



There are times in neighbourhoods when it can be necessary to share skills, resources and equipment. This is never more relevant than during an emergency or natural disaster, as during these times it can be difficult, if not impossible for emergency services or private contractors to get to people in crisis, when they need it.

In some communities where trust and familiarity have been built up over time, knowing who has what skills and equipment and feeling comfortable to ask for help can be normal practice. However, that is not always the case, particularly in neighbourhoods where there are a lot of newer arrivals.

In some neighbourhoods it will be necessary to develop a culture of sharing. This needs to be done with sensitivity and awareness, as for many people privacy and security are highly valued. The following steps and protocols may be helpful in establishing a 'Let's Share' initiative in your neighbourhood.

Steps

1. Neighbourhood and pod leaders become familiar with who has what expertise and equipment across the neighbourhood/ pod
 - The information gathered in the survey will let you know who has which skills, resources and equipment.
 - You may want to organise your spread sheet in such a way as to make that information more easily accessible during an emergency. One way to do that is to create an additional sheet that has the headings for most frequently sought after skills and equipment and list the names and contact details of the relevant people under those headings. E.g. medical skills, owns a chainsaw, has a generator and satellite internet. Others may prefer to organise this information on cards like in a recipe index. Make sure this information is stored securely to ensure privacy.
2. Let residents in your neighbourhood know about the Let's Share initiative.
 - Prepare a communication to let people know how the Let's Share initiative will work in your neighbourhood. You may wish to use or adapt the sample communication provided on the next page.
 - Include a set of protocols that serve to protect privacy and security, encourage self sufficiency and not over burden particular community members who happen to be well resourced.
 - Send the communication to all your residents via your email group.
3. Enable the matching of a person with a need to a person with the needed skill, resource or equipment. It might look like this:
 - A resident contacts you as the pod/ neighbourhood leader with a request for support e.g. a tree has fallen, blocking their driveway during a big storm.
 - You clarify:



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- that they do not have the appropriate equipment or skill to remove the fallen tree themselves
- that they are unable to get help from emergency services or to pay a private contractor to remove the tree.
- what is required to do the job i.e. at least 1 skilled person and their chainsaw.
- What the person with the blocked driveway is able to do to assist e.g. provide petrol and manual labour of removing the debris.
- What the ideal timeframe would be.
- You check your spread sheet to identify the person/ people with the necessary skills and equipment.
- To get the quickest response you could contact the relevant people individually to see if someone is able to help within the required timeframe. (NB Be sure not to approach the same person every time. Spread the load around the neighbourhood.) NB No-one should feel obliged and pressured to share their skills, time, resources or equipment. It is important that they understand that it is their choice.
- If the urgency is not great, an alternative would be to put out a call to the whole pod/ neighbourhood online messenger or what's app group.
- If you are unable to find someone within your pod or neighbourhood to help, you may need to go farther afield i.e. adjoining pod or neighbourhood.
- Once a willing person has been identified, connect them to the person in need.
- Ask both parties to let you know when the job has been completed.
- Check that the person in need is okay and acknowledge the 'helper' for their efforts.

An alternative approach is that individuals in your neighbourhood/ pod could put out a call for help themselves via the messenger or What's app group. In a neighbourhood that is well organised, connected, functioning and with high levels of trust, this approach may work well. In other cases the facilitating role of the neighbourhood/ pod leader may ensure the process runs more efficiently and smoothly in the early stages of implementation.

Sample Communication

Hey there,

I am writing to let you know about an initiative that we are introducing to our neighbourhood. It's called 'Let's Share'. The purpose is to support residents to safely access and share needed expertise, resources + equipment, especially during a crisis or an emergency.

We recognise that during these times, it can be difficult, if not impossible to access help from emergency services or paid contractors. Additionally we don't always

know who in our community might have the skills or equipment we need and we might not feel confident to ask for help. This initiative will help to bridge that gap.

The idea is to match people in need to willing people with the relevant skills (eg medical skills, chainsaw operation, psychological first aid), equipment (e.g. a tall ladder, a trailer, a generator) or resources (water, medicines, fuel)

Here are some scenarios as examples

<p>During a flood, when roads are cut off, a person may have a medical issue e.g. an allergic reaction and need some medical support. A neighbour with medical training and an extensive medicine cabinet may be called on to provide some support.</p>	<p>During a storm, a tree may fall and block a person's driveway. A neighbour/s with chainsaw skills and a machine may be called on to help clear the driveway.</p>	<p>During a bushfire, a vulnerable person may want to evacuate but not have a working vehicle to get themselves out. A neighbor with a car with available space and a similar plan to evacuate may be called on to transport the person to an evacuation centre.</p>
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In responding to these scenarios and others, we will be following these 6 protocols.

<p>1. There is free choice in offering help. i.e. no one should be pressured or feel obliged to offer expertise, time, resources or equipment. Nor should anyone offer for another person to help without their explicit consent.</p>	<p>2. Information about what skills, resources and equipment people have to share is confidential. This information was likely collected through the survey and is private, only to be accessed by pod or neighbourhood leaders.</p>
<p>3. This system will only be initiated during a crisis, emergency, or natural disaster. During 'peaceful' times, people are likely to be able to arrange their own support.</p>	<p>4. In all instances people are to be encouraged to help themselves first, by applying their own expertise and resources; or accessing emergency services; or paying private contractors, before asking for help. At the same time, a person should not be judged or humiliated for asking for help.</p>
<p>5. The intention is to share the joy of helping across the neighbourhood. If we ask the same person (who happens to be abundant in skills and resources) to help every time, they may feel burdened.</p>	<p>6. It is not the intention that this system replace an existing culture of sharing amongst neighbours. Where previously it would have been the norm for a person to call their neighbor directly to ask to borrow a ladder, then that would continue. This system would value add.</p>



The 'Let's Share' system would more or less follow these 5 simple steps.

1. A person in need contacts their pod leader (PL) or neighbourhood leader (NL) with a request for help.
2. The PL/NL assesses the need.
3. The PL/NL puts out a request to the people with the relevant skills/ resources or if appropriate, to the pod/ neighbourhood at large.
4. Once the relevant, willing person is identified, the PL/NL makes the match.
5. On completion, both parties let the PL/NL know how it went.