



## GET READY NARRABRI SHIRE CITIZENS' JURIES

A pilot of the use of citizens' juries (adult and youth)  
in an emergency management context.

Samantha Karmel, Community Engagement Branch, NSW State Emergency Service

Annette Braunack-Mayer, School of Public Health, University of Adelaide

Melissa Parsons, School of Behavioural, Cognitive and Social Sciences, University of New England

Jacqueline Street, School of Public Health, University of Adelaide

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## FORWARD

Over the past decade, Australia has experienced a growing popularity in the use of Citizens' Juries as a method to engage with communities on important social issues that affect them. Government organisations and Councils have used Citizens' Juries to provide recommendations on a range of issues, such as: Under what circumstances should South Australia be a place for nuclear fuel waste? How should Local Council rates be spent? How can the ACT government better support carers and what are the characteristics of a carer-friendly city? What does a compulsory third party insurance scheme look like? How can the Obesity Epidemic be addressed?

A Citizens' Jury uses a deliberative democratic approach based on the premise that given enough information people can make an informed choice. The theory underpinning a citizens' jury is that, given enough information about a topic, a small representative sample of a community can deliberate with conscience and arrive at a decision which is informed, and which is reflective of community values. The cornerstone of this approach is that jurors arrive at an informed position, rather than merely providing their initial 'gut' reaction to an issue, as may occur with other approaches.

This methodology has close ties to the principles of community participation, community ownership and empowerment. It respects and values people's ability to have control over their lives by encouraging people to interpret and meet their needs in a way, which recognizes their knowledge, skills and experience. While "subject experts" have an important role in determining how to address specific problems, members of the public can also make an invaluable contribution. A non-professional perspective can offer meaningful insights.

In January 2017, the NSW State Emergency Service was awarded funding from the Office of Emergency Management, NSW Department of Justice, under its Community Resilience and Innovation program, to pilot the use of a Citizens' Jury in an emergency management context in a rural setting<sup>1</sup>.

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<sup>1</sup> The grant application was submitted by the NSW State Emergency Service, in collaboration with the University of Adelaide, University of New England and the Office of Environment and Heritage. The focus of the initial funding submission was on flood risk management and the funding body requested that the hazard be broadened to include a multi-hazard approach.

## ACKNOWLEDGEMENTS

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Behavioural Insights Team, Bureau of Meteorology, Clipjoint Hairdressing, NSW Department of Industry, Department of Justice, Dungog Shire Community Centre, Namoi Hotel, Narrabri Court House, Narrabri Shire Council, Narrabri Shire Local Emergency Management Committee, North West Local Land Services, NSW Police, NSW Rural Fire Service, NSW State Emergency Service, NSW Office of Environment and Heritage, University of Adelaide, University of New England, Wee Waa High School and Why Documentaries.

Adam Singer, Annemie Iles, Andrew Galvin, Annette Braunack-Mayer, Bert Gay, Bev Bartlett, Caron Miller, Chris Pearse, Daniel Boyce, Darrell Tiemens, Darren Raeck, David Morris, Jackie Street, Jane Golding, Judy Peverall, Justin Robinson, Karen Tindall, Katrina Davis, Kim Burgess, Linda Bridges, Malcolm Robertson, Megan Davies, Melissa Parsons, Myles Everden, Nicole Hogan, Paul Robinson, Peter Verwey, Robert Dunn, Rosalyn Solomon, Sally Knight, Samantha Karmel, Sandra Pires, Sarah Rushton, Sarah U'Brien, Shaun Slattery, Shauntelle Benjamin, Tony Battam.

We are also very grateful to the members of the adult and youth jury who volunteered their time to contribute their views.

## BACKGROUND

The Get Ready Narrabri Shire project was delivered as a partnership between the NSW State Emergency Service, the University of Adelaide and the University of New England and funded through the NSW Office of Emergency Management, Department of Justice, as part of its Community Resilience Innovation Program (CRIP). The pilot project used a deliberative democratic approach with two Citizens' Juries (one adult, one youth) to engage with the citizens of Narrabri Shire about the issue of emergency management and to work towards promoting the concept of shared responsibility and resilience to natural hazards such as floods, storms and bushfires.

It was anticipated that this project could build community capacity through improved knowledge and understanding by the Narrabri Shire community, its youth and key stakeholders of their risk of natural disasters and suitable mitigation strategies. Furthermore, while the suite of recommendations developed by the Jury may be specific to the Narrabri Shire, it was likely that they would be relevant to communities in other settings.

In the emergency management sector, there has been a growing recognition of the importance of community participation in emergency planning. Traditionally the approach taken by the emergency services has been to use a top down approach to instruct communities what to do. However, the National Strategy for Disaster Resilience Community Engagement Framework places strong emphasis on the need to work with communities to support them to exercise choice and take responsibility. This emphasis has been supported by a growing body of evidence that has highlighted the benefits of involving community members in issues relating to environmental problems, amongst them emergency planning processes.<sup>2 3</sup>

Furthermore, while natural disasters affect the whole of society, they have the greatest impact on vulnerable groups, including children and youth. Numerous studies have shown the importance of early engagement of young people in planning and preparedness efforts for disasters and that the approach requires more than the current educational approach.<sup>45</sup>

Deliberative methods, such as Citizens' Juries, are used in health, social and environmental research, particularly to assist the formulation of policy and strategic directions.<sup>6</sup> A deliberative forum brings together participants (jurors), usually randomly selected, to hear evidence from various experts

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<sup>2</sup> Risk Frontiers and Molino Stewart Pty Ltd (2016). **Community Involvement in Planning Research Report**

<sup>3</sup> Roberts, J and Escobar, O. (2015) **Involving communities in deliberations: A study of 3 citizens' juries on onshore wind farms in Scotland.** What Works Scotland

<sup>4</sup> Khorram-Manesh, A (2017) **Youth Are Our Future Assets in Emergency Disaster**, *Bulletin of Emergency and Trauma* v.5 (1):1-3 (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5316128/>)

<sup>5</sup> Street, J., et al. (2014) **The use of citizens' juries in health policy decision-making: a systematic review.** *Soc Sci Med.* 109: p. 1-9.

<sup>6</sup> Fish, R. D et al. (2014). **Employing the citizens' jury technique to elicit reasoned public judgments about environmental risk: insights from an inquiry into the governance of microbial water pollution.** *Journal Of Environmental Planning & Management*, 57(2), 233-253.2.

(witnesses) in the field. Depending on the topic, jury members can be drawn from a particular group in society (e.g. school children) or be chosen to reflect the diversity of the whole community.

The jury process provides an opportunity for people with no prior knowledge of an issue to learn, understand and discuss that issue. Following the presentation of the evidence, participants consider a key question(s) and seek a consensus view that reflects the joint decision(s) of all participants in relation to the question. This agreed view is generally presented as a list of recommendations. A Citizens' Jury both educates people and respects what they can bring to complex and challenging issues; it can therefore be transformative for the people who participate in them. Furthermore, particularly in small communities, jury participants can become effective champions for the jury's outcomes.

Citizens' Juries are assisted in their task by a skilled facilitator. The jury can be convened using a range of different formats depending on the topic, who is participating in the jury, available funding and its location. A jury can meet several times over a number of months for an evening or a day, over a couple of weekends or simply meet for one day. The membership can range from 20-100 people and ideally includes a broad range of demographics (age, gender, social economic status, employment status) as well as life experience.

Recruitment to a Citizens' Jury also can be achieved using different strategies. Recent strategies have included selecting jurors from those who respond to a random mailout to 6000 households or a mailout to ratepayers from a Council, or engaging a recruitment company. Recruitment companies use the electoral roll to contact people by phone and invite them to participate. The jury is then drawn from this pool of interested people ensuring that the final make-up of the jury represents a diverse range of people. These strategies incur significant financial costs.

## THE ISSUE

The number of natural disasters occurring is on the rise and, while they are becoming less deadly, the number of people affected by disasters is increasing. Extreme weather events, environmental degradation and variations in a community's ability to prepare, cope and respond when affected, has resulted in the growing economic and social costs of natural disasters.

Empowering communities to be disaster resilient is being recognised as a strategy to address this problem. Disaster resilience is the capacity of communities to prepare for, absorb and recover from natural hazard events and the capacities of communities to learn, adapt and transform towards resilience. It is a shared responsibility among individuals, households, communities, businesses, Government and non-Government organisations.

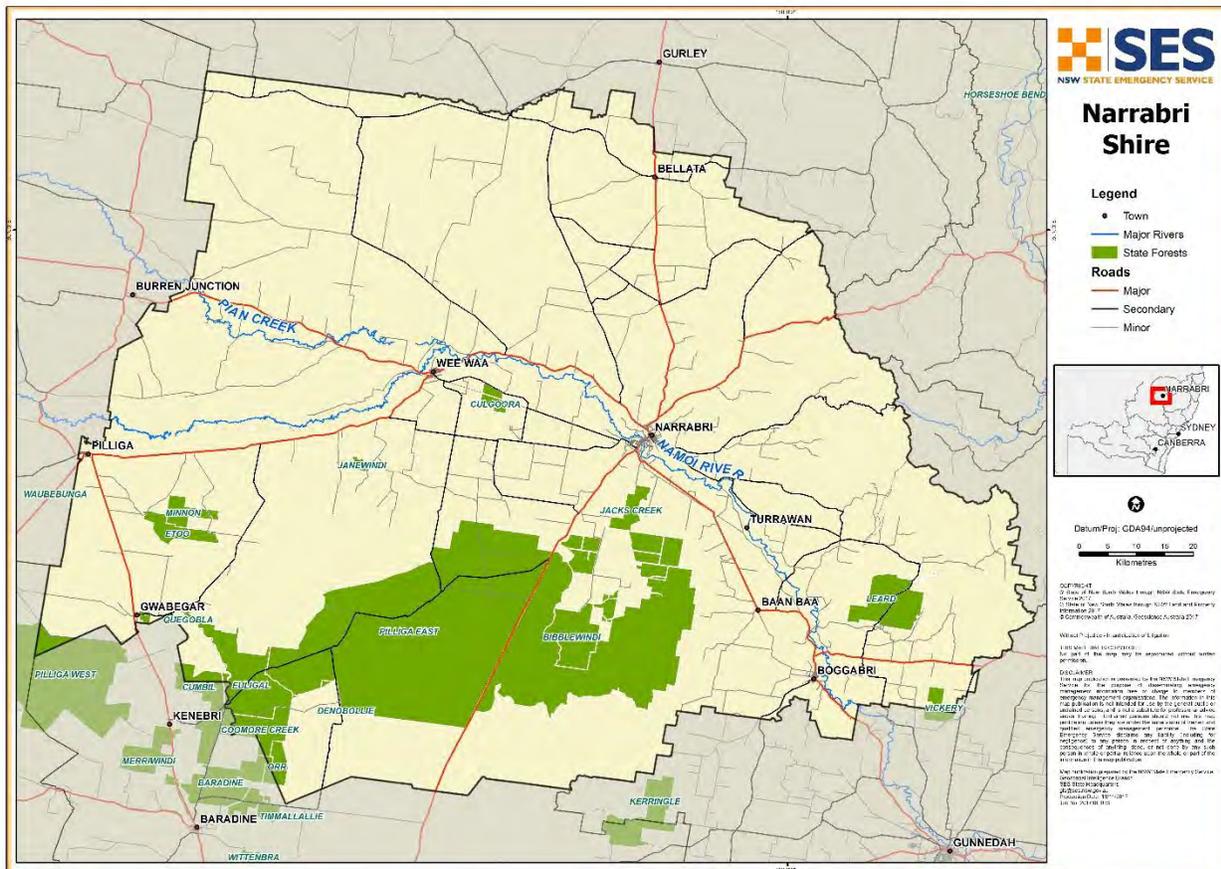
The intention of the Get Ready Narrabri Shire Citizens' Jury project was to identify how the community, businesses, Government and non-Government organisations and emergency service organisations can work together to reduce the impact and cost of a natural disaster in the Narrabri Shire.

The Juries were held in Narrabri Shire, an inland region in northern New South Wales, Australia. Narrabri Shire has a population of about 14,000 residents and covers an area of around 13,000 square kilometres. It is located in the heart of the Namoi Valley in the North West slopes and plains of New South Wales. The town of Narrabri is located on the Namoi River floodplain and is the administrative

centre of the Shire. Narrabri Shire has a number of smaller satellite towns, the two biggest being Wee Waa (population 1,563) and Boggabri (population 866).

The town of Narrabri has a complex flood regime due to the flat topography and multiple tributaries that cross the town. During large floods, the town becomes isolated into 12 islands. Major floods have occurred in the area on average once every ten years. Due to the long history of flooding in Narrabri, the people of Narrabri are generally very aware of and experienced with floods when compared to other areas of NSW<sup>7</sup>. Wee Waa can also be subjected to regular floods and, while the town is protected by a levee bank, surrounding properties will experience isolation. Boggabri, situated on the banks of the Namoi River, does not experience flooding. The Pilliga Forest, some 3000 km<sup>2</sup> of semi-arid woodland, also poses a significant bushfire risk to residents of the Narrabri Shire.

**Map 1 Narrabri Shire**



<sup>7</sup> Risk Frontiers and Molino Stewart Pty Ltd (2016). **Community Involvement in Planning Research Report**

## OUR APPROACH

The aim of the Get Ready Narrabri Shire project was to conduct two Citizens' Juries (Adult and Youth) to:

- (1) Enhance community engagement and develop capacity and community resilience with respect to emergency situations in Narrabri Shire;
- (2) Understand community views about responding to emergencies such as floods, storms and bushfires;
- (3) Encourage a diverse range of Narrabri Shire residents to become community experts, leaders and champions in the field of emergency management strategies;
- (4) Encourage key agencies and businesses in Narrabri Shire to work together to develop community resilience;
- (5) Prepare a list of recommendations of strategies that can be used to minimise the harm to the Narrabri Shire community in the event of a natural disaster;
- (6) Record and document a Citizens' Juries process through a film documentary and
- (7) Highlight the potential role for Citizens' Juries in community engagement in natural disaster management.

A project lead team was established to oversee the project: NSW State Emergency Service: Samantha Karmel, project manager; Katrina Davis, Deputy Region Controller, Namoi Region; Sarah Rushton, Community Engagement Program Support Officer and Narrabri Unit SES volunteer. Professor Annette Braunack-Mayer, University of Adelaide and Dr Melissa Parsons, University of New England. The project was approved by the University of Adelaide's Human Research Ethics Committee (approval number H-2017-129).

Due to its geographical location, conducting a Citizens' Jury in Narrabri Shire presented a number of challenges. It was important that the Jury was viewed as a whole of Shire initiative rather than simply focusing on the town of Narrabri; this therefore required that residents from outlying satellite towns, such as Wee Waa and Boggabri, had the opportunity to participate as well as people who lived on properties. Similarly, the presentation of the evidence by "experts" would involve not only local experts but also potentially professionals who lived outside Narrabri Shire, from as far afield as Sydney and Coffs Harbour.

The Adult Jury was convened over a weekend, Saturday 16<sup>th</sup> and Sunday 17<sup>th</sup> September 2017, with a meet and greet for the Jurors on the evening of Friday 15<sup>th</sup> September. For the Youth Jury, Wee Waa High School was approached to conduct an abridged version of the adult Jury during the school day on Friday 15<sup>th</sup> September.

## COMMUNITY SURVEY

A community survey was undertaken prior to the Jury. The aims of the survey were to:

1. Assess the community's understanding of their individual level of risk of a natural hazard
2. Assess the community's level of preparedness for a natural hazard

3. Determine community attitudes regarding who is responsible for determining what actions to take during an event
4. Assess levels of understanding in the community about the process of a Citizens' Jury
5. Provide the Jury with evidence regarding the attitudes and preparedness of their Narrabri Shire community.

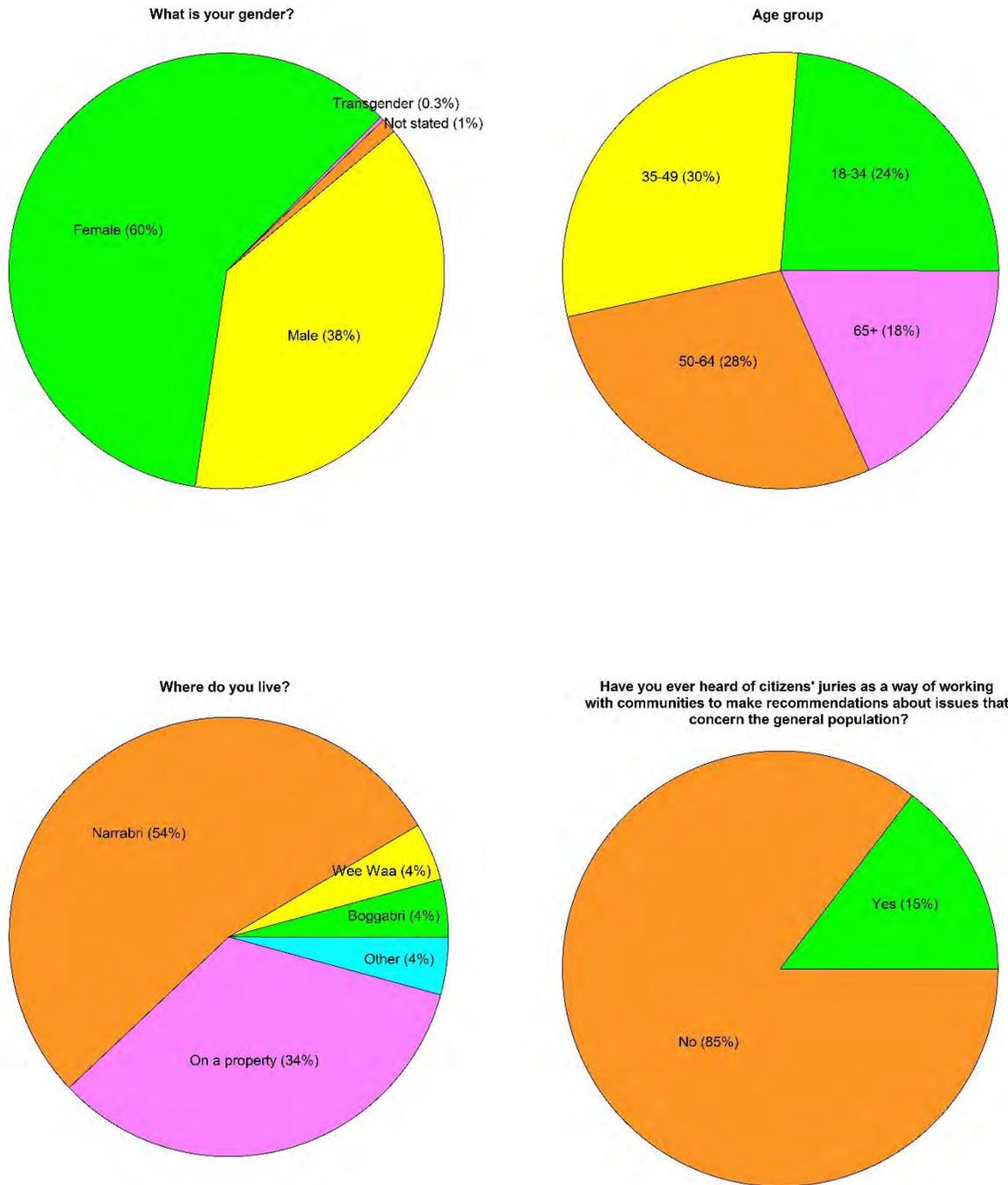
The survey took the form of a questionnaire (see Appendix 7) delivered face to face by NSW SES volunteers, using the online survey platform Socialsuite. Face to face surveys were undertaken at the monthly Saturday markets in Narrabri, the annual Eulah Creek Machinery Day and with local Narrabri businesses. The survey could also be completed online; links were distributed through existing networks (Stakeholder Reference Group members), through Facebook (including the Narrabri Courier newspaper and the Narrabri SES Unit) and other online channels. The survey was open for three weeks with three hundred and fifty (350) completed surveys required for the results to be statistically significant.

A logo was developed to support the project (see Appendix 1). The NSW SES volunteers who undertook the face to face surveys wore T-shirts printed with the project logo. The logo was also used for all project-related printed material.

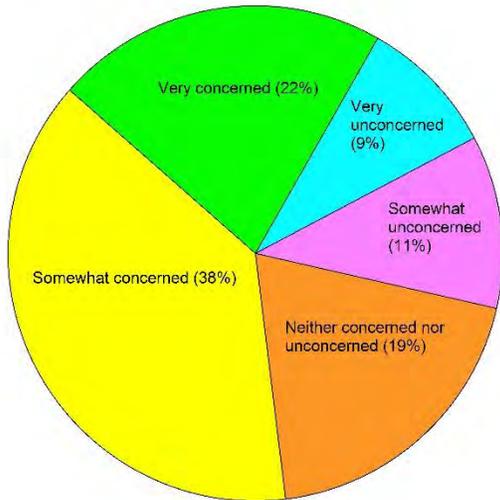
The survey was analysed using descriptive statistics. A total of 354 surveys were completed with the face-to-face survey collection method being significantly more effective than online. While a greater proportion of people who completed the survey were female (60% female), the survey was undertaken by a broad range of age groups. Of those surveyed, 54% lived in Narrabri, 34% lived on a property in the Narrabri Shire, with the remaining either living in Boggabri, Wee Waa or another location. The concept of a Citizens' Jury was largely unfamiliar to most respondents (85%).

Most survey respondents were somewhat concerned that their home or business could be affected by a natural hazard. Most survey respondents believed that they were somewhat or very prepared for a flood, storm or bushfire, while 19% believed that they were unprepared. When asked which statement best describes what should happen in a flood, storm or bushfire so that people stay safe, most respondents answered that there should be a middle ground where residents and emergency services work together to plan for and make decisions about their best course of action. However, 35% of respondents believed that emergency services should be able to direct people to take certain actions, and people should do those actions when asked while 14% believed that people should be able to make their own decisions about where to go and what to do, as long as they are well informed and prepared. These findings highlight the range of views about emergency preparation and response held by residents of the Narrabri Shire.

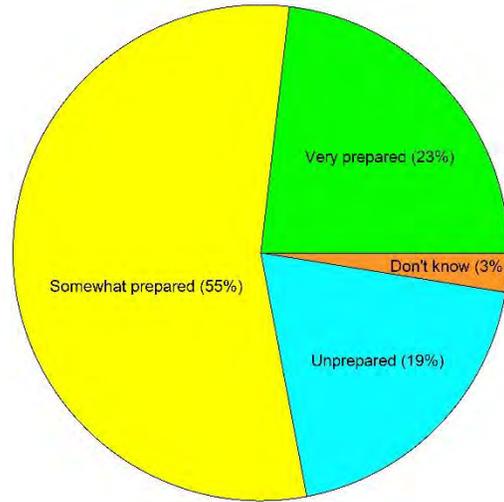
Figure 1 Community Survey Results



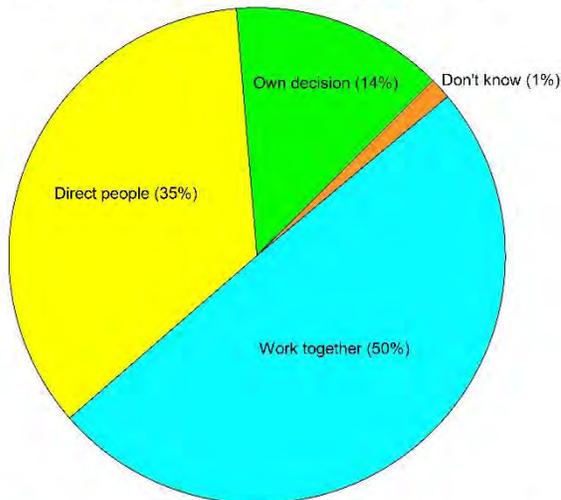
How concerned are you that your home and/or business could be affected by a flood, storm or bushfire?



How well prepared do you think you are for a flood, storm or bushfire?



Which of the following statements best describes your view on what should happen in a flood, storm or bushfire so that people stay safe?



- People should be able to make their own decisions about where to go and what to do, as long as they are well informed and prepared.
- Emergency services should be able to direct people to take certain actions, and people should do those actions when asked.
- There should be a middle ground where people work closely with emergency services before, during and after emergencies to plan for and make decisions about their best course of action.
- Don't know

## STAKEHOLDER ENGAGEMENT

Effective stakeholder engagement was critical to the success of this project. It was important to work closely with the local Narrabri Shire community in order to develop the content of the Jury program, have the most appropriate people present the information and maximize the opportunity for whole of community involvement.

The project was presented to the Local Emergency Management Committee (LEMC)<sup>8</sup>. Through this forum, links were made with key people who have a role in the management of emergencies and a Stakeholder Reference Group (SRG) was established to further support the project (see Appendix 2). The SRG was asked to provide feedback in relation to the program content and appropriate expert witnesses.

The SRG convened three times via teleconference over the four months leading up to the Citizens' Jury. This group provided valuable information regarding possible witnesses and enabled further promotion and awareness of the project through the members' networks.

## THE ADULT JURY

### JURY CHARGE

A critical element in conducting an effective Citizens' Jury is to ensure that the question posed to the Jury is clearly defined and appropriately focused. Broad and vague questions can leave a jury unclear about their remit; very constrained questions can frustrate a jury, which can see the need to explore contextual factors.

The jury question was workshopped at a day meeting attended by Samantha Karmel, Annette Braunack-Mayer and Melissa Parsons. After feedback from NSW SES staff, the question was refined to:

*In floods, bushfires and storms, emergency services may ask or direct people to take certain actions. People may decide to do something different. How can everyone work together to keep people in Narrabri Shire safe?*

The question incorporated a multi hazard aspect and aimed to explore the issue of community and emergency service agencies working together (shared responsibility) to reduce the impacts of natural disasters. The question acknowledged that, whilst emergency services provide advice and support to communities, people often make their own choices, and these are not always in line with what is regarded as "safest" by emergency services. For example, people may stay to defend during a bushfire, choose not to evacuate but shelter in place, or attempt to cross floodwater.

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<sup>8</sup> The LEMC is responsible for the preparation of plans (EMPLAN) in relation to the prevention of, preparation for, response to and recovery from emergencies in the local government area. The committee has a planning function only. It is specifically excluded from becoming involved in operations. (This planning approach does not replace any one agency's internal responsibilities; rather it is designed to compliment them in the event of an emergency).

## JURY PROGRAM

The Jury was conducted over three days. Friday evening provided an opportunity for the Jurors to meet and get to know each other; this acted as an “icebreaker” and improved the capacity for the Jury to work together effectively over the duration of the Jury. On Saturday, the Jury was presented with the evidence and Sunday focused on the deliberation. The Jury process is an intensive experience for the Jurors and requires a high level of concentration and critical thinking. Jurors are expected to be able to both absorb information and actively discuss and debate sometimes challenging issues. The Jury program (see Appendix 13) provided regular breaks, with morning tea, lunch and afternoon tea scheduled into the day

The program followed a logical structure, focused around organisational approaches to emergency management and natural hazards, community perspectives on natural disasters, and strategies for preparing for and responding to a natural disaster. The first day covered emergency management systems, hazard exposure and mitigation strategies, decision-making and risk perception, community response of a natural disaster, bringing about behaviour change, preparing for and responding to floods, storms and bushfires, and animal management .

The program included plenary sessions, small group workshops and a final formal deliberation. Plenary sessions allowed Jurors to hear from experts on specific topics and to ask questions from the floor. Sessions were also conducted in a world café format with small groups of five or six people to rotate through the different topics. This method provided more informal discussions and greater opportunity for interaction between the jurors and the witnesses.

The second day was the Jury deliberation. Through group exercises, the Jury was led through a structured decision making process to develop and prioritise recommendations in relation to the charge.

## WITNESS SELECTION

Witness selection aimed to utilise the skills and experience of the people from the local region as much as possible. There were fourteen people presenting to the Jury, with 50% being local to the region. Presenters represented a broad range of organisations: NSW Police, Bureau of Meteorology, NSW Office of Environment and Heritage, North West Local Land Services, Narrabri Shire Council, NSW State Emergency Service, NSW Rural Fire Service, Dungog Shire Community Centre, the Behavioural Insights Team and the University of New England. Presenters were asked to deliver a ten minute presentation on their specified topic in simple language in a non-threatening and empowering manner.

## JURY RECRUITMENT

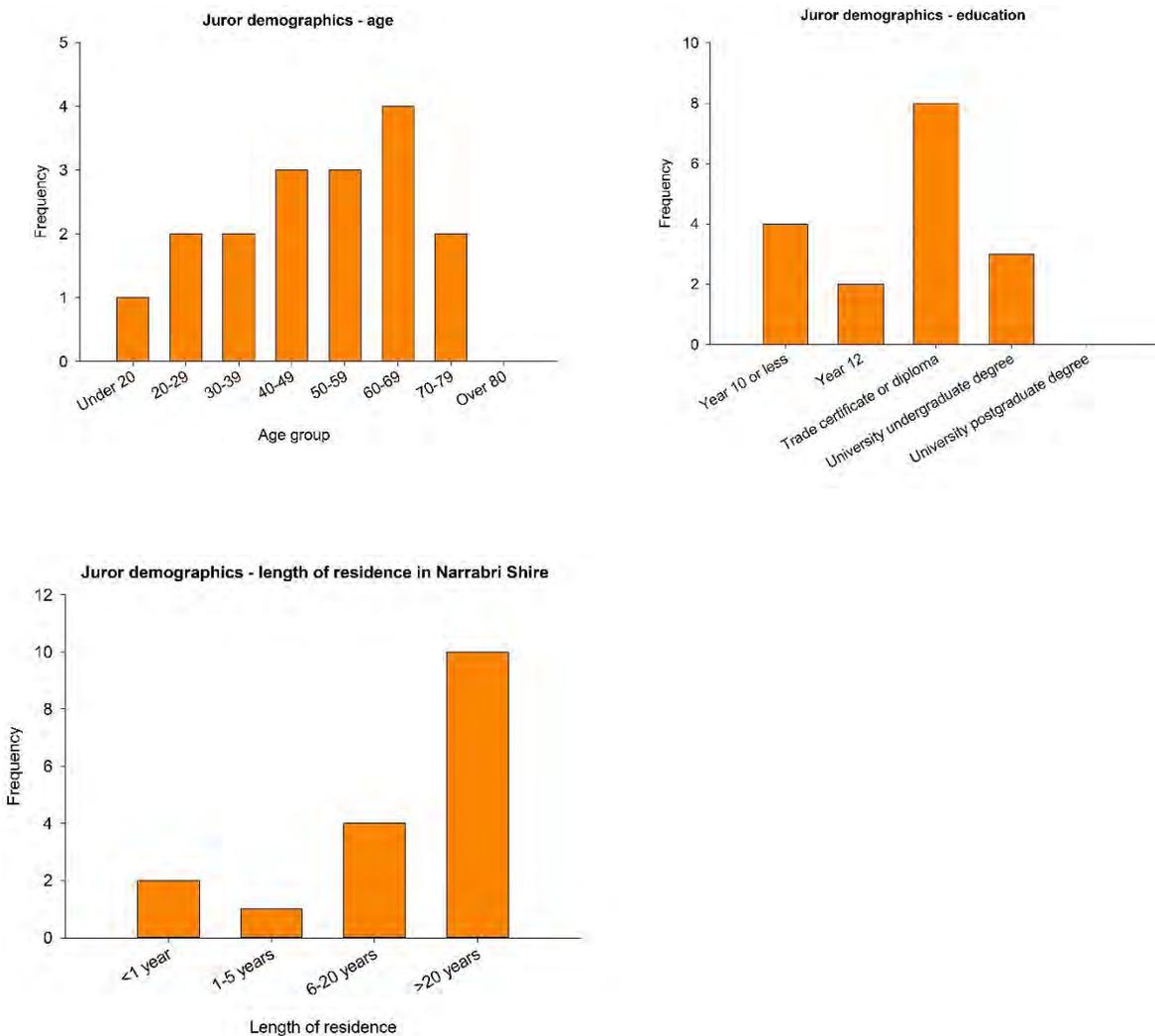
A range of strategies were used to recruit participants to the Adult Jury. Whilst undertaking the community survey, people were asked opportunistically if they were interested in participating in a Citizens’ Jury and their name and contact details taken if they were interested. They were then followed up later. There were newspaper articles in the Narrabri Shire Courier, posts on social media and flyers distributed and placed around shops and meeting places in the Shire inviting Narrabri Shire

community residents to put in an expression of interest to participate in the Jury (see Appendix 10 and 11). Targeted recruitment and word of mouth was also used.

People who expressed interest were contacted by the Community Engagement Program Support Officer based in Narrabri who explained the process. Potential Jurors were provided with a Participant Information Sheet for both the Jury and the Film Documentary, as well as the consent forms (see Appendix 3 and 4) in line with the University of Adelaide ethics approval. Each Juror who attended the whole Jury received an honorarium of \$300.

Twenty people were recruited to the Jury, twelve women and eight men. Two men withdrew at the last minute and did not attend the Friday night dinner. On the Saturday morning, another male Juror had to withdraw as the acoustics of the venue made it hard for him to hear. Therefore, twelve women and five men made up the final Jury. The figures below outline the demographics of the Jurors

**Figure 2 Demographic of Jury Members**



The jury was representative of the Narrabri Shire population. The adult population of the Narrabri Shire is made up of 67% people under 59 and 33% people over 60. The jury was composed of 65% people under 59 and 35% people over 60. However, females were over represented on the jury: they made up 71% of the jury while only representing 50% of the Narrabri Shire population. Levels of education within the jury were moderately representative of the population: jurors with education up to Year 12 level made up 35%, jurors with a certificate or diploma made up 47% and with a degree made up 18% while these levels are 70%, 19% and 7% respectively in the Narrabri Shire population.

## THE DELIBERATION AND RECOMMENDATIONS

On Sunday 17<sup>th</sup> September, the Jury was taken through a number of activities to assist them with processing the information presented to them by the witnesses the previous day. Through individual work, group work and whole of group discussions, the Jury was asked to reflect on the Jury charge:

*In floods, bushfires and storms, emergency services may ask or direct people to take certain actions. People may decide to do something different. How can everyone work together to keep people in Narrabri Shire safe?*

They were asked to focus on what types of actions would help the Narrabri community keep themselves safe during a natural disaster. These actions were grouped into similar themes and Jury members were asked to individually assign their votes (each Juror had 10 votes they could allocate) to what they felt would be most effective. The Jurors could give one action all their 10 votes, or they could distribute their votes to a number of different actions. Through this process, the Jury derived 16 recommendations, which are listed below, with the number of votes it received in the brackets.

1. Have a comprehensive information communication plan involving all services working together (workshops, slogans, skill development, community meetings) (17)
2. Have a community emergency expo event (17)
3. Have local community wardens and committees to plan and advise with locals and liaise with emergency services (16)
4. Make mental health services funded and available after an event (12)
5. Use radio, TV, social media and information boards to provide directions to people (11)
6. Vets to give talks about animal preparedness (11)
7. Prepare community-wide emergency response plans with churches and volunteer organisation (10)
8. Help others including neighbours to have an evacuation plan (10)
9. Fire services to door knock to check water preparedness (10)
10. Provide resources and agency-help to help people to prepare properties (9)

11. Conduct an “are you okay” campaign (RUOK) after a natural disaster (9)
12. Use local identifiable people to provide information (8)
13. Supermarkets and councils work together to make emergency packs available (7)
14. Provide an info pack with contacts for recovery activities (6)
15. Letter drop an example of an emergency plan (5)
16. Help people to get other peoples’ contacts (5)

## ANALYSIS

The jury proceedings were fully transcribed. The qualitative data were analysed thematically to draw out the main issues pertinent to the recommendations. Preliminary analysis of data from the jury, observations and reflective accounts occurred as the data was collected. Additional themes and issues emerging from the data was obtained during more involved analysis of the proceedings.

The thematic approach involves:

- Repeated reading of the transcribed manuscript.
- The identification of themes as they emerge from the text.
- The listing of themes and the noting of connections between them.
- The collation of data relating to each theme and grouping segments of text by theme.
- The development of categories within each theme.
- A description of the categorised data and overall themes.

The Get Ready Narrabri Citizens’ Jury identified a range of issues which it believed impacted on individuals’ and the community’s ability to prepare for a flood, bushfire or storm event. These included:

### **Inadequate infrastructure to support event mitigation:**

Jurors described concerns about:

- stormwater drains in the centre of Narrabri which were not adequate to meet a large storm event and were not cleaned often enough
- tree canopies along rural roads which posed a danger in a bushfire or storm event
- poor house numbering which prevents identification of particular properties in an emergency
- inadequate water supply coverage in a bushfire
- poorly maintained rural dirt roads
- poor mobile phone and internet coverage
- frequent interruptions to electricity supply in outlying forest areas
- lack of automated stream gauge data for flood prone waterways and
- inadequate radar coverage for warning of incoming storm events

### **Insufficient hazard reduction controlled burns in high-risk areas:**

Jurors were very supportive of the work conducted by the emergency services but did query the reduction in controlled burns in recent years.

### **Concerns about development plans, which permit building in high-risk areas:**

Jurors expressed concern about continued building in areas at high risk for flood and fire. Jurors suggested that consultation on planning approvals should be wider, that risk of fire or flood should have a higher profile in zoning arrangements and that the availability of flood risk information should be more widely advertised for tenants as well as landowners.

### **Inadequate resources to respond effectively during an event:**

Jurors indicated a need for:

- better flood barriers to prevent cars driving on closed roads
- better signage on closed roads to indicate detour options
- more generators for nursing homes and similar organisations
- centres open for people in heatwave emergencies
- a system for delivery of urgent medications
- improved training for skills needed by emergency services
- improved recruitment strategies for emergency services.

### **Inadequate knowledge in community about the planned emergency response:**

The jury indicated that they were surprised at how little many of them knew about how emergency response was planned and conducted. They expressed concern about apathy in the area, which deterred people from pursuing active preparation for emergencies, however also considered that perhaps people were not able to find or process information, which could help them to prepare. There was a general call for improved education to support better preparation for an emergency. This ranged from general education about weather and how to respond in an emergency to more specific issues. For example, as one juror commented: *"We think there is an educational role for us to explain and educate more widely how to interpret weather predictions. You hear people say that there is a 20% chance of rain, what does that mean?"*

The jury expressed particular concern about not knowing where the designated evacuation points were. In addition, they specifically recommended more education about when it is appropriate to call the NSW SES, improved access and understanding of flood maps and simple slogans similar to 'slip, slop, slap' to remind people about the importance of preparation.

The jury supported both community and emergency services' approaches for preparing communities in the Narrabri area for a bushfire or flood emergency, seeing the community as a key stakeholder in emergency preparation. It advocated a multi-faceted approach including community-specific plans as a key component of community preparedness and effective community responses during and after an event. For example, in order to form individual and community emergency evacuation and response plans, the jury participants highlighted the need for the community to understand how the emergency services will respond and what steps individuals could take to alert emergency services to their plight in those cases where mobile phone communication is not available. Therefore, some items considered particularly important pertaining to direct management of emergency response were included in the top ten recommendations from the jury.

The jury was motivated by a range of beliefs and shared values including:

- A strong emphasis on an integrated emergency services response in working with communities
- Perceived lack of knowledge and skills in the community to support preparedness, particularly a lack of understanding of how emergency response is organised in the Narrabri area
- Perceived gaps in infrastructure which could affect the ability of communities to prepare effectively and ultimately impact community safety in an emergency
- Strong support for the work of the emergency services but also a desire to build capacity in the community to respond as a community and not just as individuals

The transcript of the Jury proceedings was analysed to further understand and clarify the 16 recommendations and to determine if some of the recommendations with complementary rationales, could be consolidated into areas of action. The 16 recommendations have been combined below into seven recommendations. The Jurors' rationale for their choices has also been included.

### **Recommendation 1. Have a comprehensive information and communication plan involving all services working together**

**Rationale:** The jury saw effective communication across the emergency services as crucial. This had two components – (a) ease of access to information and (b) improved involvement of community groups and the general public in the community-wide response to an emergency. Point (b) is discussed further under recommendation 3. With respect to point (a), the jurors wanted to see a more coordinated approach to communication, which simplified access to information. The jurors discussed the possibility of a single app on their mobile phones, which could combine messages from all organisations involved in emergency response and the Bureau of Meteorology. In addition, they saw value in the ongoing availability of an 'information pack', which would support the development of individual and community preparedness plans and would improve community understanding of how the emergency response is organised in the Narrabri area.

### **Recommendation 2. Hold a community expo**

**Rationale:** The jury recommended that an 'emergency expo' be held in conjunction with another event such as the Narrabri Show. The jury was keen to simplify the flow of information from the emergency services to the community and the idea of an expo builds on Recommendation 1 in providing another 'one-stop-shop' for local people to access information about preparing for an emergency.

### **Recommendation 3. Have local community wardens and committee to plan with/advise local people and liaise with emergency services .**

**Rationale:** The jurors were impressed by the story of effective community organisation post-emergency told by Sarah U'Brien from the Dungog community. They saw a role for a central coordinator whose remit would be to build and coordinate similar organisational capacity in the Narrabri area. This would include involvement of churches and other community groups as well as the formation of local committees with volunteer wardens in local sections. This approach would provide not only a greater community understanding of the issues but offer a better conduit for information in an emergency; it would also mean an improved knowledge of on-the-ground vulnerabilities and strengths. Furthermore, the Jury believed that people would trust and respond better to direction from a local whom they know well.

The Jurors suggested a number of strategies that could support this recommendation. They proposed establishing a locally recognised emergency alert system where people could hang a flag or card on a door handle or fence post to indicate that they were OK, had left or needed help. Jurors also suggested that some individuals could be trained in particular skills, such as chainsaw use, without having to be full volunteer members of the emergency services. They could be mobilised for preparation days, to support the elderly or those who are unable to prepare themselves adequately. At the same time, jurors were mindful that communities failed to take responsibility for emergency response and wanted more research and examination on how to overcome that.

As one juror commented:

*"How do we, as a community, motivate ourselves to get more involved....be educated and learn how to deal with emergencies? Why aren't the local community taking more responsibility for ourselves, why do we wait for the other emergency services to help us?"*

#### **Recommendation 4. Make mental health services funded and available after an event including conducting an "are you okay" campaign (RUOK) after a natural disaster**

**Rationale:** The Jury was particularly concerned about the mental health of the children and youth in the community and recommended that appropriate steps be taken to prepare, but not alarm, young people so that they would be ready to respond. They also saw a role for the community in supporting each other and providing personal contact in an emergency, neighbour with neighbour and through the engagement of community groups and youth groups. When combined with the Jury's support for a similar strategy in Recommendation 8, it is apparent that mental health was seen as an important issue for jurors. Community pre-planning was seen as an essential element for a more resilient and prepared community as such a community could respond effectively in an emergency and thereby reduce mental health issues. However, even with effective preparation the Jury recommended that funded mental health services be available for those who need it. They suggested conducting an "RUOK" day post a natural disaster (recommendation 11).

#### **Recommendation 5. During an event, coordinate a multi-channel information stream to provide consistent information**

**Rationale:** Jurors indicated that they felt that it was important during an event to coordinate a multi-channel information stream to "*coordinate information more succinctly*" including to the elderly who "*may be a little bit disconnected or not able to access those warning signs, SMS and things like that*". The jury described a number of ways in which information could be delivered including:

- through SMS messages;
- an integrated services' mobile phone app,
- school mobile phone app,
- phone and 'bush-telegraph' communication trees,
- information boards in schools, churches and at the Crossing Theatre including electronic signs on trailers

They discussed earlier communication issues, where alerts provided through phone or text were delivered in a patchy way. In particular, one juror talked about an example of miscommunication during an event:

*“One of the minor floods that happened in Wee Waa a while ago, there was an alert on your text and phone. Some people got it, some people didn't, and it was only a high river on one side and scrub water on the other side. Older people, I have heard, had packed up, waiting on their porches all day long to be evacuated and nothing happened. What happens in those circumstances? It's miscommunication... Wee Waa has a levee. They thought the levee was going to break.”*

The miscommunication caused considerable anxiety and concern to some individuals. The Jury believed that local wardens on the ground (Recommendation 3) would have a better understanding of particular vulnerabilities of the people in their neighbourhood.

The significance of using “identifiable local people” to provide information during an event was highlighted in a Juror’s comment:

*“The local SES people going around saying ‘You need to do this’, are more likely to be listened to than, say, if they brought in a truckload from Gunnedah or somewhere.”*

It is interesting to note that despite the Jurors continually highlighting how poor mobile phone and internet coverage was in many parts of the Shire, communicating through TV and social media was seen as important.

## **Recommendation 6. Prepare for natural disasters by encouraging communities, institutions and individuals to have comprehensive emergency response and evacuation plans**

These plans will be comprehensive by including the following (Recommendations 6-10,12,13,15,16)

### **1. Information provision on preparing for evacuation of animals**

**Rationale:** Jurors expressed surprise on learning of the particular hazards associated with individuals in emergency situations who are trying to save or protect their pets and livestock. They felt there was a lack of awareness in the community about this aspect of emergency planning. Furthermore, there was a place for further information provision, promotion about steps individuals could take to prepare better and how the community could support evacuation of pets in an emergency. Having veterinarians give talks to community or schools was seen as just one way that community awareness could be improved. Jurors also discussed better information provision on a) animal issues in emergencies, b) on the value of crates for smaller pets and c) awareness of last-resort emergency animal-shelters, for example at the showground. This information could help people to think through their plan for evacuation of their pets and horses as well as themselves.

### **2. Support for community-wide emergency response plans with local organisations**

#### **Rationale**

The Jury came to an understanding of “*the importance of neighbourhood involvement, and awareness and generating awareness in the community*” and questioned what was the best “*way the community can assist emergency services and the way they can work together*”. Building on Recommendation 3 of having

local wardens, the Jury saw a role for community organisations such as Rotary, Lions, CWA, and churches as well as schools and local businesses to work together to develop community-wide plans. Such plans would support a community-wide response so that community works effectively alongside the emergency services to prepare for and act during an event. The community plan might also include a phone tree or 'bush telegraph' communication plan where neighbour would contact neighbour to ensure all were safe in an emergency.

As one juror explained:

*"I think there's a role here to put in groups like Rotary, CWA and Lions as part of the emergency management. Whether the SES or whoever goes out to them, maybe once in a while and says, 'Look you are going to be called on'. They know that, maybe formalise it."*

Another suggested:

*"We thought the churches could have a huge role to play during an emergency, perhaps bigger than they might be given credit for...the churches have a huge range of resources, both in terms of buildings and people... what we think we should do is do an audit of all the resources that churches do have available to determine their suitability for use and support people during specific emergencies. There's a church in just about every settlement in Narrabri Shire. Their members are all over the shire, including the most remote rural parts of it."*

The jurors expressed their support for clearer information. They wanted:

- "to know where all the evacuation points were for each area";
- that in an emergency there would be "a community access point" or a "drop-in centre" and
- that information would be forthcoming from the council in a potential flood event as to "what is going to happen when water comes from a certain area and how high it is going to be".

### **3. Encouraging individual evacuation plans across the community**

#### **Rationale**

The community plan was seen as a valuable conduit to support the development of individual plans. Access to an example of an emergency plan was also deemed important (recommendation 15) as well as emergency packs (Recommendation 13).

As one juror explained:

*"A lot of the older generation didn't do a lot of schooling but maybe with the letter drop from the Shire, if it's feasible, an example of an emergency plan, just a A4 piece of paper and just say this is a emergency example of what a plan is, and what can be done, what would you do, and then it's up to the people to take it from there."*

A strategy to support this suggested by the Jury included a letter drop of an example of an emergency plan (Recommendation 15). The jury also recommended that "every single family or person in the community or if they are just visiting for a while" should be able to access an information pack which "outlines what they should be doing" and appropriate preparation and response in an emergency event.

The jurors suggested that this might include “making sure your neighbours have your phone numbers” (Recommendation 16) but also knowing “where your elderly neighbour is”.

As one juror noted:

*“I hope everyone has, like an emergency first aid kit in their homes, but those other two emergency kits for the flood and fire, I just thought I wonder how we can see what New Zealand has in those two packs, that we could get here in Narrabri that would actually raise money for the SES where we sell them to the community and the SES and others get the money.”*

Other jurors indicated that the information pack for residents could include advice about the sorts of items they might want to include in their emergency packs or should plan for so that

*“the precious items and stuff that you need to have – you don't necessarily have them in a pack but know where you could get them quickly.”*

#### **4. Door-knocking to check preparedness for emergencies**

**Rationale:** Door-knocking by both emergency services and designated volunteers was seen as a possible approach in preparation for an event to check, for example, property water preparedness, or leading up to an event to ensure that all in the community, (especially the elderly or people with a disability) had a reasonable opportunity to prepare.

### **Recommendation 7. Provide an information pack with contacts for disaster recovery activities**

#### **Rationale**

The Jury felt that it was important that information is readily available post disaster about activities relating to effective recovery after an event.

## **EVALUATION OF THE JURY**

Evaluation of the citizens’ jury took the form of a brief questionnaire for both witnesses and jurors. The witnesses were asked to complete the questionnaire (Appendix 17) once they had given their presentation.

The Jurors filled in their questionnaire at the end of the Jury weekend.

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## **WITNESS EVALUATION**

Witnesses (n=14) were asked about their experience and familiarity with citizens’ juries, and to comment about the utility of citizens’ juries in natural hazard management and planning.

Most of the witnesses were unfamiliar with the principles and processes of citizens’ juries prior to their participation, even though some had acted in a professional capacity in inquests, legal cases or inquiries. The witnesses generally felt comfortable with acting as a witness in the citizens’ jury. Despite their initial level of comfort, all witnesses reported the experience to be better than they had anticipated.

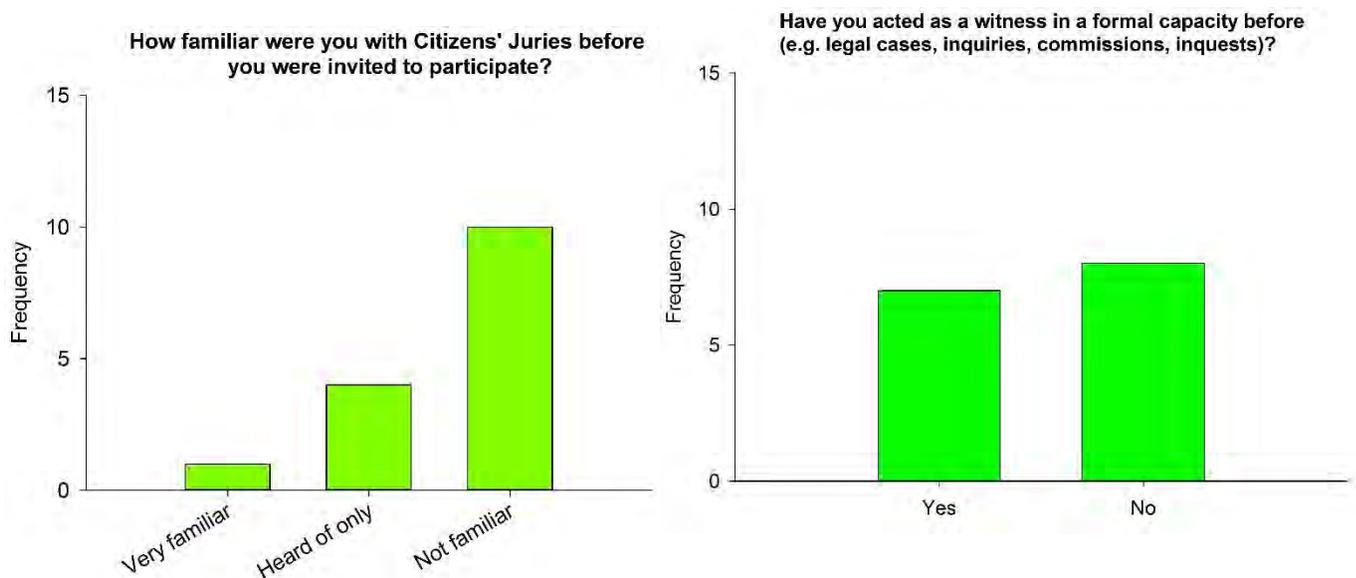
Citizens' juries were seen as a useful way to advance the practice of emergency management in NSW because they can:

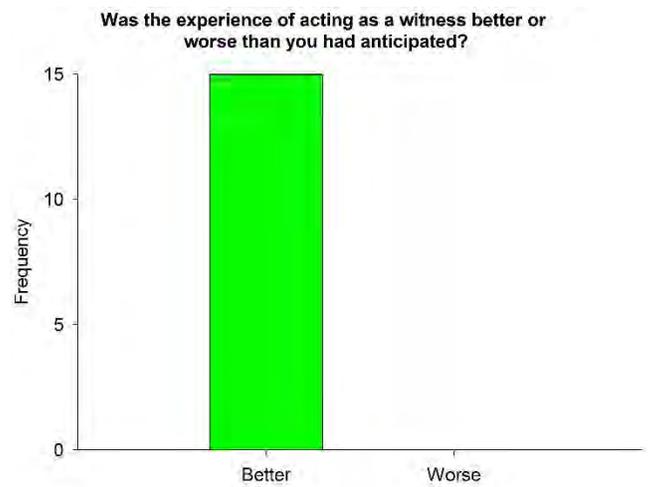
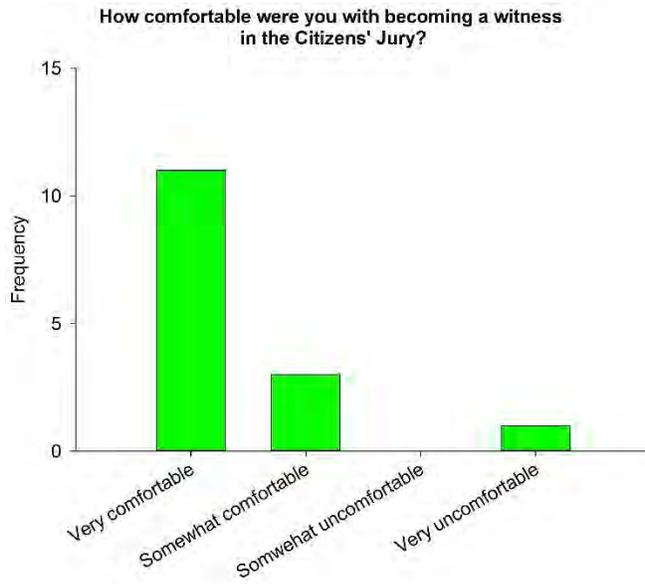
- Raise community awareness – of hazards, warnings, emergency arrangements, resourcing
- Generate new ideas for preparation and response
- Potentially lead to community level initiatives (e.g. volunteering, phone trees, planning) which increase resilience
- Gauge the level of public understanding about hazards
- Help emergency agencies understand community needs
- Give the community influence and input into policies and programs

To achieve this, the recommendations from a citizens' jury need to have a clear path to adoption, implementation and outcomes. Barriers might include funding, local versus state-level strategy, identifying local community champions, time to action and resourcing to implement recommendations. However, citizens' juries were viewed as a valuable bridge between emergency service agencies and communities in NSW:

*The process itself allows for reflection by the community about their place in the response. It [also] gives a voice to the community and public permission for emergency management agencies to take forward recommendations.*

**Figure 3 Witness Evaluation**






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## JUROR EVALUATION

Towards the end of the weekend jurors (n=17) were asked about their decision to participate in the citizens' jury and their experiences of the jury. Jurors completed a short survey (Appendix 18) consisting of 23 questions measured on a Likert scale. Jurors also had the opportunity to comment about any aspect of the citizens' jury. A sub-set of jurors (n=7) were also contacted two to three weeks after the citizens' jury for reflections about their experiences.

### *Decision to participate in the citizens' jury*

Jurors were pleased to be invited to participate and glad that their views and ideas were being sought. Some jurors were not confident with what they had to offer the citizens' jury, discussing ideas with others, or their interest in the subject matter. In contrast, other jurors were confident of what they had to offer, discussing ideas with others, and were interested in the subject matter.

Most jurors were willing to contribute their time to the citizens' jury. Most also perceived that the event could make a difference to emergency management in the Narrabri Shire, but others felt that the jury would not make a difference. There were mixed feelings about payment of the fee to participate in the jury, despite this being common practice in citizens' juries.

### *Experiences of the jury*

Jurors felt that their views were heard throughout the jury process. Jurors also enjoyed hearing the views of others.

The expertise of the witnesses was interpreted as highly knowledgeable by the jurors and was presented at a pace that the jurors could keep up with. Jurors felt that any questions they had were answered. Most jurors felt that there was enough time to reflect on and discuss issues, however, several jurors would have liked more time to discuss and reflect on issues. This highlights how one of the tradeoffs in a condensed weekend program is reflection and discussion time.

Jurors conveyed a high level of satisfaction with the organisation of the jury process. They were comfortable with their physical surroundings and had ample food and drink. Jurors were comfortable with the team facilitating the jury. Although the Narrabri Courthouse was authentic, some jurors commented on the acoustics of the Courthouse, and the difficulty of sometimes hearing what other jurors and the witnesses were saying. The facilitators adjusted the arrangement of the room and introduced microphones where possible to address this. However, the comments highlight the criticality of acoustics for an exercise largely about listening and speaking and where the hearing health of the jurors is not known in advance.

#### *Perceptions of citizens' juries*

All jurors enjoyed the experience and said that they would participate in another citizens' jury. All the jurors agreed or strongly agreed that citizens' juries are a good way to approach public participation in decision-making. Most jurors stated that they learned new things about floods, storms and bushfires in the Narrabri Shire. Jurors also stated that they would talk to others about what they learned at the citizens' jury, thereby enhancing the community engagement and learning opportunities of the jury.

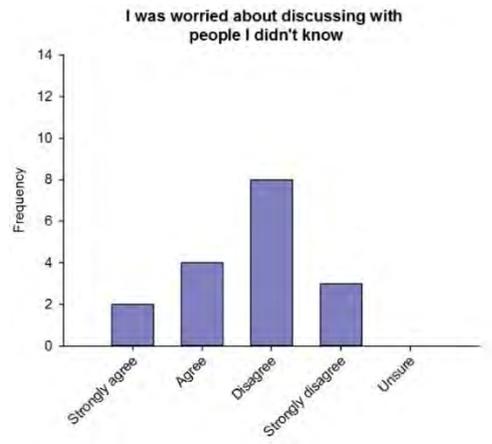
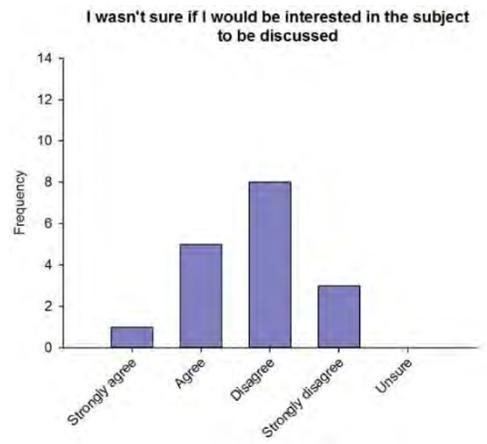
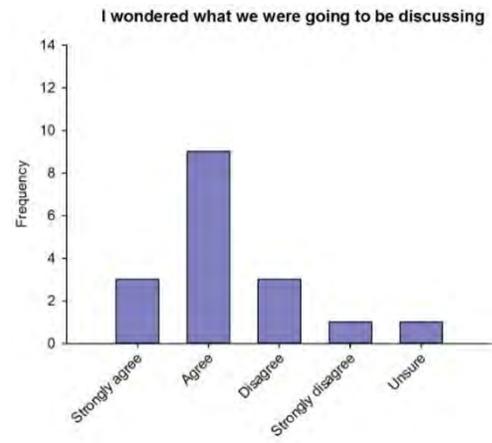
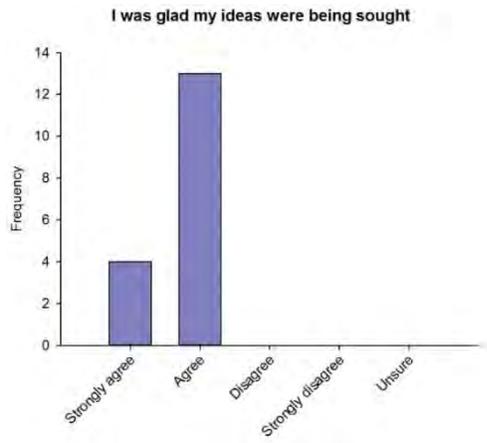
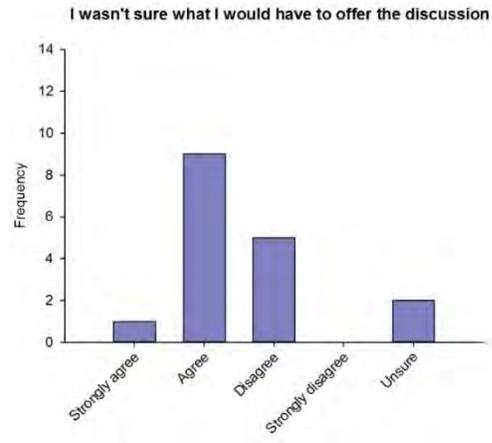
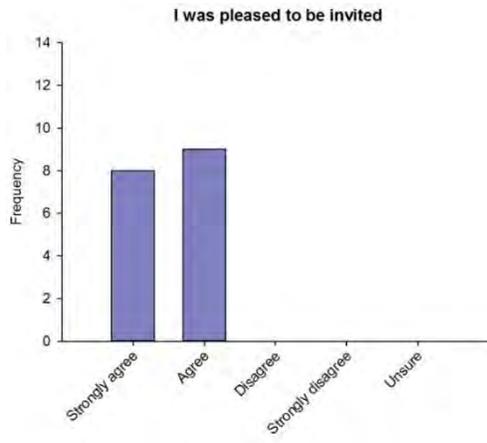
Juror comments at the end of the weekend and two weeks after the citizens' jury highlighted their enjoyment of the experience, their learning from the experience and placement in the context of their membership of the Narrabri Shire community:

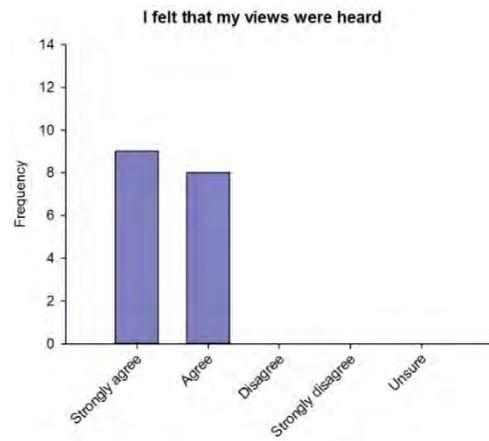
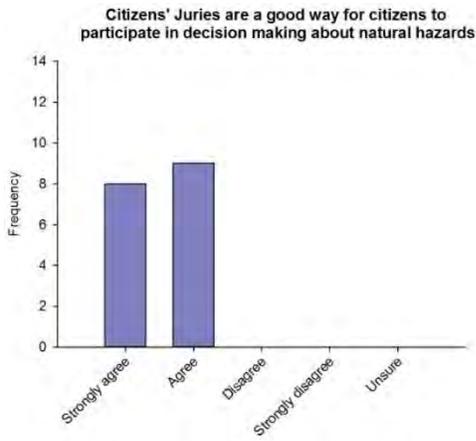
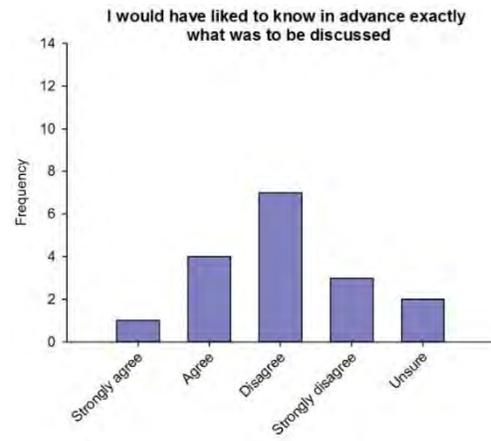
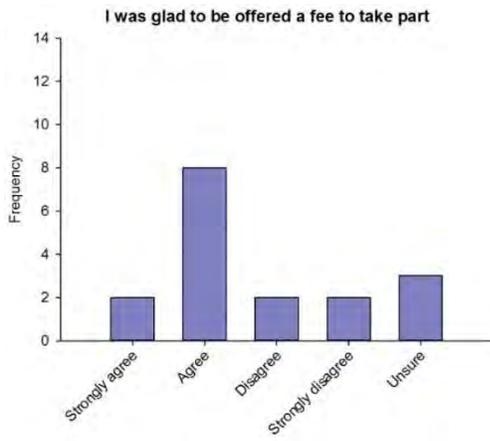
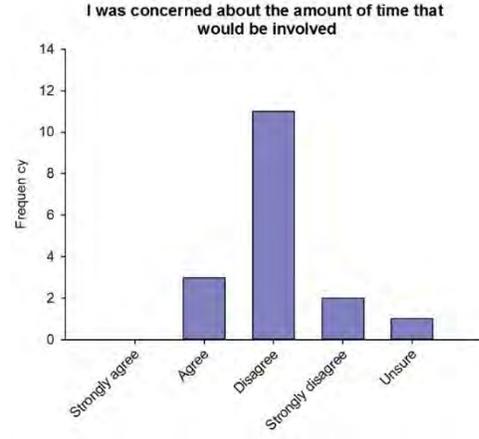
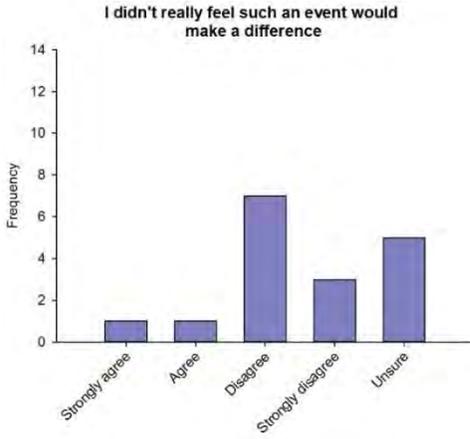
- *I found the experience informative and realised the issue was larger in scope and more complex than I realised*
- *It was a lot of information to take in but by the end I felt I had learnt a lot more about preparing and surviving natural disasters in the area*
- *It was a really good experience and I would gladly do it again and invite others*
- *No one answer and I think that things need to be allowed the time they need to be successful*
- *It has made me think that I may be of use in an emergency and I could put my hand up*
- *I particularly enjoyed listening to the speakers and their expertise on the subjects*
- *More communities should have the opportunity to workshop their emergency requirements in the same fashion*

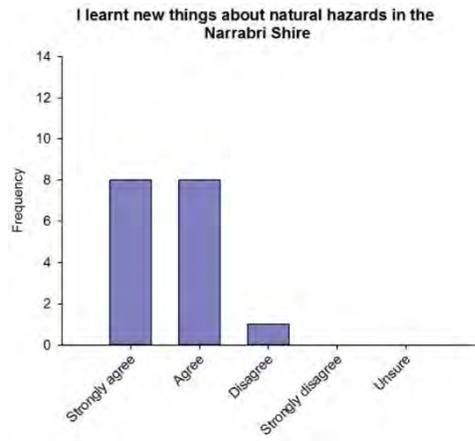
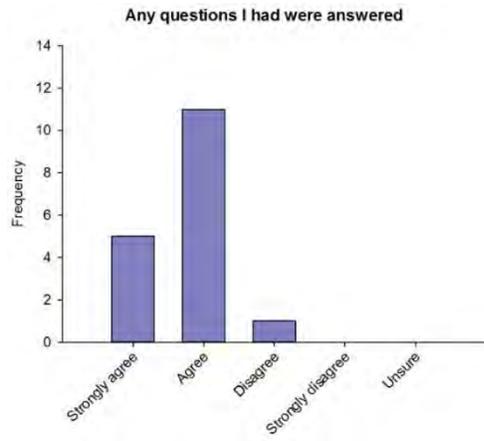
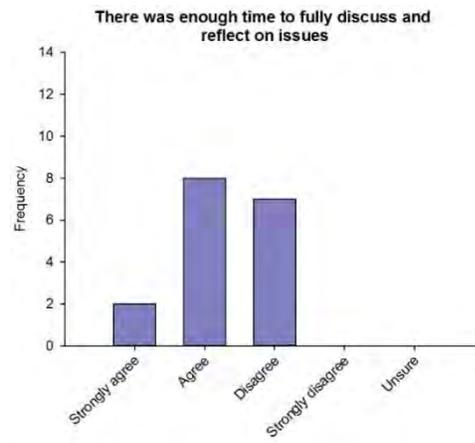
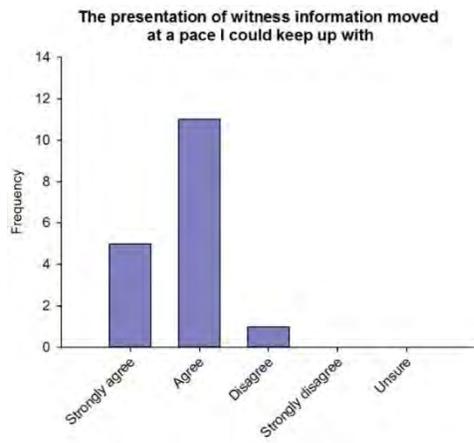
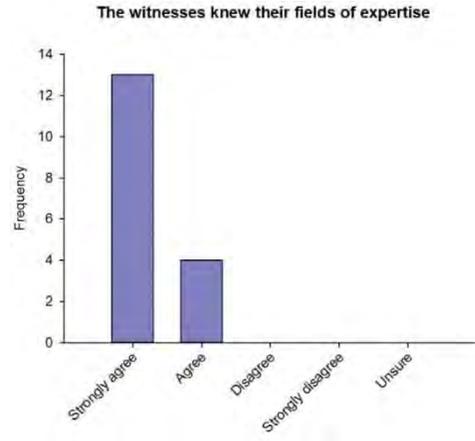
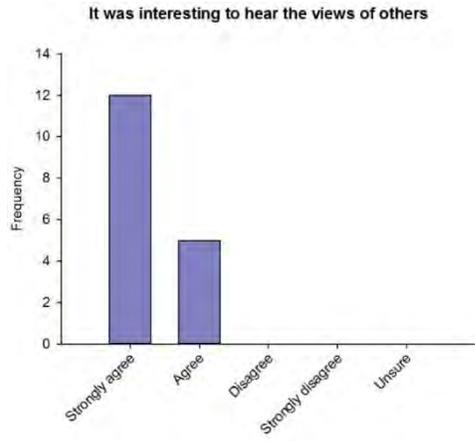
Several jurors also commented on the desire for further learning and information about the structure of emergency services in the Narrabri Shire – which organisations do what, how they are connected and the role of the community in preparing for and responding to bushfires, floods and storms in partnership with emergency services:

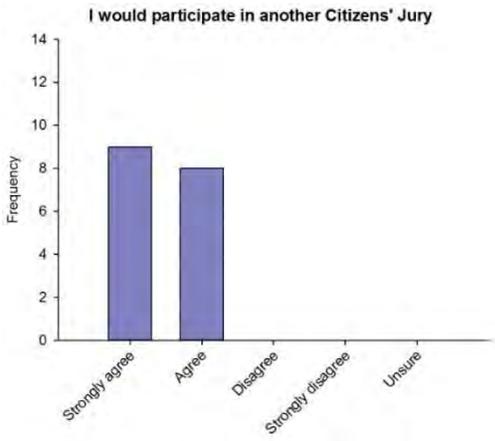
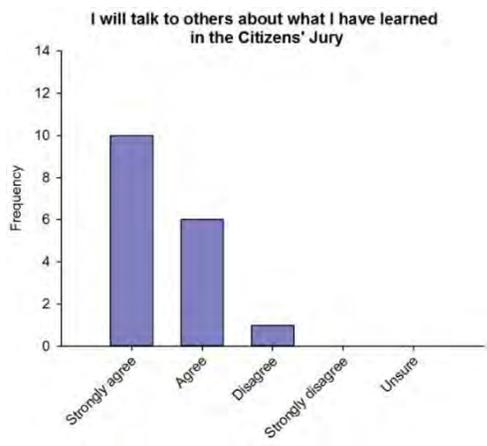
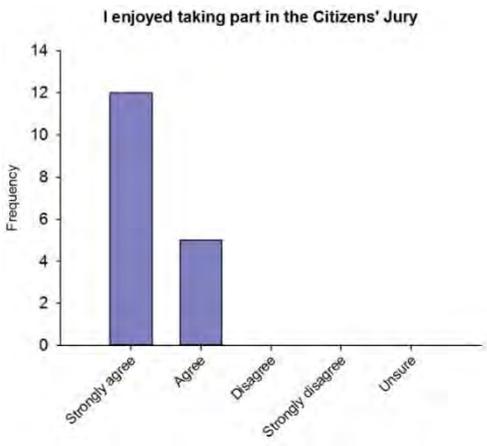
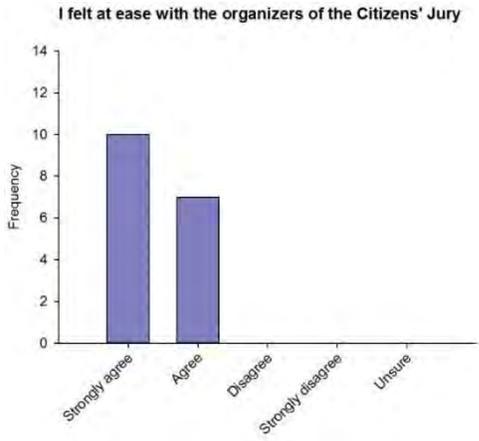
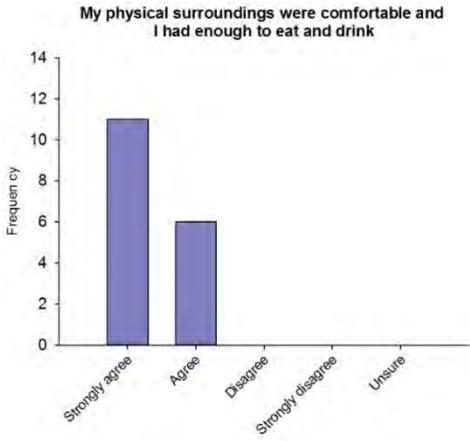
- *I would have liked a copy of all presenters' speeches and information e.g. level and flood info for Wee Waa and make up of committees*

**Figure 4 Juror Evaluation**









## THE YOUTH JURY

The Get Ready Narrabri Shire project also conducted a Youth Jury at Wee Waa High School. Wee Waa High School is located in Wee Waa in the Narrabri Shire and has a student population of 167, ranging from Years 7-12. Wee Waa High School expressed interest in some of their students participating in a Jury that looked at natural disasters. The School felt that the Jury activity would provide not only a great learning experience for their school debaters, but was relevant as Wee Waa and surrounds is subject to regular floods and is protected by a levee bank. According to the School's Senior English teacher *"Participation in the Youth Jury will teach skills in democracy, critical thinking and decision making, all skills for life."*

The Jury program was an abridged version of the adult Jury conducted over a school day. The focus of the Jury was also narrowed with the Youth Jury having the following charge:

*How can young people in Wee Waa make good decisions in a flood or potential flood emergency?  
How can the community help support that decision-making?*

The program (see Appendices) covered what is a flood and why they occur, what it is like to be in a flood and how to prepare for a flood in terms of housing, pets and personal safety. The format included plenary sessions and world café style presentations. The Youth Jury was co-facilitated by researchers from the University of Adelaide,<sup>9</sup> who were skilled in facilitation. The High School was responsible for selecting the students to participate in the activity. Students were not paid for their participation.

## YOUTH JURY RECOMMENDATIONS AND RATIONALE

Eighteen Wee Waa High School students from Year 7 to 10 participated in the Youth Jury. The program was an abridged version of the adult Jury, focusing on the natural disaster of a flood (see Appendices). Students were presented with information both using a plenary session and world café format. They were then guided through a process to determine and prioritise their recommendations. Students worked both individually and then in groups to come up with ideas to address the question. The students grouped their ideas into categories and finally came up with a list of recommendations that were then prioritised.

The youth jury provided eight recommendations for actions that young people could take to prepare for an emergency event. The jury focused on floods as a specific emergency event:

- 1. Prepare your pets (26)**
- 2. Make a plan with your family (17)**
- 3. Have a stockpile of food and supplies prepared in advance of an emergency (14)**
- 4. Prepare a bag with special items that you would need in an emergency event or would hate to lose (14)**
- 5. Know how to contact the emergency services (8)**
- 6. In a flood obey direction from the SES (4)**

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<sup>9</sup> The intention was that the researchers from the University of Adelaide would mentor a suitable local professional from the Narrabri Shire to facilitate. The person selected unfortunately had to withdraw the week before the Youth Jury was to take place due to illness and the University of Adelaide researchers stepped in and facilitated the Youth Jury.

7. Know what to do if a flood happens (dangers, where to go) (4)
8. Talk with neighbours and your community about how to prepare for an emergency (3)

Two representatives from the Youth Jury presented their findings to the Principal and Assistant Principal of their school.

## EVALUATION OF THE YOUTH JURY

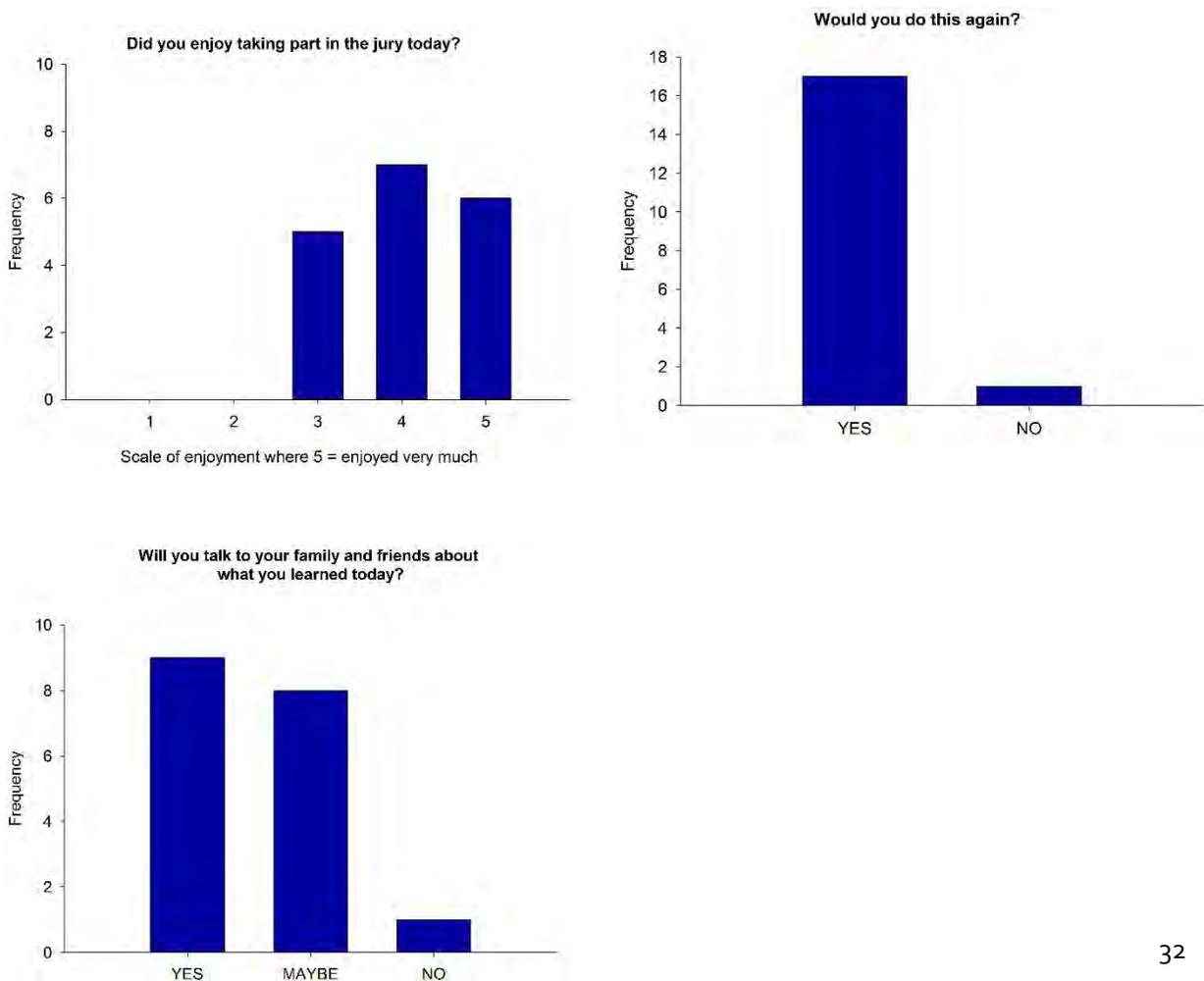
At the end of the youth jury, the participants (n=18) were asked seven brief questions about their enjoyment and experience of the day.

All of the participants enjoyed the day, although the level of enjoyment ranged from 5 (liked a lot) to 3 (liked) when asked to report on a scale of 1 to 5. All but one of the participants said that they would like to be involved in another jury day.

About half the participants said that they would talk about what they had discussed and learned in the jury day with their family and friends. The participants unanimously thought that Wee Waa would be better prepared for floods because of their recommendations.

Participants were asked about other topics they might like to examine in a jury day. Answers included: storms, bushfires, heatwaves, earthquakes, youth depression, war and soccer.

**Figure 5 Youth Jury Evaluation**



## ACHIEVEMENTS AND IMPACTS OF THIS RESEARCH

### ACHIEVEMENT OF AIMS

The Citizens' Jury research project has achieved its stated aims by:

- Holding a youth and adult Citizens' Jury to examine community views of working together for bushfire, flood and storm safety in the Narrabri Shire;
- Preparing a documentary film about the process of deliberation and the final jury outcomes;
- Engaging a range of local stakeholders in emergency management to participate in the Citizens' Jury as witnesses;
- Understanding community views of responding to and preparing for floods, storms and bushfires through jury deliberations and recommendations;
- Publishing a list of 13 recommendations that can minimise the harm to the Narrabri Shire community in the event of a natural disaster;
- Engaging a representative jury to deliberate about the options for communities and emergency services working together for safety in the Narrabri Shire;
- Undertaking community engagement about emergency management in the Narrabri Shire through the community survey, the adult jury, the youth jury and the publication of the findings in local newspapers.

### STRENGTHS AND LIMITATIONS OF THE RESEARCH

The ideas of deliberative democracy and community ownership of disaster resilience are natural companions. The strength of the Get Ready Narrabri Citizens' Jury is its self-emerged views of how communities perceive emergency management in their district and the actions they believe will improve the ways that residents and emergency services can work better together in floods, storms and bushfires.

Their recommendations, while not dissimilar from general principles and approaches to community engagement in NSW, show the importance of communication, information and coordination about hazards. Importantly though, what the jury also showed was the community desire to know more about the emergency management system in the Shire, what they can (and can't) expect to happen and how the community can become more involved in disaster planning and preparedness in encouraging individual and community level actions.

The success of the Get Ready Narrabri Citizens' Jury in hearing the views of the community provides evidence that it would be a useful part of disaster resilience programs in other areas of NSW. The Jurors enjoyed participating and all said that they enjoyed taking part and felt that their views were heard. Often there are contrasting needs, understandings and requirements of communities, individuals and agencies around aspects of emergency management such as preparation, sheltering and evacuation.

The recommendations of a Citizens' Jury provides a forum to extract meaningful input from communities, that have broad community approval and acceptance to undertake recommendations

which might lie outside the strategies, capacities or resources of traditional emergency management approaches.

The primary limitation associated with the Citizens' Jury is the need to close the loop. The Citizens' Jury is the first step in hearing from the community about their views and concerns. The next steps are to address these concerns as adjusted inputs into programs, policies or decisions, and reporting back to the jury the impacts of their recommendations. This phase of implementing jury recommendations can be lengthy and require ongoing funding, particularly when the recommendations open up the need for changes to current business models or the need for multiple stakeholder solutions. There is limited scope for closing this loop in the current project because of resource limitations. The Narrabri Shire would benefit from being able to close the youth and adult Jury loops by actioning of priority recommendations, preferably led by the community. The social impact of the investment in the Citizens' Jury can extend beyond the nine months of the Jury project with further attention towards actioning priority recommendations.

#### IMPLICATIONS FOR EMERGENCY MANAGEMENT PROGRAMS IN NSW

The Narrabri Citizens' Jury has invested in hearing from people in the Narrabri Shire about what they can do, as a community, to enhance their disaster resilience. This is an important, but often under-appreciated, first step in community ownership and leadership of disaster resilience under a shared responsibility platform. The Juries recommended many options about how communities, businesses, council and emergency service agencies could work better together to keep people safe in emergencies in Narrabri Shire. These recommendations range across 1) all hazards, 2) preparation, response and recovery, and 3) communities, households, businesses and governments. The NSW Government Get Ready Program aims to build resilience at the community level and to embed community ownership of resilience programs. Following the Citizens' Jury the community are primed to realise their recommendations. Building on this through further investment in community-led programs of disaster resilience the Narrabri Shire would provide good value for money.



APPENDIX 1. GET READY NARRABRI SHIRE LOGO



## Get Ready Narrabri Shire Citizens' Jury

### Stakeholder Reference Group (SRG) - Terms of Reference

A Stakeholder Reference Group (SRG) has been formed, to support the Get Ready Narrabri Shire Citizens' Jury project being delivered by the NSW State Emergency Service in partnership with the University of Adelaide and the University of New England from April 2017-November 2017.

SRG membership is based on an organisation's role in emergency management and/or its role in the Narrabri Shire community and surrounding areas. Membership is as follows: NSW State Emergency Service, NSW Rural Fire Service, Narrabri Shire Council, Office of Environment and Heritage, University of New England, University of Adelaide, NSW Police.

A requirement of membership of this SRG is that members are able to attend the meetings via teleconference. The SRG will convene via teleconference monthly from June – October 2017.

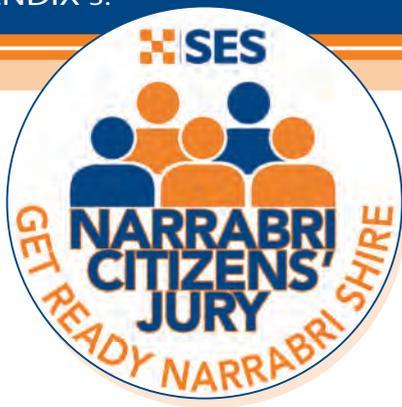
Role of the Get Narrabri Shire SRG and its members:

1. Provide their organisation's perspective on the issues, by sharing relevant past, current and emerging issues.
2. Support and advocate for the Citizens' Jury process. This process benefits from wide promotion and public discussion, which the SRG can provide through their own networks and platforms.
3. Help identify the relevant themes that will inform the content of the Citizens' Jury and Citizens' Youth Jury.
4. Identify a list of key people/organisations (witnesses) who can present to the Jury with information that will enable the Citizens Jury to understand the issues at hand and the impacts.
5. Build an understanding and awareness of the Jury process in the wider community

Furthermore, as with the Citizens' Jury the SRG is a deliberative process with organisations and individuals that have different interests and perspectives. Therefore it is expected that in discussions members are: cooperative, collegial, respectful, open, honest and willing to fully participate by sharing their experience and expertise. Decisions will be made based on open and respectful discussions with the intention of reaching a consensus.

Statements to the media and/or social media activity must be made clearly in terms of it being a view representing their organisation or their individual viewpoint rather than that of the SRG.

As a matter of courtesy, NSW SES would appreciate being advised of any member's intention to speak to the media on matters relating to the Get Ready Narrabri Shire Citizens' Jury project.



## PARTICIPANT INFORMATION SHEET

**PROJECT TITLE: Get Ready Narrabri Shire Citizens' Jury**  
**HUMAN RESEARCH ETHICS COMMITTEE APPROVAL NUMBER: H-2017-129**  
**PRINCIPAL INVESTIGATOR: Professor Annette Braunack-Mayer**

Dear Participant,

You are invited to participate in the Get Ready Narrabri Shire Citizens' Jury research project described below.

### **What is the project about?**

The Get Ready Narrabri Shire Citizen's Jury looks at how Narrabri Shire residents and emergency services can work together to keep people safe in the event of a natural disaster such as a fire, flood or storm.

### **Who is undertaking the project?**

This project has been funded by the NSW Office of Emergency Management as part of its Community Resilience Innovation Program. It is being conducted by Samantha Karmel from the NSW State Emergency Service, Professor Annette Braunack-Mayer from the University of Adelaide and Dr Melissa Parsons from the University of New England.

### **Why am I being invited to participate?**

As a resident of Narrabri shire you are being invited to participate in the Get Ready Narrabri Shire Citizens' Jury.

### **What will I be asked to do?**

You will be asked to be involved in a 2 day discussion known as a Citizens' Jury together with about 19 other Narrabri Shire residents. The Jury will be held over the weekend of the 16th and 17th September 2017. It will include an evening meet and greet of Jury members on Friday 15th September and then participation in the Jury on Saturday 16th September (9am-5pm) and Sunday 17th September (9am-4pm). The jury discussion will be led by an experienced facilitator. During the day a number of people will present information to you about how natural disasters are managed, including preparation and response. The information will be presented in plain English. Your job as a member of the Jury is to discuss the information provided and come up with recommendations about how Narrabri Shire residents and emergency services can work together to keep people safe in the event of a natural disaster such as a fire, flood or storm.

The information presented to the jury, as well as the jury's discussions, will be recorded and a copy of the discussion will be typed out for the researchers to look at. Only members of the research team will have access to the recording and the typed transcript of the jury discussion; your name will not be used in the transcript or in any publication resulting from the study. Researchers will also evaluate the jury process and write a report about the potential for a Citizens' Jury to contribute to effective disaster management in NSW.

We would also like to take some photos and will be producing a short 10 minute film for promotional and educational purposes. However, you may choose not to be included in these. There are two consent forms to be signed to be involved in this Citizens' Jury: one to be part of the Jury and one to be involved in the short documentary film. You can be involved in the Jury and not the documentary film. If you do not want to be in the film, then this will be noted and we will ensure that your image is not included in the film.



You will also be asked to be involved in a phone discussion with one of the researchers in the days following the Citizens' Jury and asked about your experience of the Citizens' Jury process.

#### **What you will receive for your involvement:**

- Dinner Friday evening with other members of the Jury and the project team
- Lunch and refreshments (including morning and afternoon tea on Saturday and Sunday).
- An honorarium (a thank you fee) of \$300 to make up for the time you spent being part of the Jury. This will be paid on the last day of the jury sessions and will be a transfer of \$300 to your nominated bank account. You will be required to attend all days to receive the honorarium. You do not have to complete the post-jury phone session to receive the honorarium but we would appreciate your feedback about your experiences.

#### **Are there any risks associated with participating in this project?**

The risks associated with your participation in this project are minimal. However, approximately one in five Australian men and one in six Australian women will be exposed to a natural hazard event (e.g. flood, bushfire, earthquake, severe storm) in their lifetime. About 20% of people exposed to a natural hazard event report adverse psychological effects, but most recover within 12 months. Others report positive psychological effects of exposure to a natural hazard. There is a slight possibility that you or someone in the jury may experience negative emotions by remembering their experience of a natural hazard event. If this happens then the project team will ensure that support is provided to you.

If you still feel upset after the Jury is completed then talk to your local GP, community health centre or Lifeline on 13 11 14.

#### **What are the benefits of the research project?**

We are interested in discussing your views on how communities and emergency service organisations can work together to manage emergencies in the future so that lives are not lost and damage to property is minimised. You do not have to be an expert on managing emergencies to take part. It is important to remember that there are no right or wrong views. We are simply interested in your views. While this study will provide information about how emergencies are managed in the future, your involvement may not be of any direct benefit to you or your family.

#### **Can I withdraw from the project?**

Being involved in the study is entirely voluntary and you are not obligated to participate just because we have provided to you this information. In addition, you may withdraw from the study up to the day before and on the days of the jury. To do this, simply contact the study Project Manager, Samantha Karmel, to notify us of your withdrawal. However, please be aware that once you have participated in the jury discussion and then choose to withdraw from the jury, we will be unable to delete your conversation from the recording and meeting transcripts. Furthermore, if you choose to withdraw and not attend the whole jury then you will not be eligible for the \$300 honorarium.

#### **What will happen to my information?**

The jury discussions will not have any names included but each person will be asked to introduce themselves at the start of the session using only their given name(s). Your full name will only appear on a list stored in a locked filing cabinet in a lockable office at the University of Adelaide. No other personal or health information will be



collected. In addition, the telephone feedback session will not include your name but may include a code.

Access to all research data, including the recordings of the jury discussions and transcripts will be limited to only four members of the research team. Consent forms will be kept in a lockable file at the Narrabri SES Unit and at the NSW State Headquarters, 6-8 Regent Street Wollongong. The research data will be stored in a lockable office on a password protected computer. In very rare cases, the Human Research Ethics Committee that approved this research (University of Adelaide Human Research Ethics Committee) may request to see the data as part of an audit. The data will be kept for 7 years.

Your information will remain confidential except in the case of a legal requirement to pass on personal information to authorised third parties. It is highly unlikely that there will be any such legal requirements in relation to this study but we are required to inform you of this possibility.

The data will be analysed and will contribute to a report provided to the funding body, conference papers and journals.

### **Who do I contact if I have questions about the project?**

If you have any questions you can contact Samantha Karmel who is managing the project. Her number is 02 4251 6303 or email [Samantha.Karmel@ses.nsw.gov.au](mailto:Samantha.Karmel@ses.nsw.gov.au)

### **What if I have a complaint or any concerns?**

The study has been approved by the Human Research Ethics Committee at the University of Adelaide (approval number H-2017-129). If you have questions or problems associated with the practical aspects of your participation in the project, or wish to raise a concern or complaint about the project, then you should consult the Principal Investigator, Professor Annette Braunack-Mayer, Email: [annette.braunackmayer@adelaide.edu.au](mailto:annette.braunackmayer@adelaide.edu.au), Tel: 08 8313 1694. If you wish to speak with an independent person regarding a concern or complaint, the University's policy on research involving human participants, or your rights as a participant, please contact the Human Research Ethics Committee's Secretariat on:

Phone: +61 8 8313 6028

Email: [hrec@adelaide.edu.au](mailto:hrec@adelaide.edu.au)

Post: Level 4, Rundle Mall Plaza, 50 Rundle Mall, ADELAIDE SA 5000

Any complaint or concern will be treated in confidence and fully investigated. You will be informed of the outcome.

### **If I want to participate, what do I do?**

If you are interested in being part of the Get Ready Narrabri Shire Citizens Jury, then please complete the consent form attached. If you have any additional questions that have not been answered in this information sheet then you can contact Sarah Rushton, Community Engagement Program Support Officer on 0487 146 748 or Samantha Karmel, Project Manager, on 02 4251 6303 or email her at [Samantha.Karmel@ses.nsw.gov.au](mailto:Samantha.Karmel@ses.nsw.gov.au)

Funded under the joint State and Commonwealth Natural Disaster Resilience Program



1. I have read the attached Information Sheet and agree to take part in the following research project:

**Title:** Get Ready Narrabri Shire Citizens' Jury  
**Ethics Approval Number:** H-2017-129

2. I have had the project, so far as it affects me, fully explained to my satisfaction by the research worker. My consent is given freely.
3. Although I understand that a purpose of this research project is to develop recommendations to keep people safe during natural disasters, it has also been explained that my involvement may not be of any benefit to me.
4. I understand that there will be someone (a Hansard reporter) at the Citizens Jury taking a written record of all the proceedings of the Jury.
5. I have been informed that, while information gained during the study may be published, I will not be identified and my personal responses will not be divulged.
6. I am aware that I should retain a copy of this Consent Form, when completed, and the attached Information Sheet.
7. I agree to being contacted by phone after the Jury to talk about my experience as a juror

.....  
 (signature)

.....  
 (date)

**WITNESS**

I have described to..... (name of person)

the nature of the research to be carried out. In my opinion she/he understood the explanation.

Name:..... Role in project:.....

.....  
 (signature)

.....  
 (date)



## PARTICIPANT INFORMATION SHEET (for parent/guardian) GET READY NARRABRI SHIRE YOUTH JURY

**PROJECT TITLE: Get Ready Narrabri Shire Citizens' Jury**  
**HUMAN RESEARCH ETHICS COMMITTEE APPROVAL NUMBER: H-2017-129**  
**PRINCIPAL INVESTIGATOR: Professor Annette Braunack-Mayer**

Dear Parent/Guardian

Your child has been invited to participate in the Get Ready Narrabri Shire Citizens' Youth Jury on **Friday 15th September 2017** at Wee Waa High School.

### **What is the project about?**

The Get Ready Narrabri Shire Citizen's Youth Jury looks at how Narrabri Shire residents and emergency services can work together to keep people safe in the event of a natural disaster such as a fire, flood or storm.

### **Who is undertaking the project?**

This project has been funded by the NSW Office of Emergency Management as part of its Community Resilience Innovation Program. It is being conducted by Samantha Karmel from the NSW State Emergency Service, Professor Annette Braunack-Mayer from the University of Adelaide and Dr Melissa Parsons from the University of New England.

### **Why is my child being invited to participate?**

As a student at Wee Waa High School your child is being invited to participate in the Get Ready Narrabri Shire Youth Jury. Participation in the Youth Jury will teach skills in democracy, critical thinking and decision making.

### **What will your child be asked to do?**

Your child will be asked to be involved in a discussion known as a Citizens' Jury together with about 19 other Wee Waa High school students. The Jury will be held on Friday 15th September 2017 at Wee Waa High School during school time. The Citizens' Jury will be led by an experienced facilitator. During the day there will be a number of people who will present information to the students about how natural disasters are managed. The information will be presented in a way that can be easily understood. Following these presentations, the students will have a discussion and make recommendations. The discussions will be recorded and a copy of the discussion will be typed out for the researchers to look at. Only members of the research team will have access to the recording and the typed transcript of the jury discussion. Any information your child provides will be kept private; the child's name will not be used in the transcript or in any publication resulting from the study. The recording and typed transcript will be stored for 7 years on a password-protected computer at the University of Adelaide. Your child will be asked to be involved in an informal 15 minute discussion for his/her feedback about his/her experience of the Citizens' Jury process after it has finished; this will be on Friday 15th September during school time.

### **Are there any risks associated with participating in this project?**

The risks associated with your child's participation in this project are minimal. However, approximately one in five Australian men and one in six Australian women will be exposed to a natural hazard event (e.g. flood, bushfire, earthquake, severe storm) in their lifetime. About 20% of people exposed to a natural hazard event report adverse psychological effects, but most recover within 12 months. Others report positive psychological effects of exposure to a natural hazard.



There is a slight possibility that students in the jury may experience negative emotions by remembering their experience of a natural hazard event. If this happens during the Youth Jury, the student will be provided with the appropriate support and care in line with the Wee Waa High school procedures.

If your child still feels upset then contact your local GP, community health centre or Lifeline on 13 11 14.

### **What are the benefits of the research project?**

We are interested in discussing your child's views as a young person on how communities and emergency organisations can work together to manage emergencies so that lives are not lost and damage to property is minimised. Being involved in this activity is entirely voluntary and your child may withdraw from the Youth Jury at anytime, he or she will need to simply notify the teacher attending on the day. However, please be aware that once he or she has participated in the jury discussion and then chooses to withdraw from the jury, we will be unable to delete his or her conversation from the recording and transcripts. The data collected in the youth jury will be analysed and will contribute to a report provided to the funding body, conference papers and journals.

### **Are there any costs to participate in the Get Ready Narrabri Shire Youth Jury?**

No, there are no costs attached to your child's involvement in this activity.

### **Who do I contact if I have questions or concerns about the project?**

The study has been approved by the Human Research Ethics Committee at the University of Adelaide (approval number H-2017-129). If you have any questions or concerns please contact either Sally Knight or Kim Burgess at Wee Waa High School or Get Ready Narrabri Shire Citizens' Jury project manager Samantha Karmel on 02 4251 6303 or email her at [Samantha.Karmel@ses.nsw.gov.au](mailto:Samantha.Karmel@ses.nsw.gov.au).

Alternatively you may wish to speak to the University of Adelaide, Principal Investigator, Professor Annette Braunack-Mayer, Email: [annette.braunackmayer@adelaide.edu.au](mailto:annette.braunackmayer@adelaide.edu.au), Tel: 08 8313 1694. If you wish to speak with an independent person regarding a concern or complaint, the University's policy on research involving human participants, or your rights as a participant, please contact the Human Research Ethics Committee's Secretariat on: Phone: +61 8 8313 6028

Email: [hrec@adelaide.edu.au](mailto:hrec@adelaide.edu.au)

Post: Level 4, Rundle Mall Plaza, 50 Rundle Mall, ADELAIDE SA 5000

Any complaint or concern will be treated in confidence and fully investigated. You will be informed of the outcome.



1. I consent for my child..... (name) in Year ..... to take part in the research project entitled: Get Ready Narrabri Shire Citizens Jury
2. I acknowledge that I have read the Participant Information Sheet entitled: **Get Ready Narrabri Shire Citizens' Youth Jury.**
3. I understand the discussions during the Youth Jury will be recorded.
4. I understand that while information gained during the study may be published, my child's identity and personal responses will not be divulged.
5. I am aware that I should retain a copy of this Consent Form, when completed, and the attached Information Sheet.

Parents name: ..... Signature: .....

Date: .....



## PARTICIPANT INFORMATION SHEET GET READY NARRABRI SHIRE YOUTH JURY

**PROJECT TITLE: Get Ready Narrabri Shire Citizens' Jury**  
**HUMAN RESEARCH ETHICS COMMITTEE APPROVAL NUMBER: H-2017-129**  
**PRINCIPAL INVESTIGATOR: Professor Annette Braunack-Mayer**

Dear Student

You are invited to participate in the Get Ready Narrabri Shire Citizens' Youth Jury on **Friday 15th September at Wee Waa High School.**

### **What is the project about?**

The Get Ready Narrabri Shire Citizen's Youth Jury looks at how Narrabri Shire residents and emergency services can work together to keep people safe in the event of a natural disaster such as a fire, flood or storm.

### **Who is undertaking the project?**

This project has been funded by the NSW Office of Emergency Management as part of its Community Resilience Innovation Program. It is being conducted by Samantha Karmel from the NSW State Emergency Service, Professor Annette Braunack-Mayer from the University of Adelaide and Dr Melissa Parsons from the University of New England.

### **Why am I being invited to participate?**

As a student at Wee Waa High School you are being invited to participate in the Get Ready Narrabri Shire Youth Jury. We are interested in discussing your views as a young person on how communities and emergency organisations can work together to manage emergencies so that lives are not lost and damage to property is minimised.

### **What will I be asked to do?**

You will be asked to be involved in a discussion known as a Citizens' Jury together with approximately 19 other Wee Waa High school students.

The Citizens' Jury process will be led by an experienced facilitator. During the day there will be a number of people who will present information to you about how natural disasters are managed. The information will be presented in a way that you can easily understand.

Following these presentations, you will have a discussion with your peers and make recommendations about how emergency services and people in Narrabri Shire can work together to keep people safe in the event of a bushfire, storm or flood. The discussions will be recorded and a copy of the discussion will be typed out for the researchers to look at. Your name will not be used in the typed out copy.

You will be asked to be involved in an informal 15 minute discussion with the researchers at the end of the Citizens' Jury about your experiences of the jury.

The data collected in the youth jury will be analysed and will contribute to a report provided to the funding body, conference paper and journal articles.



### **Are there any risks associated with participating in this project?**

The risks associated with your participation in this project are minimal. However, if you have previously been in a flood, bushfire, earthquake, or severe storm, there is a slight possibility that you or someone else in the jury may feel uncomfortable. If this happens then the project team will ensure that support is provided to you.

If you still feel upset after the Jury then talk to your parents/guardian, your teacher or you can call Kidsline on 1800 55 1800 or Lifeline on 13 11 14.

If you feel upset after the Jury has finished you can contact Lifeline on or your local GP.

### **Who do I contact if I have questions or concerns about the project?**

The study has been approved by the Human Research Ethics Committee at the University of Adelaide (approval number H-2017-129). If you have any questions or concerns please contact either Sally Knight or Kim Burgess at Wee Waa High School or Get Ready Narrabri Citizens' Jury Project Manager, Samantha Karmel on 02 4251 6303 or email her at [Samantha.Karmel@ses.nsw.gov.au](mailto:Samantha.Karmel@ses.nsw.gov.au).

Alternatively you may wish to speak to the University of Adelaide, Principal Investigator, Professor Annette Braunack-Mayer, Email: [annette.braunackmayer@adelaide.edu.au](mailto:annette.braunackmayer@adelaide.edu.au), Tel: 08 8313 1694. If you wish to speak with an independent person regarding a concern or complaint, the University's policy on research involving human participants, or your rights as a participant, please contact the Human Research Ethics Committee's Secretariat on: Phone: +61 8 8313 6028

Email: [hrec@adelaide.edu.au](mailto:hrec@adelaide.edu.au)

Post: Level 4, Rundle Mall Plaza, 50 Rundle Mall, ADELAIDE SA 5000

Any complaint or concern will be treated in confidence and fully investigated. You will be informed of the outcome.



1. I, ..... (students name) in Year ..... consent to take part in the research project entitled: **Get Ready Narrabri Shire Citizens Youth Jury**
2. I acknowledge that I have read the attached Participant Information Sheet entitled: **Get Ready Narrabri Shire Citizens' Youth Jury.**
3. Although I understand that a purpose of this research project is to develop recommendations to keep people safe during natural disasters, it has also been explained that my involvement may not be of any benefit to me.
4. I understand the discussions during the Youth Jury will be recorded.
5. I have been informed that, while information gained during the study may be published, I will not be identified and my personal responses will not be divulged.
6. I agree to be part of a discussion after the Youth Jury to talk about my experience of the Citizens' Jury process. This will be done on Friday 15th September during school time.
7. I understand that I can withdraw from participating in the Youth Jury with no consequences.
8. I have had the project, so far as it affects me, fully explained to my satisfaction by the research worker. My consent is given freely
9. I am aware that I should retain a copy of this Consent Form, when completed, and the attached Information Sheet

.....  
(signature)

.....  
(date)

**WITNESS**

I have described to ..... (name of student)

the nature of the research to be carried out. In my opinion she/he understood the explanation.

Name: ..... Role in project: .....

Funded under the joint State and Commonwealth Natural Disaster Resilience Program



## Pre Jury Community Survey

### i) Face to face mode

Good morning/afternoon. We are conducting a short survey about community views in relation to people's actions in a flood, storm or bushfire. It will take about 5 minutes. We will not be asking any personally identifying information and all information you provide will be confidential and used for analysis purposes only. Here is an information sheet about the project if you would like it.

Are you happy to proceed with the survey?

**Q1. How concerned are you that your home and/or business could be affected by a flood, storm or bushfire?**

- Very concerned
- Somewhat concerned
- Neither concerned nor unconcerned
- Somewhat unconcerned
- Very unconcerned
- Don't know

**Q2. How well prepared do you think you are for a flood, storm or bushfire?**

- Very prepared
- Somewhat prepared
- Unprepared
- Don't know

**Q3. In floods, bushfires and storms, emergency services may ask or direct people to take certain actions. People may decide to do something different. Which of the following statements best describes your view on what should happen in a flood, storm or bushfire so that people stay safe?**

- People should be able to make their own decisions about where to go and what to do, as long as they are well informed and prepared.
- Emergency services should be able to direct people to take certain actions, and people should do those actions when asked. People who don't take those actions must fend for themselves.
- There should be a middle ground where people work closely with emergency services before, during and after emergencies to plan for and make decisions about their best course of action.
- Don't know

**Q4. Have you ever heard of citizens' juries as a way of working with communities to make recommendations about issues that concern the general population?**

- Yes
- No



**Q5. What is your age?**

- 18 - 34
- 35 - 49
- 50 - 64
- Over 65

**Q6. Do you live on a property or in a town?**

- On a property
- In Narrabri
- In Wee Waa
- In Boggabri
- Other

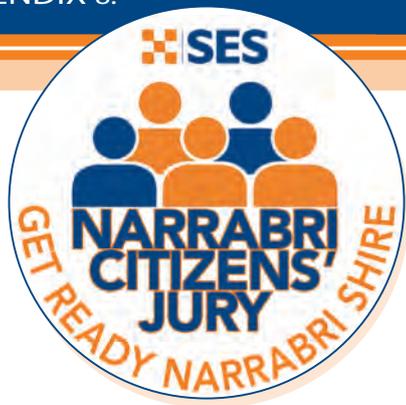
**Q7. What is your gender?**

- Male
- Female
- Transgender
- Prefer not to say

**THANK YOU**

Funded under the joint State and Commonwealth Natural Disaster Resilience Program





## PARTICIPANT INFORMATION SHEET

### Get Ready Narrabri Shire Documentary Film

**PROJECT TITLE: Get Ready Narrabri Shire**  
**HUMAN RESEARCH ETHICS COMMITTEE APPROVAL NUMBER: H-2017-129**  
**PRINCIPAL INVESTIGATOR: Annette Braunack-Mayer**

Dear Participant,

You are invited to participate in the Get Ready Narrabri Shire Citizens' Jury Documentary Film described below.

#### **What is the project about?**

The **Get Ready Narrabri Shire Project** looks at how the Narrabri Shire community and emergency organisations can work together to keep people safe in the event of a natural disaster such as a fire, flood or storm.

#### **Who is undertaking the project?**

This project has been funded by the NSW Office of Emergency Management as part of its Community Resilience Innovation Program. It is being conducted by Samantha Karmel from the NSW State Emergency Service, Professor Annette Braunack-Mayer from the University of Adelaide and Dr Melissa Parsons from the University of New England.

#### **Why is a documentary film being made?**

As part of the Get Ready Narrabri Shire project a short documentary film is being made. The purpose of this film is to record the process of how a Citizens' Jury works as well as provide an insight into the role of the Jurors and the impact of the Citizens' Jury process on Jurors.

#### **Why am I being invited to participate in this documentary film?**

As a resident of Narrabri Shire you are being invited to participate in the Get Ready Narrabri Shire Citizens' Jury and therefore also invited to be part of the film. Being part of the Jury does not mean you have to be involved in the film. We will be asking for people's separate consent; that is you will consent to be on the jury and then you can consent to be in the film. You can participate in the Jury but not be part of the film.

#### **What will I be asked to do?**

In addition to being filmed as part of the Jury process during the Saturday 16 and Sunday 17 September, you may be asked to be interviewed on film about your involvement in the Citizens' Jury.

#### **What you will receive for your involvement in the film?**

You will not receive anything for participating in the film

#### **Are there any risks associated with participating in the film?**

The risks associated with your participation in this project are minimal. However, approximately one in five Australian men and one in six Australian women will be exposed to a natural hazard event (e.g. flood, bushfire, earthquake, severe storm) in their lifetime. About 20% of people exposed to a natural hazard event report adverse psychological effects, but most recover within 12 months. Others report positive psychological effects of exposure to a natural hazard. There is a slight possibility that yourself or someone in the jury, may experience negative emotions by remembering their experience of a natural hazard event. If this happens then the project team will ensure that support is provided to that person.



### **Can I withdraw from the project?**

Being involved in the film is entirely voluntary and you are not obligated to be in the film just because you are on the Jury. Simply, contact the Project Manager, Samantha Karmel on 02 4251 6303 or speak to her on the day filming is happening to let us know you no longer want to be involved in the film. However, once the final production of the film has been completed you will not be able to withdraw your consent.

### **So where will the documentary film be shown.**

The film may be hosted on the NSW SES YouTube site and NSW SES website and may also be used for promotional purposes in the area of community engagement and involvement in planning.

### **Who do I contact if I have questions about the documentary film?**

If you have any questions you can contact Samantha Karmel who is managing the project.

Her number is 02 4251 6303 or email [Samantha.Karmel@ses.nsw.gov.au](mailto:Samantha.Karmel@ses.nsw.gov.au)

If I want to participate in the documentary film?

If you are happy to be part of this film please sign the attached photo and film consent form.

We thank you for your interest in being involved in the Get Ready Narrabri Shire Documentary Film project.

Yours sincerely,

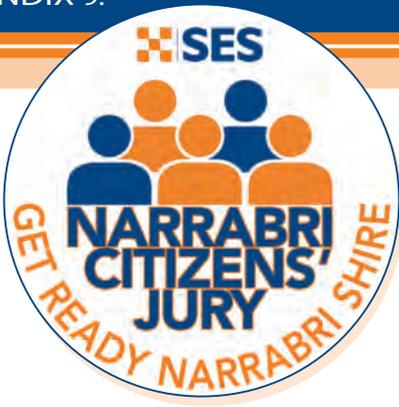
**Annette Braunacke-Mayer** (Chief Investigator, University of Adelaide)

**Katrina Davis** (Deputy Region Controller, Namoi Region, NSW State Emergency Service)

**Samantha Karmel** (Project Manager, NSW State Emergency Service)

**Melissa Parsons** (Researcher, University of New England)

**Sarah Rushton** (Community Engagement Program Support Officer)



1. I, ..... (please print name) consent to take part in the research project entitled: **Get Ready Narrabri Shire Citizens Jury Documentary Film**
2. I acknowledge that I have read the attached Information Sheet entitled: **Get Ready Narrabri Shire Citizens' Jury Documentary Film**
3. I have had the project, so far as it affects me, fully explained to my satisfaction by the research worker. My consent is given freely.
4. I have been informed that this documentary film may be placed on online platforms such the NSW SES website and the NSW SES YouTube channel.
5. I understand that I am free to withdraw from the project at any time up until the draft documentary film has been finalised.
6. I am aware that I should retain a copy of this Consent Form, when completed, and the attached Information Sheet.

.....  
 (signature) (date)

**WITNESS**

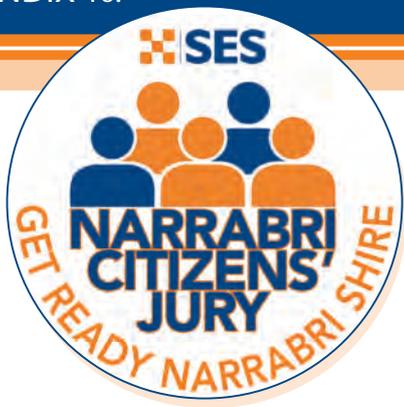
I have described to ..... (name of person)

the nature of the documentary film being produced. In my opinion she/he understood the explanation.

Role in project: .....

Name: .....

.....  
 (signature) (date)



## Get Ready Narrabri Shire

I would like to express my interest in participating in the Get Ready Narrabri Shire Citizens' Jury which is being held in Narrabri on Friday evening 15th September (meet and greet dinner), Saturday 16 and Sunday 17 September

I am providing my contact details so I can be contacted for the purpose of being involved as a Juror.

Full Name: .....

Email Address (please print clearly): .....

Mobile Contact: .....

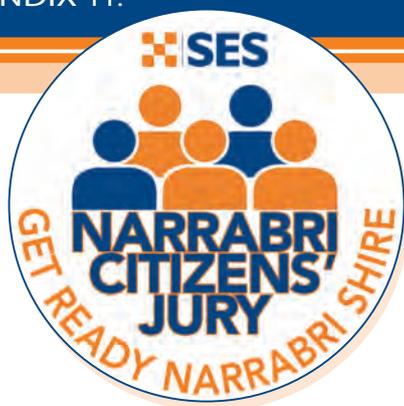
I live in (please circle):            Narrabri            Wee Waa            Boggabri            on a property

Age: .....

This project has approval from the University of Adelaide Human Research Ethics Committee, Approval number H-2017-129.

Funded under the joint State and Commonwealth Natural Disaster Resilience Program





# Get Ready Narrabri Shire

Have you always wondered what it would like to be part of a real life Jury?

**Do you want to have your say and help keep residents of the Narrabri Shire safe during floods, storms and bushfires?**

The **Get ready Narrabri Shire project** is looking for people to sit on a Citizens' Jury to work on how we can work together to keep people in Narrabri Shire safe in the event of a natural disaster.

The Citizens' Jury is being held in Narrabri and runs for three days:

Friday 15th September (6.30-8.30pm)

Saturday 16th September (9am – 5pm)

Sunday 17th September (9am – 4pm)

If you attend all three days then we would like to thank you for your time by way of a \$300 thank you fee.

To register your interest in being involved then please ring Sarah on 0487 146 748 or go to <https://your-say.ses.nsw.gov.au/Narrabri>

This project has approval from the University of Adelaide Human Research Ethics Committee, Approval number H-2017-129.

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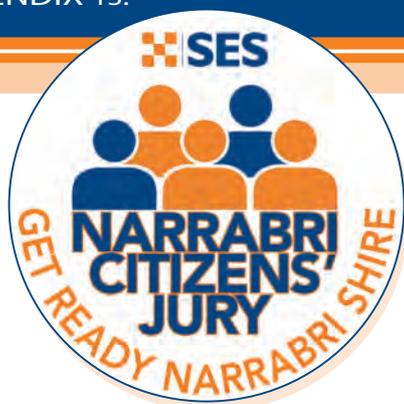
To register your interest in being involved or to find out more about the project please ring Sarah Rushton on 0487 146 748 or go to <https://yoursay.ses.nsw.gov.au/Narrabri>

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## Jury Charge

In floods, bushfires and storms, emergency services may ask or direct people to take certain actions. People may decide to do something different. How can everyone work together to keep people in Narrabri Shire safe?

Facilitator: Annette Braunack-Mayer

**DAY 1:** Friday, 15th September 2017 (6pm-9pm) **Dinner**

**DAY 2:** Saturday, 16th September doors open at 8.30am **Narrabri Shire Court House**

**Day 3:** Sunday, 17th September doors open at 8.30am **Narrabri Shire Court House**

## Get Ready Narrabri Shire Citizens' Jury Program

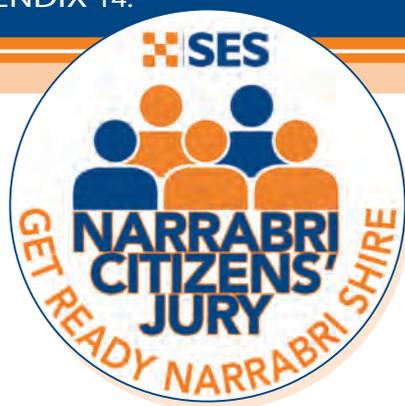
TIME	TOPIC		PRESENTERS
9 - 9.45am	Welcome & Jury Procedure	Welcome to jurors & introduction of staff Project Overview	<b>Samantha Karmel</b> Senior Project Officer NSW SES
		Citizen jury process, role of Jury, rules of procedure, discussion of ground rules & critical thinking	<b>Annette Braunack-Mayer</b> Facilitator University of Adelaide
9.50 - 10.15am	Background to Emergency Management	What is emergency management and who are the emergency services?  Emergency planning-local, State & National – legal aspects, laws & regulations	<b>Robert Dunn</b> Local Emergency Operations Controller
		Natural disasters in Australia - what are the impacts in terms of fatalities & costs.  What do the concepts of 'shared responsibility' & 'community resilience' mean?	<b>Nicole Hogan</b> Assistant Commissioner Director Emergency Management NSW SES
		Question & Answer panel	
10.15 - 11.15am	Natural Hazard Risks	Group 1 Flood, bushfire & storm forecasting	<b>Jane Golding</b> Manager, NSW/ACT Weather Service- <b>Justin Robinson</b> Regional Hydrology Manager for New South Wales Bureau of Meteorology
		Climate change & its influence on natural hazards	<b>Malcolm Robertson</b> Senior Project Officer Office of Environment and Heritage
		Group 2 Flood Mapping & Flood Studies Planning for flood risk	<b>Daniel Boyce</b> Manager, Planning and Regulatory Services Narrabri Shire Council <b>Andrew Galvin</b> Region Controller, Namoi Region NSW SES
		Group 3 Bushfire Risk Mapping & planning for Bushfires	<b>David Morris</b> Acting Fleet Manager Narrabri Shire Council
		Whole group discussion with all presenters out front to answer questions.	



TIME	TOPIC	PRESENTERS	
11.15 - 11.45am	30 min BREAK		
11.45 - 12.45pm	What's a natural disaster like from a community perspective?	The Dungog Experience	<b>Sarah U'Brien</b> Manager, Dungog Shire Community Centre
		Decision making & thinking under stress Post Traumatic Stress Disorder	<b>Shauntelle Benjamin</b> School of Behavioural, Cognitive and Social Sciences University of New England
		Behavioural Insights	<b>Karen Tindall</b> Senior Advisor The Behavioural Insights Team
		Any extra questions, write them down & bring them to the big group after lunch	
12.45 - 1.30pm	45 mins LUNCH		
1.30 - 2.00pm	Debrief morning session, feedback & opportunity for questions?		
2.00 – 3.00pm	Preparing for and responding to a natural disaster	Group 1 Floods & Storms	<b>Tony Battam</b> NSW State Emergency Service Narrabri Unit Local Controller
		Group 2 Bushfires	<b>Michael Brooks</b> Team Manager Rural Fire Service
		Group 3 Managing animals in a disaster	<b>Megan Davies</b> District Veterinarian North West Local Land Services
30 min BREAK			
3:30 - 4:20pm	Jury identifies evidence they still need		
4:20 - 4.30pm	Day 2 instructions		
ADJOURN			
Sunday 9.00 - 3.15pm	The Deliberation Discussion of the evidence presented on Saturday and determining what recommendations to make		
3.15pm	Delivery of the Recommendations		

This project has approval from the University of Adelaide Human Research Ethics Committee, Approval number H-2017-129.

Funded under the joint State and Commonwealth Natural Disaster Resilience Program



**Youth Jury Program**  
**Wee Waa High School**  
 Friday 15th September 2017

**Jury Charge:** How can young people in Wee Waa make good decisions in a flood or potential flood emergency?  
 How can the community help support that decision-making?

**Facilitators:** Annette Braunack-Mayer and Jacqueline Street      **Hansard reporter:** Judy Peverall

**Observers:** Katrina Davis (NSW SES, Namoi region), Sally Knight and Kim Burgess (Wee Waa High School)

TIME	CONTENT AREA	ISSUES COVERED	PRESENTERS
9.10 - 9.30am	Welcome & Jury Procedure	Welcome to jurors / Introduction Introduction charge and agenda Ground rules	Samantha Karmel Jackie Street Annette Braunack-Mayer
9.30 - 10.00am	What's a severe weather event like - a personal experience from Dungog Q and A	Personal impact on her and her children	Sarah U' Brien
	Flooding in Wee Waa	Students share their experience	
	Why and how do floods occur?		Melissa Parsons
	Student group work – what else might you need to know to help you answer the question – feedback to whole of group and questions answered		
<b>20 min Break</b>			
10.00 - 10.10am	Risks of entering floodwater – NSW SES Real People, true Stories videos	Peter's Story – Plan ahead Sonya's Story – Always that unknown risk	
10.50 - 11.40am	World Café: 3 groups of students 15 mins at each table	Animals in floods – District vet - Local Land Services Decision-making during emergencies Being an emergency worker in a flood	Shaun Slattery - District Vet, NW Local Land Services Robert Dunn - Narrabri Police Tony Battam - NSW SES - Narrabri unit
11.50 - 12.50pm	Small Groups	Brainstorm questions and ideas to take to panel (15 minutes) Discussion with panel	
<b>Lunch</b>			
1.20 - 2.40pm	Small group work (25 mins) primarily focusing on question 1 followed by circle discussion (25 mins). Prioritisation exercise. Discussion of how community could support their choices.		
2.45	Presentation of recommendations to Wee Waa Principal and Deputy Principal		
2.55	Evaluation and thanks		



# THE COURIER

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**KNIFE  
AND  
FORK**

PAGE 13

**INNER  
WHEEL  
CELEBRATIONS**

PAGE 4


**SUPER  
SALE  
SEASON**

PAGE 8



## 'Jury' members wanted

### How well prepared is Narrabri Shire for floods, storms and bushfires?

 By **CHALPAT SONTI**  
 editor@thecourier.com.au

Jury duty can at times be as exciting as watching paint dry, but one of a different sort that promises a lot more is coming to Narrabri next month.

The SES is holding a Citizens' Jury

as part of its Get Ready Narrabri Shire project, which aims to get the community working together to keep safe in a natural disaster.

It is a pioneering event which will be held during the weekend of September 17-19, and will require 20 locals - preferably from as wide

a range of backgrounds as possible - to mull over some important information.

Jury members will actually sit in the Narrabri Courthouse, where they will hear from a range of authorities and other knowledgeable people - including the Bureau of Meteorology,

emergency services and Narrabri Shire Council staff - about how disasters are managed, including preparation and response.

Community members will also address the jury detailing their experiences of being involved in natural disasters, their perceptions of risk and

impacts, including on their mental health.

They will also have a bit of information beforehand, as the SES has been active in the community in the past week, getting members of the public to fill out short surveys to gauge

Continued page 3

## Judging how to keep the shire safe

Continued from page 1

community attitudes about preparedness and expected responses during floods, storms and bushfires.

The survey is also available online, with a link posted on The Courier's Facebook page today.

The jury won't have to make any judgements, but its deliberations and the other information gathered will be used to hopefully contribute to more effective disaster management in the shire.

SES NSW community engagement senior project officer Samantha Karmel said she welcomed anyone who wanted to sit on the jury to apply.

Members would be paid \$300 for their time and the weekend would kick off with a meet and greet on the Friday night.

"We're looking for people from all backgrounds and from Narrabri, Wee

Waa and Boggabri," she said.

"The idea is we get all this information out there together and work out what we can do to keep people safe in Narrabri Shire."

**↑↑** This is about getting a better understanding about... how predictions are made, who decides road closures, how do people build on floodplains, what do we do with [animals] and a whole range of other things.

Which is why it was important for the community to rally together.

"For many people they think Sydney tells us what to do and Sydney's not here," Ms Karmel said.

"This is about getting a better understanding about that, how predictions are made, who decides road closures, how do people build on floodplains, what do we do with pets and livestock and a whole range of other things."

And that also recognised that people dealt with disasters in different



**SEEKING EVERYONE'S VIEWS:** SES NSW community engagement senior project officer Samantha Karmel and Narrabri deputy unit controller Peter Verwey survey locals Bridie, Peter and Ebonnie Whan at the Gypsy Rose Markets in Narrabri on Saturday.

ways - not always in accordance with the wishes of emergency services and other authorities.

"In bushfires, floods and storms emergency services often direct people to take certain actions," Ms Karmel said.

"But people choose to do different things, often based on their experience and knowledge from past events. It still all comes down to what can we do as a community to keep everyone safe. That's what we all want to do. But we're all risk-averse these days and we put out a lot of messages but sometimes people stop listening, like the boy who cried wolf."

If you are interested in being part of the Citizens' Jury, contact Sarah Rushton on 0487 146 748.

There will also be a youth jury at Wee Waa High School on the Friday, Ms Karmel said.



Narrabri SES unit members Sarah Rushton and Chris Pearce collected survey data at the Eulah Creek Machinery Day on Sunday.

## What are your views on emergency preparation?

The SES has been asking the community to fill out short surveys ahead of its Citizens' Jury in Narrabri next month.

The survey is still able to be completed online (see the link posted on The Courier's Facebook page to actually take the survey).

However, the main questions are as follows:

How concerned are you that your home and/or business could be af-

ected by a flood, storm or bushfire?

How well prepared do you think you are for a flood, storm or bushfire?

Which best describes your view on what should happen?

- People should be able to make their own decisions about what to do, as long as they are well informed and prepared;

- Emergency services should be able to direct people to take certain actions, and people should do those

actions when asked. People who don't follow those directions must fend for themselves;

- There should be a middle ground where people work closely with emergency services before, during and after emergencies to plan for

and make decisions about their best course of action.

Have you ever heard of citizens' juries as a way of working with communities to make recommendations about issues that concern the general population?



Abby Chiplin, 11, with the \$50 Perfect Pick voucher won by her grandfather Bill Chiplin following the Super Rugby grand final.

## 'Perfect' Bill does it again

Here at The Courier we're starting to lose count of the number of compe-



# More men wanted

## And how prepared are we for disaster?

It's just a few weeks until a unique way of working out Narrabri Shire's preparedness for emergency takes place - and those behind it would like to see a few more men involved.

As reported in The Courier last month, the State Emergency Service is holding a 'citizen's jury' in Narrabri between September 17-19, where 20 locals will hear from a range of authorities and other knowledgeable people - including the Bureau of Meteorology, emergency services and Narrabri Shire Council staff - about how disasters are managed, including preparation and response.

Community members will also address the jury detailing their experiences of being involved in natural disasters, their perceptions of risk and impacts, including on their mental health.

It is a pioneering of the concept and the SES has been trying to recruit locals to sit on the jury - they are paid for their time - and so far has had a reasonable response.

However, those responding have mainly been women, and community engagement senior project officer Samantha Karmel said ideally more men would step up.

The SES is keen to get a broad representation of views from across the community.

Anyone from within the shire is welcome to apply.

For more information see the advertisement to follow in Thursday's Courier.

 The survey found that 60 per cent of people were either very concerned or somewhat concerned that their home or business could be affected by a natural disaster. Twenty per cent were either somewhat unconcerned or very unconcerned.

It had originally been intended to allow the public to watch the jury in action at any time during the weekend, but Ms Karmel said that following discussions with facilitators who have

run other citizen's juries in the past it was decided that this might not be such a good idea as it was potentially too distracting.

The jury will release its recommendations about 3.15pm on the Sunday, September 19, and the public is welcome to attend then.

The jury, which will meet at the Narrabri Courthouse, will also consider the results of a survey the SES carried out locally recently, which gathered 352 responses, a number that pleased the organisation.

The survey found that 60 per cent of people were either very concerned or somewhat concerned that their home or business could be affected by a natural disaster.

Twenty per cent were either somewhat unconcerned or very unconcerned about such an event.

Just 23 per cent said they were 'very prepared' for a natural disaster, with 74 per cent either somewhat prepared or unprepared.

One of the more interesting questions in the survey revolved around attitudes to emergency service responses.

Thirty five per cent of respondents said emergency services should be able to direct people to take certain actions, and people should do those actions when asked. People who



Wee Waa's Alison Downes is surveyed by SES Namoi region deputy controller Katrina Davis and Boggabri SES unit members Victoria Gunther and Phil Lancaster at the Gypsy Rose Markets in Narrabri recently.

 One of the more interesting questions in the survey revolved around attitudes to emergency service responses.

course of action.

A further 14 per cent said people should be able to make their own decisions about where to go and what to do, as long as they were well informed and prepared.

The importance of the citizen's jury has also not been lost on SES Commissioner Mark Smethurst, who was in Narrabri last week.

In a newsletter this week he said "there's some great work occurring at present in Narrabri as we engage with the local community around their not inconsiderable flood threat and gear up for a 'Citizen's Jury' in a few weeks. This is an exciting new way for us to work with local communities, and an example of the sort of innovative thinking that connects with the community."

didn't take those actions must fend for themselves.

Exactly half the respondents said there should be a middle ground where people work closely with emergency services before, during and after emergencies to plan for and make decisions about their best

# Chase through Narrabri

What started as a routine police stop ended up as a pursuit of an interstate couple through Narrabri recently.

Inspector Robert Dunn said police conducting random breath tests on the Newell Highway between Killarney and Namoi Streets, about 9.40am on August 13 signalled for a red Toyota hatchback to pull over.

The vehicle stopped and police began to speak to the driver of the rental vehicle.

"Then he took off," Inspector Dunn said.

A pursuit began into Namoi and Maitland Streets before police lost sight of the vehicle.

It was then seen again on Old Gunnedah Road where a second pursuit had to be stopped due to safety concerns.

The vehicle was later found having crashed into a signpost on Gryelands Road, Turrawan.

A search by police allegedly turned up some drugs in the vehicle.

About the same time a silver Nissan

Tiida was stolen from a Greylands Road property.

Inspector Dunn said police were looking to speak with a 23-year-old Victorian man, allegedly the driver of the vehicle, and his female passenger, also from Victoria, about the incident.

Two men are being sought after a Narrabri man was assaulted in his home over what police believe to be a case of mistaken identity.

Inspector Dunn said the incident happened at a Delaney Avenue property about 11.40pm on August 11.

The victim, 37, answered his door to be confronted by two men asking the whereabouts of someone else.

The victim was then allegedly punched in the face.

He drove himself to hospital for treatment suffering a cut lip and facial bruising and swelling.

"It sounds like a case of mistaken identity," Inspector Dunn said.

Police wanted to speak to two men, both about 175-180cm tall.

One was of Aboriginal appearance, solid build with a goatee, and the other Caucasian and wearing a black face mask.

 It sounds like a case of mistaken identity.

INSPECTOR ROBERT DUNN

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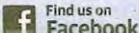
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**Manager:** Wanda Dunnet  
**Editor:** Chalpat Sonti  
**Commercial Print:** Heather Osborne  
**Phone:** (02) 6792 1011  
**Office:** (02) 6792 3476 (fax)  
**Advertising:** Kylie Browne  
(02) 6792 4779 (fax)  
**Post:** PO Box 70, Narrabri, NSW, 2390  
**Email:** advertising@nwcourier.com.au  
classifieds@nwcourier.com.au  
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**COLES AND WOOLIES CATALOGUES INSIDE**



**SCHOOL HOLIDAY FUN COMING PAGE 5**



**BE IN IT SHOP, WIN, TRAVEL PAGES 3 AND 8**

## Jury declares verdict

### What are some of the most pressing needs to better prepare us for emergencies?

By **CHALPAT SONTI**  
editor@nwcourier.com.au

A group of Narrabri Shire residents have emerged from a two-day

meeting to declare what they believe to be the most important things that could better prepare the region before, during and after a natural disaster.

The 18 people were members of the first citizens' jury to be held by the NSW State Emergency Service. Their brief at the Narrabri Court House over the weekend was to

answer the question "In floods, bushfires and storms, emergency services may ask or direct people to take certain actions. People may decide to do something different. How can

everyone work together to keep people in Narrabri Shire safe?" To answer, they not only heard from a range of emergency services and  
**Continued page 3**

## What to do before, during and after emergencies?

**Continued from page 1**

other experts from organisations such as North West Local Land Services, the Bureau of Meteorology, Office of Environment and Heritage and academics, but also the results of a community survey, previously reported in The Courier, filled out by 354 locals.

That survey showed a mixed level of preparedness, and jury members had to take that into account when reaching their conclusions.

Emergency services personnel who addressed the jury included Local Emergency Operations Controller Robert Dunn (also the police officer in charge of Narrabri Shire), NSW SES Assistant Commissioner Nicole Hogan, Namoi Region controller Andrew Galvin and Narrabri unit controller Tony Battam, as well as Rural Fire Service Namoi-Gwydir Superintendent Michael Brooks.

At the end of the weekend, jury members voted on many of the ideas generated and those with the most votes became the official recommendations.

These included:  
To have a comprehensive information and communication plan including all services working together;

Holding a community emergency services expo;

Instituting community wardens and holding meetings in each of their neighbourhoods;

Making mental health services funded and available after a disaster;

Using the media, social media, and the likes of information boards to provide directions to people during disasters;

Engaging veterinarians to give talks about ensuring animals are not forgotten and cared for during a disaster;

Preparing community-wide emergency response plans involving the likes of churches and service clubs and organisations;

Helping others, including neighbours, to have an evacuation plan;

Fire services to door knock residents to check water preparedness ahead of bushfire season;

Providing resources and agency help to help people prepare their properties;

An "are you okay" campaign following disasters;

Using local identities, such as emergency services volunteers, to provide information to residents;

Supermarkets and Narrabri Shire Council to work together to make emergency kits available;

Providing an information pack with contacts for recovery activities; and

A letter drop of an example emergency plan that residents can use to prepare themselves.

The jury was funded by the Office of Emergency Management, to which the findings will be presented.

They will also go to the Local Emergency Management Committee and Narrabri Shire Council for consideration.

A film was also made about the weekend, and The Courier will publish more details about this when it becomes publicly available.

*Disclosure: The author of this article, The Courier's editor Chalpat Sonti, was also a member of the jury.*



**VERDICT DECLARED:** Members of the Narrabri Shire citizens' jury shortly after delivering their verdict at Narrabri Court House on Sunday afternoon. Back, James Osler, Margaret Head (Wee Waa), Corinne Mackey, Dianne Foster, Tracey Taylor, Victoria Gunther and Phil Lancaster (both Boggabri), Ali Barrett, front, Herb Morgan, Graham Nommensen (Wee Waa), Jackie Montgomery (Boggabri), Ann Loder, Allan Gray, Gillian Harris, Leonie Nommensen (Wee Waa), Diane Rushton. Absent from the photo was jury member Chalpat Sonti, who was taking the photo.

**RIGHT:** The jury brought together the likes of the RFS, police and Narrabri Shire Council, but there was an even wider spread of people who ran the weekend. Back, Narrabri SES unit controller Tony Battam, SES senior project officer Samantha Karnel of Wollongong, Adelaide University researcher Jackie Street, Adelaide University professor Annette Braunack-Mayer, University of New England lecturer Melissa Parsons, front, SES Namoi Region deputy controller Katrina Davis, Narrabri SES unit member Sarah Rushton and recorder of proceedings Judy Peverall of Adelaide.



# A younger point of view

Wee Waa High School students on recently got a first hand insight into what to expect should a flood or other natural disaster hit the district.

Twenty Year 7-10 students were part of a 'citizens' jury' on Friday, September 15, a concept run by the Narrabri SES unit to try to get locals thinking about their preparedness for disasters.

The Narrabri Shire-wide initiative saw 18 adult members of a similar jury undertake essentially the same exercise in Narrabri the following two days. At Wee Waa, the questions posed to the jury were simple - how can young people in Wee Waa make good decisions in a flood emergency and how can the community help support that decision making?

They heard presentations from Tony Battam (Narrabri SES unit controller), Inspector Robert Dunn (head of police in Narrabri Shire) and Sean Slattery from North West Local Land Services among others.

They provided the students with some insights into things they might

not have considered when thinking about floods and other disasters.

For example, Mr Slattery asked them to consider how they might ensure the safety of pets and other animals.

Inspector Dunn said he spoke about "doing the greatest amount of good to the greatest number of people".

The aim of the jury was to bring a diverse group together, both in age and where they lived, give them information and let them deliberate to try to come to a consensus on answers to the questions. Those behind the project said the students came up with some good questions and good comments.

Year 9 student Claire Young said she learned there was a lot she didn't know. "There's a lot more going into repairing flood damage and there's a lot more processes than what I thought," she said.

"I think it's a really great opportunity that I got to do this. You think about more than you actually know.

"It's a real eye opener."



**JURY DUTY:** Some of the Wee Waa High School citizens' jury members in the school library on Friday, September 15, back, Leah Moon, Sarah Hamilton (both Year 8), Mackenzie Weaver, Michael Horne, Claire Young (all Year 9), Nicholas Morrison (Year 8), Maxwell Smith (Year 10), front, Trekhia Cochrane (Year 8), Emma Kirby, Brock Radburn (both Year 7), Amelia Kiem (Year 8), Alice Haire (Year 9).

# Local bus company changes hands

By **CHALPAT SONTI**  
 editor@nwcourier.com.au

It's got new owners and a new name but one thing will stay the same - Narrabri Shire's major bus service will remain family-owned.

North Sydney-based Forest Coach Lines recently bought Wolters Bus and Coach Services and has taken over its 19 buses and two depots in Narrabri and Wee Waa.

Forest, which began running

services in the Chatswood area in 1930, is a family company which is now majority-owned by Next Capital, a long-time investor in international bus operations. The chief executive is third-generation family member David Royle.

Rob and Kerrie Wolters bought their business from the Lowder family about 10 years ago.

Forest's purchase is part of a wider move to expand into regional NSW.

Mr Royle said the company had

contracts in Coffs Harbour, Sawtell, Woolgoolga and Grafton.

"We just see anywhere in NSW as an ideal place for us to expand our business," he said. "It gives us diversification from city contracts."

Mr Royle was also bullish about Narrabri Shire.

"The area's certainly going ahead and expanding," he said. "That fits in with what we want to do."

One of the major changes planned is to upgrade school buses to a

seatbelt-equipped fleet for the Narrabri and Wee Waa school routes.

Mr Royle said Forest would be looking at buying MAN buses, which could be purchased locally through Western Star, and the fleet would be rolled out from the start of next year, in addition to retrofitting seat belts to the existing school fleet to ensure the highest quality of service and safety for children using the services.

But it wasn't just about changes. All existing Wolters drivers had

transferred to Forest and one of them, Patricia Wallace, would manage local operations.

"I would like to congratulate the Wolters family and their entire team on the success of their business," Mr Royle said. "As a member of a third-generation family business, I know the important role that the Wolters family has contributed to the success in the North West region and its importance to all members of the community."

## Police rounds

A Wee Waa driver allegedly tested positive to an illicit drug when pulled over for a random test in the town recently.

Inspector Robert Dunn, of Narrabri police, said the woman, 31, was stopped for the test on Maitland Street about 5pm on September 17.

The roadside test allegedly returned a positive to methamphetamine.

The woman's licence was suspended for 24 hours.

Police were awaiting laboratory results before deciding on further action, Inspector Dunn said.

Police are reminding the public that the national firearms amnesty ends on Saturday, September 30.

The aim of the amnesty is to improve public safety by reducing the number of unregistered firearms and firearm-related articles in the community.

If you have an unregistered firearm, you may be able to register or sell it during the amnesty - no questions asked.

Firearms can also be surrendered to registered dealers or police.

The process for registering weapons depends on whether the owner is licensed or not.

Visit <https://firearmsamnesty.ag.gov.au> for more information on the process.

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◁ Samantha Karmel & Sarah Rushton ▷  
make a case for the Narrabri Shire Citizens' Jury |

## COURTING DISASTER

*Spending some time in court for the right reason and being compensated for your time without a law degree is now possible as part of the Narrabri Shire Citizens' Jury!*

### What is the Get Ready Narrabri Shire Citizens' Jury?

It is a community event that looks at how emergency services, government organisations and the communities of Narrabri Shire can plan and work together to keep people safe during a flood, bushfire or storm. It is being held at the Narrabri Court House on Saturday 16th September and Sunday 17th September 2017.

### What is a citizens' Jury?

A citizens' jury is a bit like a criminal jury except the jury discusses a social issue. The Narrabri Shire Citizens' Jury will have speakers (called witnesses) present to the Jury on a range of issues to do with planning and responding to a natural disaster (this is called the evidence). Sarah U'Brien, a resident of Dungog, will share her experience of what it was like being in the flood that affected Dungog in April 2015, during which lives were lost, and what communities can do to keep themselves safe.

### Who will be on the Narrabri Shire Citizens' Jury?

The Jury will be made up of 20 people (the Jurors) from the Narrabri Shire and we are

looking for men and women of all ages and experiences, from the towns of Boggabri, Narrabri and Wee Waa, as well as those who live on a property, to be involved in this event. You do not need to have any experience of natural disasters.

### What will the Jury members be required to do?

Jurors will join us at a meet and greet dinner on Friday 15th September. They will also need to attend the all-day sessions on the Saturday 16th and Sunday 17th September. Your job as a Jury member will be to listen, discuss and ask questions about how we plan, prepare and respond to natural disasters. The Jury will come up with recommendations about how everyone in Narrabri Shire can work together to keep people safe in the event of a bushfire, flood or storm. Jurors will receive a \$300 thank you fee for their time.

### Why is it important that people think about how a natural disaster might affect them?

Natural disasters can occur with very little lead in time and can affect the services that we rely on and take for granted. Landlines, mobile phones and electricity may not work

for up to a week, and getting from A to B may not be possible.

The elderly, people with disabilities, or residents of aged care facilities will likely need more support. Have you thought about your pets or your livestock, how will you keep them fed and safe?

It is important that everybody in the Narrabri Shire thinks about what they would do in the event of a bushfire, flood or storm and how everyone can work together to make sure that no lives are lost and damage to property is minimised.

### If people would like to be on the Jury or want to find out more about the Get Ready Narrabri Shire Citizens' Jury, what should they do?

Interested people can contact Sarah on 0487 146 748 or email Samantha at [Samantha.Karmel@ses.nsw.gov.au](mailto:Samantha.Karmel@ses.nsw.gov.au).

People can also get involved by visiting <http://yoursay.ses.nsw.gov.au/Narrabri> and ask a question, or share a story or photo about being in a flood, bushfire or storm. People are also welcome to come along and observe the Jury in action.



## **Narrabri Citizens' Jury – 15-17<sup>th</sup> September 2017**

### **Witness survey**

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As part of the Narrabri Citizens' Jury we are undertaking an evaluation of the jury process. Can we please have 10 minutes of your time to tell us about your experiences in the jury process?

All answers are confidential and any comments will be de-identified for reporting purposes.

Please also take the attached card and should you have any further thoughts you would like to add after you've completed this evaluation, feel free to contact Melissa Parsons.

We thank you for your time and participation in the project, it is much appreciated.

Dr Melissa Parsons

Geography and Planning  
University of New England

P: 02) 6773 3527

E: [melissa.parsons@une.edu.au](mailto:melissa.parsons@une.edu.au)

How familiar were you with Citizens' Juries before you were invited to participate?

- Very familiar
- I'd heard of the concept but that's all
- Not familiar
- Prefer not to answer

Have you acted as a witness in a formal capacity before (e.g. legal cases, inquiries, commissions, inquests)?

- Yes
- No
- Prefer not to answer

How comfortable were you with becoming a witness in the Citizens' Jury?

- Very comfortable
- Somewhat comfortable
- Somewhat uncomfortable
- Very uncomfortable
- Prefer not to answer

Was the experience of acting as a witness better or worse than you had anticipated?

- Better
- Worse
- Prefer not to answer





## Narrabri Citizens' Jury – 15-17<sup>th</sup> September 2017

### Juror survey

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As part of the Narrabri Citizens' Jury we are undertaking an evaluation of the jury process. Can we please have 10 minutes of your time to tell us about your experiences as a juror?

All answers are confidential and anonymous.

One of the project team members will also arrange a time to talk by phone about your reflections on the Citizens' Jury.

We thank you for your time and participation in the jury, it is much appreciated.

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First we would like to know a bit about you.

How old are you?

- |                                |   |
|--------------------------------|---|
| <input type="radio"/> Under 20 | <input type="radio"/> 60-69             |
| <input type="radio"/> 20-29    | <input type="radio"/> 60-69             |
| <input type="radio"/> 30-39    | <input type="radio"/> 70-79             |
| <input type="radio"/> 40-49    | <input type="radio"/> 80 and over       |
| <input type="radio"/> 50-59    | <input type="radio"/> Prefer not to say |

How long have you lived in the Narrabri Shire?

- Less than 1 year
- 1 – 5 years
- 6 – 20 years
- More than 20 years
- Prefer not to say

Where do you live?

- In town
- Out of town on a small acreage (e.g. hobby farm)
- Out of town on a farm property
- Other \_\_\_\_\_
- Prefer not to say

What is your occupation (e.g. teacher, farmer, retired accountant, student)?

\_\_\_\_\_

What is the highest level of education you have completed?

- Year 10 or less
- Year 12
- Trade certificate or diploma
- University undergraduate degree
- University postgraduate degree
- Prefer not to say

We will now ask you some questions about your decision to participate in the jury.

Please tick the answer that applies to each statement.

		<b>Strongly agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Unsure</b>
1	I was pleased to be invited	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	I wasn't sure what I would have to offer the discussion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	I was glad my ideas were being sought	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	I wondered what we were going to be discussing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	I wasn't sure if I would be interested in the subject to be discussed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	I was worried about discussing with people I didn't	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- know
- |    |  |                       |                       |                       |                       |                       |
|----|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 7  | I didn't really feel such an event would make a difference   | <input type="radio"/> |
| 8  | I was concerned about the amount of time that would be involved                                      | <input type="radio"/> |
| 9  | I was glad to be offered a fee to take part  | <input type="radio"/> |
| 10 | I would have liked to know in advance exactly what was to be discussed                               | <input type="radio"/> |
| 11 | Citizens' Juries are a good way for citizens to participate in decision making about natural hazards | <input type="radio"/> |

We will now ask you some questions about the jury this weekend.

Please tick the answer that applies to each statement.

- |    |  | <b>Strongly agree</b> | <b>Agree</b>          | <b>Disagree</b>       | <b>Strongly disagree</b> | <b>Unsure</b>         |
|----|--|-----------------------|-----------------------|-----------------------|--------------------------|-----------------------|
| 12 | I felt that my views were heard  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |
| 13 | It was interesting to hear the views of others                               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |
| 14 | The witnesses knew their fields of expertise                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |
| 15 | The presentation of witness information moved at a pace I could keep up with | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |
| 16 | There was enough time to fully discuss and reflect on issues                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |
| 17 | Any questions I had were answered  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |
| 18 | I learnt new things about natural hazards in the Narrabri Shire              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |

- |    |   |                       |                       |                       |                       |                       |
|----|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 19 | My physical surroundings were comfortable and I had enough to eat and drink | <input type="radio"/> |
| 20 | I felt at ease with the organizers of the Citizens' Jury                    | <input type="radio"/> |
| 21 | I enjoyed taking part in the Citizens' Jury                                 | <input type="radio"/> |
| 22 | I will talk to others about what I have learned in the Citizens' Jury       | <input type="radio"/> |
| 23 | I would participate in another Citizens' Jury                               | <input type="radio"/> |

Do you have any general comments or observations to add about your experience as a juror?

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Thank you