



# The Energy Charter

## Disaster Response Playbook

Working together to better support our energy customers and communities before, during and after a disaster event.

#BetterTogether Resilience, Nov 2022

Version 1.0



**We are the Energy Charter: a unique coalition of like-minded energy organisations with a shared purpose and passion for customers.**

Our purpose is to empower one another across the energy supply chain to deliver better energy outcomes for customers and communities.

Our vision is that together, we can create a better energy future for all Australians.

Our principles are:

- We put customers at the centre of our business and the energy system
- We improve energy affordability for customers
- We provide energy safely, sustainably and reliably
- We improve the customer experience
- We support customers facing vulnerable circumstances

**Our values are: Be invested, make a difference: Be open, learn, improve: Think big, be bold**

We enable better outcomes for customers and communities today, and into the future, as we transition to a more sustainable, reliable and affordable energy future.

Our role is to encourage the difficult conversations and to amplify the customer's needs. What gives us power is that we take a whole-of-sector view; we collaborate, innovate and strive for better. We share knowledge and connections from all sides and, importantly, proactively co-design solutions.

We bridge the gap between 'hard-to-do' and 'can-do'; we go beyond what any one of us could achieve alone.

We do this through our **#BetterTogether initiatives** and our decentralised accountability process.

We keep humans at the centre of the design and delivery of energy solutions; navigating the changing needs of customers and communities as we transform to a cleaner energy future.

**Empowering one another to deliver better energy outcomes for all**

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For further information on this Disaster Response Playbook contact [director@theenergycharter.com.au](mailto:director@theenergycharter.com.au)

# #BETTER TOGETHER

The **#BetterTogether Resilience** initiative is led by Ausgrid in collaboration with AGIG, APA, Aurora Energy, EnergyAustralia, Energy Queensland, Endeavour Energy and Essential Energy, Evoenergy, SA Power Networks, TasNetworks and Powershop.

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We proudly acknowledge the Traditional Custodians of the land on which we work and live and pay respect to their Elders, past, present, and emerging. We recognise and value the continuing rich culture and the contribution of Aboriginal and Torres Strait Islander people to the Australian communities.

# Background

Early in 2019, regions of North Queensland experienced exceptionally heavy rainfalls and major flooding due to an active monsoon trough and a slow-moving low-pressure system<sup>1</sup>. The region hit new rainfall records in terms of geographic spread, duration, and intensity. Communities dependent on energy for vital services such as communications were cut off, rail lines and roads were severely damaged, and many thousands of people reached out for help.

Following this, the 2019-2020 Australian summer bushfire season resulted in devastating loss of life, property and wildlife, and environmental destruction across the nation. The fires started in Australia's hottest and driest year on record, with much of the country already impacted by drought.

Every state and territory suffered fire to some extent and thousands of Australians – locals and holidaymakers – became trapped. Communities were isolated, experiencing extended periods without power, communications, and ready access to essential goods and services, or access to cash or EFTPOS to pay for their most basic needs.

These losses were exacerbated by the subsequent severe hailstorms, and floods in some areas that were just starting to recover from the fires. Then COVID-19 hit. Recovery will take years.

This year, the 2022 Eastern Australia floods were one of the nation's worst recorded flood disasters with a series of floods that occurred throughout parts of New South Wales and Queensland.

These consecutive and compounding natural disasters are not a coincidence. The [Royal Commission into National Natural Disaster Arrangements](#), established on 20 February 2020 in response to the 2019-2020 Australian bushfires, has indicated, that regrettably, that these events will be more frequent and more severe

placing increased stress on existing emergency management arrangements.

Meanwhile, changing technology is resulting in growing cross dependencies for many key services, especially communications. In the event of power outages, individuals, communities and essential services are more constrained in their ability to respond and continue operations.

[CSIRO's Climate and Disaster Resilience Technical Report](#) July 2020 to the Prime Minister concluded:

**Climate and disaster risks are growing across Australia. This is due to intensifying natural hazards under a changing climate and increasing exposure and vulnerability of people, assets, and socio-economic activities in expanding hazard areas.**

Unprecedented is a word used all too often to describe natural disasters in Australia. Unprecedented is not a reason to be unprepared. We need to be prepared for the future.

The [Thriving Communities Partnership \(TCP\) Disaster Planning and Recovery Collaborative Research](#) on the North Queensland Monsoon trough event reports that the effects of a disaster are still felt more than a year after the event. Our efforts to support those impacted require a sustainable, long-term focus that recognises the enduring and deeply personal nature of disasters' effects on humans.

**“We have a collective responsibility to continue to listen, learn and act together to improve and strengthen how the ecosystem wraps around the community.”**

**- Ciara Sterling, CEO Thriving Communities Partnership**

1. TCP Disaster Planning and Recovery Collaborative Research Project

# Our process

**“How can we help our customers to be more resilient and put plans in place before a disaster event?” - Kara Chan, Senior Manager Climate Resilience and Strategy, Ausgrid**

Following the launch of the [Thriving Communities Partnership \(TCP\) Disaster Planning and Recovery Collaborative Research](#) in November 2021, Energy Charter signatories reinvigorated the #BetterTogether Bushfire Response (originally led by Powershop) as the #BetterTogether Resilience initiative to look at ways we could practically implement the TCP recommendations across the energy supply chain and work more effectively during natural disasters to improve outcomes for the community.

As part of the Collaboration Memorandum of Understanding (MOU) between the Thriving Communities Partnership and the Energy Charter, TCP and Symplicit, presented key energy industry findings from the research and facilitated an ideation workshop for Energy Charter signatories.

The ideation workshop looked at what’s happening in the supply chain during a disaster event that could be left behind, what we could take forward and what we could be doing differently together?

## About the Thriving Communities Partnership Disaster Planning and Recovery Collaborative Research Project

The Disaster Planning and Recovery Collaborative Research Project was born from a need identified by Energy Queensland following the 2019 North Queensland Monsoon and soon embraced by Suncorp and the Queensland Chapter of the Thriving Communities Partnership (TCP). It recognised the complexity and interconnectivity of the ecosystem in which we live and the need for organisations to work collectively, rather than individually, to support people in our community during challenging times.

The objective of the project is to provide tangible, actionable and cross-industry improvements to help people impacted by disaster access tailored support and was divided into two phases:

- **Phase 1** - understanding the experience of individuals and small businesses from their perspectives.
- **Phase 2** - understanding the experiences of first responder and frontline service providers from their perspectives.

The project approach included research activities designed to build understanding and a series of workshops and roundtables to share learning and drive action.

Ideas from this session were then applied to [#BetterTogether \(#BT\) innovation framework](#) of 'ideate, incubate and accelerate' to identify a collaborative initiative that focused on delivering tangible customer and community outcomes in the area of disaster response and recovery.

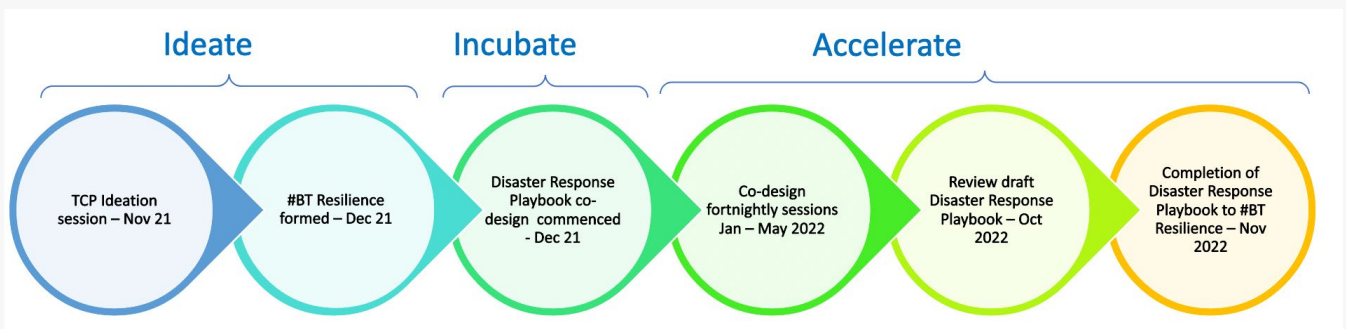
### DISASTER RESPONSE PLAYBOOK #BT SCOPE

**Problem:** Energy customers' experience before during and after a disaster event is inconsistent and lacks coordination across the supply chain due to a lack of planned processes and messaging in place.

**Opportunity:** There is an opportunity to work together to better support customers before, during and after a disaster event by co-designing a Disaster Response Playbook (playbook) for the energy sector.

**'Disaster Response Playbook' for the energy sector with guidelines around roles, processes, and use of emergency response agency information to enable a more coordinated and process driven approach to customer support during this time. The playbook will help inform what type of information needs to be shared with who and in what time frame.**

### Milestone Activities



### #BetterTogether Initiatives

- > Leverage high impact areas for meaningful change using the architecture of the Energy Charter to deliver better outcomes for customers and communities.
- > Enable us to tackle pain points for customers and communities, showcase the good work that they are doing for customers
- > Enable parts of the energy and water supply chain to meaningfully collaborate and deliver better customer and community outcomes.
- > We co-design #BT initiatives through an innovation framework of 'ideate, incubate and accelerate'

### #BetterTogether initiatives meet five key (5) criteria:

1. Action or outcomes focused with clear scope, milestones and timelines
2. Lead to meaningful and demonstrable customer and/or community benefit and impacts
3. Better done through industry collaboration
4. Not better dealt with in another forum (for example, a regulatory process or an industry association)
5. Not advocacy focused



# About this Disaster Response Playbook

## WHO IS THE DISASTER RESPONSE PLAYBOOK FOR?

This playbook is to be used as a guide for energy distribution networks and retailers to improve the way we work together, in parallel to an organisation’s existing incident/emergency response, to support our customers and communities before, during and after a disaster event.

This playbook will be developed further by #BT Resilience collaborators by sharing back for continuous Improvement. These sessions will include consumer representatives and emergency response management, such as the state emergency management agencies.

## WHAT’S INCLUDED THIS DISASTER RESPONSE PLAYBOOK?

This Disaster Response Playbook includes key recommendations within four focus areas:

- 1. Communication & Education** - where do we get information from, how is it delivered and who needs to know? Education around safety and processes, resilience, and operations
- 2. Coordination & Collaboration** - work together within the sector and across the ecosystem
- 3. Planning & Preparedness** – playing a role in collectively building community and individual planning and preparedness
- 4. Learning Loops & Better Practice** - sharing back for continuous Improvement and action

The 2022 Collaboration Paper on Network Resilience, developed by NSW/ACT/TAS/NT Electricity Distributor definition of ‘Resilience’ is the ability to resist, absorb, accommodate, adapt to, transform, and recover from the effects of a hazard<sup>1</sup>.

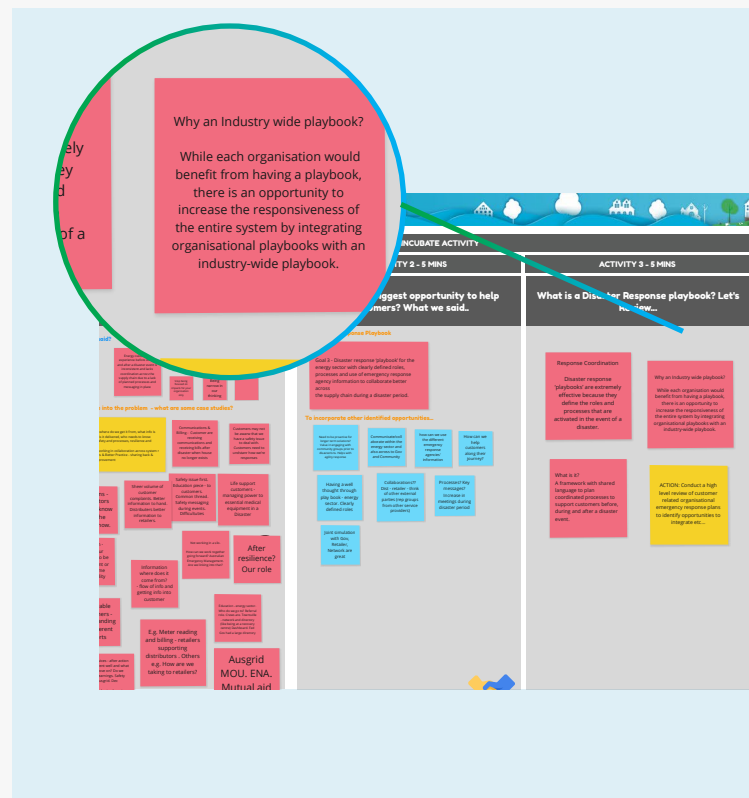
1. 2022 Collaboration Paper on Network Resilience, Developed by NSW/ACT/TAS/NT Electricity Distributor

The four focus areas outlined in this playbook contribute to the overall resilience of communities and how we respond.

## HOW WILL THE DISASTER RESPONSE PLAYBOOK WORK IN PRACTICE?

This playbook includes key recommendations within the identified focus areas to enable organisations the flexibility to respond to their own customers and communities’ needs. Various aspects that are relevant to individual organisation across the energy supply chain can be incorporated into Emergency Response Plans, Incident Management Systems and Crisis Management plans.

## WHAT DOES THE TCP RESEARCH SAY...?



# Why a Disaster Response Playbook for the energy sector?

## DISASTER RESPONSE PLAYBOOKS

Disaster response ‘playbooks’ are extremely effective because they define the roles and processes that are activated in the event of a disaster. While each organisation would benefit from having a playbook, there is an opportunity to increase the responsiveness of the entire system by integrating organisational playbooks with an industry-wide playbook. (TCP Research)

[Thriving Communities Partnership Industry Insights- Utilities and Telecommunications](#) drawn from workshops with frontline organisations and individuals impacted by the North Queensland Monsoon of 2019 indicated that when a community is cut off from the essential services such as utilities (energy, water, and gas) and telecommunications (including internet), its ability to receive information, communicate and begin taking steps towards recovery (i.e., begin clean-up) is hindered.

Following a disaster impact, utility service providers are often a first point of contact for people as they provide an essential service for recovery. They have an important role within the ecosystem as a ‘connector’ to other services and assistance. Strong referral pathways between utilities and other services including mental health, financial counselling and small-business specific services are key to ensuring customers are proactively connected with the assistance available to them. This can also reduce the need for people to retell their story multiple times.

### Opportunity areas include:

#### A. Going beyond regular role responsibilities generates more effective responses

##### What works:

- After a disaster, both call centre staff and staff that are mobilised to be on the ground are not only able to help the community with account issues but are well-placed to refer people on to other services and support channels.
- Helping people obtain copies of their ID and documents greatly assists people being able to overcome ‘proof of identity’ issues.
- Developing a ‘cheat sheet’ of their services and referral pathways helps teams clarify the services and resources they could offer their customers.
- Ground crews who help people remove hazards from their properties while servicing the infrastructure contributed to building a sense of community.

##### Challenges:

- Staff may be unclear on what the scope of their role is when responding to a disaster (i.e., when to refer to another service) which leaves them trying to ‘do it all’.
- Staff may lack training and preparedness to support customers who have experienced trauma which can have negative impacts for both the staff member’s and customer’s mental health and wellbeing.

**“When an entire industry coordinates a response, they can provide a more consistent experience across organisations. There needs to be recognition that we all work as one and not as competitors in a disaster scenario.”**

**– TCP Research Participant**



### Opportunities for leverage:

- Collaborate among essential service providers and other services (i.e., mental health, financial counselling) by sharing and aligning referral ‘cheat sheets’ across organisations and industries. This could support stronger referral pathways between services to connect people with the different supports available in a timely way.
- Develop aligned programs within and across industries that consider disaster events, including dedicated hardship programs for small business customers. Educate all staff who may be mobilised in a disaster event and interact with customers on how they can direct people to the assistance programs available.

### B. Damage to assets that impact access to essential services can greatly affect the community’s ability to respond to a disaster.

#### What works:

- Ground crews performing preventative maintenance around assets to mitigate potential hazards that could cause damage in a disaster event.
- Proactive messaging to inform the community about potential hazards (i.e., water contamination, damaged electricity assets) and how to stay safe is important to prevent potential harm to community members.

#### Challenges:

- Inconsistent and infrequent communications from some utilities about what is occurring (i.e., outages and hazards) can create confusion and misinformation in the community and may have health implications for priority customers (i.e., people who rely on electricity for medical needs).

### Opportunities for leverage:

- Utilise ground crew knowledge of local hazards and geography to develop better location-based risk prevention and mitigation strategies.
- Collaborate between utilities, telecommunications, government, and community sectors to distribute more effective, aligned, and accessible communications when assets are damaged.
- Ensure people are aware of centralised places to find information (i.e., council’s online noticeboard) and collaborate with trusted community leaders and groups to maximise reach.

“Going to an evacuation centre could have been an option but we felt it was safer and appropriate to stay at home, if we lost power, it may have been different.”  
- TCP Research Participant

[Thriving Communities Partnership Disaster Planning & Recovery Collaborative Research Project - Residential Insights](#) were generated from 20 interviews from people who were impacted by the 2019 North Queensland Monsoon and represent common themes and findings to create a collective community voice including:

- **Communications across the journey influence response and recovery.** The number of messages a person hears during a disaster can be overwhelming. Communications need to be accessible and inclusive. Use online assistive technologies and dynamic translation tools and have interpreters available on the ground and over the phone. Collaborate to develop a shared, multichannel approach that caters for different community groups and communication needs.

- **Connections and community networks are key.** Be present in the community early and invest in long-term ways of keeping relationships open. Collaborating with services the community already trusts and working with community leaders to spread awareness of services are ways to improve local presence.
- **There is a need for universal design.** Responses need to be inclusive and accessible to everyone. Engage early and proactively with community members with priority/critical needs (i.e., Those who rely on electricity for medical needs) as this impacts their ability to make critical decisions about their safety, health, and wellbeing.
- **We need consistent communication across multiple channels.** Collaborate between sectors to distribute more effective, aligned, and accessible communications, particularly when assets are damaged. Ensure people are aware of centralised places to find information and remember that some people will be experiencing digital, geographic, and social exclusion so word of mouth communications, local radio and on the ground presence is key.
- **Recovery is often a ‘financial maze’ for residents.** Reduce the burden of people having to tell their story repeatedly to different service providers. Simplify documents, processes, and policies to make it easier for people to understand and make informed decisions about their services and support options.
- **Flexibility within the system supports individual resilience.** People need responses quickly and empathetically. Give frontline staff the ability to be quick, flexible, and agile in their responses, that’s what people need right now.
- **Trauma and mental health can subconsciously be deprioritised.** The psychological impacts of a disaster can be long-lasting. Build strong referral pathways with mental health services to assist community members in accessing the support they need. Staff can also be impacted by a disaster either directly or through vicarious trauma so ensure staff are supported too.



# Focus areas at a glance...

	COMMUNICATION & EDUCATION	COORDINATION & COLLABORATION	PLANNING & PREPAREDNESS	LEARNING LOOPS & BETTER PRACTICE
<b>Before a Disaster Event</b>	Integrated communication and education campaigns to customers and communities will aid in disaster preparedness	Pre-agreed processes, messaging, demarcation, clarification and understanding of roles and responsibilities will enable a better coordinated response for customers during and after a disaster event	Pre-measure resilience and vulnerability and collectively build community and individuals resilience together in partnership to improve disaster preparedness	Build mechanisms to capture data points and learnings
<b>During a Disaster Event</b>	Activating communication processes will ensure an effective flow of information from network to retailer and customer	A coordinated response to disasters will better support customers and communities during a disaster	Activate pre-planned customer and communities resilience plans and self-service resources	Activate mechanisms to capture data and learnings
<b>After a Disaster Event</b>	Continue to keep customers and communities informed	Coordinated infrastructure restoration, power resupply and other support	Continue to activate resilience plans	Build case studies, review reports sharing back and activate for continuous improvement

# Key Recommendations

**Recommendation 1: Communication & Education**

**Recommendation 2: Collaboration & Coordination**

**Recommendation 3: Planning & Preparedness**

**Recommendation 4: Learning Loops & Better Practice**



## RECOMMENDATION 1: COMMUNICATION & EDUCATION

**Clear communication and targeted education campaigns are critical to all aspects of disaster preparedness, response, and recovery. During many disaster events, customers may not be aware that there is a safety issue to deal with and don't understand how to respond, distributors may not know what the issues are, and with sheer volume of customer complaints during a disaster, we need to know where information is coming from, what is the flow is and how to get it to the customer.**

### **Before a Disaster event - Integrated communication and education campaigns to customers and communities will aid in disaster preparedness**

#### **Key recommendations:**

Prior to a disaster event, customers and communities need information and knowledge to:

- Increase awareness of the potential impacts from a disaster event
- Enable a self-assessment of their level of disaster resilience and vulnerability
- Prepare a resilience plan and learn practical ways to act during the disaster period

Communication and education campaigns need to be:

- Consistent
- Practical and community appropriate
- Timely and coordinated
- Cater for diversity (i.e. CALD communities) and translated where required
- Consider the needs of specific customer groups i.e. Aboriginal and Torres Strait Islander (ATSI), life support registration, people with limited mobility, people who may experience a prolonged outage and remote locations

Types of information can include:

- Awareness of the type of weather systems coming through including explainers around what this means for public safety around powerlines etc
- Accurate information about the potential weather event and how to be safe when it arrives and what to do following the passing of the event (i.e., stay away from fallen powerlines, call in hazards, check website for outage information)
- Practical preparation ideas, where to find updates and numbers who to call for emergency advice
- Relatable case/s of the consequence and likelihood of the disaster to be presented to the customer
- Practical advice on testing, safely re-fueling and operating generators
- Resilience capacity and literacy building of customers. Prompting a question of how well prepared are you? For example, the NSW RFS bushfire preparation questionnaire

Communication channels can include:

- Community groups and forums that address community building, relationship, and cohesion
- Community, Council and Government webpages, social and digital channels
- Customer communication channels i.e., customer contact centres, SMS, email
- Media channels

#### **TCP research tells us:**

**Communications across the journey influence response and recovery** - The number of messages a person hears during a disaster can be overwhelming. Communications need to be accessible and inclusive. Use online assistive technologies and dynamic translation tools and have interpreters available on the ground and over the phone. Collaborate to develop a shared, multichannel approach that caters for different community groups and communication needs.

**We need consistent communication across multiple channels** - Collaborate between sectors to distribute more effective, aligned, and accessible communications, particularly when assets are damaged. Ensure people are aware of centralised places to find information and remember that some people will be experiencing digital, geographic, and social exclusion so word of mouth.

## RECOMMENDATION 1: COMMUNICATION & EDUCATION

**During a Disaster event - Activating communication processes will ensure an effective flow of information from networker to retailer and customer.**

### Key recommendations:

During a disaster event, customers and communities need timely information to:

- Know how to stay safe during the event
- Know how to report hazards or loss of supply
- Continue to be kept informed and reassured that emergency coordination knows about them and their situation during a disaster event

Communication needs to be:

- Consistent
- Practical and community appropriate including translating severe weather information to be more relatable and easy to understand
- Timely & coordinated
- Caters for diversity and translated where required
- Consider the needs of specific customer groups i.e., Aboriginal and Torres Strait Islander (ATSI), life support registration, people with limited mobility, people who may experience a prolonged outage and remote locations
- Enable visibility of energy sector response to Government/ jurisdictional parties with opportunity to advocate for response/additional support if required.



Types of information can include:

- Up-to-date information of impacts to the network as seen by the Distributed Network Service Provider (DNSP) including known and unknown information
- Warnings about the potential risks and hazards are to customers e.g., 250K customers supply may be tested by the storms due to hit tonight...
- Safety messaging and reminders to report hazards and loss of supply
- Acknowledgment that critical infrastructure customers supply continuity is prioritised with priority reporting channels
- Priority planned works may experience delays during a disaster event and acknowledgment that the project/planned works are recognised with priority and will be addressed as soon as the impact of the event is assessed
- Potential access to support for redundant power supply i.e., mobile generators
- When to contact Emergency Services / triple zero.
- Signal to activate resilience (back-up) plans e.g., life support customers

Communication channels can include:

- Local Emergency Management Response Centres
- Local Intergovernmental collaboration Hubs
- Community groups
- Customer communication channels i.e., SMS, email
- Media channels
- Other direct stakeholder channels e.g., Government

## RECOMMENDATION 1: COMMUNICATION & EDUCATION

### After a Disaster event - Continue to keep customers and communities informed

#### Key recommendations:

After a disaster event, customers and communities need timely information to:

- Continue to know who to contact for help, support and where to go
- Continue to be informed about DNSP response and assurances about progress
- Encourage customers and communities to continue report power outages and damage

Communication needs to be:

- Consistent
- Practical and community appropriate
- Timely & coordinated
- Caters for diversity and translated where required
- Consider the needs of specific customer groups i.e., Aboriginal

and Torres Strait Islander (ATSI), life support registration, people with limited mobility, people who may experience a prolonged outage and remote locations

Types of information can include:

- Acknowledging the scale of the event and updates from DNSPs on progress and any critical community messaging that needs to be shared
- Information about known and unknown information, risks and hazards to their resilience and safety.
- Communication to get in touch with family/friends/help/restoration services
- When to contact Emergency Services / triple zero.
- Continue to activate resilience (back-up) plans e.g., life support customers (if restoration delayed)
- Acknowledgment that energy

supply continuity is a priority for critical Infrastructure, significant community infrastructure and aged care services etc...

- Early notification to priority planned works customers, if possible, cancellation due to resources required on recovery effort.

Communication channels can include:

- Local Emergency Management Response Centres
- Local intergovernmental collaboration hubs
- Community groups
- Customer communication channels i.e., customer contact centres, SMS, email
- Media channels



## RECOMMENDATION 2: COORDINATION & COLLABORATION

**Planned and coordinated processes and messaging are critical to ensuring the customer experience is consistent before during and after a disaster event. In some circumstances, Distributed Network Service Providers and Retailers are working in silos, with different process and systems, and not linking into external collaboration hubs or emergency management response centers. An example is where customers continue to receive notifications and bills after a disaster event when their house no longer exists.**

**Before a Disaster event - pre-agreed processes, messaging, demarcation, clarification and understanding of roles and responsibilities will enable a better coordinated response for customers during and after a disaster event**

### Key recommendations:

Pre-agreed process for better coordinated response to a disaster event will support customers and communities to:

- Ensure consistent disaster response support and services
- Establish communication channels and ensure best possible supply continuity and restoration time frames
- Support improved customer and community communication, disaster literacy education, and resilience building
- Collectively build community and individuals resilience together/in partnership and not in isolation/specific project
- Ensure large customer groups needs are met and business continuity and emergency plans supported i.e., critical community infrastructure
- Understand customer segments needs better e.g., Aged Care

This can be achieved by:

- Building cross sector relationships, developing partnership projects or committees
- Collaborating and co-designing coordinated disaster resilience preparation and response campaigns, systems, and processes
- Sharing case studies, validating messaging, and delivered products on current support and services
- Developing questionnaires and insight collections to capture customers knowledge and insights

Collaborative partnerships and committees could include the following stakeholders:

- Distribution Network Services Providers
- Retailer
- Welfare and social support community groups
- Australian Emergency Management
- State based Resilience
- Local intergovernmental collaboration hubs
- Local emergency management committees

### TCP research tells us:

#### **Flexibility within the system supports individual resilience -**

People need responses quickly and empathetically. Give frontline staff the ability to be quick, flexible, and agile in their responses, that's what people need right now.

#### **Collaborate among essential service providers and other services**

(i.e., mental health, financial counseling) by sharing and aligning referral 'cheat sheets' across organisations and industries. This could support stronger referral pathways between services to connect people with the different supports available in a timely way.

**Develop aligned programs within and across industries** that consider disaster events, including dedicated hardship programs for small business customers. Educate all staff who may be mobilised in a disaster event and interact with customers on how they can direct people to the assistance programs available.

**Collaborate between utilities, telecommunications, government, and community sectors** to distribute more effective, aligned, and accessible communications when assets are damaged.

**Ensure people are aware of centralised places to find information** (i.e., council's online noticeboard) and collaborate with trusted community leaders and groups to maximise reach.



## RECOMMENDATION 2: COORDINATION & COLLABORATION

### During a Disaster event - A coordinated response to disasters will better support customers and communities during a disaster

#### Key recommendations:

A coordinated response to disasters will better support customers and communities during a disaster to:

- Ensure prompt and consistent response disaster response support and services
- Empower customers to work together with DNSP to help them and their communities
- Help keep the public informed on any developments in the weather, network impacts and safety and advice on how to report loss of supply or hazards

This can be achieved by activating all the pre-agreed processes, messaging, demarcation, clarification and understanding of roles and responsibilities

Key stakeholders in coordinated response could include:

- Distribution Network Services Providers
- Retailer (list of impacted areas from DNSP)
- Welfare and social support community groups
- Australian Emergency Management
- State Government resilience branches
- Local intergovernmental collaboration hubs.
- Local emergency management

committees

### After a Disaster event - Coordinated infrastructure restoration, power resupply and other support

#### Key recommendations:

Coordinated infrastructure restoration, power resupply, up-to-date information including location of impacted areas, between all stakeholders interacting with impacted customers, and other supports, will help customers and communities to:

- Empower (by knowing where to go) to access food, security, shelter, and ability to reach out for other disaster support
- Expediate and have visibility of infrastructure restoration and power resupply Receive earliest advice on making good on any customer-initiated repairs before supply can be restored at their property

This can be achieved by activated all the pre-agreed processes, messaging, demarcation, clarification and understanding of roles and responsibilities.

Key stakeholders in coordinated response could include:

- Distribution Network Services Providers
- Retailer
- Welfare and social support community groups
- Australian Emergency Management
- State Government resilience branches
- Local intergovernmental collaboration hubs.
- Local emergency management committees

## RECOMMENDATION 3: PLANNING & PREPAREDNESS

**“A lack of forethought and planning means that unless we fight, unless we know people, we’re left without support. This is when trauma happens. It is a human right to be safe...to have a shower... to not be separated from your family.”**

**– TCP Research participant ”**

TCP Disaster Planning and Recovery Research indicates that ‘people’s life circumstances and their level of disaster preparedness may vary greatly. Several of these factors, and their potential impacts on resilience include:

- Lifestyle, home, and family situation
- Financial inclusion, wellbeing and resilience
- Macroeconomics
- Digital inclusion
- Social inclusion and community networks
- Cultural and linguistic diversity
- Disaster awareness and preparedness
- Health and accessibility

People may present with more than one of these factors, however just because someone presents with these factors, it does not necessarily mean they are less resilient or more likely to experience vulnerability. These factors are influenced by the level of inclusiveness of the ecosystem pre-disaster. Organisations need to be flexible, understand how these factors intersect with one another and understand their role in ensuring that these risk factors don’t adversely affect anyone’s ability to represent their interests, make their own decisions and build their own resilience.

### Key recommendations:

Collectively building customer and community resilience, together, in partnership and not in isolation, will build resilience capacity and individual resilience ownership and literacy building of customers to better respond to a disaster event. This can be achieved by:

- Education campaigns can practical ideas to planning and raise awareness of the consequences of not doing so
- Targeting specific customer groups such as life support customers
- Enabling channels for customers to ask how to improve resilience plans and self-service

## RECOMMENDATION 4: LEARNING LOOPS & BETTER PRACTICE

Building learning loops for increased learning towards better practice will enable emergency services to review: What went well and what can we improve on? How do we better capture the learnings? In this context, what as the customer impact? How can we address challenges into the future?

### Key recommendations:

- Before a Disaster event- build mechanisms to capture data points and learnings
- During a Disaster event- activate mechanisms to capture data and learnings
- After a Disaster event- build case studies, review reports sharing back and activate for continuous improvement

### What the TCP research says:

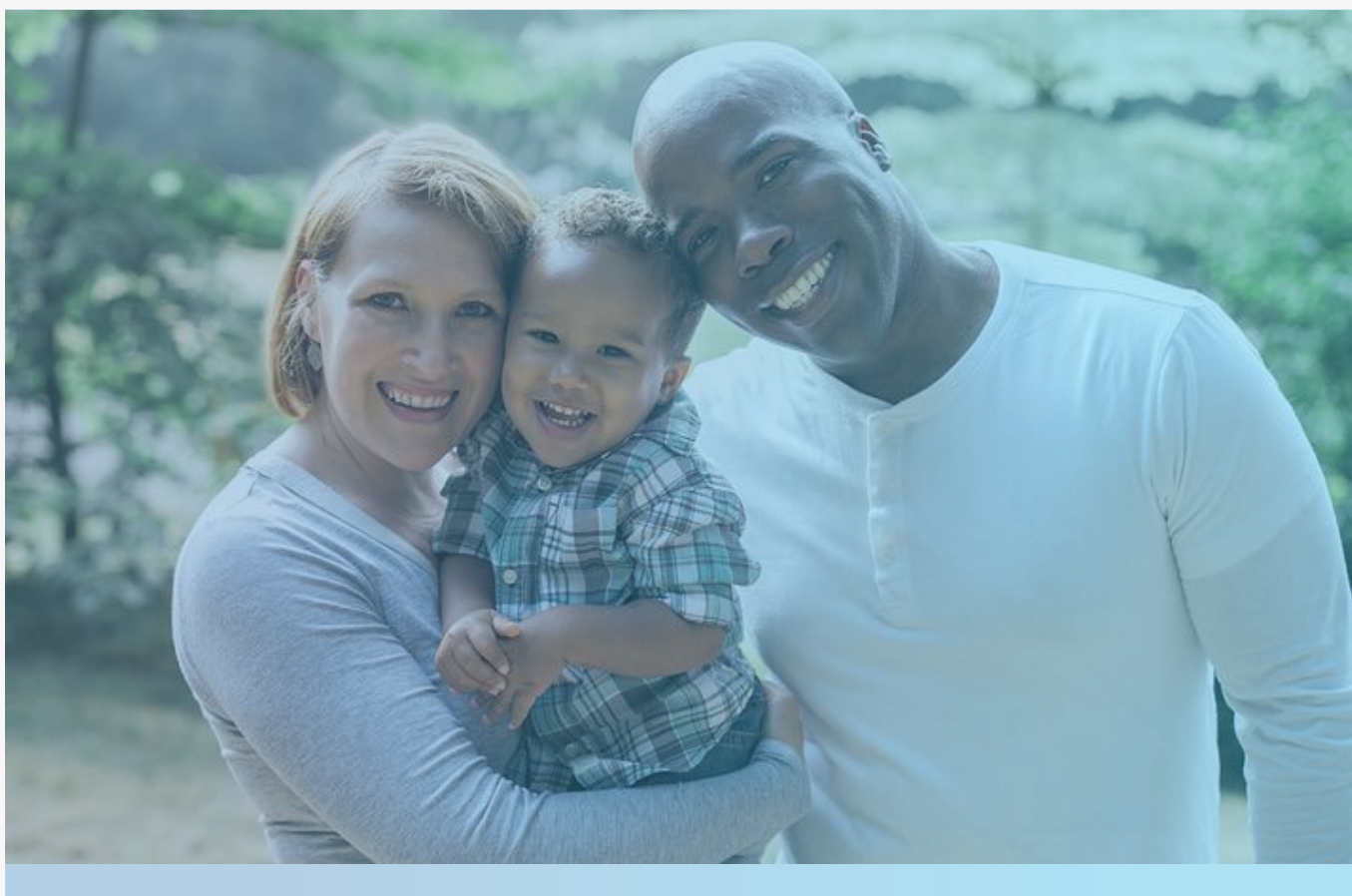
Recovery is often a 'financial maze' for residents. Reduce the burden of people having to tell their story repeatedly to different service providers.

Simplify documents, processes, and policies to make it easier for people to understand and make informed decisions about their services and support options.

# Our customers

Customer groups identified through the co-design of this playbook include:

- Critical Infrastructure
- Government / Jurisdictional parties
- Media
- Priority Planned Works Customer
- Residential
- Significant Community Infrastructure
- Significant sites supporting disaster response
- Small Business
- Significant sites supporting disaster response
- Vulnerable Customers (For example: life support, access communities, Aged Care & Services, Aboriginal & Torres Strait Islander, limited mobility, Culturally & Linguistically Diverse communities).



# Contributors & Collaborators

## #BetterTogether Resilience

Led by Ausgrid in collaboration with AGIG, APA, Aurora Energy, EnergyAustralia, Energy Queensland, Endeavour Energy and Essential Energy, Evoenergy, SA Power Networks, TasNetworks and Powershop.

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