RUKI

Why do we survey the residents?

In The Neighbourhoods Project, the surveys are used to gather useful, consistent information from residents in your neighbourhood. Having this information will help you have a clearer picture of who lives in your neighbourhood and assist you to better support each other before, during and after disasters. As we've learnt from previous disaster situations, this information can be extremely useful in making sure people are okay and it can save lives.

The gathered information will assist you to:
o Communicate with each other using the contact information to set up an email group / a message group / via radio / face to face visits. Then you can share emergency info, check in on each other, ask for help when needed in an emergency, share info about neighbourhood activities and events.
o Know how well-equipped people are in your neighbourhood in the face of an emergency...and how you might potentially share your resources and/or skills.
o Recognise how people may need to be supported and therefore reach out if you can, when it matters

While some people will have filled in the survey at your neighbourhood gathering, there will still be people in your neighbourhood who have not done so. In some cases people will choose to abstain, which is of course their right. In other cases, people may not have had the opportunity or understand the benefits of doing so.

Door knocking

One way to get this done is to have pod leaders visit the residents in their pod who have not completed the survey, to explain the benefits and provide the opportunity. It also gives them a chance to meet the people in their pod.

Some people might feel they are being too pushy by 'door knocking' especially if the resident has already been given an opportunity to complete a survey and hasn't. However, remember, everyone is different and research indicates that some people will need up to 7 points of contact before they take action. In this instance, the one to one personal contact might just be the trick.

Here are some tips…
o If you don't want to 'just turn up' you could drop a note in the letterbox letting them know why and what day and time you will be 'popping in'. Provide a phone number to give them the option of contacting you to 'cancel' or to make a more appropriate time.
o You could write a similar note to leave if you drop in unannounced and no one is home.
o Go door knocking with a 'buddy'. It might give you more confidence and safety.

o Be prepared to talk about the benefits of the neighbourhood group and the survey. Speak from your heart and your own positive experience of engaging with your neighbours. Explain how the survey information will be used and that they can choose what information they want to share. You may wish to use the provided door knocking script.
o Provide them with the 'survey note' to read, to reassure them around privacy and security.
o Encourage them to complete the survey while you are there. It should only take 5 minutes and if they have any questions you will be there to answer them.
o Provide them with an offering of something to engage with. It might be an invitation to an upcoming neighbourhood social gathering or training event.
o If someone you visit is being negative about the project or the survey, here are 4 simple principles to consider and follow
    o No-one has to participate if they don't want to, so you don't need to win them over
    o Simply speak your truth
    o Be welcoming of their feedback e.g. "Your feedback is welcome"
    o Don't take anything they say, personally

Storing data

In Australia, the main law governing the collection of personal information is the Privacy Act 1988. This law sets out rules and guidelines for how personal information can be collected, used, and disclosed. It requires organisations to obtain the consent of individuals before collecting their personal information, and to provide them with clear information on how their information will be used. Additionally, organisations must take reasonable steps to ensure that the personal information they collect is secure and accurate, and must provide individuals with the right to access and correct their personal information. These laws are designed to protect the privacy of individuals while also allowing organisations to use personal information for legitimate purposes, such as providing services or conducting research.

When storing the data, remember the promise we make in the survey note.

This information will be kept by your neighbourhood coordinators and pod leader in paper format, securely stored. Long-term, we plan to summarise it in a spread sheet but it will only be available to the neighbourhood and pod leaders, offline and will also be held securely.

So this means we can only store the data in two ways:
1. In the paper format in a secured box or cabinet
2. In an 'offline' spread sheet, stored on a password protected USB

It is important that however it is stored, the information can only be accessed by neighbourhood and pod leaders and for the purposes outlined at the beginning of this document.

Sharing the data

Ideally, the stored data would sit with the neighbourhood leader + one other in case the neighbourhood leader is away when access is needed.

The pod leaders would have access to the information pertaining to the residents in their pod. This will help the pod leader have a clear picture of who is in their pod and assist them in organising before, during and after a disaster.

It is important that neighbourhood and pod leaders understand and accept the privacy and security measures.

There are a number of ways to share the information. Here are two examples:
1. On a password protected spread sheet that only contains the info of the residents of their pod
2. On a card system that shares relevant information. E.g. One card may be headed contacts and below is listed the names and contact info of all pod residents. Another card may be headed 'generator' and below is listed the names of the people in the pod who own a generator. One might be listed medical skills and below is listed the names of all the people with those skills. Again, this information would be securely stored.

For further information on survey data gathering, storage and sharing, contact Marlena Basser on 0404486712