



RESILIENT LiSMORE

2023 ANNUAL REPORT



ACKNOWLEDGEMENT OF COUNTRY

Resilient Lismore acknowledges the Widjabul Wi-abal people of the Bundjalung Nation as the Traditional Custodians of the land on which we live and work and acknowledge their enduring connection to Country. We pay our deepest respects to Elders past and present. We acknowledge that sovereignty was never ceded and that this always was, and always will be, Aboriginal land.

In making this acknowledgement we recognise the impact of colonisation on First Nations people, and that the effect of colonisation creates a disproportionate and adverse experience of disasters, causing further disadvantage and harm.

We also acknowledge the leadership of the Koori Mail at the height of the 2022 disaster and for many months afterwards, in providing direct support to residents across the region from their home in the heart of Lismore. We acknowledge their volunteers, their staff, and their board.

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EXECUTIVE SUMMARY

The disaster that devastated Lismore and the Northern Rivers in late February 2022 may be the worst natural disaster in recorded Australian history, with an impact similar to Cyclone Tracy and damages estimated at \$5.4 billion. Data from the NSW Reconstruction Authority shows that over 5000 homes were deemed uninhabitable, and over 14,600 were damaged, with around 1720 of those in Lismore. More than 18 months after impact the region is still deep in ongoing recovery. The damage done to lives, homes, businesses is far reaching, and the recovery journey a long way from over.

The record-breaking flood, peaked at 14.4 metres on the Wilsons River gauge in Lismore, effectively resulting in floodwater depths of more than 10 metres in places, inundating high-set homes to the ceiling, and reaching into the upper stories of business premises in the central business district. Similar depths were experienced across the region, rendering thousands of properties unliveable. Across the region, that water travelled downstream impacting the towns of Coraki, Wardell and Woodburn and destroying the community of Cabbage Tree Island. Murwillumbah, Ballina and Byron Bay also flooded. In the hills across the region, landslides destroyed roads, changed the course of creeks and waterways and swept away homes. At the height of the disaster, emergency services were completely overwhelmed and the community were compelled to rescue themselves, largely using social media and messaging apps to organise. In Lismore, the 'Tinny Army' rescued thousands of people who were stranded in rapidly rising flood waters. In the hills, climbers, hikers and neighbours dug people out of landslides. Community members organised helicopter drops to isolated areas and the Koori Mail sent food and medicines to Aboriginal communities. People across the Northern Rivers lost their housing, their possessions, their memories, their businesses, and their sense of safety and security. Schools were closed, some permanently.

Tragically, five people died. Residents were forced to live in temporary pods, caravans, cars, or on friends' couches. Many had no choice but to leave the area. More than a year and a half later, many are still in temporary and inadequate accommodation and some people impacted by landslides are still without road access and need to hike into their properties.

Resilient Lismore first formed as Lismore Helping Hands in the wake of the 2017 flood. With that experience, the group was well-positioned to respond to the 2022 disaster alongside many other organisations and self-organising community groups, managing donated goods, managing a large social media group, coordinating volunteers for clean-up and rebuild and establishing a community Hub in the flood zone where community members could access cleaning supplies, donations, and tools as well as information and recovery advice, and grant application assistance.

Resilient Lismore has made a significant difference in the lives of many people who have been affected by the disaster. The organisation is helping to rebuild homes, businesses, and lives and, in doing so, is working to build a stronger, more resilient community. The Resilient Lismore 'Repair to Return' and 'Two Rooms' programs cover Lismore and the heavily impacted downstream communities of Coraki, Woodburn, Wardell, Broadwater, and Bungawalbin and have also supported residents in Casino, Kyogle, and Ballina.

Since the disaster, Resilient Lismore has delivered nearly \$4 million worth of volunteer aid, including more than 14,000 volunteer deployments and 85,000 volunteer hours. It has developed a tool library and facilitated around 2,500 tool loans which have helped residents begin to rebuild their homes and lives.

In the 22 months since the flood, Resilient Lismore has completed more than 4000 jobs ranging from clean-up to fixing stairs and windows to rebuilding bathrooms. It has delivered around 350 significant property repairs, assessed more than 1200 sites, and conducted nearly 4000 wellbeing home visits, appointments or phone calls.

There have been more than 20,000 walk-ins to the Community Hub, 2500 homes door-knocked during community outreach, around 700 general referrals made to other services, and around 900 occasions when vouchers, Givit applications or other brokerage was distributed. Training has been conducted for more than 100 volunteers and community members, and local community events were held with more than 400 people across South Lismore, North Lismore, East Lismore and Central Lismore attending. Further, Resilient Lismore has hosted regular community services interagency network meetings and enabled coordination and collaboration within the disaster recovery sector.

Resilient Lismore secured a commitment of \$5 million in funding from the NSW Labor Party prior to its election in March 2023 and in September the new Labor Government confirmed it would provide that funding for Resilient Lismore's 'Two Rooms' and 'Repair to Return' programs.

Resilient Lismore is a clear and important example of the power and strength of communities when they come together in a coordinated effort, and demonstrates the critical importance of community-led initiatives in disaster recovery. Resilient Lismore is agile. Being both connected to, and part of, the community, the organisation is able to quickly deliver what its community needs. Resilient Lismore was recognised in the 2023 Lismore Australia Day Awards as a nominee for Services to Community (Group).



Its Executive Director was nominated for Citizen of the Year and Services to Community (Individual) and was also a finalist in the NSW Woman of the Year Awards. With the attention of the national media focused on Lismore, Resilient Lismore has prominently represented the Northern Rivers community since impact, appearing across radio, television, print and online media, advocating for the needs of flood survivors.

The organisation is committed to advocacy and is well known to government having met with the Premier, with the Minister of Emergency Services, Minister for the North Coast, Minister for Planning and Public Spaces, the Federal Minister for Emergency Management, the CEO of the National Emergency Management Agency (NEMA), and the CEO and Deputy CEO of the Reconstruction Authority on a number of occasions. The Executive Director has also presented at numerous disaster sector conferences and gatherings and the work of Resilient Lismore is recognised nationally within a growing disaster resilience sector as an exemplar of community-led disaster recovery.

Resilient Lismore is working to scale up its rebuild and repair program, as many other government and community programs are winding down. The organisation is acutely aware of the significant need that still exists and is doing everything it can to respond.

OUR ORGANISATION

Resilient Lismore is an incorporated not for-profit association and is a registered charity with the ACNC. The objectives of the association are:

- To support community-led disaster preparedness, recovery and resilience;
- To help Lismore and surrounding communities develop their capacity to prevent, prepare for, respond to and recover from crises and disasters;
- To build community resilience to prevent the impact of poverty, disadvantage and suffering that results from natural disasters;
- To mitigate the impacts of poverty, disadvantage and suffering that results from natural disasters through the mobilisation of spontaneous offers of help (volunteers, financial, material) in the recovery effort;
- To do all things that the association determines necessary to advance and achieve its objectives.



OUR VALUES

Resilient Lismore is community-focused, practising inclusion without discrimination with regard to age, gender, race, religion, disability, or socio-economic situation. We believe that our community has a right to fully and actively participate in its own recovery. We are committed to Climate Justice.

OUR HISTORY

Resilient Lismore first formed as 'Helping Hands' following the 2017 major flood event as a community based, grassroots initiative, which managed spontaneous volunteers, and distributed donated goods from the disused train station in South Lismore. It subsequently formed as an unincorporated association. The core group from 2017 supported other communities during the 2019-20 bushfires and was active on social media during the Covid pandemic. It was renamed Resilient Lismore in 2018 and incorporated shortly after the 2022 flood.

WHAT WE DO

Resilient Lismore coordinates spontaneous volunteers, skilled tradespeople, and local community volunteers to help rebuild homes; supports people to navigate a complex recovery bureaucracy and a busy community service landscape; provides outreach and referrals to community support services; coordinates a community sector recovery interagency network; advocates to government; and informs strategic planning processes at all levels of government.

HOW WE WORK

We triage requests for our assistance, with priority given to vulnerable people and to those who cannot afford to pay for repair work themselves. We deliver a partial repair model, acknowledging that our resources are finite and that we cannot do everything that a particular property needs. We use a strength-based approach when we are working with individuals, by supporting them to navigate their own recovery. We prioritise partnerships and collaboration with other organisations.

OUR STRENGTHS

Resilient Lismore's primary strength lies in being embedded in the community. It is a place-based, locally led organisation that is solely focused on disaster recovery, preparedness and resilience. Staff and volunteers are local people, some of whom were directly affected by the 2022 flood. The team lives in the heart of the disaster zone, understands the impact and understands the experiences of the people they help.

Having these close connections to the community means that Resilient Lismore can respond to the many needs of those community members who are seeking help in a far more agile and timely manner than can be provided by a larger organisation or government.

OUR BOARD

Board members are:

Chairperson - Naomi Shine

Treasurer - Ross Davies

Secretary - Anne Meagher

Board Members - Fiona Allison, Fiona Berry and Keiran Keivans.

We also acknowledge past board members Jill McCall, Cindy Taylor, and Saadi Allan.



OUR STAFF

Our 2022 / 2023 staff are:

Executive Director - Elly Bird

Operations Manager - Robyn Kelly

Field Coordinator - Jonathan Smith

Project Manager - Grant Huggins

Intake and Referral Coordinator - Celine Massa

Admin Officer - Caroline Tandler

Comms Coordinator - Luke Prendergast

Rebuild Team - Tony Lee, Felipe Olaondo and Stone May.

We also acknowledge staff who aren't with us anymore for their significant contributions:

Recovery Coordinator - Claire Sowden

Wellbeing Coordinator - Eden St James

Media and Comms Coordinator - Melissa Gulbin

Community Engagement Coordinator - Sahba Delshad

Events and Community Coordinator - Virginia Waters

Volunteer Coordinators - Marie Reilly and Nat Trigwell.

KEY VOLUNTEERS

We have a large, amazing group of regular, long term volunteers who have contributed many hours, days and weeks in the early stages of our work and it is impossible to name you all for fear of missing someone - you know who you are, we love you and we are so grateful for your work and your dedication to our community.



CHAIRPERSON'S REPORT



It has been a great honour to be the Chair of Resilient Lismore in this critical, formative time for the organisation. We are deeply embedded in our community recovery and we are committed to maintaining our work for as long as we possibly can.

It has been both challenging and rewarding to experience the rapid growth of Resilient Lismore from a totally volunteer run initiative to growing organisation that currently employs 15 staff. It has been a steep learning curve and our guiding purpose of unwavering commitment to our community has helped us to stay the course.

We cannot overstate what has happened here in the Northern Rivers and the impact the February 2022 disaster has had and continues to have on individuals, on businesses, and on communities. The effects are wide ranging, traumatic and severe and it is important that we acknowledge the significance of our shared experience.

Resilient Lismore has its genesis in selfless, community-based, mutual aid. That is what defines us and we are committed to never losing sight of it.

We are a place-based organisation, and it is this place and this community that guides us, and determines who we are and what we do. Our community has worked together, to save ourselves and to restore and retain our community identity as we walk the long road of recovery.

On behalf of the board, I extend our deepest appreciation and gratitude to everyone that has been part of the Resilient Lismore story so far – our volunteers; our donors and supporters; our past and current staff; our community partners; our core team from 2017; our social media moderators; our remote volunteers; and, most importantly, the community members with whom we work.

We also extend specific thanks to our key partners, funders and supporters: The Diocese of Lismore, the Winsome Soup Kitchen, Joel Jensen Constructions, the Reece Foundation, the Northern Rivers Community Foundation, the Paul Ramsay Foundation, the Foundation for Rural and Regional Renewal (FRRR), the Human Rights Relief Foundation, the NSW Council of Social Services (NCOSS), Healthy North Coast, Department of Communities and Justice, Premier Chris Minns, Jihad Dibb Minister for Emergency Services, Janelle Saffin MP for Lismore, the NSW Reconstruction Authority and the Northern Rivers Reconstruction Corporation, Southern Cross University, Monday.com and Lismore City Council. We also thank the many other important partners who are listed in the partnerships section of this report.

We are proud to walk and work alongside you and we look forward to continuing the important work we are doing together.

Naomi Shine

EXECUTIVE DIRECTOR'S REPORT



If you had asked me six years ago what Lismore and the Northern Rivers would be like now, our current situation would not have been even a remote possibility in my mind.

At the beginning of 2017 we, of course, had an understanding of the science of climate change and that, globally, we had a challenging future ahead but, personally, I had no comprehension of what it would actually mean for us here in this amazing region we call home. I didn't know that climate change meant we were about to see a rapid exponential increase in natural disasters in our local area. Our community didn't know that Lismore would see three of the highest floods on record within five years, or that we would see our local rainforests burn while the rest of NSW also burned, that we would live through severe drought, or that we would experience a global pandemic. We didn't know what it looked like for communities to work together at the height of disruption, what it felt like to lose essential services, roads and access to each other, what it felt like to have to rescue ourselves, and what it felt like for people in our community to die during a disaster. We didn't understand what our future might really look like.

Now that we know what one of the worst disasters in Australia feels like and what it means for those of us who live here, we understand how important the work we are doing together really is. Resilient Lismore is a model of a place-based, partnership-focused, locally led organisation that is wholly and solely dedicated to community-based disaster recovery and readiness. Our response to the February 2022 disaster and our ongoing primary work in recovery has demanded rapid and extensive development of systems, procedures and organisational structures to accommodate the scope of the challenge. In facing the enormity and complexity of the evolving task, we have achieved a great deal;

however, it is important to acknowledge that in our initial endeavours with limited resources and high demand, we haven't always been able to help everyone who sought our assistance within the desired timeframes.

As we continue to move through our recovery, we are also focused on preparing for future events as part of an incredible network of community groups and organisations that have a similar understanding of the importance of the work that we are all doing across the region. In 2024 our goals are to continue the restoration of disaster damaged housing; to identify and deliver strength-based community development projects; to support and promote local and regional collaboration; to support and advocate for our community services sector; and to continue to advocate for greater inclusion, recognition and funding of community led initiatives by government. We are very aware that we work at the challenging and complex nexus where community and government meet, and while change is critically important, it is also difficult. We know that we need to work alongside government and emergency management agencies in order to succeed and we also know how place based, community-led, site specific plans and activities are fundamental to our collective success.

I extend my personal thanks to our entire team, and to those who have been part of our engine room at any time since 2017. It has been an absolute privilege to work alongside you. This feisty and fiercely compassionate organisation is made up of incredible people and we have a lot of work to do. As always, we extend a wide and open invitation to anyone who wants to work with us and alongside us. Let us put all of our shoulders to the same wheel, and bravely face our future together.

Elly Bird



RECOVERY ACTIVITIES

VOLUNTEER COORDINATION & PARTNERSHIPS

For the first seven months after impact, Resilient Lismore operated as a one hundred percent volunteer-run effort, and volunteers are still the heart and soul of the organisation.

Volunteers contribute to the work of Resilient Lismore in many ways, including practical recovery, clean-up and rebuild jobs; the 'Two Rooms' project; outreach and door knocking; moderating a large Facebook group with over 32,000 members; providing a wide range of recovery information and referrals on the front desk at the Hub; delivering furniture and helping people move furniture between houses; and helping to run a busy community tool library. Volunteers play a central role in everything we do to support our community's flood recovery.

As well as its regular volunteers, Resilient Lismore has now managed spontaneous volunteers during two disasters, in 2017 and again in 2022. Spontaneous volunteers are people who turn out to help after a disaster who are not formally registered anywhere before the event. As Australia experiences a decline in traditional volunteerism, spontaneous volunteerism is increasing. There are challenges and opportunities in managing these volunteers that require timely and effective processes. Into 2024, Resilient Lismore will be building on this vital experience and improving the systems and processes that have been developed in preparation for future events.

THE EXTRAORDINARY EFFORTS THAT RESILIENT LISMORE VOLUNTEERS HAVE CONTRIBUTED TO THE RECOVERY INCLUDE:



Resilient Lismore has developed effective systems and procedures for working with external volunteer organisations that want to come and offer their assistance. The benefit of having a local, place-based lead organisation has been clearly demonstrated through our work with multiple organisations. We are grateful to all of the organisations that have come to help us and a larger list is in the partnerships section of this report.

DISASTER RELIEF AUSTRALIA (DRA)

DRA deployed into Lismore on Operation Riordan during September and October of 2022. For both organisations it was an effective partnership or to use DRA terminology, a 'force multiplier'. Throughout the deployment Resilient Lismore could task DRA to the bigger jobs that were proving difficult to get to with volunteers and DRA gained time and efficiency through having jobs that had already been arranged and logged. At the end of the DRA deployment, Resilient Lismore, as the local host organisation, was able to provide continuity of care for residents.

SAMARITAN'S PURSE

Samaritan's Purse is a Christian humanitarian relief organisation. They have deployed twice in response to this disaster. In the early phase of clean up they organised buses to bring volunteers down from the Gold Coast and then, later in the recovery, a team of about 20 volunteers from different places in New South Wales, Queensland and Victoria spent four weeks working alongside Resilient Lismore to help deliver the "Repair to Return" program. The second time they were here, their volunteers successfully completed 63 jobs, including many kitchens.

VISITING STUDENT GROUPS

A group of about 15 secondary students from St Philip's Christian College in Cessnock spent a week of their school holidays helping out on our projects as well as helping at The Winsome Soup Kitchen and The Good Pantry Lismore. In addition, a group of 10 young men from the Nairana Study Centre in north-western Sydney and the Mirrabooka Study Centre in Western Sydney spent a week working with our "Repair to Return" teams, and doing some cleaning and maintenance work as well. Seven Social Work students from Southern Cross University fulfilled their Placement requirements with Resilient Lismore during 2023, contributing across all aspects of operations.

88 DAY WORKING HOLIDAY VISA VOLUNTEERS

Two international Working Holiday Visa holders (a woman from South Africa, and a man from Northern Ireland) volunteered with Resilient Lismore during 2023 to complete the 88-day qualification for a second year of their Working Holiday Visas. They mainly worked on the 'Two Rooms' project.

COMMUNITY VOLUNTEERS

Teams of community volunteers, dubbed 'Team Awesome', have undertaken miscellaneous tasks including clean-ups, painting, sanding, lifting and moving as well as repairs and welfare checks. Our Tool Library volunteers have facilitated loans of power tools and other equipment to help community members undertake their own repairs and maintenance and have provided skilled advice and training in the use of those tools.

Resilient Lismore has trained volunteers in first aid, 'accidental counselling', Aboriginal Mental Health First Aid, and carpentry and handyperson skills.





REPAIR TO RETURN AND THE TWO ROOMS PROJECT

The backbone of Resilient Lismore's work can be explained as a 'repair to return' model. Given more than 5000 homes across the Northern Rivers were badly damaged, the organisation is delivering a 'partial repair' model in order to help as many people as possible to get back home, or to live at home in better circumstances. An important aspect of this approach is that it forms part of the response to the regional housing crisis. The Northern Rivers is experiencing an acute shortage of housing, which the disaster has exponentially exacerbated. Resilient Lismore quickly realised that there is housing stock – it is just damaged. By working to restore houses, we contribute to the alleviation of this crisis in our own way. Supporting people to move back into their homes also makes a significant difference to the mental wellbeing of locals who would otherwise be living in pods, tents, caravans, couch-surfing, or at risk of homelessness.

THERE HAVE BEEN A FEW STAGES IN THE EVOLUTION OF RESILIENT LISMORE'S REBUILD WORK:

SAFE, SECURE AND WARM

In the early stages after the disaster, the first priority was to ensure that people had safe and lockable spaces in which to live. As winter approached, it was important that those spaces were dry and able to be heated if possible. Thus, the focus was on windows, doors, stairs, hot water systems and enclosed spaces.

THE TWO ROOMS PROJECT

The 'Two Rooms' project emerged from the need for heatable spaces. La Niña was still lingering as winter arrived and people were living in damp and very cold homes with no internal walls. Resilient Lismore began to organise teams of volunteers to re-sheet two rooms of a home, so that people could have some level of comfort in a heatable space. The project began in May 2022 and since then volunteer-powered teams have restored more than 140 homes to habitable conditions, with another 180 more at some stage of completion. In total, 117 volunteers worked 686 hours in 2022, and have worked more than 1000 hours to date in 2023 on the 'Two Rooms' project.

REPAIR TO RETURN

As well as the 'Two Rooms' project, we have had a steady stream of volunteer handyfolk who have completed more than 330 jobs, with more than 100 potential jobs on the books. A single job with Resilient Lismore often involves multiple visits, the sourcing of materials, planning and advice to property owners and an ongoing repair relationship between the owner and the organisation.

Resilient Lismore's 'Repair to Return' work to date has been funded by The Diocese of Lismore, The Winsome and the Human Rights Relief Foundation (HRRF) as well as numerous other community and philanthropic donations, with some of the staffing and administrative costs covered by the one-off Department of Communities and Justice (DCJ) Flood Fund Grant that has been fully expended.

The 'Repair to Return' work undertaken by Resilient Lismore would not be possible without our strong partnerships with the Winsome, The Diocese of Lismore, Joel Jensen Constructions, the Reece Foundation and a number of other local trades, or without the many generous in kind donations and the financial donations we have received from members of the public through our auspice with Northern Rivers Community Foundation.

In March 2023, Janelle Saffin MP for Lismore secured a \$5 million election commitment for Resilient Lismore from the Labor government under Premier Chris Minns. In September 2023, that funding was confirmed and will enable further housing restoration.





REECE FOUNDATION 'ESSENTIAL PLUMBING' PARTNERSHIP

In February 2023, Resilient Lismore partnered with Reece Foundation to restore essential plumbing to 72 homes with volunteer tradespeople recruited from their networks across Australia installing donated stock from Reece showrooms nationally. The project enabled the restoration of essential plumbing in homes that had been without running water for a year; and attended to basic sanitation, with the restoration of bathrooms, kitchens, taps and toilets. The project was the first time that Reece Foundation had deployed in Australia and enabled a significant evolution in the work that Resilient Lismore was delivering. Reece Foundation was also instrumental in supporting Resilient Lismore to undertake its election funding advocacy, so that this important and ongoing work might continue.

The project engaged Huber Social – a social impact measurement organisation to help measure project outcomes.

"The Reece [Foundation] plumbing crew and Resilient Lismore have saved my life. Wasn't sure if I could continue with [my project] and things are still scary, but by having my own toilet and private wash facilities in the form of my own beautiful bathroom in my own house has restored some of my dignity and I do now feel safer."

"The plumbers gave me a sense of dignity by offering the best service without judgment."

"I finally have hot water in my home which was life changing"

"It has allowed me to provide a more suitable living situation for my children and I."

RESILIENT LISMORE & REECE FOUNDATION ESSENTIAL PLUMBING PROJECT

The Essential Plumbing Project ('the project') is a strategic partnership between Resilient Lismore and the Reece Foundation to restore essential plumbing services to flood-affected homes in Lismore. The project targets Lismore residents who are displaced or vulnerable due to the 2022 flooding event. Through the partnership, homes are rebuilt to a standard that is safe, secure and dignified so Lismore residents are in the best position to fulfil their potential and achieve wellbeing.

Social impact measurement was undertaken by Huber Social to better understand the impact of the project as well as better understanding the wellbeing needs of disaster-affected community members in Lismore. Key findings are as follows:

PARTNERSHIP MODEL PLAYS TO STRENGTHS AND OPTIMISED PROJECT RESULTS

Participants celebrated the way the Reece Foundation fast-tracked trade power and resources to Lismore and spoke of deep respect for Resilient Lismore's wrap around support as to how and where such resources were allocated. By combining Reece Foundation's resources with Resilient Lismore's triaged coordination the work was likely completed faster and more effectively than a stand alone rebuild project.

THE PROJECT INCREASED ACCESS TO CLEAN WATER AND SANITATION

Quality of Sanitation



+ 61%

Ability to meet ones bathroom needs with dignity

Safety of Sanitation



+ 50%

Access to a safe and hygienic bathroom

THE PROJECT INCREASED ACCESS TO SAFE, WARM AND SECURE HOMES

Housing Quality



+ 60%

Ability to meet all ones needs within their own home

Access to a Secure Place



+24%

Ability to secure ones home

Access to a Safe Place

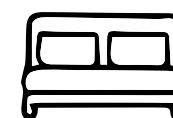


+21%

Access to a safe and stable shelter

THE PROJECT INCREASED HOPE FOR THE FUTURE AND WELLNESS

Sleep



+ 31%

Getting enough sleep and feeling well rested

Joy



+ 18%

Experiencing moments of enjoyment

Safety



+ 19%

Feeling safe

Extract from Huber Social Essential Plumbing Report

TESTIMONIALS

// From John, Swan Bay

"We had the pleasure of meeting the Two Rooms team leader from Resilient Lismore about four weeks ago when he came to my mother's house in Swan Bay near Woodburn. From the outset he was very engaging, understanding and extremely helpful as he discussed the possible ways Resilient Lismore could help with the rebuilding of my mother's home.

"After that initial meeting he continued to provide updates on the progress and in less than two weeks he had organised 25 sheets of plasterboard sheeting and for these to be delivered to site, which have been used to re-line the walls of my Mum's home."

// From Chrissy in Woodburn

"I'm sitting here on the couch with Lynette enjoying a celebratory bevvy thanks to you guys making me feel like anything is possible again!!!! I seriously can't thank you enough! You've inspired me and given me hope again.

"And yes it was an awesome day. Bestest one ever in a long time... thanks to you guys xxxxxxxx."

// From Greg and Pat

"Thank you so much for coming and repairing the walls of our 'two rooms'. We are very grateful for your work and help. Thank you also for leaving our place so clean and tidy.

"We enjoyed your company and are pleased you enjoyed your day 'in the country'."

// From Mariam

"WOW. This is a little note of deep sincere appreciation. I have, like so many others been pushing against weariness and financial strain with the clean up, set up, get up, of the floods.

"To have help actually turn up, listen, enquire, offer help, restore, repair, and in good time with few hoops, few forms, was truly wonderful.

"It does restore the heart, and makes me feel so thankful.

"THANK YOU ALL SO VERY VERY MUCH. A LITTLE KINDNESS GOES SUCH A LONG WAY WHEN IT TOUCHES THE TIRED HEART."



EVENTS AND WORKSHOPS

Resilient Lismore has hosted community events designed to foster community connections and to provide locals with relief from the ongoing stress of the recovery.

These have included a series of Community Cook-Ups hosted in North Lismore, South Lismore, East Lismore and Central Lismore. More than 400 community members gathered in parks around the town to share a free meal provided by Twisted Tucker, and to enjoy games, activities, and live music from local acts, all under the Trees Not Bombs tent.

Resilient Lismore has also hosted two 'Barefoot Bowls' events that provided an afternoon of fun and connection for community members. Our Southern Cross University students planned and hosted a 'Creative Wellbeing' craft event and afternoon tea, attended by a small number of community members.

Our stall at the North Coast National Show received a steady stream of visitors and our team walked in the Show's community parade and in the annual Lismore Lantern Parade.

The Resilient Lismore Hub has hosted representatives from The Centre and the Lismore & District Financial Counselling Service, facilitating their delivery of community information sessions on legal and financial

matters, as well as staff from Service NSW providing advice and assistance on matters including Back to Home Grant and Rental Assistance applications.

Resilient Lismore partnered with The Female Tradie to hold a 'Women in Trades' workshop over five days to provide women with carpentry training and encourage them to consider a career in the trades. The organisation facilitated a house painting workshop offering tips and tricks of the trade which was held at the Lismore City Bowling Club. We also held our own 'Tool Workshops' to teach community members the basics of power tool operation.



COMMUNITY WELLBEING

TRAUMA INFORMED WRAP-AROUND SUPPORT

Alongside its volunteers and rebuild work, Resilient Lismore offers wrap-around support to community members who need help navigating recovery services and the community sector. The primary focus is on referral to other organisations; however, the sector has been overwhelmed by need and, as such, the Resilient Lismore team has delivered a wide range of support in-house. This work is funded through the Healthy North Coast Community Wellbeing and Resilience Program. The Wellbeing Coordinator has delivered personalised support to numerous community members and has assisted people to navigate complex referral pathways, including helping people to navigate ACAT aged care assistance assessments, and NDIS packages.



COMMUNITY ADVISORY GROUP

Resilient Lismore has established a Community Advisory Group (CAG) as a mechanism for ground truthing its activities, approaches, and community awareness and perceptions of its work. The CAG has met three times during 2022 and has provided valuable input during our development. Resilient Lismore was also able to facilitate a session for the CAG to be able to seek information from the Northern Rivers Reconstruction Authority.

LISMORE WELLBEING COLLECTIVE

The Lismore Wellbeing Collective (LWC) was established shortly after the disaster, met fortnightly until May 2022, and continues to meet monthly. It is a functional and active interagency made up of organisations actively working in Recovery. The LWC has a strong partnership focus and has fostered a number of collaborative projects between organisations. One particular success was the collaborative 'Winter Wellbeing' door to door outreach project delivered in June 2022. Resilient Lismore has hosted two face to face gatherings of the LWC which have been highly valued for networking and relationship building within the sector. It has been particularly useful as a seed space to facilitate collaborative work between NSW government Recovery Support Service providers Social Futures and Uniting, and other active organisations Red Cross, Headspace, Lismore City Council Community Recovery Officers and Resilient Lismore.

COMMUNITY OUTREACH SURVEYS

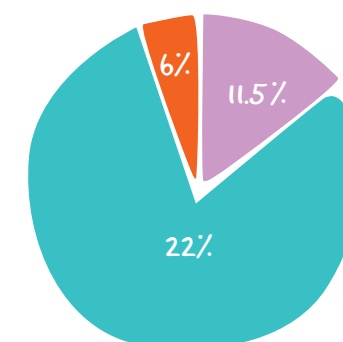
Resilient Lismore has conducted two door-to-door outreach initiatives in the Lismore flood basin – the first was in August 2022 and the second in June 2023. The outreach in 2022 was focused on providing referral and program information.

In 2023, Resilient Lismore partnered with Red Cross, Social Futures, Uniting, and Headspace to undertake door-to-door outreach throughout the Lismore flood zone. The outreach again provided further recovery information, referred people to the Recovery Support Service programs, and also surveyed residents to gauge the restoration and recovery of affected households. Outreach teams canvassed 695 homes, with 295 homes (representing nearly 600 people) completing a survey that had a particular focus on understanding the living standards of people who had returned to flood damaged homes and the obstacles preventing them from restoring their homes.

Approximately 25% of homes were uninhabited or seemingly abandoned. Of the homes that were surveyed, more than 50% of responses regarding the condition of the bathroom and the kitchen reported 'fair/poor/none', and more than 50% of respondents were uninsured.

Respondents were asked about their barriers and challenges with recovery and rebuilding. As well as waiting on the outcome of the NRRC Resilient Homes program, there was a consistent theme of financial inability, mental and physical health challenges, and just not knowing what to do.

Our outreach survey showed that nearly 18 months after the 2022 floods, far too many people in the Northern Rivers were still living in substandard conditions. Of the 562 people covered by the survey, 126 (22%) were over 65 years of age. Sixty-five people (11.5%) were living with a disability, and 32 (6%) were living with chronic or terminal illnesses.



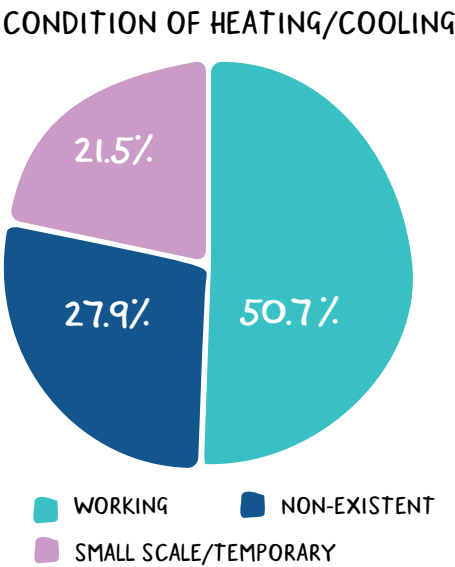
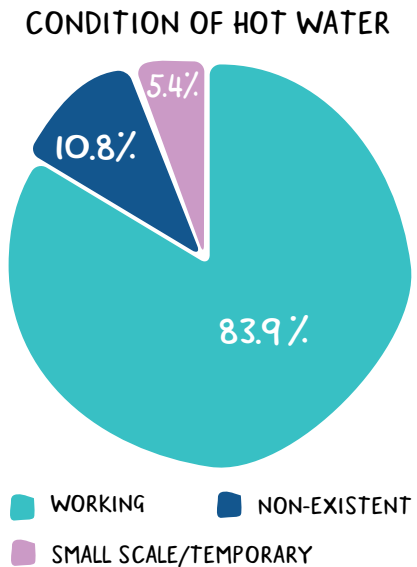
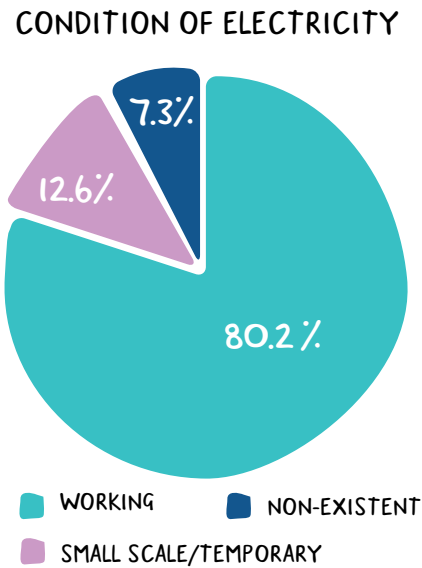
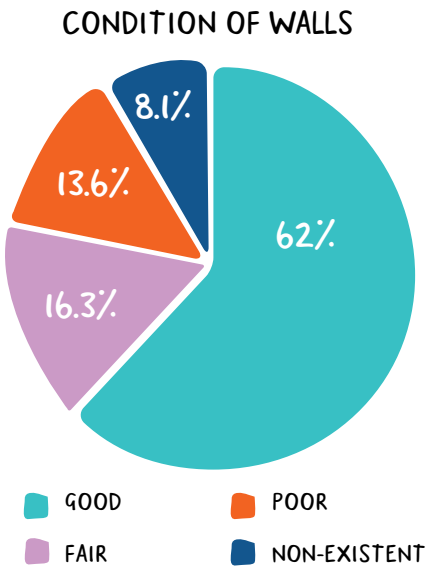
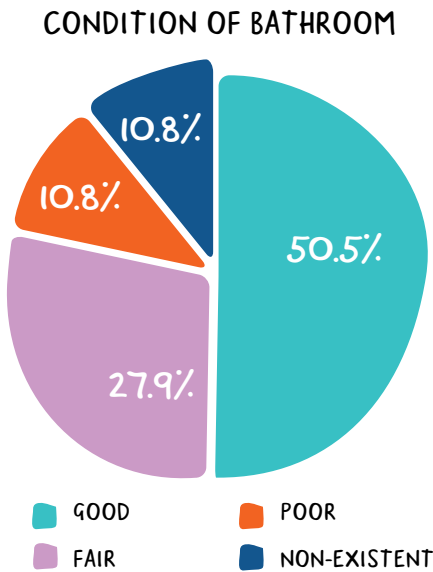
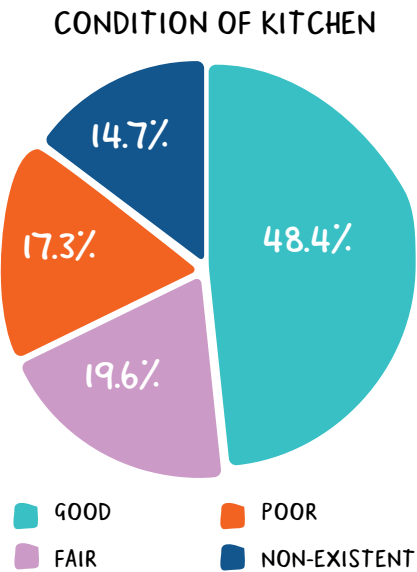
- OVER 65 YEARS OF AGE
- LIVING WITH CHRONIC OR TERMINAL ILLNESSES
- WERE LIVING WITH A DISABILITY

DONATIONS AND BROKERAGE

Resilient Lismore has assisted with the distribution of large quantities of donated goods. In the early stages of recovery, we distributed thousands of litres of Natroshield mould control. We acknowledge the huge contribution that Natroshield made to assist our community with the significant problem of mould after the floodwaters receded. Resilient Lismore has distributed PPE, blankets, bedding, clothing, food, towels, skin care products, hand sanitiser, baby goods, mobility aids for older folks, mosquito nets, cookers, appliances, books, and more. More than a thousand hand-made blankets, as well as scarves, beanies and booties have been sent by generous people all around Australia for distribution to flood-affected residents. Resilient Lismore has worked closely with the online appeals platform GIVIT to assist community members to access support through them. GIVIT was instrumental in assisting the organisation to start up and access vital supplies for rapid distribution in the direct aftermath of the flood. Resilient Lismore has partnered with other organisations including Red Cross, Lions and Rotary clubs, SEWA Australia, Vinnies and other private donors to assist them in providing vouchers to people in need.



Survey of homes in the Lismore Flood Zone, July 2023



DONORS AND PARTNERSHIPS

Resilient Lismore is first and foremost a partnership organisation. We recognise that the scale and impact of this disaster requires collaboration and coordination and it has always been our priority to work alongside other organisations wherever possible. Below is a list of organisations we have partnered with. We truly hope we haven't missed anyone and apologise if we have!

- Anglicare
 - Atlassian
 - Aussies for Aussies
 - Australian Defence Force
 - Beauticate
 - Blaze Aid
 - Bulgarr Ngaru Medical Aboriginal Corporation
 - Bundjalung Tribal Society
 - Changing Spaces
 - Coraki Hub
 - Dirty Laundry
 - Disaster Relief Australia
 - Dural Men's Shed
 - Foodbank
 - Forster CWA
 - Ginger Blue Graphics
 - GIVIT
 - Glenbrook CWA
 - Good 360
 - Head to Health
 - Headspace
 - Heart 2 Heart Food Coop
 - Huber Social
 - Human Rights Relief Foundation
 - Hunt Electrical
 - IT Genius
 - Jackson's Technical Services
 - Joel Jensen Constructions
- Johns Lyng Group
 - Kyogle Together
 - Legal Aid
 - Lifeline
 - Lions and Rotaries
 - Lismore & District Financial Counselling Service
 - Lismore Chamber of Commerce
 - Lismore City Council
 - Lismore City Lions
 - Lismore CWA Day Branch
 - Lismore CWA Evening Branch
 - Lismore Fire & Rescue
 - Lismore Lions
 - Lismore Men's Shed
 - Lismore Rotary West
 - Local Community Services Association
 - Local Emergency Management Committee
 - Love for Lismore Heartspace
 - Mid-Richmond Neighbourhood Centre
 - Mirrabooka Study Centre
 - Monday.com
 - Murwillumbah CORE
 - Nairana Study Centre
 - Natroshield
 - NEMA - National Emergency Management Agency
 - Nimbin Disaster Resilience Group
 - Nimbin Neighbourhood Centre
 - Norco
 - Northern Rivers Healing Hub
 - Northern Rivers Tiles
 - Northside Christian College
 - NORWACS
 - NRMA
 - Paul Ramsay Foundation
 - Plan C
 - QBE Lismore, and Brisbane
 - Rebuilding the Northern Rivers 2022
 - Red Cross
 - Reece Foundation



- Rekindling the Spirit
- Samaritan's Purse
- SEWA
- Sheridan
- Shoe Boxes of Love
- Smart Aid
- Social Futures
- Southern Cross University
- Southern Cross University Social Work Student Placement team
- St Philip's Christian College Cessnock
- Summerland Sunrise Rotary
- Supt. Scott Tanner and the Richmond Police District
- The Bikers Hand
- The Channon Resilience Inc.
- The Diocese of Lismore
- The Fujian Entrepreneurs Association
- The Good Pantry (previously 49 Wyrallah Rd)
- The Koori Kitchen
- The Koori Mail
- The Northern Rivers Community Legal Centre
- The Northern Rivers Healing Hub
- The Salvation Army
- The SES
- The Winsome Soup Kitchen
- Thread Together
- Trees not Bombs
- Turbans 4 Australia
- Uniting
- University Centre for Rural Health
- Volunteering Queensland
- Wardell CORE
- Women Up North

AND MANY MORE!



TREASURER'S REPORT



This year has seen the introduction and continual improvement of our financial and business practices.

Most notably is the utilisation of Xero cloud based accounting. This enables our employees to report their timesheets via an app as well as streamlining compliance with payroll requirements such as Single Touch Payroll and superannuation obligations. The implementation of DEXT software has moved the accounts payable system to the cloud. This means that the entire financial system is automated and cloud based. The integrated system is accessible from anywhere in the world, enables multiple users and has created a dramatic reduction of paper use in the office. It also ensures that we are walking our talk in being a more resilient organisation.

In this report is a summary of the audited audited financial statements for period ended 30th June, 2023 which were tabled at the 2023 Annual General Meeting. The audit was conducted by WCA Accountants, and all necessary documentation was supplied. The results of the audit were positive and the cloud based nature of the accounting system enabled remote auditing. Thank you to Cindy Taylor, our Finance Officer, for your ongoing commitment to ensuring that Resilient Lismore maintains a systematically tight financial base.

Our primary funding source in 2023 was grants from Lismore Catholic Diocese of \$330,000, Dept. Community & Justice \$230,000, Healthy North Coast \$199,092 and auspiced donations from Northern Rivers Community Fund of \$250,000 for the operations and delivery of disaster recovery services in the Northern Rivers.

THESE DONATIONS CAME FROM HUNDREDS OF PEOPLE ACROSS THE COUNTRY TO ASSIST OUR COMMUNITY AND WE ARE GRATEFUL FOR THEIR GENEROSITY.

The major expenses for the period are:

\$475,289

FOR EMPLOYEE BENEFITS

\$148,269

FOR SUBCONTRACTORS



\$113,747

FOR MATERIAL PURCHASES.

At the 30th June, 2023 period end Resilient Lismore returned a profit of \$77,421.

Resilient Lismore continues to be in a strong financial position with a Balance Sheet showing

A TOTAL EQUITY OF \$77,421.

Full details can be found in the financial statements for the 15 months ended 30th June, 2023, recommended to the members for acceptance at the 2023 Annual General Meeting.

It has been my pleasure to serve as Treasurer of Resilient Lismore. A special thank you to all our staff and volunteers for their commitment, dedication and passion, especially in this year of continuing change and challenge.

Ross Davies

Statement of Profit or Loss and Other Comprehensive Income For the Period Ending 30 June 2023

	Note	\$
Finance income		6,046
Other income	4	976,023
Depreciation		(18,900)
Employee benefits expense		(475,289)
Other expenses	5	(408,983)
Finance expenses		(1,476)
Profit before income tax		77,421
Income tax expense		-
Profit from continuing operations		77,421
Total comprehensive income for the year		77,421

Statement of Financial Position As At 30 June 2023

	Note	2023 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	6	371,968
Trade and other receivables	7	67,993
TOTAL CURRENT ASSETS		439,961
NON-CURRENT ASSETS		
Property, plant and equipment	8	2,902
Right-of-use assets	9	45,882
TOTAL NON-CURRENT ASSETS		48,784
TOTAL ASSETS		488,745
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	10	94,695
Lease liabilities	9	32,590
Employee benefits	12	19,995
Other liabilities	11	249,827
TOTAL CURRENT LIABILITIES		397,107
NON-CURRENT LIABILITIES		
Lease liabilities	9	14,217
TOTAL NON-CURRENT LIABILITIES		14,217
TOTAL LIABILITIES		411,324
NET ASSETS		77,421
EQUITY		
Retained earnings		77,421
TOTAL EQUITY		77,421

Notes to the Financial Statements For the Period Ending 30 June 2023

3 Critical Accounting Estimates and Judgments

Key estimates - provisions

As described in the accounting policies, provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

4 Other Revenue and Income

	\$
Donations	340,076
Grants	634,265
Sales of goods	1,147
Sundry income	535
Total other income	976,023

5 Result for the Year

The result for the year includes the following specific expenses:

Accounting fees	14,000
Advertising	1,935
Audit fee	6,600
Auspicing fees	9,930
Client support services	8,729
Consultancy fees	11,944
Contractors	148,269
Donations	5,000
Event expenses	18,126
Fees and permits	1,317
Insurance	8,310
Materials	113,747
Motor vehicle expenses	1,951
Postage	2,326
Printing, stationery and office equipment	8,743
Protective clothing	1,766
Rent	5,062
Repairs and maintenance	2,405
Security camera and services	4,119
Subscriptions	8,321
Sundry expenses	4,389
Team training and education	1,797
Telephone	1,651
Tool replacement	9,365
Volunteer costs	9,182
Total other expenses	408,983

6 Cash and Cash Equivalents

	2023 \$
RL iSave account	320,823
RL petty cash account	15,957
RL transaction account	35,188
Total cash and cash equivalents	371,968



RESILIENT
LISMORE

2023 ANNUAL REPORT

 resilientlismore.org.au

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