



when every word counts...

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**TIME:** 10.30 a.m. - 12.30 p.m.  
**MATTER:** CSIA - How Can People Experiencing Homelessness Stay Safe During Disaster?

MATTHEW GILLET: Good morning, everyone. And welcome. Apologies for those who may have experienced technical difficulties on the way in but I think we have everything sorted it now. It's so great to see you all here this morning. My name is Matthew Gillet. I am general manager - actually, I am acting CEO of Community Services Industry Alliance. That's a new role for me to remember :-). And it's my pleasure to welcome you all here during Homelessness Awareness Week to this very special session on how we can keep people who are experiencing homelessness safe during disasters.

Before we get started, I would like to acknowledge the traditional owners of all of the land from which we join the meeting today. I am on the land of Jaggera and Turrbal people and it's my pleasure to show and express my respect to elders past, present and emerging. If you would like to use the chat to introduce yourself and let us know where you are from and also the Aboriginal and Torres Strait Islander lands from which you join the meetings today, please do so. We would welcome that opportunity.

Just a little bit of housekeeping to get us started. First of all, we do have Auslan interpreter and captioning available for the session. Carla will be putting the information in the chat; if you would like to access those services. You can also use the chat to ask questions/make comments along the way. We would like to make sure this event is as interactive as possible. We have got quite a few speakers through the day but we really want to make sure that we hear your questions and take the opportunity to respond as we go. We will also have some question and answer time towards the end of the session as well.

So just because I have asked you to jump into the chat, we will give you another job to do as well. Just to get a bit of a sense of who is in the room: we would like to put up a poll. Very shortly you will see a poll on your screen and we just ask you to identify which group you consider yourself or your organisation to fall into.

....

MATTHEW GILLET: Just as the poll is coming up, I can let you know a little bit about the broader program for the day.

Just by way of background: CSIA, the organisation I work with, alongside Queenslanders with Disability Network and also the Sydney University have been working on a project focussed on person-centred approaches to disaster planning.

I will pause now, so you can focus on the poll. We are just interested in which stakeholder group best represents where you come from.

....

MATTHEW GILLET: Hopefully we are beginning to see results there.

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It takes a little time. We are delighted to have more than 130 people with us today; and very grateful for your attendance today. But also encourage you to take a look at other things happening as part of Homelessness Week, because it's an important week to find out more about how people experiencing homelessness can be better supported in our community.

So there we go; we have the results. We have got quite a range of experience and backgrounds represented; and very great to see people with lived experience joining the group; also advocacy and service providers; and terrific to see government emergency management and services here as well.

So quite a diverse group. That's been our experience with the work that we have done together on person-centred approaches to disaster management. It's when we have service providers, members of the community and the emergency management people together, is how we can get best results for the communities that we serve. So it's great to see that all represented here today.

So just, as I mentioned, our three organisations have been working particularly on disability inclusive disaster risk reduction projects; looking at how we can support person-centred emergency planning, better disaster management planning and also business continuity planning for the services that support our communities.

What we are now working on is a new phase of that work which is focussing on people with lived experience of homelessness; and to orient our work to see how the person-centred approaches can best be adapted for people who are experiencing homelessness, particularly before the disasters occur, so that we can ensure that people are prepared as possible for a variety of disasters.

So today we have got some fantastic speakers. Each of our project partners, University of Sydney, Queenslanders with Disability Network and CSIA will be talking about different aspects of the work. We will hear about some research that's already been undertaken; and also more about the project that we will be rolling out over the coming months.

To start us off it's my pleasure to introduce University of Sydney's Centre for Disability Research and Policy, Deputy Director and Associate Professor Michelle Villeneuve.

MICHELLE VILLENEUVE: Good morning, everyone. Welcome to today's webinar. I would like to start by saying that I am calling in from the land of the Gadigal people of the Eora nation; and pay my respect to Aboriginal people, past, present and emerging, and extend that to anyone who is joining us here today.

I would also like to welcome our lived experience participants in particular because probably the most important part of the work that we are doing is making sure that your voice is included front and centre in the work that we are doing around inclusive disaster risk reduction. Welcome; and welcome to the stakeholders who have clearly shown interests. One of the questions we asked during this webinar is "what's your motivation for attending?" And quite a large number of response felt they had a significant response in making sure that people experiencing homelessness were safe, during/after. So it's a very important goal/outcome.

My job today is to just briefly overview where we have been in Queensland in particular; and where we are going to with this project. And to outline a few ways that you can start thinking about getting further involved in the project, as we progress over the next year.

So I am going to share my screen; mostly to keep me on track; so that you have a few visuals to follow along with.

So the project is actually called "homelessness"; and it's about inclusive disaster risk reduction of people experiencing homelessness; the services that support them; and government and emergency personnel and their involvement in that process.

I want to start by saying this project is proudly supported by the Queensland Government through the Queensland resilience and risk reduction fund and particularly the Department of Communities, Housing and Digital Economy. So at the centres for disability research and policy, we are leading the research part of the work but we are working very closely and in partnership with the Queenslanders with Disability Network and the Community Services Industry Alliance. And we are really thankful to CSIA for hosting this webinar and all of the efforts making sure that you are involved today...and thank you very much to the crew working really hard behind the scenes.

The work that we do is really about co-producing tools that people can use. And it's those co-produced tools that help us to make sure we are working with people in partnership, particularly for those who are excluded with policy management and research. The co-produced tools actually help us to work together; and that's been one of the successes of the person-centred emergency preparedness resources; which is now not just a workbook or user guide or video; it's actually a suite of growing resources that's really helping all of us regardless of our starting point/role, to engage in person-centred emergency preparedness and planning.

So you can see by the pictures on the screens with a number of people working in conversation and in partnership together across sectors, to help achieve the goal of making sure that nobody is left behind when disasters strike.

We have a particular methodology that we use. On the screen in front of you, you will see a funnel in the centre and a dotted line, circular line surrounding that funnel. We call this "our knowledge to action methodology". This is a really important part of the work that we do because what we are constantly engaging in is a cyclical process, asking questions, getting responses; whether those responses come from the peer review research literature, the grey literature of policy document/desk review or all the voices of all of our stakeholders. All of that information gets synthesised together; and becomes a fundamental process of co-producing tools. But we don't stop there. We test those tools while they are under construction. Sometimes what you see in the work that we are doing is partially developed tools because we want to give them a good road test and get lots of feedback along the way. When we are done with this process, the products/tools

that pop out the other side are ready for use immediately in your practices; and I think this has also been another fundamental feature of the success of the work that this team has been engaged in together, that the tools get tested by a number of different people/stakeholders in different contexts; including different disaster risk contexts, different service delivery contexts in different parts of Australia; and I am pleased to say even beyond Australia now. So that we know that the tools are actually effective and can work in your practices on-the-ground.

We overlay this process with an appreciative Inquiry process; always easy to think about the things that are not working and identify the barriers/challenges in our practices/work that we do and it is pretty easy to identify where the gaps are; but we feel as a group that most successes are come from drawing on the things that are working well and amplifying those into best practices. And making sure that the things that are working well are effectively shared. So the last thing I would like to say about this methodological process as it relates to this newer project phase on homelessness and disaster risk reduction is that we really need the voices and perspectives of you, the people who are already doing good practices in this space, our starting point and assumption is that you are making good decisions/practices but sometimes we are limited in sharing what those practices are with each other across different jurisdictions/contexts. So we feel our job as the project team, to make sure that we gather that information about great practices from the field, learn and share that information. Hopefully what you will see is that those great practices are all embedded in the results of the project outputs that we make together.

So the HIDRR project is the third phase in a series of research partnership projects that aims to develop inclusive disaster risk reduction in Queensland communities. And this is situated in a larger body of work on disability inclusive disaster risk reduction that my team leads at the universities of Sydney. I wanted to outline a quick overview in case you weren't familiar with the first two phases of the disability inclusive disaster Risk Reduction in Queensland Projects. Phase 1 and 2, as you can see by this timeline was focussed using the same methodological approach that I just described. We focussed on co-producing tools that had impact. We started working together as a team in 2019 and we brought different stakeholders together in these inclusive planning forums or disability emergency planning forums. We produced reports back to each community on the learnings; and together produced the framework for Queensland on disability inclusive disability risk reduction. And that DIDDR framework became central platform or a foundation for both the research and practice and tool development that has followed.

We have since worked on developing a person-centred emergency preparedness workbook and a COVID planning guide and a number of videos throughout that project; and our team collectively is most proud to share the influence that this research that is made very specifically on the development of policy in Australia. So we have a significant impact on Australia's new disability strategy which took effect. It was launched in December 3rd in 2021 and will last us until 2031. What's significant about our new strategy, it includes disability and inclusive emergency planning in the strategy. So that means all governments, all businesses, all community organisations must include people with disability in emergency planning. It's pretty significant world-wide. First mention of disability inclusive emergency planning and provides a really important model for the rest of the world to follow. And I guess now our commitment is to making sure that everyone understands what role they can play in making sure that their practices are inclusive.

The other significant thing about Australia's disability strategy is it comes alongside a targeted action plan. And the targeted action plan that will be developed over the next few years and that our team is committed to supporting is really all about both person-centred emergency planning

and disability inclusive community level planning. So, for example, the kind of emergency planning that happens at the council, the district/regional levels in your area; but also the person-centred planning that happens for individuals and within organisations.

The other significant impact of this work has been the change, the legislative change to the disability sector and space. So the quality and safeguarding commission put out a legislative amendment that took place from January 2022. This is really significant because it requires all service providers providing NDIS funded services to people to make sure that people with disability have of emergency plans; and that the services has service and continuity plans in place to make sure the people they support - and I would say as well as the staff that provide those services - are safe before, during and after emergencies.

These resources and tools, some of which you saw on the last slide, are all available on Collaborating For Inclusion, available at QDN and through CSIA and available through the Queensland Government website. They are easy for you to find, download and use; so please do that. Ministers Enoch and Crawford launched/showcased these tools last October and that was a great opportunity to share the important work that Queensland is really leading in this space.

Now back to the current project on homelessness: we are at our phase 3. Our job here is to build tools and training for person-centred emergency preparedness and cross-sector collaborative action; with people experiencing homelessness, with the services that support them and with emergency personnel and government.

So we have a number of study areas. On the map you will see that we have pinpointed some targeted steps that have taken in partnership with Cairns, Townsville, Mackay, Rockhampton, Fraser Coast, Gold Coast, Brisbane and Ipswich. But I also want to say that this is really a Statewide project. We have had to identify particular areas, so that we can field test and trial the tools in a deliberate/strategic way but we want input and involvement of people from across Queensland and from across Australia; because what we would like is to make sure that the tools that we produce in this project are relevant, outside of our study areas and across jurisdictions as we have tried to do in all previous phases of the work.

This project recognises the high prevalence of people with disability among people who are homelessness and their increased disaster risk. We want to start connecting what we have learned so much about disability and disaster risk reduction and make sure we extend that to people experiencing homelessness and the services that support them.

We have a project team that you can see on the slide that consists of a number of co-investigators; and key group of that is, it is a combination of practitioners, peak bodies, government/researchers all working together in this space and we are supported by an incredible staff of research assistants and research support.

We also have an extension of our project team and a model that we use across all of our projects/working groups. We call them "working group 1, 2 and 3". But working group 1 is a working group with lived experience of homelessness and disability, who are guiding us and working on some tasks. You will hear a little bit later today from one of our working group 1 members and QDN, about that experience and the tasks they are involved in.

We also have a services-based working group. So working group 2 is homelessness and housing service providers who are guiding the project and working to support some of the key task and

development work. And then we have working group 3, comprised of emergency management and government practitioners in the emergency sector. We have three key people guiding us but we have quite a large community of practice that includes emergency managers from all of our study areas. In fact, that has grown to a nation-wide community of practice. So working group 3 has become quite large over time.

We also have a steering committee that helps keep that on...(audio glitch)...and our community recovery folks at the department who are keen it make sure that disaster risk reduction doesn't just begin when a disaster strikes but it involves a lot of pre-planning and preparedness that will support all the positive actions that need to happen when disasters strike our communities.

We also have an project advisory. You will see a large list of names/logos, representatives who are informing this project. The advisory becomes a really important part of how we work, too. Quite often people in senior policy decision-making roles can't always be on the ground hearing about or seeing the everyday things that happen in where you provide work, or where you live, work and play. So the role of the project advisory is to hear and understand and have information filtered through but also it's two-way; for them to share how policy might impact this project and how we can mutually develop both policy and practices that will work more effectively together. So the advisor has a central role in this shared learning about what we are undertaking together.

Now I just wanted to - without stealing any thunder of the presentations that will come next - just give a bit of background information to the topic.

We really want to address gaps in knowledge about homelessness; the capabilities of people experiencing homelessness and their resilience. Without knowing this information, we can't plan very effectively, in terms of our disaster management planning and practices. And we need to understand that better, so that we can make better plans and responses. The premise of this project is really that building disaster resilience requires multiple stakeholders to come together. No one stakeholder group is going to have the answers to the challenges experienced during disasters; and particularly for people experiencing homelessness; and some of the underlying social inequities and economic challenges for this particular group, that increase their vulnerability to disaster. So we really all need to work together.

And the idea that person-centred approaches put people experiencing homelessness at the centre of our thinking, our planning and our working together. And that means people experiencing homelessness as well as the services that support them, working together with government and emergency services in identifying and removing those barriers that increase disaster risks.

So in today's webinar, what you are going to hear is how the research has been going so far and what we have been able to undertake, given some of the challenges we have had with COVID and COVID restrictions; which we're hopefully but maybe not fully coming out of. We front-ended the project by taking a considerable amount of work that we could do without being face-to-face. I am hoping today webinar's forward, we will be much more on-the-ground.

Today...you will hear about the experiences of the relationships between homelessness and disability; you will hear about the capabilities of people experiencing homelessness and we can maybe do some thinking about how we might leverage those capabilities for our collaborative actions in the future. And you will hear a lot about homelessness services as a resilience asset;

and perhaps an underused and under-utilised asset in disaster risk reduction. We can start that process about how we can utilise that resource without overtaxing them in the process.

Our principles for this project are: people experiencing homelessness need the opportunities to learn about their risks and to develop their own personal emergency preparedness plans. So that's a fundamental principle and that's why we are involving people experiencing homelessness, in learning about and developing their plans themselves. These are folks who may not have direct access to information or resources in formats they can use; and so that's a big part of the way we want to co-design these tools.

What we are also doing is focussing on the services that support them; and thinking about the organisational capabilities as well as the capabilities of staff who work within those organisations. But we recognise that that means that services need to be included in thinking and planning from the beginning; so that what works for them actually works for them in practice.

And, of course, emergency managers need practical learning resources. One of the things I always say when we are talking about disability and disaster is that there shouldn't really be this huge, ginormous expectation that emergency managers know everything about disability. That would be quite overwhelming given their job is emergency management; they have incredible knowledge/skills, keeping our communities safe, understanding our infrastructure, understanding the emergency management arrangements and putting them into practice. So we need to support our emergency managers to access the information in formats that they can understand and use. What do they need to know about disability? What parts of the experience of homelessness do they need to understand and how does that relate to the tools that they need to build into the emergency management sector? And how does that fit with existing emergency management arrangements?

So what I hope you will see by now is that the whole point of working together is that we all bring the pieces/talents of our expertise together; so that we can make sure that everyone in our community is safe, when disasters strike.

So I have listed here the objectives of this project; and it's quite a long list. We want to learn; we want to co-develop, as I have already talked about. The research team spends a lot of time synthesising. So you will meet a lot of the team members today and see some of the work they are doing behind the scenes.

We are also going to develop, build and evaluate. In particular, we are going to build our resources together; and by extension all of you across the different working groups and across Queensland; and we do hope there will be further participation from across Australia as interest in the project grows. We want to make sure that what we build actually helps you to learn what we are learning; and use that information immediately. So like the rest of our projects, you will find that you will get access to videos and information and tools that are in formats that you and your sector can use; and we will have a little glimpse today of what some of those emerging videos are starting to look like.

Mostly, we are going to integrate all of these pieces that we build into interactive, online self-paced education modules that will help you to access this information and put it to task. Throughout the process, we will be evaluating the early learning and the uptake of all of this information tools and resources.

So just before I finish, I want to highlight some things that you can start thinking about to get involved in over the next year. Number one is today. So thank you all for coming today and getting involved at the start of this working together. And it's a great opportunity during Homelessness Week to raise awareness about the importance of emergency management practices and planning for the homelessness sector and community.

Later, we are going to talk about upcoming knowledge from Vanessa; specifically about ways you can get involved in those workshops in your community; and I believe we will be hosting some online to make sure that we can bring people together who might otherwise have trouble travelling to some of the face-to-face venues.

I also wanted to share that we have a person-centred emergency preparedness certificate course. It's actually begun operating across Australia but we are doing something very specific and targeted with this project on homelessness. As Matt pointed out at the beginning, we want to make sure that we tailor the person-centred resources and education materials to the housing and homelessness sector. So we want to make sure that this certificate course is actually undertaken and we engage together in adult learning, sharing good practices and building together some of the tools that will come out the other side. So I hope that there's lots of people online today who are working either in the housing and homelessness sector or working in the emergency sector or government services, who will come on board and take our P-CEP short course. And through that, we will be together some of these tools/practices for the homelessness project and P-CEP project there. I have left a QR code on the screen but after the webinar today, we will provide further information/links on how you can express your interest in being involved in this short course.

I just finish that by saying: the short course is basically in terms of the time and thinking about your time commitment, we run it in four-week schedules; starting at the first of every month. We just had a group start yesterday. So we open it for four weeks. There are six self-paced modules that you go through with some optional face-to-face online activities and workshops. At the end of the program, people get a certificate of completion of the program. Of course, along the way, incredible, rich, learning across sectors and lots of information that you can take away and use in practice immediately.

And number 4 is really connected to number 3. I have already mentioned that we will be really building these tools together. Through our working groups and through learning together and through the knowledge to action workshops that Vanessa will speak about, we are going to be building case studies and testing tools and working in partnership with you. So we are really excited about ramping up the interactive part of this project over the next year.

I will leave my contact information there, in case anyone wants to follow up with myself or Helen Styles, who is the project officer for the project; if you have any lingering questions about anything that I have talked about.

I am going to stop sharing my screen because what we are going to do next is show you a little sample of one of the videos that we have started to co-produce with Jasmin. I am going to turn it to Renée to load up that video. We will just watch a little two-minute segment of Jasmin's lived experience.

Video played.



MATTHEW GILLET: Thanks, Jasmin. What a beautiful insight into one person's lived experience; and such a reminder of the intersectionality of issues for people experiencing homelessness. We heard there about mental health issues around the child safety system. Really important to remember, as we are working through this group, the unique experience of people who are experiencing homelessness.

Thanks, also, Michelle. What a great overview of the program. I think you can see that it's quite a comprehensive program of work. Really great to see that laid out. And fantastic to see the short course up and running now as well; and really encourage you to take the opportunity to look more closely at that.

We are really pleased and confident about this work because as Michelle mentioned, we have had a run of time working in the disability inclusion space; and so there's a wealth of experience and expertise now being applied into our focus on people experiencing homelessness. Key to that experience is our colleagues at QDN. So it's my pleasure now to introduce to you Michelle Moss, who is the QDN director of policy and strategic engagement; and along with Michelle, Grant Higham, a member of QDN and also the working group 1. Michelle and Grant are going to talk to us about the importance of lived experience in co-designing this important emergency preparedness work.

MICHELLE MOSS: Thanks, Matt. And good morning to everybody. Grant and I this morning are, as Matthew said, going to talk to you about working group 1; and a bit about the work that we have done and some of the learnings and why that's important to this work and moving forward. And I think as Michelle and Matt have both talked about, QDN has been a really proud partner of the work in the disability inclusive disaster work. And I think what that work has meant is, bringing people with disability to the forefront and centre; and our other peer leaders talk about what has that meant, it's about being at the table. It's about being an equal partner; and it's about having a voice.

The other things that people have talked about through that work that's happened in Queensland over the last three years has been about some of the goals of this work as well; around building capacity and people coming from a place that they know that they have strengths and capabilities and, yes, there are things that people need from others in terms of disasters/emergencies; but that people can undertake their own individual emergency planning; and how that needs to happen in partnership with the people and providers who provide people support, as well as our emergency and disaster management. That at the essence and heart is about this phase of work. We have been really clear and working from a framework that's about the leadership of people; and that people are leading the work.

So for our working group 1, which you have already heard about, it really is about bringing the voice/perspectives of people with lived experience of homelessness and/or disability to this work. We have got five members who come from diverse lived experience. Grant is here with me today; he's one of those members; and Jasmin, that you have just seen on the video. Really, their role is about informing project design and delivery; and they have been involved in a number of different things and areas in that to date, as well through the life of the project.

I think it's really important in thinking about how we all have a role to play and we all have a part to play in doing this work; and it's great that in Queensland this is the first time that things have been looked at for people who are homeless and experience homelessness; what happens in disasters and how we can help people prepare and stay safe. So, Grant, I am interested to hear from you,

from your experience; and I know you have been involved in lots of activities with QDN, in co-design and this working group 1. Why is it important to you that people with lived experience have a voice, are included and involved?

GRANT HIGHAM: So I think - so I have an invisible disability, I suppose they would call it. That means in my case I have a mental health condition. So I think it's important to ask people for their input, when you are going to do things to allegedly help them, just to make sure that what you are getting is something that they can use. You may not know what all the barriers are until you ask somebody what the barriers might be. Some of those things are really, really simple. Like, you might think, "Okay, let's make an app. Everyone's got a smartphone." Well, everyone doesn't have a smartphone; or have data. So you have to include them in the beginning, what you are going to do is going to work for them.

MICHELLE MOSS: I know that already in this project the work that the working group has been doing has had impact and making a difference. So I am really interested to hear from you about: what difference does it make when people are involved and people are co-designing? What happens along the process, but also at the end?

GRANT HIGHAM: In the beginning phase of things, if you are actually including people in something that you are trying to do - like, you are not trying to do things to people. You shouldn't be trying to do things to people; or trying to do things for people. You are trying to do things with people. So one of the most important things is to ask them, "How would you like to see this work?", or, "Will this work for you?", I think is all a big question.

If you don't get included, that when things happen, you haven't noticed what the problems are likely to be and whatever program you are trying to run, may not meet its targets. How's that?

MICHELLE MOSS: Great, Grant. I am wondering if you can give a bit of an example. Because I know that the university has worked with the working group around a survey; and with all respect to our university colleagues, there's lots of things that they want to find out and inquire about, and how they design those surveys in that research perspective. So can you tell us a bit about the input that the working group had on the survey; and where you got to at the end?

GRANT HIGHAM: Like, we start off with the survey that the university had come up with; and then I think we had a look at it; and decided, "Will it work?" And I think there was evidence there about, like, "How are we going to get people to fill in the survey? Where are we going to get them from? Where do people meet?"; you know, asking some of us, "Oh, okay, that's a good place to get people to meet". And also an acknowledgement that not everyone - it is great to focus on strength and resilience and things like that. But there is also a couple of things; some people may be illiterate, may not be good with technology, this sort of thing.

I had a feeling at times that the survey was a little bit too long. You have to think, "Why are people going to do this?" When you need some help, last thing you want to be doing is a survey, sometimes. So I guess that is one of my reflections and that was taken into account. Would you like me to - no.

MICHELLE MOSS: No, that's great. You have described the process and the partnership of co-design and how input is given by people and you are sharing some of the challenges/barriers, but also putting some solutions on the table, what is going to work for people.

GRANT HIGHAM: Yes, I think so. You hand out something that people are happy with, because you are asking them. You are trialling a project; right? You are trialling the survey. You are seeing what people are thinking about the survey; so you ask people. It's from asking them, you can make an improvement. But if you don't ask them, "Here's this massive survey," you may not get the results that you are looking for. You might get a whole bunch of people who want a quick cup of coffee :-).

MICHELLE MOSS: It's always good to have incentives.

GRANT HIGHAM: "I am here for my free cup of coffee" :-).

MICHELLE MOSS: So what would be your key messages to give people about this work? We are very much at the beginning of the journey and getting involved and you have been talking about, particularly around the survey, that getting that information from people and data is really important. So what would be your key messages to people here today on the webinar?

GRANT HIGHAM: I'm not really sure. It depends how you are going to do this. If the university students are going to go out there and conduct the service: approach people; sometimes people are a bit worried about authorities; and things like, you know, academic things, "Who is this academic person that's trying to talk to me and trying to get this done?" So you have to talk to people at their level, I think. You have got to realise that not everyone is going to understand things particularly well. But at the same time you have got to realise that - like, it's like anything. It's not like all homeless people are exactly the same or all people with disability are exactly the same or anything of these things. So you have to be aware of that. So sometimes that means that you don't know how capable people are of doing things. I don't know much about smartphones; I hate technology; but I know people that live under - I had a friend who lived under the bridge, who is really good with phones. You know, I don't know anything about phones.

MICHELLE MOSS: So thinking about the different ways people engage-----

GRANT HIGHAM: Yep.

MICHELLE MOSS: -----and what people might need. At the end of the day, getting that feedback and getting the lived experience and the perspective is going to make this work so much richer. And I know that has been our experience in co-designing the disability inclusive disaster risk reduction tools. The leadership of people with disability in that has been incredible.

And I think I encourage people to think about how people can be supported to step up and step into that space; and recognise that people have a whole lot of strengths and capabilities that are ready to be unleashed and ready to be engaged and involved.

GRANT HIGHAM: Yeah, I think people do, you know. Not everyone is exactly the same; that's one of main things that I think of in life. It's sort of weird. You know, the things we take for granted. For example, when you give someone a laptop, "Here's a computer. You use a computer. It's a Qwerty computer...." They go to myGov or something and they are looking for the A. So I think there's those capabilities. Also, like...box, "Who is this person? Going to be a friend?" You know, approach people in a friendly manner. Going in spaces where people feel safe. Some spaces people feel safe and in other places - you know. Is that okay?

MICHELLE MOSS: Yep, that's great. Excellent. Thank you, Grant. We will hand back over to you, Matthew.

MATTHEW GILLET: Thanks, Michelle, and thank you, Grant. Such great advice there. Practical insights, how best to engage with people with lived experience; but also the strong value in doing that. It's a really core part of the project that we are working on; but, Grant, thank you. You have given us some tips that I think we can use across all different types of work that we are all engaged in; both inside and outside of this project. So thank you to QDN; and thank you in particular to Michelle and Grant.

Now we would like to move on to hearing a little bit more from the research team at University of Sydney. So, as part of the project, we have already conducted some literature review and desktop research; but also some surveys and qualitative information as well. So we are about to hear from the research team. So I can introduce you to the project officer for the project and research assistants, Helen Styles; post-doctoral research fellow Dr Jade Chang; and associate lecturer Bronwyn Simpson. Thanks, team.

HELEN STYLES: Thank you, Matt. I will pop up my slides here. And what a hard act to follow :- ) hearing from Grant.

I am Helen. I have worked in homelessness services, in emergency management more recently, before coming to the university. And we have started our research with a literature review. It was a scoping study to see what the peer review literature already tells us.

We were guided by five research questions, covering people with lived experience of homelessness, service providers, emergency managers and any existing tools that might be out there. And the breadth of coverage of these questions is consistent with scoping studies methodology.

We searched through thousands of medical and social services databases for papers on our topics. We ended up with over 1800 papers; but about half of these were duplicates; so the same papers were turning up time and time again which told us that our searching was effective. So once we removed those and applied the criteria that you can see here on the right, to make sure that we were focussing on papers that met the scope of our study. So we wanted to look at papers that were consistent with homelessness in the Australian experience, for example. And with our project, we are focussing on people who were already homeless when the disaster struck. So that's what we mean by pre-disaster homelessness. So once we excluded those papers, we ended up with 35 papers; most of which were from the US; but there were a good few from Australia.

We categorised those papers against our research questions and we wanted to prioritise papers that focussed/included the voice and perspective of people who were homeless; of which there were 16.

And here are some of those voices, illustrating the key findings, those common themes that we saw in those 16 papers. For those of you who have worked with those who are homeless, none of this will really be surprising to you. But I think that it is still devastating to see it in black and white. And it does show us that the research was picking up what we had already suspected. So, obviously, people who sleep rough are more exposed to hazards. You know, what you consider to be a natural disaster while living in a house is completely different to what we experience when

sleeping rough. This example here of resilience and resourcefulness just really rings true; you know, that people here are saying, "This man was saying, we go through this all the time; weather is always disastrous to us. We know how to keep things dry; teach us a thing or two".

The protective actions that people will undertake are going to be hampered by their lack of safe options. It's all the stuff that we know; but we found examples of people being turned away from disaster shelters because they were homeless or experiencing social stigma while there. "They weren't very happy to have me there".

The last one there is an example of someone trying to take protective actions during heatwave in Adelaide; but being moved on by security.

Some more quotes here. The research is telling us that - again, not a great surprise - it is mostly from friends that people will find out about disaster or a coming hazard. They are unlikely to trust police to deliver that message. So "send red, not blue".

One of the researchers said, the people they interviewed were unable to re-calibrate police from enforcer to friend; and there was even an example of people moving towards danger to prove with their own eyes what was happening with the weather, rather than trust the police.

This example here from Mary, from Brisbane, the material losses that she experienced: "I lost everything", but she found that people didn't seem to think that was much of a worry because she was homeless anyway.

And then finally a large study in Australia demonstrated some statically significant health impacts on people who are homeless in disaster.

So in summary the research tells us - well, the literature that already is out there tell us that people who are homeless need access to inclusive places; they need inclusive people and responses; and they need help to get to safety; and to be able to access the services they need.

Homelessness services, through the literature - I mean, what we can see here won't be a surprise to you either: basically, services are needed in disaster. "You are really good at what you can do; and you can do more with the right coordination and resources".

We didn't find a lot about emergency management responses. We were inspired by this example from Hurricane Sandy; where the local emergency managers worked with a homeless shelter to ensure that they didn't have to evacuate from flooding; that people could stay in place because they realised they could be safe where they were; which was a great outcome for them.

This example here of the management issues in disaster shelters is something that we are hearing a lot from previous experiences in Queensland flooding.

And then finally we did find some examples of existing tools and resources that we can be inspired by for our own tool-kit.

In summary, what facilitates inclusive planning is when we build on the existing strengths and capabilities of people who are homeless; and learn from them. Build on their trusting relationships with service providers and those service providers skills; and bring that altogether with emergency management through some really great collaboration.

We also conducted a desk review of disaster management policy and planning documents. At the time we could access 55 documents from around the State; and we searched for some key terms; and we had a look at that planning that was involved in there. And we had one really key finding, which is that emergency managers do need some direction on how they can be more inclusive in that planning; especially in lights of that Australian Disability Strategy. And for the emergency managers that we have with us today, when you look at these lists in the yellow boxes of things that we are recommending for inclusion in disaster plans, I don't think you'll be surprised by these either; but you might wonder about the "how" and the "when do I have time?" So what we want to tell you about: we want to help create tools/templates that you can use to make your lives easier; so you can see this in your planning; and that's what we are wanting to ask you about when we come around and do our workshops over the next few months. We just want to give you presence to make life easier for you. I want to hand over to Dr Jade Chang.

JADE CHANG: I am a health economist with a public health background. I am working with Michelle and her team on various projects, such as this one, emergency preparedness of Housing and Homelessness Service Organisations. I am excited to share with you our findings.

In March/April this year, we invited 267 organisations to participate in the online survey. The aim of this survey was to understand the role, capacity/tools of these organisations; emergency preparedness with their clients and to develop and implement a strong business continuity plan.

47 organisations completed the survey. Interestingly, we have an even spread of the respondents across different sizes of the organisations. Responses coming from micro-organisations with less than five employees. More than three quarter of the respondents reported that their main clients were people experiencing homelessness; about a half reported their main clients were people experiencing domestic and family violence; and the 40 per cent reported that their main clients were Aboriginal and Torres Strait Islander people.

Services provided were short-term or emergency accommodations; followed by assistance with tenancy and transitional housing.

In the past ten years, most organisations were impacted by pandemic; followed by flood and severe form or cyclone. On average, their routine business was stopped or interrupted for about 700 hours due to pandemic; about 300 hours due to floods in financial year 2020 to 2021. This event impacts on continuity of care and the increased demand for support. There was workforce shortages as staff themselves were also being affected by disasters. This led to high staff turnover and consequently a loss of organisational knowledge. Some respondents reported the damage to property and the disrupted supply chain affected service provision and the bottom line. However some business experienced little or no impact during disaster.

We then ask respondents about their capability, in caring out agents to enable emergency preparedness of their clients.

The most commonly performed activity were: referring clients to community services that can help them to enhance their emergency preparedness. Nearly a half of the respondents intended to provide a formal support of education, to clients to help them be more prepared for emergencies. About 26 per cent of the respondents reported they could not practise emergency drills with clients.

The most common barriers to enabling emergency preparedness of at-risk clients were: insufficient funding, insufficient time and unwilling clients.

I will now hand over to Bronwyn, who is going to talk about business continuity planning. Thanks.

BRONWYN SIMPSON: Thank you. I will have the next slide, thanks, Helen. I am Bronwyn Simpson, part of the research team and I analysed the open-ended responses from the survey.

The first question was about challenges in preparing and implementing a strong business continuity plan; so planning for how to continue services during an emergency and also doing so.

Organisations found it challenging to plan for a whole range of different scenarios, especially during rapidly changing circumstances. And plans and service provision needed to take into account government directives particularly during COVID which were hard to anticipate. Government requirements like reporting also added an administrative load.

Identifying and engaging vulnerable/transient clients to support them during emergency is challenging; and a lack of resources, mainly funding and staffing, makes it hard to meet the additional work required to create and update plans and then to implement them. Staff also need to be skilled to do this and upskilling and retain staff is tricky when there's already high levels of staff turnover. The very nature of the services mean they are critical but challenging to provide during emergencies; especially for accommodation providers, particularly during emergencies that limit the supply of housing in the area.

It's worth noting, though, that when answering these questions, some organisations said they actually did already have a strong business continuity plan; and on the next slide, I will talk a bit more about what they reported were facilitators for them.

So when asked about what would help them create and implement strong plans, most organisations wanted training; and this training needed to be tailoring, specialised and they wanted follow-up training as well. But training staff involves time and funding which would also then be required. Organisations recognise that tools and templates would be useful; which organisations could adapt to their context. And they also recognised the value of collaborating and sharing these clients resources; and more formal networks could help with this information sharing, too.

The organisations that already did have strong plans, the facilitators included some of the tools that we have talked about already, that they had accessed and used. Having a really good idea of what local services were around; that they could collaborate with and refer to; and being in formal networks; and also staff being able to work remotely. They also talked about how they learnt a lot from previous disaster experience, like the experience with COVID; and they could draw on this experience with futures planning. Thank you. I will hand back over to Michelle now.

MICHELLE VILLENEUVE: Thanks so much, team. What I hope that everyone in the audience today has been able to get is a bit of a sample of what we are learning; the depth of what we are learning is actually being reported on; and I wanted to clarify that we will be sharing that with you via our website. It's collaborating number 4, inclusion.org. I will make sure to include it in the chat as well. You will follow the links to the Queensland phase 3 or the homelessness project page; and that's where you will begin to see all of the information being populated.

So we will make sure recording of this webinar appear and a technical finding sample will appear there.

You have also heard that we have had a chance to survey organisations and service providers, particularly from the homelessness and housing sector, and in Queensland specifically. Now, our next challenge as Grant and Michelle have pointed out is to survey people experiencing homelessness directly. We have a survey ready to go. It has been improved greatly by the involvement of our working group 1 members; and I was so pleased with feedback that went something like this: "oh, this new and improved version is not only possible to understand the questions, but it's also possible to answer those questions"; and there's nothing more pleasing to a researcher than to hear that the questions are understandable and make sense to the people that we are targeting.

Our challenge, of course, is to get some representation across people with diverse experiences of homelessness. Grant pointed out that no one person is the same; and those experience, skills, capabilities are all going to vary from different people who have different experiences; and including people who have different experiences of homelessness and disability or other disadvantages.

So one thing I would love to put out to the group that's online today is a call to action, I suppose; particularly housing and homelessness providers; those of you who have direct contact or interaction with people experiencing homelessness. We would be so pleased for your engagement and involvement to help get the word out about the survey; perhaps to provide a little bit of participation support, if that requires reading a survey or linking the individual up with our research team, so that we can call the person with your support perhaps and help to administer that survey verbally, online or in person.

We reckon if each individual service provider found three people that have different experiences of homelessness across all of your diverse organisations, across Queensland, we would have quite a fair sample and a range of experiences of homelessness that we would be able to report on. Like always, we are trying to make sure that that process is not so overwhelming for the providers or for the individuals, themselves. So please don't hesitate to reach out if you think that's something that you can support or help with; and as we increase our involvement on the ground, we will also try to find ways to support the delivery of that in person.

I should just say: the whole point of that survey is to ask people experiencing homelessness about how prepared they are already; what their capabilities are in disasters; and what their support needs are. The survey was designed using the person-centred emergency preparedness framework and also the research on homelessness and disasters; and, of course, it was informed and field tested with our working group 1 members to make sure that it was acceptable.

So I will end there with that to the group. And please don't hesitate to get in touch and I think Bronwyn has put into the chat the website for you to continue the project. And I will turn it back to Matt.

MATTHEW GILLET: Thanks, Michelle. And thanks to the team for that overview of the research so far.



So far we have heard quite a bit about what the project has achieved already. We have heard the importance of and some examples of the lived experience. We have heard some findings from the research to date; and it's really great to see the findings from the survey of service providers; some really interesting insights there; and a great primer to think about the insights that we can gain if we can provide access to the survey for as many people who have experienced homelessness as possible.

So I join with Michelle in encouraging you to spread the word about the survey as well. Michelle, I will just bring to your attention that Frances has put in the chat a question about what the state of play is in Victoria. If we get a chance, we can talk about that this morning but I also know you are doing some work in Victoria; and it would be great to let people know about that in the chat as well, perhaps.

Thank you. So having heard about opportunities and findings so far, it's now a chance to hear a little bit from Vanessa Swinburn, the project lead here at CSIA. Vanessa is going to talk about the next steps for people with lived experience, emergency services and community services/organisations who will be coming together over the next few weeks who will be coming together for workshops.

VANESSA SWINBURN: Yes, fantastic. I must say, it's good to be working with project partners that you have heard from today. I am going to just share my screen because knowledge to action workshops are what I am to talk about; and with workshops comes dates. So I will pop those up and then explain a little bit about them.

We will all see the wizardry in action. Such wizardry, that I have it not in full screen.

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So I am getting the thumbs up, excellent. Knowledge to action workshops: it's about taking all of the rich research and findings shared from working group 1, lived experience; working group 2, service providers insights; and the research as well as working group 3 and testing them in local communities.

Over the next couple of months, throughout September/October, the project team will be hosting a number of workshops in each of the eight study locations, down the east coast, to bring together "housing homelessness service providers and emergency and disaster planners" to build on the insights to date; to collect and understand your knowledge; but importantly translate that into action around developing - the development of tools/resources that can best support local level/community level planning that's inclusive of people experiencing homelessness. Over the next week or so, the project team will be reaching out to each of the local councils and surrounding councils to talk about what that might look like in your location; and invitations will be coming out to homelessness service providers as well as disaster providers; and if you are interested in any of those, please don't hesitate in getting in touch with CSIA.

In the interest of time, that's probably the best summary of the workshops. Matt, I will hand it back to you; because I am conscious we have got a short period of time allocated for questions and answers.

MATTHEW GILLET: Thanks, Vanessa. Double points for keeping us on time. That is the briefing that we wanted to provide to you today. I hope you have heard - you have enjoyed hearing from

the variety of people involved in this work. There's been a range of comments in the chat; so encourage speakers to pay attention to the chat; some really great feedback in there as well.

Just by way of - including in those comments are questions about whether the presentations will be made available. So we will be sending a link out after today to provide access to the recording, to the presentations themselves and a range of links that you have heard mentioned today as well; including information about how to register and get involved in those Knowledge to Action workshops.

So we have got a little bit of time now for a bit of Q&A. So if you do have any questions, please feel free to put up your hand or put a question into the chat. We have had a few questions coming through.

So I might ask, first of all: early on, we heard a little bit about the importance for service providers - and Helen, I might pose this question to you - the importance of people developing their own personal emergency preparedness plan. But I am wondering if that's something that also important for people in the service provider land; and whether doing our own personal emergency preparedness plan would be helpful.

HELEN STYLES: Yes, absolutely. In emergency management, you will hear a saying that's mentioned a lot: "to fit your own oxygen mask before assisting others". That one we always hear in the playing safety presentation; so you are not able to support the people that need your support if you haven't already prepared your own families, household and your own organisations for emergencies. From my experience when we have held person-centred emergency preparedness workshops, one of the first things that happen is service providers go back into their own organisations and say to each other as staff, as co-workers, "Well, what would you do?", and they start to unpack some gaps that might exist in their own business continuity plans; when they realise that certain staff members aren't going to be available because they have children or older parents to look after. So, yeah, it's absolutely critical. Fit your own mask first :-).

MATTHEW GILLET: That's a great reminder. Nice saying to keep in your head as well; that makes a lot of sense.

So, Michelle Villeneuve, you mentioned before that part of the goal of this project is to adapt the person-centred emergency preparedness resources for the homelessness context. What might we expect to see in terms of how they might be adapted?

MICHELLE VILLENEUVE: That is just a good question, Matt, thank you. As most people know the person-centred emergency preparedness tool-kit adds a step that most emergency planning resources don't have. It adds a step of self-assessing how we manage both our capabilities and our support needs on an everyday basis as a prerequisite to learning about our disaster risk and then tailoring a plan that better matches how we manage every day with the local risks that we are going to experience.

So we think that this is going to be really significant for people experiencing homelessness and the services that support them, too. We have eight elements of the person-centred emergency preparedness capability wheel; and most of you may have had some exposure to that. If not, I will pull that capability wheel up here and encourage folks to visit more about that resource on our website.

When Helen put up a slide from the research findings, she noted that our research started to tell us some things about the elements of the person-centred capability wheel, as we call it, that are most pressing/report for people experiencing homelessness. So one of the things that we are starting with, with working group 1, is to drill a bit deeper into those elements that are most relevant to them. One of the things that they have told us they will see as different is some of the probing questions and the sort of thought-provoking prompts and case examples that need to be in a resource for people experiencing homelessness and providers; because P-CEP is all about a conversation. So whether you are a service provider from the housing/homelessness sector, disability/social services or emergency and government, you need the conversation guide and the questions to help stimulate that emergency planning process. So what we really believe is that it will be the probing questions, the examples, the tips/strategies that come from the voice and perspective of people experiencing homelessness, that will be central to the adaptations that we make.

MATTHEW GILLET: Thanks, Michelle. And I notice that Jodie has put a question in the chat about opportunities in Lockyer Valley. Helen has mentioned that we will also hold virtual workshop for people who are not in the eight locations that we mentioned. But, Michelle Moss, you have also mentioned the parallel work that's happening in those locations. Do you want to talk a little bit about whether a QDN is doing in the Lockyer and sounding regions?

MICHELLE MOSS: Yes, thank you, Matthew; I have just put in there for everybody that QDN and CSIA and the University of Sydney are about to embark on a project that's been funded through the Black Summer bushfires grant money; and will be working in five LGA communities; lochia Valley, Southern Downs, Scenic Rim, Somerset and Livingstone are the five areas that they have targeted for us to do that work. And that will be two years; and it will include working with community around building inclusive disaster plans and planning; and also working to deliver the person-centred emergency preparedness workshops with people in those communities and business continuity and doing that work. So it's all of the things that we have been talking about today. And it's really exciting to be doing that work.

MATTHEW GILLET: Thanks, Michelle. And a really great opportunity to draw on the findings from this body of work and deliver some really focussed work in those particular locations. So keep an eye out for information about that project and Jodie will be sure to reach out to you and make sure that you have got that information as well.

So I know we have got quite a few people from the emergency services stakeholders in the room today. And I am interested to ask - perhaps again I will come back to you, Helen Styles, what are some of the opportunities for service providers and people with lived experience to reach out to the emergency services sector, to progress the conversations that we have started today?

HELEN STYLES: We are going make life easy by bringing you together in the workshops :-). But you just can't wait: it would be great to contact your local council; because in every local council area there's a local disaster management group which will be chaired by your local mayor; and through that, you can reach emergency managers from council as well as the emergency services and other critical infrastructure in your town. So I would say: reach out to your councils first; and recognise that some teams are very small in some councils and some teams are large and have different capacities; but communities are fantastic at finding ways to work together. So first way is to find each other.

MATTHEW GILLET: That is great. Thanks, everyone - oh, sorry, James, I can see you have got your hand up.

JAMES: Yes, from Queensland Fire and Emergency Services. Just wanted to support what Helen said there about being place-based; in fact, reaching out to your local government/council is a really critical way to engage; and then you will usually find that you can connect either with ourselves or other service providers. So really want to reiterate that place-based approach. I think it's probably the most effective way, rather than looking for a generic solution across everywhere.

MATTHEW GILLET: Terrific. That's fantastic advice, thanks, James. Vanessa, I might come to you. I can see you have been very active in the chat, responding. Thank you. But just that question around: just remind us, who are the stakeholders that you'll be engaging with in the lead-up to the workshops; and who are the people you are hoping will be in attendance?

VANESSA SWINBURN: Yes, thanks, Matt. Just reiterating what James and Helen were saying: we recognise that the local level, you know, context is everything in terms of planning and preparedness. So we want to bring local communities together; and that being emergency management and disaster recovery teams alongside housing and homelessness service providers and other organisations who work alongside people experiencing homelessness at the local level.

So to do that, we would really like to connect in with local council representatives. And there was a question in the chat about: "do you mean the disaster management people in council?" And, yes, we absolutely do. And also keen to chat with the community development teams as well in each of the - and the council is recognising the different strengths that you bring to your local communities alongside - then also touching base with service providers to plan and bring everyone together.

So we have already had some of those conversations. There are some glaring gaps; like a shout-out to Melissa Dowra at Ipswich, that I have committed catching up with, for example, but haven't made it there yet. So those conversations will be happening over the coming days; and hopefully we will be able to bring together some forums that people find really strengthen relationships, help to identify ways of better supporting inclusive planning; and make sure that nobody is left behind. Thanks, Matt.

MATTHEW GILLET: Thanks, Vanessa. Just to mention, Carla has mentioned in the chat as well that QFES emergency and community engagement officers are also good points of contact as well.

And there was also a question: "will we send some information out that can be shared?" Yes, we will include in the follow-up to meeting, we will send you some information about the workshops, in a format that's easy to share as well. And there's a few people reaching out and adding their contact details as well. Thank you so much. I think that is testament to the fantastic partnership that we have across the different stakeholder groups; and we will certainly be following up with you to make sure you are well-connected in.

Just quickly checking the chat. Tamara said "they also have recovery support officers"-----

VANESSA SWINBURN: Sorry to interrupt. But as you scan those final comments, Matt, it's probably important just to mention that: in terms of the workshops, we recognise that there's some really natural alignments with local communities. So, for example, I understand that Rockhampton is really quite close to Livingstone Council; and so where those natural connections sit, to bring people together from across the lines on a map, we really welcome local advice there as well. I wanted to emphasise that as well. Thanks, Matthew.

MATTHEW GILLET: Thanks, Vanessa. Very often, natural disasters don't respect the boundaries of our local government areas, do they? :-). Thank you, everyone. That's all we have got time for today. I really want to say a very big thank you to all of our presenters; to Michelle, Michelle, Grant, Helen, Jade, Bronwyn and Vanessa. What an amazing array of information. It's been fantastic morning. I want to thank you all for your participation. As we have said, we will be sending out information to you after today with more information and some links that we have mentioned during the day. Please keep an eye out for the workshop and locations of that, and spread the word as well. And thank you all for your attendance. In particular, big thank you to the sign language interpreters for your help as well; and a big thank to Renée, Carla, Rebecca and the team at CSIA who have been working tirelessly to get us here today. Thank you very much. Enjoy the rest of your day, everyone. Bye bye.

SESSION CONCLUDED

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