

East Gippsland Fires 2019-20 Social Recovery Sub-plan



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Background



Registering for evacuation

The East Gippsland Social Recovery Working Group has developed the Social Recovery Sub-plan as an agreed approach to managing and implementing social recovery activities following East Gippsland bushfires which burned throughout the region from November 2019 until March 2020.

Residents of East Gippsland regularly deal with seasonal fires, but over the past few years they have also lived with severe drought.

The fires that burnt through the summer of 2019-20 were extensive and impacted every part of the shire, particularly from a social and health perspective.

There were significant property losses, including homes and Aboriginal heritage sites, and extended periods of isolation for residents, towns and farms.

The Australian Defence Force evacuated people from some towns, the largest of which was Mallacoota. The scale of the fires meant a state of disaster was declared in six local government areas, including East Gippsland, the impact on our community will continue for many years to come.

In the wake of this event, the Victorian Government established Bushfire Recovery Victoria to work with local government and fire-impacted communities to coordinate recovery.

Immediately after the fires, national and state-wide restrictions were put in place to manage the global COVID-19 pandemic. This has been a significant complication for the recovery of individuals, families and communities across East Gippsland.



Evacuating on board HMAS Choules.

Purpose of the social recovery sub-plan



Samaritan's Purse volunteer and home owner

The East Gippsland Social Recovery Sub-plan aims to support the emotional, social, spiritual, physical wellbeing and financial recovery of individuals, families and communities following the East Gippsland fires of 2019-20.

- To strengthen trust in government and non-government agencies and community led initiatives in the affected communities.
- To identify emerging social issues for inclusion in the short, medium and long-term recovery plans.

Goals, activities and framework for recovery

The goals for recovery adopted in the Social Recovery Sub-plan are taken from the Emergency Management Victoria Disaster Recovery Toolkit for Local Government 2015¹:

- To assist those affected by the disaster with access to safe accommodation suitable to their needs, including access to their own properties as soon as practicable.
- To assist those affected by the disaster with opportunities to reconnect with their communities.
- To provide access to timely information about post-disaster circumstances and recovery activities.
- To assist with the coordination and distribution of material relief and donated goods to those affected by the disaster.
- To reduce risks to public health following the disaster.

Agency and partners involved



Bairnsdale relief centre January 2020 courtesy Salvation Army

The Social Recovery Sub-plan has been developed to support coordination of programs and initiatives that enable and assist the community to recover and thrive. Both government and non-government agencies play a pivotal role in community engagement, collaboration, coordination response and evaluation. Through the working groups and sub-committees, agencies will monitor and advocate to improve recovery planning systems, coordination and policy development to achieve improved community recovery outcomes.

Agencies will provide regular recovery updates to the East Gippsland Social Recovery Working Group on recovery activities listed in the Social Recovery Action Plan, located in Appendix B.

The recovery agencies involved are:

- Anglicare
- Australian Red Cross
- Bairnsdale Regional Health Service
- Bushfire Recovery Victoria
- Department of Education and Training
- Department of Health and Human Services
- East Gippsland Primary Care Partnership
- East Gippsland Shire Council
- Gippsland and East Gippsland Aboriginal Co-Operative (GEGAC)
- Gippsland Lakes Complete Health
- Gippsland Primary Health Network
- Lifeline
- Regional Arts Victoria
- Relationships Australia
- Rural Financial Counselling Service

- Salvation Army
 - St Vincent de Paul
 - Victorian Council of Churches Emergencies Ministry
 - Windermere Child and Family Services.
- *Other agencies may provide services in addition to those listed.



Bairnsdale relief centre January 2020 courtesy Salvation Army

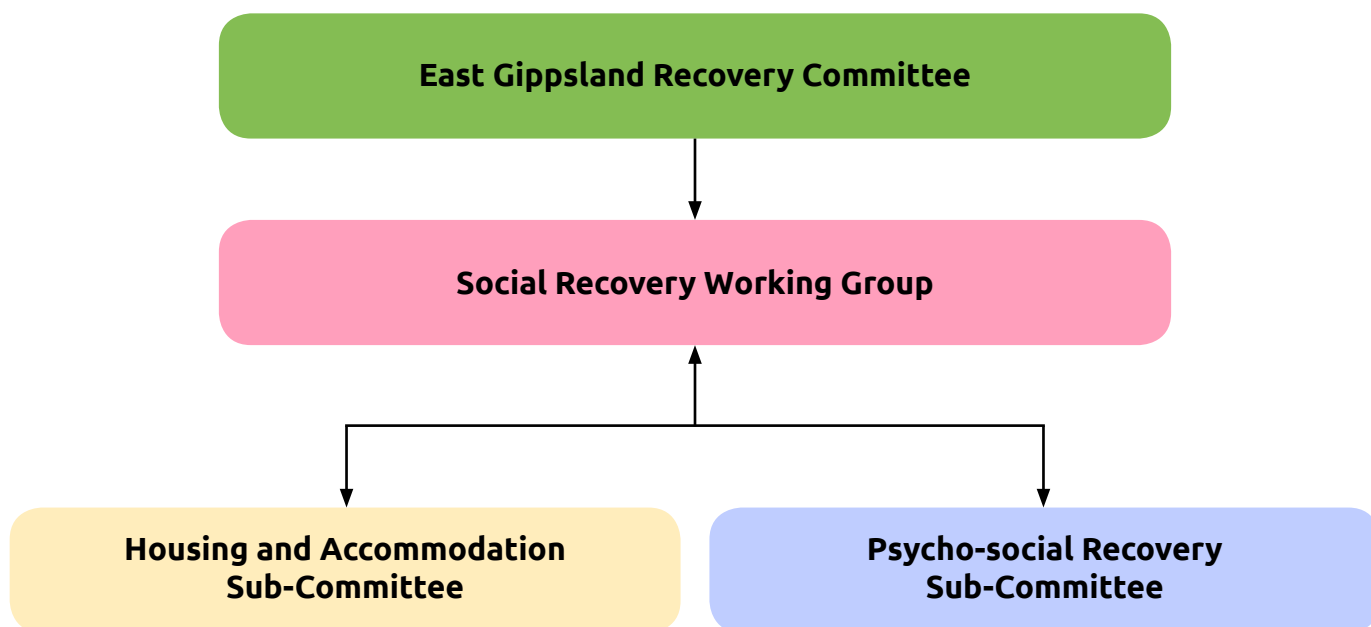
Governance, leadership and delegations

The East Gippsland Social Recovery Working Group was established to coordinate recovery activities at a joint regional and municipal level and as a reporting mechanism for regional recovery efforts. The working group reports to the East Gippsland Recovery Committee.

The East Gippsland Social Recovery Working Group will be chaired by an executive officer from the Department of Health and Human Services and members will include chief executive officers and executive level representatives or their equivalent

from the lead community and non-government organisations.

A Psychosocial Recovery Sub-Committee has been formed to provide specific expertise to the working group on psychosocial activities and needs of the impacted individuals and families. A Housing and Accommodation Sub-Committee will coordinate short, medium and long-term accommodation needs. These groups will undertake and inform activities in the East Gippsland Social Recovery Action Plan as appropriate.



The East Gippsland Social Recovery Working Group is responsible for:

- Reviewing all available impact assessment data and contributing to an assessment of long-term risks.
- Planning for, coordinating and supporting a range of psycho-social recovery activities aimed at addressing the recovery needs of affected communities, in line with the agreed East Gippsland Social Recovery Action Plan.
- Maintaining a list of psychosocial recovery activities.

- Supporting and enabling the work of the community recovery committees.
- Making recommendations to the East Gippsland Recovery Committee regarding potential recovery activities to further build the resilience of recovering communities.
- Providing support and promotion of the case management support program.
- Monitoring the implementation of psychosocial recovery activities across affected communities to ensure recovery needs are being effectively met.

Roles and responsibilities of partner agencies

East Gippsland Shire Council and Bushfire Recovery Victoria are working together on a range of actions including coordination of activities and agencies, clean up and temporary accommodation. In addition, Council will work closely with new community recovery committees to support them to develop and deliver local recovery projects.

Bushfire Recovery Victoria is responsible for setting up community hubs, commissioning of support and psychosocial services and housing options to address policy and/or system barriers to effective social recovery.

Community recovery committees and community hubs are the cornerstone of community-led recovery and will enable communities to set objectives and play a central role in determining their futures.

The Department of Health and Human Services is responsible for many functions in the social recovery environment, including administering grants, commissioning support and psychosocial services, and developing housing and homelessness responses.

The social recovery approach

Recovery is best when it is community-led and includes all community members backed up by a seamless working relationship from all levels of government and recovery agencies. Social recovery will involve intensive recovery efforts in the immediate and medium term, and constant effort through years of long-term recovery.

A summary of intended outcomes and action areas for the health and wellbeing of affected East Gippsland residents is shown below.

Enabling actions	Regional community recovery Ensures community-led recovery is supported, coordinated and tailored to community needs. Access to services is coordinated to support recovery.	Communication and information The community has sufficient access to information to make decisions about their recovery. The community is not experiencing excessive stress arising from the emergency. People are able to find information on opportunities to volunteer or contribute to recovery efforts.
Health and wellbeing functional areas	Housing and accommodation Accommodation services for multiple communities affected by the disaster are coordinated. People are accommodated in appropriate and affordable housing for as long as they need to be. Accommodation provided meets health and safety needs, including effects of smoke exposure and other public health concerns. Residents are supported when returning to permanent housing. Social housing and residential service clients are matched to appropriate housing and supported in their transition to permanent housing.	
	Individual and household financial assistance People are experiencing financial hardship are assisted to respond to their own recovery needs. People are empowered to managed their own recovery and to access practical assistance. People are supported to work with insurers and financial counsellors to address financial hardship, or access legal advice. Isolated and vulnerable communities' human needs are met through practical assistance. Housing options are tailored to individual needs and mobility.	
	Psychosocial recovery The community is aware, able and supported to undertake their recovery tasks and access services. The community has access to adequate and appropriately tailored psychosocial support services. Support services are available to isolated and vulnerable people and communities. The community draw upon existing or new social networks for support. Communities are able to access information about psychosocial support during recovery. People will not experience exclusion from social participation because of race or ability.	
	Health and medical assistance Public health advice is available for the community to make decisions regarding their own health and wellbeing. Healthy environments are restored to live and work. The ability to safely recover keepsakes from properties damaged or destroyed in disaster before rebuilding. People can access timely, safe, appropriate and effective health services and medications as needed. Health and wellbeing services are delivered in ways that support individual need and choice.	

Social recovery

Some impacts from a disaster are more visible than others, such as destroyed buildings and roads, compared with observable personal trauma or distress.

Impacts that can have major effects but may not be easily recognised, include increased rates of family dislocation, family violence, interrupted education, insecure accommodation, mental malaise from living with extensive bushfire debris, agriculture and wildlife, restricted access to damaged properties, uncertainty around rebuilding, loss of connection, employment and commerce.

To immediately assist people in a recovery of this size, a case support program is needed as a triage point and to provide case management to fire-impacted communities, including the Aboriginal community. These supports will be key information gathering points for community needs and trends.

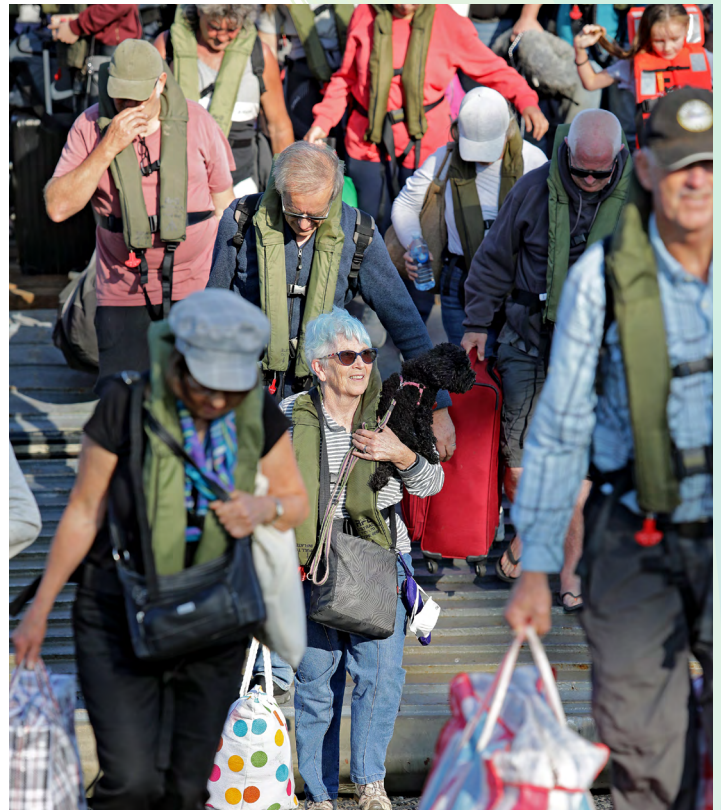
Community-led recovery and renewal

Community is at the heart of recovery and renewal. Consequently, it is important that community values, views, cultures and perspectives are at the forefront of recovery planning. Agencies must communicate openly with fire-affected communities, emerging community groups and communities of interest. This is key to community wellbeing and the success of recovery over the long term.

Genuine community-led recovery means engaging and listening to as many voices as possible. These can range from people in different localities, people of various ages, gender and population groups e.g. youth, culturally and linguistically diverse communities and Aboriginal and Torres Strait Islander people, particularly Traditional Owners. Communities may also include tourism operators, primary industries, farming communities and others. In many cases community recovery committees will represent communities.

Any community can form a community recovery committee to express needs, requests and ideas and the committees will be managed and led by communities themselves.

Community hubs will be established in Bairnsdale, Buchan, Cann River, Orbost and Mallacoota, with satellite hubs if required. The hubs will provide local



*Evacuees from Mallacoota arriving HMAS Cerberus
image courtesy ADF*

access to support services and referrals. A community hub coordinator will be located at each hub and mobile hubs will provide support to more remote towns. The model will be supported by Red Cross bushfire mentors and other recovery agencies.

Key challenges and risks

There are a range of risks associated with this plan which are yet to be determined as the full scale of the impact on health, emotional and financial wellbeing becomes evident, all within the context of a global pandemic.

Identified risks include:

- Difficulty in engaging with isolated, vulnerable and cultural communities.
- Lack of clear and accessible communication.
- Lack of coordination between agencies in relation to planning and delivery.
- Slow response and recovery time.
- Inconsistent and poorly integrated data.
- Inadequate and under resourcing.

Risk mitigation includes:

- Community-led recovery.
- A commitment to place-based service delivery and being responsive to changing community needs.
- A commitment and partnerships between all levels of government, agencies and stakeholders.
- An acknowledgement of entrenched social disadvantage and a commitment to deliver for all members of the community.
- A commitment by state and federal government for corresponding levels of funding support, reflecting the size of this event.



Mallacoota sisters reunited.

Reporting to the recovery committee and other agencies

To ensure accountability to the East Gippsland Recovery Committee, a tiered communication approach will incorporate feedback from:

- East Gippsland Social Recovery Working Group.
- Psychosocial and Housing Accommodation Sub-Committees.
- Community recovery committees.
- Community Committee consisting of community recovery committee chairs.
- Community hubs.
- Broader community and place-based agencies.

Linking to the community recovery committees

Community recovery committees began to be established in late May 2020 and this process will follow a timeline that suits each community's needs.

Council will support the development of place-based community recovery plans with plans made available to the East Gippsland Recovery Committee. We anticipate community recovery plans will be based on existing community plans, where these exist, updated to reflect the current situation.

Current and comprehensive community plans, containing local economic priorities, exist for:

- Cann Valley District, representing Buldah, Cann River, Chandlers Creek, Club Terrace, Combienbar, Noorinbee, Noorinbee Nth, Tamboon, Tonghi Creek and Wingan River.
- Errinundra to Snowy District, representing Bendoc, Bonang, Cabanandra, Deddick Valley, Delegate River, Dellicknora, Goongerah, Haydens Bog and Tubbut.
- Twin Rivers District, representing Nicholson, Johnsonville, Swan Reach, Tambo Upper and Bumberrah.

Bairnsdale, Lakes Entrance, Orbost and Mallacoota were not included in Council's community planning process.

Priority projects arising through the community recovery committees may be incorporated into the East Gippsland Recovery Plan or referred to the Social Recovery Working Group as determined by the East Gippsland Recovery Committee.

Communication plan

Recovery information and communication is jointly supported by Council and Bushfire Recovery Victoria.

A Gippsland Recovery Communications Working Group has been established to coordinate recovery communications across the recovery environments and to provide communication support for recovery activities where requested.

All agencies should seek to engage with affected communities, in a coordinated approach, during planning and operational processes and coordinate efforts of spontaneous community recovery processes. Ownership and direction by affected communities is pivotal to the success of recovery.

Appendix A - Social Recovery Working Group Terms of Reference

East Gippsland Social Recovery Working Group Terms of Reference

Fires that began on 21 November 2019 and burnt throughout January 2020 impacted on many communities in East Gippsland Shire. In line with the Emergency Management Act 1986 and the East Gippsland Shire Council Municipal Emergency Management Plan 2018-2020, Council has convened a committee to oversee all aspects of the work required to assist the community to recover the disaster.

The East Gippsland Recovery Committee provides governance and direction for recovery activities. On the 13 January 2020, the committee recommended the East Gippsland Social Recovery Working Group be set up.

Purpose

The aim of the East Gippsland Social Recovery Working Group is to coordinate and manage the planning and delivery of psychosocial, safety and wellbeing recovery activities in response to the Tambo and Snowy Complex Fires.

Social recovery activities ensure people have access to the support, services and resources they need to address the impacts of the disaster; prevent the escalation of needs; and long-term negative impacts on safety and security, shelter and accommodation, health and psychosocial needs.

The East Gippsland Social Recovery Working Group will plan, manage and support a coordinated range of recovery services and activities across the social and community environment consistent with the National Principles for Disaster Recovery.

Role

The East Gippsland Social Recovery Working Group is responsible for:

- Reviewing all available impact assessment data and contributing to an assessment of long-term risks.
- Planning for, coordinating and supporting a range of psycho-social recovery activities aimed at addressing the recovery needs of affected communities in line with an agreed Social Recovery Plan.
- Maintaining a list of psychosocial recovery activities.
- Supporting and enabling the work of community recovery committees.
- Making recommendations to the East Gippsland Bushfire Recovery Committee regarding potential recovery activities to further build the resilience of recovering communities.
- Providing support and promotion of the Case Management Support program.
- Monitoring the implementation of psychosocial recovery activities across affected communities to ensure recovery needs are being effectively met.

Membership

The East Gippsland Social Recovery Working Group is chaired by the Department of Health and Human Services and includes representatives from:

- Anglicare
- Australian Red Cross
- Bairnsdale Regional Health
- Bushfire Recovery - Federal
- Bushfire Recovery Victoria
- Department of Education and Training
- Department of Health and Human Services
- Department of Premier and Cabinet
- East Gippsland Primary Care Partnerships
- East Gippsland Shire Council
- Gippsland and Gippsland East Gippsland Co-Operative
- Gippsland Lakes Complete Health
- Gippsland Primary Health Network – Federal
- Moogji Aboriginal Council
- Regional Arts Victoria
- Victorian Council of Churches Emergencies Ministry
- Windermere Child and Family Services
- Additional members as required.

The chair may invite other persons to its meetings to present or observe as deemed necessary.

Governance

The East Gippsland Social Recovery Working Group will report to the East Gippsland Recovery Committee.

Meetings and administration

Meeting frequency

Working group meetings should occur weekly from the time they are established with frequency of meetings thereafter to be determined by the working group.

Attendance

Members may attend meetings in person or by teleconference. A quorum shall consist of the chair and at least 50 per cent of number of other members.

Secretariat

The chair will oversee the secretariat function.

The secretariat is responsible for:

- Managing the meeting schedule and preparing the agenda in consultation with members.
- Attending the meeting for the purpose of taking minutes, completion of the draft minutes for approval by the chair, and finalisation of the minutes in preparation for circulation to the working Group.

Key actions from each meeting will be confirmed prior to the meeting being closed and circulated to all committee members on the same day. More detailed minutes outlining the key discussion points are to be circulated for members' use prior to the next meeting.

Appendix B - Social Recovery Action Plan

Regional community recovery

Purpose: To support and coordinate a community led recovery based on community need and aspirations.

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Engage with communities to establish, support and coordinate community lead recovery that is inclusive and reflects the diversity needs and aspirations of the whole community	A place-based and inclusive community led recovery that reflects the diversity needs and aspirations of the whole community	Support and empower community-led recovery Establish Recovery Readiness forums	Jan/Feb	BRV/EGSC	Red Cross	Completed	
		Develop community recovery meetings and focus groups	Feb/Mar			Completed	
		Facilitate the election process of Community Recovery Committees	Apr				
		Pilot the Bushfire mentor initiative	Apr				
		Establish Community Recovery Committees	May				
		Recruit place-based community engagement staff to facilitate Community Recovery Committees	May				
		Community Recovery Committees plan to inform and guide wider recovery planning and delivery	Ongoing				

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Collaborate with community and agencies to deliver a range of local targeted supports and services to support individual and community recovery and renewal and reduce isolation	Support services are local, accessible and targeted to support individual and community recovery renewal	Deliver Bushfire Case Support to individuals to enable their recovery	Feb/Mar	BRV	GEGAC (In partnership with Moogji) GLCH Windermere	Implemented	
		Recruit Hub coordinators and establish Community Recovery Hubs to provide localised support and success to services	Mar/Apr	BRV	Centrelink EGSC ICA Lan Red Cross	Local Aboriginal Network	
		Develop mobile services model to enable assertive outreach to isolated individuals and remote communities	TBC	BRV	Centrelink DHHS EGSC LAN Red Cross	TBC	
Collaborate with volunteer coordination agencies to coordinate individual and agency donations and services	Improved targeting and coordination of individual and agency donations and services	Coordination of donations	Feb/Mar	BRV	GERF Salvation Army	Implemented	
		Coordination of voluntary services	Feb/Mar	BRV	GERF Red Cross Rotary Volunteering Victoria	Implemented	

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Build on community and agency network partnerships and assets to improve social connectedness and progress recovery and renewal	Consult and co-design with communities and agencies to improve social connectedness	Support and resource existing local community events	Ongoing	Agency/ Community/ Government Lead			
		Initiate local community events	Ongoing	Agency/ Community/ Government Lead			
		Connect individuals with Neighbourhood Houses, Community Centres and Men's Sheds		Agency/ Community/ Government Lead			

Communications and information

Purpose: To provide timely, clear and accessible information to enable community to make informed decisions.

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Provide the community with timely, accessible, tailored and relevant information about recovery assistance	The community has information to make informed decisions about their recovery	Provide ongoing information to support recovery through a variety of accessible channels and formats.	Ongoing	Agency/ Community/ Government Lead	Blaze Aid GERF Red Cross Rotary Salvation Army Volunteering Victoria		
		Enable the community to share information and feedback on their needs, aspirations and distribute information	Ongoing	Agency/ Community/ Government Lead	Blaze Aid GERF Red Cross Rotary Salvation Army Volunteering Victoria		
Increase telecommunication and IT infrastructure in community to improve communications and reduce isolation	Improved information and connection for community	Enable the community to effectively connect to community, agencies and services	Commenced	BRV/EGSC	NBN Telstra		

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Coordinate information to the broader community to maximise donations and volunteerism	People are informed about opportunities to donate, volunteer or contribute to the recovery effort	Distribute information about individuals and agency donations and volunteerism	Ongoing	BRV	Blaze Aid GERF GIVIT Red Cross Rotary Salvation Army Volunteering Victoria		
Provide factual relevant, timely and accessible Public Health information	The community has access to accurate information to make informed health and well-being decisions	Distribute information about public health	Ongoing	DHHS			

Housing and Accommodation

Purpose: Assist emergency displaced people to access temporary accommodation and support when returning to permanent housing.

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Consult and coordinate a range of relevant data to define the housing and homelessness need	Comprehensive housing and homelessness response is evidence based	Collate and compare data sources	Mar/Apr	BRV	DHHS/EGSC GEGAC GLCH Red Cross Windermere	Completed	
Coordinate a range of accommodation across multiple communities affected by the bushfire	Accommodation options and services are provided for communities affected by the bushfire are coordinated	Support individuals to access Public, Social and Private housing	Apr	DHHS	AHV CHL	Completed	
Ensure access to interim accommodation for residents who are unable to return to their homes and properties	People are accommodated in appropriate and affordable interim housing for as long as required Interim accommodation options meet health and safety needs of individuals, families and communities	Support the securing of appropriate and affordable immediate and short to medium term accommodation	Feb/Mar	BRV/DHHS	AHV CHL Private real estate agents	Completed	
		EGSC advise on interim accommodation standards for displaced residents	TBC	EGSC			
		Provide information on access to bond and lease support	Ongoing	DHHS		Ongoing	
		Support transition to longer term housing	Ongoing	BRV	Private real estate agents	Ongoing	
		Support families to take a break from Bushfire effected environments	Ongoing	EGSC			

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Provide assistance to residents to return to permanent housing as soon as possible	Residents are supported to return to permanent housing	Inform residents and owners on the Clean-up process	Ongoing	BRV	Grocon		
		Provide information on advice and guidance to enable informed decision making relating to rebuilding	Ongoing	EGSC			
		Provide streamlined policy planning and permit processes Coordinated to enable rebuilding to occur	Ongoing	EGSC			
Ensure that social housing tenants and clients in DHHS funded/ provided residential services have access to appropriate accommodation	Clients are matched to appropriate accommodation Clients are supported in their transition to permanent housing	Social housing tenants (includes public housing and community housing agencies) DHHS residential services	Ongoing	DHHS	CHL	Ongoing	

Individual and household financial assistance

Purpose: To support and assist people to access practical assistance to manage their own financial recovery.

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Provide access to financial advice and assistance to meet individual family business and community needs Provide access to financial advice and assistance to meet individual family business and community needs	People experiencing financial hardship are assisted to respond to their own recovery needs	Coordinate the delivery of and access to timely and accurate grants information from Non-Government Organisations (NGO's), Commonwealth, State and Local governments	Ongoing	Commonwealth Government DHHS EGSC GERF NGO's Red Cross Salvation Army	Multiple	Ongoing	
		Ensure eligibility criteria for grants is clear, accessible and fair	Ongoing	Commonwealth Government DHHS EGSC GERF NGO's Red Cross Salvation Army		Ongoing	
		Activate delivery modes such as assertive outreach and mobile visits to improve grant access and uptake	Ongoing	Commonwealth Government DHHS EGSC GERF NGO's Red Cross Salvation Army		Ongoing	
	People are supported to work with insurers and financial counsellors to address financial hardship, or access legal advice	Promote access to financial, insurance and legal information	Commenced	DHHS	Anglicare ICA RFC		
	Isolated and vulnerable individuals and community needs are met through practical assistance	Support to mitigate food insecurity	Ongoing	Red Cross			
		Coordinate and deliver material aid to residents	Ongoing	Red Cross			

Psychosocial Recovery

Purpose: To provide and support the community to access tailored psychosocial services.

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Engage with individual families and communities to provide psychosocial supports to enable recovery	Individual families and communities receive psychosocial supports to maintain and or strengthen their mental health and wellbeing	Deliver psychosocial support and assistance to individual families and communities through a range of health and community services and initiatives across the stages of recovery	Ongoing	BRV/DHHS/ Commonwealth/ PHN/DET	Anglicare ADF BRHS Bush Nursing Centres EGSC GCASA GEGAC GLCH Lifeline LRH – Mental Health Unit Moogji ORHS Relationships Australia Red Cross Salvation Army VCC EM Windermere		
		Deliver psychosocial and emotional support from Hubs and outreach services					
		Provide information and support to individuals to access counselling and mental health support services					
		Provide disaster trauma recovery information and support					
		Provide information and support for Family violence and sexual assault services					

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Engage with individual families and communities to provide psychosocial supports to enable recovery	Individual families and communities receive psychosocial supports to maintain and or strengthen their mental health and wellbeing	Refer individuals including children and young people to psychosocial support services					
		Coordinate psychosocial checks for isolated communities					
Increase access to psychosocial support using improved information and networks	Communities are able to access information about psychosocial support during recovery	Ensure communities can access a range of information	Ongoing	Community/ Agency/ Government Lead	Multiple		
Build on existing or new social networks to engage and support individuals, families and communities who are experiencing social isolation	Develop and strengthen social connectedness and community cohesion	Engage with community to identify trusted social networks and opportunities for development	Ongoing	Community/ Agency/ Government Lead	Multiple		
		Promote a range of social networks	Ongoing	Community/ Agency/ Government Lead			

Health and medical assistance

Purpose: Ensure health and wellbeing services are delivered to support individuals.

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Communicate public health advice to promote informed decisions, positive choices and to mitigate risks	Public health advice is available for the community to make informed decisions and positive choices regarding their own health and wellbeing.	Develop/Implement Bushfire Information line	Ongoing	BRV/DHHS/EGSC/EPA		Completed	
		Manage the impacts of past, present and potential future waste and pollution events		EPA		Completed	
		Manage health queries that are not pollution or waste related		DHHS		Completed	
Promote safe and healthy living recreational and work environments	Healthy environments are restored to live and work in	Work with communities on environmental issues, raising awareness of environmental hazards in the community Providing technical guidance and advice	Ongoing	EGSC		Completed	

Aboriginal Culture & Healing

Purpose: Aboriginal cultural safety and healing is valued, respected and supported.

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Strengthen awareness, respect and recognition of the continuing connection and care of Country by Aboriginal people	Strengthen the sharing of information and story lines about local Aboriginal culture, heritage and care for Country	Improve cultural learning centres to assist community education	Ongoing	ARG DPC BRV	GLaWAC LAN G6	Ongoing	
		Assist the broader community and agencies to strengthen their cultural competencies and awareness of local Aboriginal culture					
Support Aboriginal Communities and their families to continue to connect and care for Country		Community Recovery Hubs to include LAN and contacts.	Ongoing	Community/ Agency/ Government Lead	Multiple	Ongoing	
		Community Recovery Committees (CRC's) partner with existing Aboriginal agencies to inform the development and work of the CRC's					
		Establish East Gippsland Aboriginal reference group and liaise with G5 group and LAN's to undertake Recovery consultation and planning	Feb	BRV	Multiple	Completed	
Engage and support Aboriginal Community if all aspects of recovery on their Country	Aboriginal land and environments are preserved, restored and renewed in consultation with Aboriginal people	Support Aboriginal people and communities to preserve restore and renew their environments	Ongoing	BRV/DHHS	GLaWAC	Ongoing	
		Support strong working relationships between GLaWAC and Grocon cleanup project	Ongoing	BRV	GLaWAC	Ongoing	

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Engage and support Aboriginal Community if all aspects of recovery on their Country	Aboriginal land and environments are preserved, restored and renewed in consultation with Aboriginal people	Support Aboriginal people and communities to preserve restore and renew their environments	Ongoing	BRV/DHHS	GLaWAC	Ongoing	
		Support strong working relationships between GLaWAC and Grocon cleanup project	Ongoing	BRV	GLaWAC	Ongoing	
Consult with Aboriginal community to identify and establish trauma and healing support that is culturally safe	Welcoming space for Aboriginal community to connect, share, learn and lead	Support community healing events	Ongoing	DHHS	Multiple	Ongoing	
		Engage with Aboriginal communities to plan for fire and emergency preparation and recovery strategies that are culturally safe and inclusive					
		Provide information and support to individuals to access culturally safe counselling and mental health support services					

Community development activities/projects

The action plan will be socialised with the Community Recovery Committees (CRC's) to seek feedback and strengthen coordination between the work of the CRC's and the Social Recovery Working Group. Agencies will regularly report their progress to the East Gippsland Social Recovery Working Group which will be reflected in the action plan.

Purpose: Support and coordinate a community-led recovery based on community need and aspirations.

Key	High	Moderate	Low
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Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
A place-based and inclusive community-led recovery that reflects the diversity needs and aspirations of the whole community	Engage with communities to establish, support and coordinate community lead recovery that is inclusive and reflects the diversity needs and aspirations of the whole community			BRV/EGSC	Red Cross	Recovery readiness forums delivered as required in community	Completed
		Develop community recovery meetings and focus groups	Feb/Mar				Completed
		Facilitate the election process of community recovery committees	Apr			Election for up to 12 CRCs	Commenced
		Pilot the bushfire mentor initiative	Apr				
		Establish community recovery committees	May			Election for up to 12 CRCs	
		Recruit place-based community engagement staff to facilitate community recovery committees	May			BRV to provide specifics	Completed
		Community recovery committees plan to inform and guide wider recovery planning and delivery	Ongoing				

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A place-based and inclusive community-led recovery that reflects the diversity needs and aspirations of the whole community	Engage with communities to establish, support and coordinate community lead recovery that is inclusive and reflects the diversity needs and aspirations of the whole community			BRV/EGSC	Red Cross	Recovery readiness forums delivered as required in community	Completed
		Develop community recovery meetings and focus groups	Feb/Mar				Completed
		Facilitate the election process of community recovery committees	Apr			Election for up to 12 CRCs	Commenced
		Pilot the bushfire mentor initiative	Apr				
		Establish community recovery committees	May			Election for up to 12 CRCs	
		Recruit place-based community engagement staff to facilitate community recovery committees	May			BRV to provide specifics	Completed
		Community recovery committees plan to inform and guide wider recovery planning and delivery	Ongoing				

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Support services are local, accessible and targeted to support individual and community recovery renewal	Collaborate with community and agencies to deliver a range of local targeted supports and services to support individual and community recovery and renewal and reduce isolation	Deliver bushfire case support to individual to enable their recovery	Feb/Mar	BRV	GEGAC (in partnership with Moogji) GLCH Windermere	Number of calls Number of requests for assistance Number of cases open Number of cases closed	Commenced
		Recruit hub coordinators and establish community recovery hubs to provide localised support and success to services	Mar/Apr	BRV	Centrelink EGCS ICA LAN Red Cross	Number of hubs established Number of Hub Coordinators recruited	TBC
		Develop mobile services model to enable assertive outreach to isolated individuals and remote communities	TBC	BRV	Centrelink EGCS ICA LAN Red Cross		TBC
Improved targeting and coordination of individual and agency donations and services	Collaborate with volunteer coordination agencies to coordinate individual and agency donations and services	Coordination of donations	Feb/Mar	BRV	GERF Salvation Army		Implemented
		Coordination of voluntary services	Feb/Mar	BRV	GERF Red Cross Rotary Volunteering Victoria VCC EM		Implemented
People are informed about opportunities to donate volunteer or contribute to the recovery effort	Coordinate information to the broader community to maximise donations and volunteerism	Distribute information about individuals and agency donations and volunteerism	Ongoing	BRV	Blaze Aid GERF GIVIT Red Cross Rotary Salvation VCC EM Volunteering Victoria		

Community Outcomes	Recovery Objectives	Recovery Activity	Timelines	Lead Agency	Support Agencies	Metrics	Status Report
What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Consult and co-design with communities and agencies to improve social connectedness	Build on community and agency network partnerships and assets to improve social connectedness and progress recovery and renewal	Support and resource existing local community events, partnerships and networks	Ongoing	Agency/ Community/ Government led			
		Initiate local community events, partnerships and networks	Ongoing	Agency/ Community/ Government led			
		Connect individuals with Neighbourhood Houses, community centres and Men's Sheds		Agency/ Community/ Government led			
The community has information to make informed decisions about their recovery	Provide the community with timely, accessible, tailored and relevant information about recovery assistance	Provide ongoing information to support recovery through a variety of accessible channels and formats	Ongoing	Agency/ Community/ Government led	Blaze Aid GERF Red Cross Rotary Salvation Army Volunteering Victoria		
		Enable the community to share information and feedback on their needs, aspirations and distribute information	Ongoing	Agency/ Community/ Government led	Blaze Aid GERF Red Cross Rotary Salvation Army Volunteering Victoria		
Comprehensive housing and homelessness response is evidence based	Consult and coordinate a range of relevant data to define the housing and homelessness need	Collate and compare data sources	Mar/Apr	BRV	DHHS/EGSC GEGAC GLCH Red Cross Windermere		Completed

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What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Accommodation options and services are provided for communities affected by the bushfire are coordinated	Coordinate a range of accommodation across multiple communities affected by the bushfire	Support individuals to access public, social and private housing	Apr	DHHS	AHV CHL	Number of principle places of residence impacted Number of principle places of residence lost Number of individual/households requiring accommodation assistance Number of individuals/households provided with types of accommodation	Completed
People are accommodated in appropriate and affordable interim housing for as long as required Interim accommodation options meet health and safety needs of individuals, families and communities	Ensure access to interim accommodation for residents who are unable to return to their homes and properties	Support the securing of appropriate and affordable immediate and short to medium term accommodation	Feb/Mar	BRV/DHHS	AHV CHL Private real estate agents		Completed
		Council advise on interim accommodation standards for displaced residents	TBC	EGSC			
		Provide information on access to bond and lease support	Ongoing	DHHS			Ongoing
		Support transition to longer term housing		BRV	Private real estate agents		
		Support families to take a break from bushfire-affected environments	Ongoing	EGSC			Ongoing

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What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Residents are supported to return to permanent housing	Provide assistance to residents to return to permanent housing as soon as possible	Inform residents and owners on the clean-up process	Ongoing	BRV	Grocon		
		Provide information on advice and guidance to enable informed decision-making relating to rebuilding	Ongoing	EGSC			
		Provide streamlined policy planning and permit processes Coordinated to enable rebuilding to occur	Ongoing	EGSC			
<p>Clients are matched to appropriate accommodation</p> <p>Clients are supported in their transition to permanent housing</p>	Ensure that social housing tenants and clients in DHHS funded/provided residential services have access to appropriate accommodation	<p>Social housing tenants (includes public housing and community housing agencies)</p> <p>DHHS residential services</p>	Ongoing	DHHS	CHL		Ongoing

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What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
People experiencing financial hardship are assisted to respond to their own recovery needs	Provide access to financial advice and assistance to meet individual family business and community needs	Coordinate the delivery of and access to timely and accurate grants information from non-government organisations (NGOs), Commonwealth, state and local governments	Ongoing	C'wealth Government DHHS EGSC GERF NGO's Red Cross Salvation Army	Multiple		Ongoing
		Ensure eligibility criteria for grants is clear, accessible and fair	Ongoing	C'wealth Government DHHS EGSC GERF NGO's Red Cross Salvation Army			Ongoing
		Activate delivery modes such as assertive outreach and mobile visits to improve grant access and uptake	Ongoing	C'wealth Government DHHS EGSC GERF NGO's Red Cross Salvation Army			Ongoing
People are supported to work with insurers and financial counsellors to address financial hardship, or access legal advice		Promote access to financial, insurance and legal information	Commenced	DHHS	Anglicare ICA RFC		
Isolated and vulnerable individuals and community needs are met through practical assistance		Support to mitigate food insecurity	Ongoing	Red Cross			
		Coordinate and deliver material aid to residents	Ongoing	Red Cross			

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What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Individual families and communities receive psychosocial supports to maintain and or strengthen their mental health and wellbeing	Engage with individual families and communities to provide psychosocial supports to enable recovery	Deliver psychosocial support and assistance to individual families and communities through a range of health and community services and initiatives across the stages of recovery	Ongoing	BRV/DHHS/ Commonwealth/ PHN/DET	Anglicare ADF BRHS Bush Nursing Centres EGSC GCASA GEGAC GLCH Lifeline LRH – Mental Health Unit Moogji ORHS Relationships Australia Red Cross Salvation Army VCC EM Windermere		
		Deliver psychosocial and emotional support from hubs and outreach services				Number of contacts made	
		Provide information and support to individuals to access counselling and mental health support services				Number of requests for assistance made	
		Provide disaster trauma recovery information and support					
		Provide information and support for family violence and sexual assault services					
Improved community planning and information	Strengthen fire and other disaster preparedness and resilience within community	Delivery of community educational programs	Ongoing				
		Implement community analysis tools and planning	Ongoing				
		Identify misconceptions and community needs through effective channels	Ongoing				
		Build community capacity to prepare and respond to fire and other disasters	Ongoing				
Communities are able to access information about psychosocial support during recovery	Increase access to psychosocial support using improved information and networks	Ensure communities can access a range of information	Ongoing	Community/ Agency/ Government Led	Multiple		

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What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
Develop and strengthen social connectedness and community cohesion	Build on existing or new social networks to engage and support individuals, families and communities who are experiencing social isolation and keeping everyone connected	Engage with community to identify trusted social networks and opportunities for development	Ongoing	Community/ Agency/ Government Led	Multiple		
		Promote a range of social networks	Ongoing	Community/ Agency/ Government Led			
		Collaborate with Drought and Fire Mental Health and Wellbeing partnership	Ongoing	DHHS	Multiple		Commenced
Public health advice is available for the community to make informed decisions and positive choices regarding their own health and wellbeing	Communicate public health advice to promote informed decisions, positive choices and to mitigate risks	Develop/implement bushfire information line	Ongoing	BRV/DHHS/ EGSC/EPA			Completed
		Manage the impacts of past, present and potential future waste and pollution events		EPA			Completed
		Manage health queries that are not pollution or waste related		DHHS			Completed
Healthy environments are restored to live and work in	Promote safe and healthy living recreational and work environments	Work with communities on environmental issues, raising awareness of environmental hazards in the community Providing technical guidance and advice	Ongoing	EGSC			Completed
The community has access to accurate information to make informed health and wellbeing decisions	Provide factual relevant, timely and accessible Public Health information	Distribute information about public health	Ongoing	DHHS			
Strengthen the sharing of information and story lines about local Aboriginal culture, heritage and care for Country	Strengthen awareness, respect and recognition of the continuing connection and care of Country by Aboriginal people	Improve cultural learning centres to assist community education	Ongoing	ARG DPC BRV	G5 with GLaWAC LAN		Ongoing
		Assist the broader community and agencies to strengthen their cultural competencies and awareness of local Aboriginal culture					

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What are the desired outcomes for the community?	How will community recovery be supported?		Ongoing Months				<i>e.g. funding, implementation status</i>
	Support Aboriginal communities and their families to continue to connect and care for Country	Community recovery hubs to include LAN and contacts.	Ongoing	Community/ Agency/ Government Led	Multiple		Ongoing
		Community recovery committees (CRCs) partner with existing Aboriginal agencies to inform the development and work of the CRCs					
		Establish East Gippsland Aboriginal reference group and liaise with G5 with GLaWAC group and LANs to undertake recovery consultation and planning	Feb	BRV	Multiple		Completed
Aboriginal land and environments are preserved, restored and renewed in consultation with Aboriginal people	Engage and support Aboriginal Community if all aspects of recovery on their Country	Support Aboriginal people and communities to preserve restore and renew their environments	Ongoing	BRV/DHHS	GLaWAC		Ongoing
		Support strong working relationships between GLaWAC and Grocon cleanup project	Ongoing	BRV	GLaWAC		Ongoing
Welcoming space for Aboriginal community to connect, share, learn and lead	Consult with Aboriginal community to identify and establish trauma and healing support that is culturally safe	Support community healing events	Ongoing	DHHS	Multiple		Ongoing
		Engage with Aboriginal communities to plan for fire and other emergency preparation and recovery strategies that are culturally safe and inclusive					
		Provide information and support to individuals to access culturally safe counselling and mental health support services					