

5 Ways to create psychological and emotional safety in Person-Centred Emergency Preparedness (P-CEP) Conversations

You do not need to know the specifics about a person's trauma experience to provide an effective, safe, and supportive environment. Five actions you can take are:



- 1. Be aware** that people may have experienced trauma. People who experience trauma can feel unsafe and may actually be in danger (e.g., domestic violence). Conversations about safety and risk might be "triggering". Be aware that trauma responses can cause feelings of terror, fear, shame, helplessness, and powerlessness. This can impact interpersonal relationships. Listen without judgement to build safety in emergency preparedness conversations.



- 2. Work in partnership** with service providers and peer leaders who already have trusted relationships with people they support and who incorporate trauma-informed care into their service provision. Understanding and responding to the impact of trauma is best practice amongst the services providing support to people experiencing homelessness. Seek collaboration with these providers as a foundation for working together to raise awareness about disaster risks.



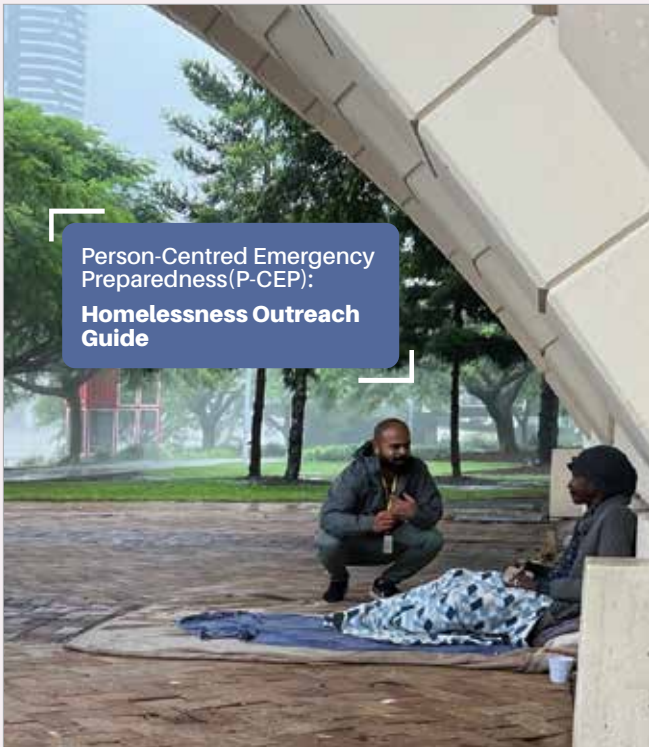
- 3. Build psychological and emotional safety** for yourself and the person you are supporting. Building trust is critical because trauma often involves violation of boundaries and abuse of power in relationships. Transparency can help to build trust by clarifying roles and responsibilities when providing risk awareness and preparedness information and support. Explain how you will support privacy and confidentiality. Demonstrate respect for differences, including cultural differences, ethnicity, gender and sexual identity.



- 4. Create predictable environments** and **allow the individual to be in the driver's seat** in conversations about emergency risks and preparedness actions. You can create an environment where people have voice, choice, and control over their own decisions by listening and letting them lead the conversation. Go at their pace.



- 5. Co-create solutions** to the barriers that people experiencing homelessness face in emergency situations. Build shared knowledge and understanding by brainstorming together about the challenges and how they might be overcome. Use the conversation starters and activities in the Person-Centred Emergency Preparedness (P-CEP) Homelessness Outreach Guide to give structure to brainstorming. Help people to communicate their plan and advocate when there are gaps.



Person-Centred Emergency Preparedness (P-CEP):
Homelessness Outreach Guide



Person-Centred Emergency Preparedness (P-CEP)

Homelessness Outreach applies the P-CEP conceptual framework and process steps alongside 4 key actions to enable emergency preparedness in partnership with people experiencing homelessness.

ACTIONS

1. Learn about the Lived Experience of Homelessness
2. Use strategies for creating physical, psychological, and emotional safety
3. Enable access to information, physical safety, and material support
4. Collaborate with Service Providers



Conversation starters, and tips are provided to help you get started!



To to learn more about P-CEP:

<https://collaborating4inclusion.org/home/pcep/>



To view the P-CEP Homelessness Outreach Guide:

<https://collaborating4inclusion.org/homelessness-and-disaster/p-cep-homelessness-outreach-guide/>

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