



**Community Involvement in Planning:
NSW SES Case Study**

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<https://www.surveymonkey.com/r/fma2017>

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PROJECT OBJECTIVES



- Deliver and test an evidence-based framework for the application of engagement processes to enable community participation in emergency planning
- Define strategies to engage communities
- Investigate the feasibility of adopting community participatory approaches within the NSW SES

Funded by the NSW Government under the State Emergency Management Projects program. The views expressed herein do not necessarily reflect the views of the NSW Government

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DESIGN & EVALUATION



1. Review of relevant global literature
2. Interviews with subject matter experts
3. Social analysis and local flood risk
4. Consultation with locals
5. Design engagement strategies
6. NSW SES interviews
7. Deliver engagement strategies
8. Evaluation: qualitative interviews; surveys and social media analysis
9. Reporting

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EVIDENCE



- Traditional approaches recognise citizens as spectators
- Growing number of case studies using participatory approaches, however, evaluation is rare.
- Where evaluated participation has been beneficial including:
 - stronger local relationships
 - enhanced social capital
 - improved understanding of risks

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RESULTS



- Improved relationships between NSW SES and the community
- A wider appreciation of flood risks and emergency management problems
- Improved awareness of roles and of the Local Flood Plan
- Improved awareness by community members of their roles
- Improved engagement capacity of NSW SES volunteers and staff

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RESULTS



- Results of SES interviews identified the following actions to support the approach:
 - achieving buy-in from senior leaders
 - having a clear strategy and an evidence base to support engagement method
 - continued evaluations to measure success and identify learnings
 - building organisational community engagement capacity.

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OUTCOMES



- Evidence to adopt participatory-based approaches throughout all phases PPRR
- There is no “silver bullet”
- 12 Principles to guide development, implementation and evaluation
- Change management is needed to re-orient emergency services



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REPORTS

Community Involvement in Planning
Design and Evaluation Report

Community Involvement in Planning
Research Report

Community Involvement in Planning
Final Report

Limited reports are available from the NSWSES stand at this conference OR
Email david.webber@ses.nsw.gov.au

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SURVEY RESULTS

Results:

Community Involvement in Planning FMA 2017 survey

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DISCUSSION

How can we progress the participation of our communities in flood planning?

What are the supports for this?

What do we need to overcome

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NEXT STEPS

- Implementing Recommendations
 - Emergency management culture
 - Understanding engagement principles
 - Change Management Plan
 - SAME PAGE campaign

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