for basic emergency preparation
- People who say they are more resilient after the disaster
- Perceptions that making homes too resilient was too much
- Person provides support to other relatives living outside the household
- Persons needing assistance with core activities
- Provided unpaid assistance to persons living outside the household in last 4 weeks
- Types of support provided to other relatives living outside the household
- Whether unpaid help is provided to a person with a disability

Outcome: Community members are aware of each other's potential needs from future disasters through formal and informal networks and plans (i.e. social connectedness)

Activities:

- Events to build community connection
- Plan for future disasters and build resilience and responsive capability for future disasters

Indicators:

- Extent to which people felt a sense of community with others in the neighbourhood
- Participation in disaster preparedness training and events
- People have someone to turn to in case of serious injury, illness or in need of emotional support

Outcome: Community members can access appropriate services to deal with health needs

Activities:

- Community services hub that assists households and individuals to obtain services, advice and support (through a local hub site and/or recovery team)
- Financial counselling services

- Grants to community organisations - to provide support for health and wellbeing
- Health services that provide continuity of healthcare as well as responding to additional health needs arising from the disaster
- Mental health services, counselling and support for wellbeing
- Referral networks for case management established

Indicators:

- Access to a broad range of support
- Awareness of psychosocial support
- Consultations with dentist/dental professional in last 12 months
- Hospital admissions by age, sex and clinical category
- Mental health patients with improved outcomes (measured by instruments such as the Beck Depression Inventory, Kessler Psychological Distress Scale or Post-traumatic Diagnostic Scale)
- Number of GP consultations in last 12 months, per person
- Patient satisfaction with treatment from a trauma response program or service
- Patients completing treatment from a trauma response program or service
- Patients treated by a trauma response program or service
- People accessing mental health services
- People who reported having undergone counselling or PTSD treatment
- Proportion of affected people who received mental health care
- Respondents who did not have trouble accessing GP services
- Satisfaction with support services provided
- Waiting list time for trauma response program or service

Outcome: Community members have access to appropriate and affordable housing in a timely manner

Activities:

- Community engagement to inform recovery planning (e.g. needs assessment, social impact study, recovery teams working in communities)
- Council advice on process for rebuilding, insurance and design issues
- Council held community information sessions on re-building
- Council process for fast-tracking approvals for rebuilding
- Grants to households - to assist with costs of clean-up, repair or rebuilding
- Habitat for Humanity 'Brush with Kindness' program trained volunteers to help return damaged homes to a liveable condition
- Short-term accommodation assistance and temporary housing provided to people whose homes were destroyed or damaged
- Temporary accommodation

Indicators:

- Community report that current housing situation meets their needs
- Habitability of social housing units
- Homelessness in the disaster-affected area
- Homes that are suitable for local climate conditions (insulation, shading, etc)

- House prices and rents by housing type
- Household composition as measured by the ABS
- Household satisfaction with new dwelling
- Households in temporary accommodation
- Households in temporary accommodation with rebuilding arrangements in place
- Households resettled out of disaster risk zone
- Households returned to their pre-disaster homes
- Households who have rebuilt, purchased a new property or begun rebuilding process
- Housing affordability: households spending 30% or more of pre-tax income on housing
- Housing affordability: renters in the city paying more than 50% of their pre-tax income on rent
- Housing affordability: renters with <\$480 a week after housing costs are paid
- Housing finance statistics as measured by the ABS (e.g. value of dwellings financed, construction of dwellings; purchase of established dwellings)
- Housing tenure, landlord type, and demographic characteristics of households
- Mix of housing stock available for rent or purchase
- Neighbourhoods that have recovered at least 90% of population
- Neighbourhoods where fewer than 50% of residents have returned
- Number and proportion of occupied and unoccupied private dwellings
- Number of affordable dwellings in the rental market
- People who have moved house, and the reason for moving
- Residential vacancy rates
- Social housing waiting lists

Outcome: Community members have social networks to support each other

Activities:

- Commemorative book on the history of the region and its community
- Communication to the community about recovery activities - through events (forums, briefings, etc)
- Community art project in memory of a community member who died in the fire
- Community events - women's resilience days to support recovery for women affected by the fire
- Community events to mark the first anniversary of the event
- Community function to acknowledge all the work and support of people involved in the recovery
- Community services hub that assists households and individuals to obtain services, advice and support (through a local hub site and/or recovery team)
- Events to build community connection
- Grants to community organisations - to support community recovery activities (e.g. community building, social networks, arts activities)
- MensWatch program established to help men understand the mental health risks in recovery and to support other men
- Mental health services, counselling and support for wellbeing

Indicators:

- Access to online resources and social networks such as Facebook
- Community networks functional and supportive
- Divorce rate
- Extent to which people felt a sense of community with others in the neighbourhood
- Participation in sports organisations and physical activities (by activity type)
- Participation in volunteer activities (frequency, type, etc)
- People who feel that most people (in community) can be trusted
- People who have regular contact with family or friends living outside the household
- People who have someone to turn to for support outside the household
- Social networks and unity within communities

Outcome: Community members have the knowledge, skills, and resources for dealing with disaster related health risks (e.g. hygiene, sanitation, nutrition, water treatment)

- No activities or indicators were developed for this outcome

Outcome: Community members have the knowledge, skills, and resources for dealing with health issues related to the disaster experience

Activities:

- Community services hub that assists households and individuals to obtain services, advice and support (through a local hub site and/or recovery team)
- Health education and awareness campaigns relating to disaster impacts
- Mental health services, counselling and support for wellbeing

Indicators:

- Actions taken for health in last 12 months
- Bed nets provided to prevent insect-borne diseases
- Has access to motor vehicles to drive
- Level of exercise undertaken for fitness, recreation or sport in last month
- People accessing mental health services
- People currently covered by private health insurance
- People who delayed medical consultation because could not afford it
- People who delayed purchasing prescribed medication because could not afford it
- Proportion of people covered by a government health concession card
- Relevant website traffic e.g. asbestos safety

Outcome: Community members receive appropriate social services

Activities:

- Case management service that assesses the needs of households and individuals and assists them to obtain services, advice and support
- Childcare services are made available based on community need



- Communication to the community about recovery activities - in writing (newsletters, fact sheets, websites, social media, etc)
- Community information point that provides recovery information and advice in response to questions and needs (e.g. hotline, home visits)
- Community services hub that assists households and individuals to obtain services, advice and support (through a local hub site and/or recovery team)
- Donations of money or goods are collected and distributed to affected residents
- Grants to community organisations - to assist with costs of recovery from the impacts of the disaster
- Identification cards for people who have lost identification documents required for access to services
- Local governments modify development approval and other processes to support timely recovery
- Plan repair and rebuilding, and prioritise according to community needs and values

Indicators:

- Children who received psychosocial support
- Demand for counselling and personal support services
- Difficulty accessing service providers (type of service and reason for difficulty)
- Families supported by special childcare program
- Households who received service referrals from the Red Cross
- People receiving support through a case management program
- Proportion of requests for assistance that result in services being received
- Schools where psychosocial support was provided

Outcome: Community members receive continuity in the education services they need

Activities:

- Grants to schools - for clean-up, repair or rebuilding
- Schools provide resources and facilities for continuity of education (e.g. alternate locations, online classrooms)

Indicators:

- Children attending school, by age and type of school
- Children continuing education through temporary schooling arrangements
- Children enrolled in preschool and other early childhood education
- Children not participating in education
- Children who failed a main school subject, by care type
- Graduation from public schools
- Participation in tertiary education, by age range and education level
- Pupil-days disrupted
- School closures after disaster
- School participation rates, and rates of progression and retention
- School results, by age
- Schools operating from original location
- Schools relocated



- Schools reopened after rebuilding
- Student engagement (age-standardized rate of exclusions, expulsions, stand-downs and suspensions in school)
- Youth not in employment, education or training

Outcome: Cultural and racial diversity is respected

Activities:

- Events to build community connection

Indicators:

- Acceptance of other cultures
- Crime against diverse groups
- Cultural groups are not driven away
- Demographic characteristics of the community (age, sex, family type, Aboriginal and Torres Strait Islander status)
- Measures of cultural and linguistic diversity (such as country of birth and language spoken at home, religious affiliation)

Outcome: Displaced populations are reconnected with essential health and social services

Activities:

- Case management service that assesses the needs of households and individuals and assists them to obtain services, advice and support
- Community services hub that assists households and individuals to obtain services, advice and support (through a local hub site and/or recovery team)
- Health services that provide continuity of healthcare as well as responding to additional health needs arising from the disaster
- Mental health services, counselling and support for wellbeing

Indicators:

- Appropriateness of health and social services provided
- Children separated from their families who have been assisted by recovery program
- Children separated from their families who have been reunited with relatives and known neighbours
- Priority of access for disaster-affected people

Outcome: Existing health clients receive continuity of their care e.g. pharmaceutical supplies

Activities:

- Health services that provide continuity of healthcare as well as responding to additional health needs arising from the disaster
- Mental health services, counselling and support for wellbeing
- Repair and rebuild - health facilities

Indicators:

- Access to essential medication



- Proportion of hospital and primary health care facilities functioning after the disaster (percentage of available beds from pre-event capacity of available beds)

Outcome: Households, families, and individuals are enabled to affect their own recovery through appropriate income sources

Activities:

- Payments to households and individuals to cover the loss of income due to the disaster

Indicators:

- Can afford food on time
- Comparison of income sources to recovery needs
- Continuity of income for people receiving Centrelink payments
- Employment rate by age, sex, and other demographic characteristics
- Households receiving hardship income support or other disaster-related payments

Outcome: Households, families, and individuals have the information needed to make decisions

Activities:

- Advice and support to households for timely and fair assessment by insurers
- Advice to business on how to access available grants, advice and other resources
- Advice to households on repairing and rebuilding homes
- Community information point that provides recovery information and advice in response to questions and needs (e.g. hotline, home visits)
- Community services hub that assists households and individuals to obtain services, advice and support (through a local hub site and/or recovery team)
- Donations management system to coordinate receipt and distribution of donations (of money or goods)
- Donations of money or goods are collected and distributed to affected residents
- Financial counselling services
- Grants to community organisations - to provide support for health and wellbeing
- Grants to households - to assist with costs of clean-up, repair or rebuilding
- Local governments adjust rates and other charges for affected businesses and households
- Payments to households and individuals to cover the immediate costs of the impact of the disaster (accommodation, food, personal needs, etc)
- Payments to households and individuals to cover the loss of income due to the disaster

Indicators:

- Access to a broad range of information
- Interactions on social media including online recovery resources and Facebook
- Personally knows someone in an organisation to contact for information
- Satisfaction with information received
- Satisfaction with the range of support services
- Visits to online housing damage database and map

Outcome: Leisure, sport and artistic activities are part of the fabric of the community

Activities:

- Arts and culture programs and activities
- Events to build community connection
- Grants to community organisations - to re-establish sport and recreation facilities and services
- Grants to community organisations - to support community recovery activities (e.g. community building, social networks, arts activities)
- Local facilities and assets are made available and used for a range of purposes to support recovery
- Repair and rebuild - community facilities (e.g. halls, sports grounds, places of worship)
- Repair and rebuild - public assets (infrastructure or buildings)

Indicators:

- Availability of cycling facilities (urban or recreational)
- Availability of parks, playgrounds, walking tracks and other recreational facilities
- Continuation of arts and culture nonprofits
- Continuation of community and youth development nonprofits
- Participation in arts and cultural activities (by activity type)
- Participation in sports organisations and physical activities (by activity type)
- Revenues to arts and culture nonprofits (annual)
- Revenues to community and youth development nonprofits (annual)

Outcome: Mutual assistance systems, social networks and support mechanisms are capable of adapting to emergencies when these occur

Activities:

- Events to build community connection
- Plan for future disasters and build resilience and responsive capability for future disasters
- Volunteer programs for community connection and social networks

Indicators:

- Civil Defence preparedness
- Participation in volunteer activities (frequency, type, etc)
- People who feel that most people (in community) can be trusted
- SES volunteers and trained members
- Sources of support in times of crisis
- Trust in doctors
- Trust in police

Outcome: Possibilities for crime and social disorder as a result of the disaster are minimized

Activities:

- Events to educate the community about disaster risk and resilience

Indicators:

- Child abuse investigations
- Documentation, medical report and follow up rates of incidents involving the abuse of women and children
- Feelings of safety walking alone in local area after dark
- Imprisonment rates
- Perceptions of social disorder in the local area
- Police treatment of women and children
- Public corruption
- Referrals to community support services e.g. refuges
- Reported offences, by type (assault, property, etc)
- Victim of actual or attempted break-in in last 12 months
- Victim of physical or threatened violence in last 12 months

Outcome: The community can express its diverse spiritual composition

Activities:

- Repair and rebuild - community facilities (e.g. halls, sports grounds, places of worship)

Indicators:

- Participation at places of worship and faith community groups

Outcome: The community has access to adequate sewerage and sanitation services

Activities:

- Repair and rebuild - water supply and sewerage

Indicators:

- Households that are (or are likely to be) adversely impacted due to damage to sewage containment and disposal systems
- Incidence of diseases related to the disaster or post-disaster conditions (e.g. water-borne or insect-borne disease)
- Proportion of sewerage schemes operating to regulatory standards

Outcome: The community has access to clean drinking water and basic food supplies

Activities:

- Community services hub that assists households and individuals to obtain services, advice and support (through a local hub site and/or recovery team)
- Donations of money or goods are collected and distributed to affected residents
- Environmental health programs (water quality, disease risk, etc)

Indicators:

- Households whose water supply is, or is reasonably believed to be, contaminated and no longer meets the Australian Drinking Water Guidelines 2004 as a result of the disaster

- Incidence of diseases related to the disaster or post-disaster conditions (e.g. water-borne or insect-borne disease)
- Proportion of water supply schemes operating to regulatory standards

Outcome: The community has opportunities for creative expression that help the community recover from disaster

Activities:

- Arts and culture programs and activities
- Events in memory of people killed in the disaster
- Grants to community organisations - to support community recovery activities (e.g. community building, social networks, arts activities)

Indicators:

- Continuation of arts and culture nonprofits
- Participation in arts and cultural activities (by activity type)
- Participation in community events and perceived success of community events
- Revenues to arts and culture nonprofits (annual)

Outcome: The community is not experiencing excessive stress and hardship arising from the disaster

Activities:

- Bereavement community advisory group to provide advocacy and support for the bereaved
- Bereavement service to coordinate support for bereaved families
- Events for specific groups affected by the disaster
- Grants to community organisations - to provide support for health and wellbeing
- Mental health services, counselling and support for wellbeing

Indicators:

- Alcohol consumption (level and frequency)
- Demand for counselling and personal support services, and level of services provided
- Hazardous drinking rates
- How often felt depressed (in last 4 weeks)
- Mental health patients with improved outcomes (measured by instruments such as the Beck Depression Inventory, Kessler Psychological Distress Scale or Post-traumatic Diagnostic Scale)
- People affected by the disaster who have symptoms of post-traumatic stress reactivity
- People for whom disaster-related issues are no longer having a strong negative impact
- People reporting that dealing with insurance had a negative effect on their lives
- People who have experienced at least one stressor in the last 12 months
- People who reported having undergone counselling or PTSD treatment
- People whose quality of life had changed since disaster
- Percentage of the population reporting high levels of stress
- Physical measures (body mass index, blood pressure, etc)
- Rates of prescribing for medication for mental health conditions



- Self-assessed quality of life
- Severity of mental health issues (measured by instruments such as the Beck Depression Inventory, Kessler Psychological Distress Scale or Post-traumatic Diagnostic Scale)
- Types of family stressors experienced in last 12 months
- Types of personal stressors experienced in last 12 months
- WHO-5 Wellbeing index for emotional wellbeing

Domain: Economic

Outcome: Business insurance is accessible where viable

Activities:

- Advice and support to businesses on technical and business aspects of recovery

Indicators:

- Business insurance claims paid in full
- Businesses who were adequately insured
- Property owners or business operators with insurance receiving payment
- Proportion of businesses with adequate insurance in place relative to pre fire

Outcome: Business models are appropriately adaptive to market conditions and fluctuations

Activities:

- Employment, training and work experience programs for local economic recovery
- Grants or loans to businesses - to assist with costs of recovery from the impacts of the disaster
- Grants or loans to businesses - to employ apprentices and trainees
- Partnerships to support businesses to recover and build business capacity
- Plan for economic development that engages with the community and identifies opportunities
- Private sector investment for local economic development
- Research to support business recovery and future planning (e.g. new products or markets)
- Tourism marketing

Indicators:

- No indicators were developed for this outcome

Outcome: Businesses and not-for-profits can access or attract appropriately skilled workers

Activities:

- Employment, training and work experience programs for local economic recovery
- Employment, training and work experience programs for repair and rebuilding
- Grants to local government - to employ additional apprentices
- Repair and rebuild - education facilities (schools, childcare centres, etc)

Indicators:

- Adult educational attainment
- Businesses that retained workforce after disaster, by type
- Job vacancies (by employment type, sector, or skill level)
- Labour force status by type of qualification
- Labour market outcomes by displacement and return levels
- Participation in tertiary education, by age range and education level
- Population 25 years and older with a University qualification

- Population aged 15-74 in formal and informal learning (number and proportion)
- Profitability as a result of training provided
- School leavers achieving above a certain level

Outcome: Businesses and not-for-profits have access to critical banking and financial services

Activities:

- Advice and support to businesses on technical and business aspects of recovery
- Financial counselling services
- Grants or loans to businesses - to assist with costs of recovery from the impacts of the disaster

Indicators:

- Re-establishment of key services (banks, Australia post)
- Venture capital funding per capita

Outcome: Businesses and not-for-profits have business continuity plans and dynamic organisational resilience practices that address relevant risks and threats

Activities:

- Advice and support to businesses on technical and business aspects of recovery
- Businesses and organisations plan for future disasters and build disaster resilience
- Economic development agency held business continuity plan training
- Economic development agency held grant-writing training for businesses

Indicators:

- Business respondents who agreed that business continuity planning reduced disruption to their services
- Businesses who had taken steps to improve disaster resilience
- Intention to use business plans for resilience in the future
- Likelihood of using business plans in the future / perceptions of benefits from business plan programs in the future
- Organisations with continuity plans and resilience plans
- Perceptions of benefits from business plans for future resilience
- Perceptions of benefits from business plans in disaster recovery
- Proportion of farmers, business owners, not-for-profits who have developed dynamic disaster resilience and continuity plans

Outcome: Businesses and not-for-profits know and understand the risks and threats of operating in the area

Activities:

- Businesses and organisations plan for future disasters and build disaster resilience

Indicators:

- Business respondents who consider extreme weather a threat in their business continuity plans
- Managers who believed that having a business continuity plan was important to their organisation
- Stated mitigation practices for risks and threats

Outcome: Businesses have secure and stable access to supply chains and networks (including markets, physical infrastructure and assets, as well as telecom networks)

Activities:

- Repair and rebuild - ports and related infrastructure
- Repair and rebuild - roads and bridges
- Transport services to assist businesses to send products to market

Indicators:

- Proportion of the affected rail network restored to service
- Proportion of the affected roads and bridges that have been reopened
- Vessels that are scheduled to dock or depart Australian ports and are unable to do so as a direct or indirect result of the emergency / disaster event, as reported by the relevant authority.

Outcome: Community members have access to banking and financial services

Activities:

- Banking facilities or other ways to access personal and business finances
- Financial counselling services

Indicators:

- Financial services are re-opened including temporary locations for banking
- Re-establishment of key services (banks, Australia post)
- Take up of financial counselling

Outcome: Consumer and business confidence levels support business operations (both within and outside of the community)

Activities:

- "Buy local" campaign
- Businesses and organisations that are part of larger organisations are given support to recover from their head office
- Grants or loans to businesses - to assist with costs of recovery from the impacts of the disaster
- Local governments adjust rates and other charges for affected businesses and households
- Tourism marketing

Indicators:

- Businesses confident that they will survive to the end of the year
- Businesses operational and remaining in business, by location
- Businesses operational and remaining in business, by type
- Businesses that expected to be able to expand
- Businesses that performed according to plan/better than planned
- Businesses that retained staff initially funded by recovery program
- Crop volumes and values
- Farms recovered to pre-disaster levels (includes considerations of closures)
- Growers and retail outlets carrying branded products developed through the program
- Land in use for agricultural or horticultural production
- Mines returned to production, and level of production
- Passengers arriving and leaving by plane
- Production and yield as a result of the program
- Short-term crops established as part of the recovery program
- Sources of farm income: grants, government transfers, relief funding
- Tourism - international arrivals
- Tourism - international or domestic visitors
- Tourism business indicators (room occupancy rates, revenue, etc)
- Tourist spending patterns
- Visitors to tourist websites for the region

Outcome: Early-stage and small businesses have the capacity to continue operation

Activities:

- Advice and support to businesses on technical and business aspects of recovery
- Assessment of loss of livestock and animal welfare
- Employment, training and work experience programs for local economic recovery
- Events for specific groups affected by the disaster
- Grants or loans to businesses - to assist with costs of recovery from the impacts of the disaster
- Local facilities and assets are made available and used for a range of purposes to support recovery
- Private sector investment for local economic development
- Volunteer programs for clean-up, fence-building and repairs

Indicators:

- Businesses operational and remaining in business, by type
- Entrepreneurship levels
- Farming infrastructure recovered
- New horticultural products developed

Outcome: Economic activity is appropriately diverse

Activities:

- Plan for economic development that engages with the community and identifies opportunities

Indicators:

- Agricultural land that has been rendered temporarily commercially unviable, with agricultural production not possible without intervention
- Business size by sector
- Distribution of job types by sector
- Economic activity by sector
- Employment in the tourism sector
- Jobs by sector (number and proportion)
- Jobs by sector (number and proportion) and changes over time
- Minority-owned businesses
- Productivity growth
- Proportion of "export" and local-serving jobs
- Regional economic growth

Outcome: Households have access to an adequate range of goods and services

Activities:

- No activities were developed for this outcome

Indicators:

- Community satisfaction that adequate goods and services are affordable and accessible
- Households that have access to discretionary goods and services
- Households that have access to essential goods and services
- Residents per supermarket (access to groceries)

Outcome: Individuals and households have sufficient financial security to allow them to take advantage of economic opportunities

Activities:

- Payments to households and individuals to cover the immediate costs of the impact of the disaster (accommodation, food, personal needs, etc)
- Payments to households and individuals to cover the loss of income due to the disaster

Indicators:

- Apprentices who retained jobs as a result of an economic recovery program
- Average earnings of workers by sector
- Community satisfaction with financial support received
- Duration of unemployment
- Employment rate by age, sex, and other demographic characteristics
- Engagement in employment, education and training (EETP)

- Household debt levels, by debt type and household type
- Household income, by household type
- Households in the lowest income quintile
- Jobs by sector (number and proportion)
- Labour force participation rate
- Number of hours worked in a specified period (e.g. the last week)
- Number of jobs created as a result of disaster recovery programs
- Number of jobs created within disaster recovery projects
- Number of new apprentice positions created as a result of disaster recovery programs
- Number of people who are actively looking for work
- People who had at least one cash flow problem in last 12 months
- People who have ceased a job in the period since the disaster
- Principal source of household income
- Proportion of children living in low-income households
- Reduced dependence on disaster-related income support
- Self-employment (number and proportion)
- Size of the middle class (households in middle income quintiles)
- Time that government support has been main source of income in last 2 years
- Took at least one dissaving action in last 12 months
- Unable to raise \$2,000 within a week for something important
- Underemployment ratio (underemployed workers expressed as a percentage of total employed persons)
- Unemployment rate by age, sex, and other demographic characteristics
- Youth not in employment, education or training

Outcome: Key industry sectors for the community are restored

Activities:

- Clean-up recovery grants for farmers
- Established primary producers' network to coordinate recovery activities
- Short-term assistance for re-establishing farm fences

Indicators:

- Area under production relative to pre fire
- Farms / business owners confident about profit outlook
- Livestock numbers relative to pre-fire
- Major employment sites reopened (mines, ports, etc)
- Operational capacity of businesses that is still functional after the emergency or disaster event
- Program helped businesses provide vital services to the community



Outcome: Local business networks foster growth

Activities:

- "Buy local" campaign
- Donations management system to coordinate receipt and distribution of donations (of money or goods)
- Donations of money or goods are collected and distributed to affected residents
- Employment, training and work experience programs for local economic recovery
- Employment, training and work experience programs for repair and rebuilding
- Local facilities and assets are made available and used for a range of purposes to support recovery

Indicators:

- Activity of the local Chamber of Commerce and business organisations
- Venture capital funding per capita

Outcome: Local businesses have information they need to continue recovering from the disaster

Activities:

- Advice and support to businesses on technical and business aspects of recovery
- Advice to business on how to access available grants, advice and other resources
- Agriculture industry groups provided resources for advice and support
- Assessment process to identify local businesses in need of support
- Government agencies prepare revised valuations of affected properties and provide financial assistance
- Grants or loans to businesses - to assist with costs of recovery from the impacts of the disaster
- Research to support business recovery and future planning (e.g. new products or markets)
- Technical advice service for agriculture

Indicators:

- Farmers given referrals for support on animal welfare and recovery advice
- Perceptions of effectiveness of assistance to farm businesses
- Satisfaction with technical information and advice for primary production

Outcome: Not-for-profit community service organisations can continue to provide regular services

Activities:

- Donations management system to coordinate receipt and distribution of donations (of money or goods)
- Grants to community organisations - to assist with costs of recovery from the impacts of the disaster
- Partnerships with community service providers to provide services and advice for community recovery

Indicators:

- No indicators were developed for this outcome

Outcome: The workforce has transferable skills

Activities:

- Businesses and organisations plan for future disasters and build disaster resilience
- Employment, training and work experience programs for local economic recovery

Indicators:

- No indicators were developed for this outcome

Outcome: Vulnerable groups are not further disadvantaged by the impact of the disaster, in terms of their ability to participate in the economic system (e.g. employment prospects, accessing credit)

Activities:

- Employment, training and work experience programs for local economic recovery
- Employment, training and work experience programs for repair and rebuilding
- Grants to local government - to employ additional apprentices
- Regulatory changes - land use planning, building standards, development guidelines, or other requirements

Indicators:

- Households in each income quintile by ethnicity
- Households in the lowest income quintile
- Housing costs (rent or mortgage) for households where at least one person was Aboriginal and/or Torres Strait Islander
- Housing quality for households where at least one person was Aboriginal and/or Torres Strait Islander
- Income inequality (income at the 95th and 20th percentiles)
- Labour market outcomes by displacement and return levels
- Locations with above average levels of households in poverty
- Number of income support recipients transferred into employment
- People who cannot access, or have difficulty getting to the places needed
- Share of jobs by local area
- Socioeconomic indicators by ethnicity and gender
- Unemployment rate by age, sex, and other demographic characteristics

Domain: Environmental

Outcome: Cultural heritage sites or assets of importance are restored, where possible, in a way that provides these values to the community

Activities:

- Community groups grew seedlings for re-planting gardens
- Environmental clean-up and remediation
- Environmental monitoring to track recovery and identify further issues for attention
- Plan for environmental recovery and resilience
- Repair and rebuild - public assets (infrastructure or buildings)

Indicators:

- National parks re-opened
- Parks, reserves and beaches open for public access
- Satisfaction that needs are being met

Outcome: The community is aware of the risks of future disasters to natural and cultural heritage assets

Activities:

- Arts and culture programs and activities
- Environmental monitoring to track recovery and identify further issues for attention
- Government support for the restoration of essential services
- Plan for environmental recovery and resilience

Indicators:

- Community satisfied that facilities (especially damaged facilities) meeting their needs

Outcome: The community understands the characteristics and functioning of local natural environment and ecosystems

Activities:

- Plan for environmental recovery and resilience

Indicators:

- Participation in bushcare/landcare activities
- Quality measures of environmental management plans

Outcome: The community's exposure to environmental health risks and public health risks is minimised

Activities:

- Asbestos safety inspections and clean-up
- Clean-up, hazard inspection, and waste removal
- Environmental clean-up and remediation

- Grants or loans to businesses - to assist with costs of recovery from the impacts of the disaster
- Grants to households - to assist with costs of clean-up, repair or rebuilding
- Information provided to community about potential environmental health risks and how to address them
- Insect surveillance and control to reduce risk of disease (dengue, etc)
- Training for community members participating in clean-up and recovery (e.g. chainsaw safety)

Indicators:

- Catchment area that has been polluted as a result of the emergency or disaster event that make the water unsafe for any form of life, as reported by relevant authority.
- Crops produced are below permissible level of radioactivity
- Days with unhealthy air quality (air quality below an agreed threshold) in a specified period
- Environmental radiation concentrations in water, sediment and suspended sediment
- Incidence of diseases related to the disaster or post-disaster conditions (e.g. water-borne or insect-borne disease)
- People receiving medical care from exposure to environmental health risks
- Pollution of air, water or land, by pollutant type and impact
- Stated ability to manage environmental health risks

Outcome: The impact of future disasters on biodiversity and ecosystem is minimised

Activities:

- Environmental clean-up and remediation
- Environmental monitoring to track recovery and identify further issues for attention
- Grants to local government - to restore and improve infrastructure
- Plan for environmental recovery and resilience
- Risk assessment to inform future plans and policies

Indicators:

- Ground cover (resilience against fires)
- Potential future risks identified and appropriate strategies implemented

Outcome: The natural environment operates to maintain healthy biodiversity and ecosystems

Activities:

- Community revegetation events in the affected area
- Environment agency site visits to assess natural recovery needs and provide technical advice
- Environmental clean-up and remediation
- Environmental monitoring to track recovery and identify further issues for attention
- Information and events for land holders regarding regeneration of natural environment
- Inspect and assess environmental damage and options for remediation
- Local Natural Resources Management Board plant give-away
- Plan for environmental recovery and resilience
- Volunteer programs for environmental clean-up and remediation

Indicators:

- Area remediated (revegetation, weed removal, erosion control, etc)
- Coastal wetlands lost
- Coastline that is unusable or environmentally degraded as a result of the emergency or disaster event resulting in the requirement for intervention.
- Concentration of chloride in the water (indicator of saltwater encroachment and salinity)
- Current number of native species and ongoing monitoring of species
- Erosion in areas affected by the disaster
- Food stock availability for local wildlife
- Groundwater salinity
- Hectares of National Park Area that is unusable or environmentally degraded as a result of the emergency or disaster event and requires an intervention.
- Marine pollution which has occurred as a result of the emergency or disaster event, as reported by the relevant State/Territory or Australian Government authority.
- Natural habitat supports healthy levels of biodiversity
- Pollution of air, water or land, by pollutant type and impact
- Proportion of affected stream flow gauges repaired
- Sediment yields across watersheds

Domain: Built

Outcome: Infrastructure is built in accord with changing recovery needs

Activities:

- Asbestos safety inspections and clean-up
- Clean-up, hazard inspection, and waste removal
- Community grants for repairing and upgrading community facilities, with community involved in prioritising the projects to be funded
- Council provided rate and fee relief
- Inspect and assess damage to public assets (buildings and infrastructure)
- Inspect and assess damage to transport infrastructure
- Local governments modify development approval and other processes to support timely recovery
- Regulatory changes - land use planning, building standards, development guidelines, or other requirements
- Repair and rebuild - fences
- Risk assessment to inform future plans and policies

Indicators:

- Building approvals issued, by building type
- Construction statistics as measured by the ABS (e.g. total construction by type and ownership, alterations to buildings)
- Farms have necessary equipment to support operations
- Housing projects that have secured financing

Outcome: Infrastructure is built in accord with current knowledge and practices for mitigating disaster impact

Activities:

- Communication to the community about recovery activities - in writing (newsletters, fact sheets, websites, social media, etc)
- Community rebuilt homes to higher bushfire safety standards
- Community-led project to install new fire water storage tanks, with the local water authority donating the first filling of each tank
- Construct shelters and safe places for use in future disasters
- Grants to households - to assist with costs of clean-up, repair or rebuilding
- Grants to local government - to restore and improve infrastructure
- Inspect and assess damage to private buildings
- Plan for future disasters and build resilience and responsive capability for future disasters
- Regulatory changes - land use planning, building standards, development guidelines, or other requirements
- Repair and rebuild - drainage, irrigation and storm water management systems
- Repair and rebuild - roads and bridges
- Risk assessment to inform future plans and policies



- Utilities (energy, water, etc) review and improve their infrastructure to be more resilient to future disasters

Indicators:

- People awarded grants to undertake resilience-building repairs to homes
- People who had undertaken resilience-focused rebuilding measures
- Proportion of water transport facilities that have been upgraded to meet new standards
- Rebuilt properties have increased fire safe design

Outcome: Infrastructure is built with regard to local disaster risks

Activities:

- Land buy-back or land-swap schemes
- Plan for future disasters and build resilience and responsive capability for future disasters
- Plan repair and rebuilding, and prioritise according to community needs and values
- Regulatory changes - land use planning, building standards, development guidelines, or other requirements
- Repair and rebuild - disaster monitoring infrastructure (e.g. flood gauges, fire spotting towers)
- Repair and rebuild - rail infrastructure
- Risk assessment to inform future plans and policies

Indicators:

- Households that have properties in a safer location as a result of land swap or buy-back scheme
- Infrastructure developed or rebuilt in line with disaster risk standards
- Properties acquired by government under land swap or buy-back scheme

Outcome: Local infrastructure is appropriately integrated with wider state and commonwealth infrastructure

- No activities or indicators were developed for this outcome

Outcome: Provide infrastructure that delivers essential services to the community

Activities:

- Clean-up, hazard inspection, and waste removal
- Demolition of unsafe buildings and structures
- Employment, training and work experience programs for repair and rebuilding
- Grants to local government - to assist with costs of recovery from the impacts of the disaster
- Grants to local government - to restore and improve infrastructure
- Inspect and assess damage to private buildings
- Inspect and assess damage to water supply and sewerage infrastructure
- Plan repair and rebuilding, and prioritise according to community needs and values
- Repair and rebuild - disaster monitoring infrastructure (e.g. flood gauges, fire spotting towers)
- Repair and rebuild – homes

- Repair and rebuild - public assets (infrastructure or buildings)
- Repair and rebuild - rail infrastructure
- Repair and rebuild - roads and bridges
- Repair and rebuild - tourist facilities
- Secure unsafe buildings and structures
- Utilities (energy, water, etc) provide assistance to customers who have lost supply
- Volunteer programs for clean-up, fence-building and repairs

Indicators:

- Affected homes and businesses where power was restored
- Customers without electricity as identified by the relevant utility provider
- Customers without gas as identified by the relevant utility provider
- Customers without telecommunications as identified by the relevant utility provider
- Damaged public/essential service type assets rebuilt and operating
- Damaged residential/commercial/industrial assets rebuilt
- Households with internet access
- Main roads and bridges which have been closed as a result of the disaster event, as reported by the relevant authority
- Other roads and bridges which have been closed as a result of the disaster event, as reported by the relevant authority
- People who cannot access, or have difficulty getting to the places needed
- Ports restored to full operation
- Proportion of ferry terminals and services that have been reopened
- Proportion of sewerage schemes operating to regulatory standards
- Proportion of the affected electricity network restored to service
- Proportion of the affected rail network restored to service
- Proportion of the affected roads and bridges that have been reopened
- Proportion of water supply schemes operating to regulatory standards
- Rail lines that are closed as a result of the emergency or disaster event, resulting in an interruption to rail passenger or freight movements.
- Re-establishment of key services (banks, Australia post)
- Repair status of damaged water supply schemes
- Repair status of ports, marinas and other water facilities
- Time taken for fuel crisis to be mitigated