



Commonwealth
Bank



Good Shepherd
Australia New Zealand



First Nations
FOUNDATION

Community Connector Card

The **Community Connector Card** has been designed to help you prepare for and respond to emergencies and significant events in your community. The activity should:

- ✱ prompt group discussion and create awareness of potential issues or events that may occur;
- ✱ document the support and services that are available both nationally and in your local area, so they are readily available when needed.

Who for?

The activity is designed to be completed as a group, which could be with your family, at your school, or workplace, with the intention to capture local knowledge and collective wisdom.

Once complete, the **Community Connector Card** should ideally be printed and displayed somewhere easily accessible, as well as a copy saved on everyone's device.

Why?

This activity was originally created to support communities impacted by climate-related emergencies. During the co-design process, it was found that this type of discussion is valuable for different events or local emergencies. Local people are often the best experts when it comes to their community and knowing who to contact or where to go, which is why the **Community Connector Card** was created. The activity aims to consolidate local knowledge into one easy-to-use document and encourage thoughtful conversation.

How

1. Every 6 months (or an agreed time frame), complete this activity with your family, friends or colleagues. Review each card and capture relevant information and resources before, during and after an event or emergency.
2. Consider additional needs of at-risk groups or people in vulnerable circumstances. What customer cohort is missing from your team discussion? Are there other circumstances that need to be considered?
3. Record key contacts and resources (local and national) on each card.
4. Save the activity on your device and distribute to all participants, or print and display in an accessible location, such as your fridge or noticeboard.

Family or Team name here: _____

Community Connector Card

Complete this with your family, friends or colleagues to discuss and promote support available in your community. Capture information on each card below so that you can easily refer to it in the future.

Emergency contacts



Call **000** for police, fire or ambulance.

Call **132 500** for your State (SES) or Territory Emergency services.

Electricity, gas, water supplier contact numbers.

Who else would you need to call in an emergency? It might be a carer or family member.

Accommodation and shelter locations



Where are the local shelters or emergency accommodations usually set up?

Where are emergency resources such as water and food usually available?

Local: current challenges + historic/recurring events



What is local knowledge?

For example, this road is prone to flooding which means access is difficult in the wet season.

What have been previous evacuation routes? Knowing where your local phone reception towers are, and where airports or plane runways are, is also handy information to document ahead of time.

Domestic + family violence services



1800RESPECT (**1800 737 732**) or **1800respect.org.au** is a free support service available 24/7.

Commbank Next Chapter - **1800 222 387**.

During emergencies such as a natural disaster, instances of domestic and family violence may increase. List available support services in your community here.

Local champions



Who are the local champions in your area?

These are the people or organisations who are well connected and able to communicate with large groups of people. They might be a local sports organisation, faith leader, councillor or politician, business owner or just a well-connected person.

Mental health + wellbeing



Lifeline **13 11 14**, 13 YARN (**13 92 76**), Kids Helpline **1800 55 1800**, Wellmob - **wellmob.org.au**

Mental health and wellbeing support services are handy to have documented and are often needed after a significant event to aid with recovery.

Help with money



Who are the local financial counsellors in your area?

What bank's are in your community? You may also wish to document grants that have been previously available for climate related emergencies.

National Debt Helpline - **1800 007 007**

Mob Strong Debt Helpline - **1800 808 488** search for a financial counsellor

Other supports + services



Anything else, not captured in other sections.

This could include legal aid, food banks or language support such as TIS or NRS.

www.askizzy.org.au connects people in need with housing, a meal, money help, family violence support, counselling and much more.

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