

A Cross-Sectional Survey of Frontline Community, Health, and Disability Service Providers on Emergency Preparedness Capabilities

This study is the first to thoroughly examine the personal preparedness of individual service providers and their contribution to emergency preparedness planning with their clients, including people with disability and chronic health conditions.



Key Messages

- Participation in emergency training such as psychological first aid, evacuation drills, and Person-Centred Emergency Preparedness (P-CEP) can increase the personal preparedness of service providers.
- Providers with a high level of mental preparedness, household preparedness scores and completion of P-CEP training were likely to assume enabling roles in emergency planning with their clients.
- Despite their availability, service providers were largely unaware of emergency programs, tools and training available in their community.

Self-administered online survey across Australia from December 2021 to July 2022

Number of survey respondents:

132

Who responded to this survey?

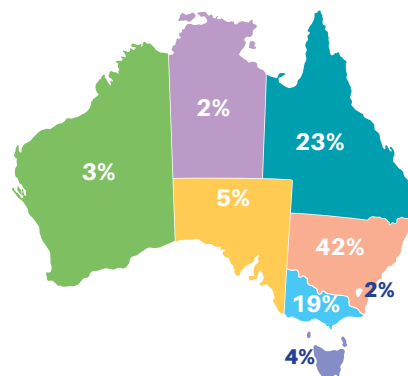
Respondent characteristics

- 84%** Female
- 19%** People with disability
- 21%** Informal carers

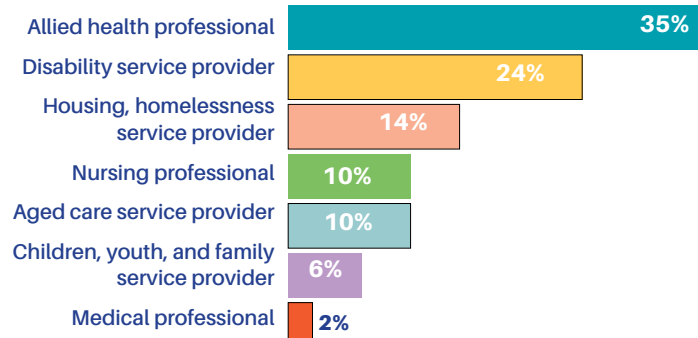
Age group

6%	< 30
19%	30 - 39
23%	40 - 49
31%	50 - 59
21%	60 +

State



Primary professional role



What preparedness actions have service providers taken for themselves?



Personal emergency plan

Service providers have a low to moderate level of personal emergency preparedness.

56% have an emergency plan^a

Who is more likely to have an emergency plan?

- People who have completed emergency preparedness or recovery training
- People who live with children aged 5 – 15 years
- Informal carers
- People who are concerned about their bushfire risk

An emergency plan is a “documented scheme of assigned responsibilities, actions and procedures, required in the event of an emergency”.



Household preparedness actions of Service Providers

3 most common preparedness actions at home:

- preparing home/property to reduce damage caused by natural disaster (72%)
- working out how to get timely information and warnings (62%)
- getting and reviewing property, vehicle and/or life insurance policies (61%)

3 least common preparedness actions at home:

- keeping extra prescription medications and copies of prescriptions in a waterproof container (11%)
- arranging a family meeting place or reconnection plan (16%)
- getting a home generator or solar panels (20%)



What do service providers do to prepare others?

Enabling emergency preparedness planning with high-risk clients

Common activities that **have been taken** fully or partially:

- **Identifying clients and their families who are at risk** in an emergency (38% fully done, 49% partially done)
- **Making referrals to community services** that can help them to enhance their emergency preparedness (29% fully done, 34% partially done)

Activities that **may be** implemented in the future:

- **Provide formal support or education** to clients to increase their active participation in taking steps to prepare for emergencies (45% could do this in the future)
- **Develop an emergency preparedness plan** for or with clients that is tailored to their support needs in emergencies (42% could do this in the future)

X

Activities that respondents **felt they could not** do:

- **Practicing emergency drills** with clients, their families or carers (31% said they could not do this)
- **Exploring preparedness information, tools, and resources** with clients to encourage them to take steps to prepare (15% said could not do this)



What influences frontline workers' roles in enabling emergency preparedness with high-risk clients?



Barriers

- Exclusion of emergency planning from job descriptions
- Being unaware of available tools
- Perceived lack of funding



Enablers

- High level of mental preparedness
- High level of material preparedness
- Emergency preparedness training, such as the P-CEP Certificate, evacuation drills, and local disaster risk training

Despite its novelty at the time of this survey,
18% of respondents in this study had undertaken P-CEP training.



Prepare yourself, your staff, and the people you support for any emergency that comes your way.

This study demonstrates that frontline service providers who completed P-CEP training experienced a significant improvement in their ability to prepare themselves and others for disaster.

P-CEP goes beyond traditional training methods by emphasizing the capabilities of people with disabilities and highlighting the essential roles played by multiple stakeholders in reducing disaster risk.

Aligned with Australia's national Emergency Management and Disability Strategies, as well as the NDIS Standards of Practice, P-CEP ensures that you stay up to date with the latest industry standards and best practices.

Enrol in this self-paced online course today to enhance your understanding of emergency preparedness and make a lasting impact on the resilience of your community.

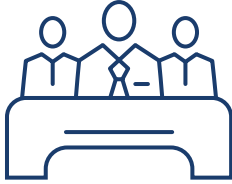


[Scan the QR code to submit your expression of interest](#)



Actions can be taken by frontline workers now:

- Stay aware of the available tools and resources and seamlessly integrate emergency preparedness into your everyday practice.
- Put your Oxygen Mask on First! Prioritise your own personal emergency preparedness.



Actions can be taken by management now:

- Be aware of the legislative requirements related to emergency preparedness.
- Embed emergency preparedness education into staff induction and ongoing professional development.
- Incorporate requirements and standards for practice into job descriptions.
- Integrate emergency preparedness into routine programs and services provided to clients.



Actions can be taken by governments now:

- Integrate community, health and social care service providers into emergency planning at all levels, from local, to state and national.
- Build capacity of service providers and support them in fulfilling their emerging role in disability-inclusive emergency planning.

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