



Before you start door knocking, it is important to recognise, that some people may be traumatised from their experiences of natural disasters and this can have a lasting impact on their lives. Just talking about the 2022 floods may bring up negative feelings.

The trauma from these events can make it harder for individuals to accept support. They may struggle to trust others and feel the need to handle everything on their own. Simply being a patient and empathetic ear can be helpful. It may also be appropriate to provide them with a useful contacts page that includes details of support services and neighbourhood contacts, which may assist in them reaching out for support on their own terms, if they wish, in the future. Make sure you take some copies of the Contacts Page with you.

We wrote this 'door knocking' script at the request of some neighbourhood leaders. We encourage people who may feel confident to door knock using their own words without the assistance of a 'script' to do so. For others, you may feel that using a script is a useful starting point. I suggest using it as a reference document, rather than simply reading directly from it. After a few times, you will likely find your own words.

1. Introduce yourself

- Hi there, my name is > <. I am one of your neighbours. I live at > <.
- Together with a group of people who live in our > < neighbourhood, we have set up a 'neighbourhood group' as part of The Neighbourhoods Project.

2. Introduce the project

Have you heard about it at all?

- If yes.... Great, do you have any questions?
- If no.... It is a project that has been initiated by RUKI (Resilient Uki) a local organisation set up by a group of passionate community members after the 2022 floods.

The idea is to help the 12 neighbourhoods in and around Uki, from Mt Burrell to Mt Warning Rd to be better able to support themselves before, during and after natural disasters and crises.

We learnt from the 2022 floods that often, emergency services can't even get to us, if we even have the ability to contact them and the people that can best support us in our times of need are our neighbours.



Along with the other 11 neighbourhoods, we had a neighbourhood gathering in > February/ March/ April <, where the people who attended identified a number of ideas (NB you could show them the 8 point Activation plan) that we thought would help us as a neighbourhood to be more connected and able to support each other.

One of those ideas is to survey all the people in our street/pod/neighbourhood, so we have the right information that will allow us to:

- Communicate with each other through email / a message group / radio / face to face visits. Then we can share emergency info, check in on each other, ask for help when needed in an emergency, share info about neighbourhood activities and events.
- Know how well-equipped people are in our neighbourhood in the face of an emergency...and how we might potentially share our resources and/or skills.
- Recognise how people may need to be supported and therefore reach out if we can, when it matters.

3. Let them know about some opportunities

- There are also a few opportunities coming up, that you might like to know about • NB Check with your Neighbourhood leader about some relevant opportunities e.g.
 - We will be having a social gathering in our neighbourhood on.....
 - There is some training coming up
 - We are going to be hosting some back verandah sessions called Get Prepared. The focus will be on supporting each household to get prepared for future floods/ fires. You will walk away with a checklist and a plan and a buddy.

4. Invite them to complete the survey

- So we can keep you in the loop around all these opportunities and more and for you to be an active member of the neighbourhood group, I want to give you the opportunity to fill out the survey today. You can fill out as little as just your contact details or as much as including info about your skills, resources and needs etc.
- Let me explain that filling in the survey doesn't commit you to do anything other than be contacted in the future. And at the time of contact, you will be under no obligation to give time or share skills or equipment or even receive support. It will always be your choice.
- I filled it out myself because > *Include your reason* < e.g. I want to not just be able to receive information and support if I need it but also so I can support others in my street if they need it. I want to be a part of my neighbourhood and a part of the solution. I think this is an exciting opportunity.



- It only takes about 5 minutes to complete and I can answer any questions that you might have if you do it now. Plus it means it is done and out of the way and won't get lost and forgotten under a pile of newspapers, if I leave it with you to do later.
- If you have any concerns or questions about privacy or security regarding your information, have a read of this cover note first. (*provide the cover note*)

5. If they don't want to fill it out now or at all

- I completely respect your reasons for not wanting to fill it out now/ ever.
- How about I leave a copy for you and then if you change your mind, you can give me a ring and I can pop in and pick it up. I'll write my number here on the top of the survey.
- If at this stage you don't see any reason to be involved in your neighbourhood group, that's okay, but, at least let me give you a contacts page that includes the phone number/s of your neighbourhood leader/s and/ or pod leader and some other support services, in case you change your mind. (*NB you could staple it to The Neighbourhoods Project fridge magnet postcard and leave it with them*)
- Thanks for your time. It's been a pleasure to meet you and to hear your feedback. Go well.