

# Disability Inclusive Emergency Management Toolkit

Organisational  
Emergency  
Preparedness  
Profile



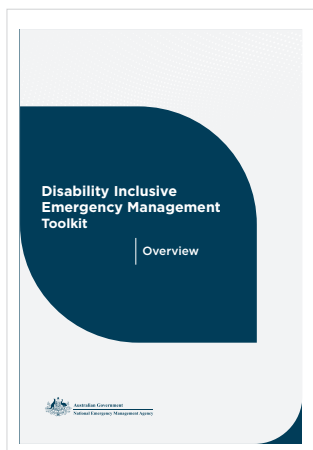
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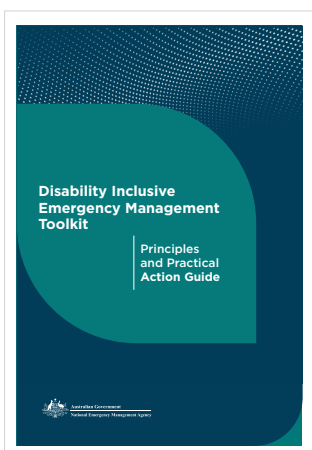
Australia's  
Disability  
Strategy  
2021-2031

# Disability Inclusive Emergency Management Toolkit

The Toolkit has four components:



The **Overview** provides essential background on the need for the Disability Inclusive Emergency Management Toolkit. It identifies the challenges faced by individuals with disability during emergencies and emphasises the importance of incorporating their lived experiences and specific support needs throughout all phases of emergency management. The Overview explains who the Toolkit is for and how its components work together to facilitate self-assessment, encourage collaboration and guide tailored action planning. As the foundational element, the Overview should be read first to set the context before exploring the practical tools offered in the Toolkit.



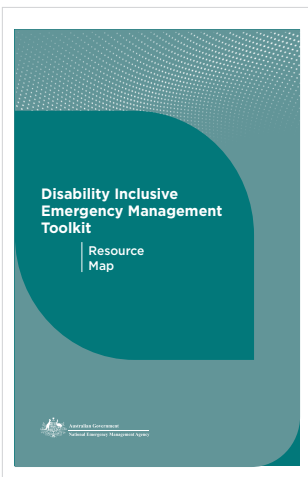
The **Principles and Practical Action Guide** support emergency planners to translate seven principles for disability inclusive emergency management into practical actions for a nationally consistent approach.

The maturity development framework integrates three practice standards (inclusive planning, strategic partnerships, accessible resourcing) to increase the effectiveness of disability inclusive emergency management. Twelve indicators and three maturity levels provide benchmarks against which practices can be measured and improved. Six steps guide emergency planners to engage with the principles and maturity levels to advance practical action. Maturity development roadmaps, case studies and planning templates guide the development of goals, practical strategies and monitoring.



The **Organisational Emergency Preparedness Profile** is for community and disability organisations to self-assess and document their current level of emergency preparedness, capabilities and potential to contribute to disability inclusive emergency management. It prompts organisations to identify areas of strength and plan future actions to strengthen their emergency preparedness.

By evaluating their readiness, organisations can lay the groundwork for forming strategic partnerships with emergency planners, enhancing collaborative efforts and driving progress on inclusive planning and accessible resourcing. As part of a comprehensive self-assessment of disability inclusive emergency management, it helps emergency planners to build strong relationships and more effective responsibility-sharing with community and disability organisations.



The **Resource Map** shares good practice resources for disability inclusive emergency management developed in Australia.

Assessed for their inclusivity and collaboration mechanisms, these resources act as catalysts, sparking innovation and efficiency in emergency management processes. The resources are organised by sector (e.g., disability, community emergency, government). Each is catalogued according to its primary purpose, format and phase of the emergency management continuum. It can be used as an interactive and conversational tool to promote cross-sector learning and shared planning.

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# Getting Started

The Organisational Emergency Preparedness Profile is for community and disability organisations to self-assess and document their current level of emergency preparedness, capabilities and potential to contribute to disability inclusive emergency management. It can be used to track improvements over time.

## The profile has 6 sections:

1

### **Organisation profile**

This section provides a brief overview of publicly available information about the organisation, its size and the communities where they operate.

2

### **Organisational emergency preparedness**

This section invites reflection on the organisational level of emergency preparedness by considering nine actions relevant to service continuity and measures to increase the safety of staff/volunteers and service recipients.

3

### **Personal emergency preparedness support**

For organisations that provide direct services/programs to service recipients, this section invites reflection on eight ways they facilitate emergency preparedness support and factors that impact their capacity to increase emergency awareness and preparedness with others.

4

### **Gaps, Information Sharing and Collaboration**

This section prompts organisations to identify and prioritise factors that negatively impact safety and well-being of people with disability in emergencies. It also invites reflection on successes, challenges and preferences for working with government and emergency services to address the identified challenges/barriers.

5

### **Accessible Resources**

This section invites consideration of organisational capabilities and material resources that could be mobilised for inclusive emergency management purposes.

6

### **Disaster Experience**

This section prompts the organisation to consider expertise they have gained through lived experience of disasters and disaster recovery.

## Why is this Profile Needed?

Disability inclusive emergency management involves developing partnerships across diverse sectors to foster shared responsibility and effective outcomes for people with disability. It requires emergency planners to work in partnership with disability representatives, advocates and service providers to increase the effectiveness of disability inclusive emergency management strategies.

For disability and community organisations to contribute effectively, they need to:

- be aware, capable and prepared for emergencies
- have organisational-level plans in place that support continuity of services and supports that people with disability rely on.

These plans must also cover their staff and volunteers.

Partnering with community and disability organisations is essential to understanding and removing the barriers that increase vulnerability in emergencies. However, emergency planners currently have little information about the level of preparedness of disability and community organisations, which limits their ability to integrate these groups effectively into emergency management.

## Benefit

The Organisational Emergency Preparedness Profile supports community and disability organisations to reflect on emergency management:

- actions taken
- facilitators of success
- barriers to progress.

It prompts organisations to identify areas of strength and plan future actions that strengthen their emergency preparedness capabilities.

Community, disability, representative and advocacy organisations are urged to use this Profile and encouraged to share their self-assessment with emergency planners from the government, non-government and emergency services sectors.

When shared, the Organisational Emergency Preparedness Profile can support emergency planners to obtain a comprehensive and more accurate understanding of the emergency management capabilities of the diverse range of community and disability organisations across their community.

When employed as part of a comprehensive self-assessment of disability inclusive emergency management, it can help emergency planners to build strong relationships and more effective responsibility-sharing with community and disability organisations.

Working together, within and across sectors, can support shared learning and joint planning, harnessing diverse capabilities to identify and remove barriers to the safety and well-being of people with disability in emergencies.

# Organisational Emergency Preparedness Profile

## Organisation Profile

Date: \_\_\_\_\_ Your Name: \_\_\_\_\_

Organisation Name: \_\_\_\_\_ Your Role: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Website: \_\_\_\_\_

### Type of Organisation:

- Non-profit
- Governmental
- For-profit
- Volunteer group

Total number of volunteers at the time of survey: \_\_\_\_\_

Other (Specify): \_\_\_\_\_

### Select the level of government where your organisation operates:

- Commonwealth
- State/Territory
- Local Government

### Organisation size:

- Micro (< 5 employees)
- Small (5 - 19 employees)
- Medium (20 - 199 employees)
- Large (200 - 999 employees)
- Very Large (1000 or more employees)

### Select the State/Territory where your organisation operates:

- |                              |                              |                                   |
|------------------------------|------------------------------|-----------------------------------|
| <input type="checkbox"/> NSW | <input type="checkbox"/> WA  | <input type="checkbox"/> National |
| <input type="checkbox"/> VIC | <input type="checkbox"/> TAS |                                   |
| <input type="checkbox"/> QLD | <input type="checkbox"/> NT  |                                   |
| <input type="checkbox"/> SA  | <input type="checkbox"/> ACT |                                   |

### Identify the Local Government Areas (LGA) where your organisation operates:

Primary: \_\_\_\_\_

Secondary: \_\_\_\_\_

Tertiary: \_\_\_\_\_

## Organisational Emergency Preparedness

	We do all of this already	We do some of this already	We could do this in the future	We could not do this	Out of scope
We have identified critical goods, services, or supports that our service recipients depend on for their safety, health and well-being. <i>(e.g. services/supports we provide that they cannot go without in an emergency or disaster event)</i>					
We have measures in place to provide critical goods, services, or supports that ensure continuity of care for our service recipients in the event of an emergency. <i>(e.g. set out modified responsibilities of staff during emergencies, maintaining a stockpile of critical supplies, emergency staffing roster, etc.)</i>					
We have an organisational emergency plan that details operational contingencies during emergencies. <i>(e.g. detailed communication strategies, internal and external dissemination of accessible information, critical data security and routine backups, alternative work locations, power back up, emergency supplies, cash flow arrangements)</i>					
We provide targeted training for our staff and/or volunteers so they know our organisational emergency plans and their respective roles within those plans. <i>(e.g. digital education, emergency exercises and drills, check-ins with service recipients, etc.)</i>					
We have measures in place to support our staff/volunteers to maintain their resilience and effectiveness in the event of an emergency. <i>(e.g. psychological and emotional supports, leadership support, refresher training etc.)</i>					



	We do all of this already	We do some of this already	We could do this in the future	We could not do this	Out of scope
We communicate our organisational emergency plan to our service recipients in an accessible way so they know what they can expect from our organisation in an emergency.					
We regularly practice our emergency plans (e.g. annually, bi-annually) (e.g., drills or simulations)					
We review and renew our emergency plans to ensure they are up-to-date and working well. (e.g. resource inventory, accessibility updates, legal compliance, communication updates, mutual aid agreements, review evacuation routes, review contingencies, etc.)					
We collaborate with other community organisations to strengthen our organisational preparedness and resilience to disaster. (e.g. supporting each other's staff or service recipients, pooling resources, sharing supplies, facilities, or accessible vehicles, etc.)					

## Personal Emergency Preparedness Support

Our organisation provides direct services/programs to service recipients (e.g., one-on-one, small group, episodic, crisis/short-term support, etc.):

- Yes
- No (if no, go to next section titled Gaps, Information Sharing and Collaboration)

Our service Recipients include: (select all that apply)

- Aboriginal and/or Torres Strait Islander peoples
- Culturally and linguistically diverse clients
- LBGTQI+ community
- Women
- Men
- People with disability (e.g., cognitive, sensory, physical)
- People with a mental health issue
- People with long term health conditions (e.g., chronic conditions)
- People experiencing homelessness or in vulnerable housing circumstances
- People experiencing all forms of violence and abuse
- People living with drug and/or alcohol dependency/addiction
- People on care and protection orders
- Refugees, migrants and/or displaced
- Aged and elderly people
- Family services (e.g., playgroups)
- Children and young people
- Informal carers/care givers (e.g. unpaid carers)
- Unemployed/low-income households
- People who are socially isolated
- People who are geographically isolated
- Everybody who walks through our doors (e.g., we support anyone who lives, works or spends significant time in our community)
- Other (Specify): \_\_\_\_\_

Number of active service recipients: \_\_\_\_\_

## Facilitating Personal Emergency Preparedness with Service Recipients

	We do all of this already	We do some of this already	We could do this in the future	We could not do this	Out of scope
We identify service recipients whose safety and well-being are at risk in natural hazard emergencies (e.g., bushfire, flood, severe storms, cyclone, etc.)					
We identify the level of emergency preparedness of our service recipients. (e.g., awareness of local hazard risks, access to emergency information and alerts, understanding of their need to have an emergency plan)					
We assess service recipients to identify their support needs during emergencies. (e.g., accessible communication, technology, transport, living situation, personal supports, assistance animals, social connectedness, health and medical management, etc.)					
We provide and/or connect service recipients to emergency information, services and resources to help them increase their emergency preparedness. (e.g. risk information, referral to home safety programs like smoke alarm installation, giving preparedness resources like the Person-Centred Emergency Preparedness (P-CEP) Workbook, the Red Cross RediPlan, emergency apps, etc.)					
We facilitate emergency preparedness so that our service recipients have a plan tailored to their unique support needs and risk situation. (e.g., provide help to make an emergency plan)					

	We do all of this already	We do some of this already	We could do this in the future	We could not do this	Out of scope
We help service recipients communicate and/or practice their emergency plans with their support network so they know how they will act together in an emergency. (e.g., <i>facilitating communication, support to negotiate plans/responsibilities</i> )					
We help government and emergency services to understand the needs and experiences of our service recipients before, during and after emergencies. (e.g., <i>accessible transportation in emergencies, accessible shelter</i> )					
We partner with government and emergency services to identify and remove barriers that increase disaster risks for our service recipients.					

Barriers to facilitating personal emergency preparedness with our service recipients are:

- No training
- Not in my job description
- Insufficient funding
- Other (Specify):

Plans our organisation has in place for engagement and trust building with the local First Nations communities, particularly those with disability, their carers and families include: (Select all that apply)

- We collaborate with the local First Nations organisations (e.g., Aboriginal Community Controlled Organisations (ACCOs), land councils and local media organisations for communication and service announcements etc.) to address the unique needs and challenges faced by First Nations people, particularly those with disabilities, their carers and families in an event of emergency
- We co-design or consult with First Nations communities to involve them in the planning, development and implementation of programs, services or policies
- We establish and maintain connections with local First Nations leaders to engage with the broader community to ensure local Indigenous knowledges are incorporated into all levels of disaster management plans
- We have plans that adhere to existing local emergency and disaster recovery plans to ensure the plans are relevant and effective for the First Nations community contexts
- We implement inclusive hiring practices to ensure Aboriginal and/or Torres Strait Islander representation within the organisation to promote and support them in leadership and decision-making roles
- Other (specify): \_\_\_\_\_

## Gaps, Information Sharing and Collaboration

In the event of an emergency, there are certain challenges that lie outside the scope of an organisation's control, yet can significantly impact the safety and well-being of service recipients. **Factors beyond our organisation's capacity to manage that could negatively affect the safety of service recipients include:** (Please rank up to 5 items with one being the most concerning and 5 being the least concerning)

	Most					Least
	1	2	3	4	5	
Availability of accessible transportation options for safe evacuation or relocation.						
Availability of accessible safe accommodation, sheltering and appropriate living situation options.						
Ensuring access to information in formats useable by all people. (e.g., risk, emergency management, disaster recovery information)						
Effective and accessible communication of emergency warnings to people with diverse access and inclusion needs.						
Continuity of health management, including access to necessary health supplies and medical care during crises.						
Availability of personal support to assist with activities of daily living when usual systems are disrupted.						
Maintenance of access to equipment or assistive technology that service recipients rely on.						
Protection and safety for assistance animals that are vital for some individuals' functioning.						
Sustaining Social Connectedness to prevent isolation, including check-ins, reassurance and emotional support in times of crisis						
Other (Specify):						

**Challenges** our organisation faces in working with government and/or emergency services to address the challenges/barriers:

**Successes** our organisation has had in working with government and/or emergency services to address the challenges/barriers:

**Our preferences for engaging with government about emergency planning include:** (Rank up to 5 items with one being the highest preference and 5 being the lowest preference)

	High				Low
	1	2	3	4	5
Attending public meetings or hearings					
Participating in local committees or boards to support emergency planning					
Direct communication with decision-makers					
Collaborative planning for emergency response					
Joint training exercises					
Joint projects, grants, or initiatives					
We do not want to engage with emergency services or governments					
Other (Specify):					

### Accessible Resourcing

**Tangible assets** our organisation has that could be shared to increase access, inclusion and support for people with disability in emergencies include:

- Accessible vehicles (e.g., community bus, van, etc.)
- Accessible emergency accommodation (e.g., to support a range of needs including physical, emotional, sensory, etc)
- Places to meet/gather (e.g., welcoming spaces where individuals can get, give and receive support)
- Kitchens (e.g. spaces where people can prepare food/eat)
- Support for pets/service animals (e.g., shelter, food, transportation)
- Accessible communications/networks (e.g., phone tree, newsletters, social media, etc.)
- Accessible equipment for self-care (Specify): \_\_\_\_\_
- Medical/hygiene supplies (Specify): \_\_\_\_\_
- Independent energy supply (e.g., off-grid access, generator, etc.)
- Other (Specify): \_\_\_\_\_

**Intangible assets** (e.g., disability related knowledge, skills, networks, and/or capabilities) our organisation has that could increase access and inclusion of people with disability before, during and after disasters include:

## Disaster Experience

Our organisation has contributed to community disaster recovery initiatives (e.g., recovery services, community-level initiatives, funded or un-funded support post-disaster):

Yes

No

Our organisation has the following **experience and/or capabilities** in emergency management:

**Additional information** about how our organisation's assets could be coordinated with government and other agencies in an emergency includes:

Our advice **for other community-based service providers** to help them increase their emergency preparedness includes:

Our advice **for government and emergency services** to help them engage more effectively with your organisation includes:

# Next Steps

Use your Profile to support ongoing development of your organisational emergency preparedness.

Share it with others to support collaborative learning and action to improve disability inclusive emergency management.

- Partner with government, emergency services and other stakeholders to optimise your role and contributions to disability inclusive emergency management as outlined in the Principles and Practical Action Guide.

Learn how other community organisations have developed their emergency preparedness:

- A 4-part [Webinar Series](#) on Disability Inclusive Disaster Risk Reduction. This includes a webinar for service providers, which brings service continuity planning to life through good practice examples of all-hazards preparedness planning tools and resources.

Access resources to get started or to improve your level of emergency preparedness:

- A [Resilient Community Organisations Toolkit](#), developed by the Australian Council of Social Services (ACOSS), to help benchmark your organisational preparedness. It includes 6 steps and resources to increase your preparedness. Step 5 focuses on preparing others.

Learn how to facilitate Person-Centred Emergency Preparedness (P-CEP) and develop P-CEP implementation planning suited to the role of your organisation and scope of practice:

- The Collaborating4Inclusion website has a dedicated [P-CEP](#) page for accessing the toolkit, learning about implementation, taking the facilitator certificate course, understanding the research evidence and joining a learning community.











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