



PFA CASE SCENARIO

Natural Disaster You hear that a large earthquake has suddenly hit the centre of the city in the middle of the work day. Many people have been affected and buildings have fallen. You and your colleagues felt the shaking, but are OK. The extent of the damage is unclear. The agency you work for has asked you and your colleagues to assist survivors, and to support any severely affected people you encounter.

As you prepare to help, ask yourself:

- Am I ready to help?
- What information do I have about the crisis situation?
- Will I travel alone or together with colleagues? As you move about the city, what is important to LOOK for?
- What services and supports are available?
- Where can you provide PFA safely? As you make contact, how can you best LISTEN to people's concerns and give comfort?
- How can you help distressed people to feel calm? What can you do to LINK people with information, services and their loved ones?
- What challenges might you encounter when trying to link people?