

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

Funded by



This **P-CEP Homelessness Outreach Guide** applies the Person-Centred Emergency Preparedness (P-CEP) conceptual framework and process steps¹ to enable emergency preparedness in partnership with people experiencing homelessness.

Tailoring emergency preparedness to the support and outreach needs of people experiencing homelessness can be enabled by others who (a) have pre-requisite knowledge, skills, and training in P-CEP Facilitation² and (b) provide information, services and support to people experiencing homelessness.

Those people may be:

- peer support leaders with lived experience of homelessness,
- service providers from the community, housing, disability, and health services sectors who provide supports to people experiencing homelessness, or
- emergency management and disaster resilience/recovery personnel who have responsibilities for supporting everyone in the community to be aware, capable, and prepared for disasters triggered by natural hazard emergencies (such as flood, bushfire, cyclone, severe storm).

Funding: This project was proudly supported by the Queensland Government through the Queensland Resilience and Risk Reduction Fund (QRRRF) and the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (TATSIPCA) (formerly Communities, Housing and Digital Economy).

It was led by the Centre for Disability Research and Policy (CDRP) at The University of Sydney and conducted in partnership with the Queenslanders with Disability Network (QDN) and the Community Services Industry Alliance (CSIA).

Suggested Citation: Villeneuve, M. (2023). Person-Centred Emergency Preparedness (P-CEP): Homelessness Outreach Guide. Centre for Disability Research and Policy, The University of Sydney, NSW, 2006.

¹ Person-Centred Emergency Preparedness Toolkit. <https://collaborating4inclusion.org/home/pcep/>

² Person-Centred Emergency Preparedness (P-CEP) Certificate Short Course. <https://collaborating4inclusion.org/leave-nobody-behind/pcep-short-course/>

Table of Contents

USING THIS GUIDE	4
EMERGENCY PREPAREDNESS SUPPORT	5
Barriers to preparedness support with people experiencing homelessness	5
HOMELESSNESS OUTREACH ACTIONS	7
1. Learn about the Lived Experience of Homelessness	8
2. Use strategies for creating physical, psychological, and emotional safety	11
3. Enable access to information, physical safety, and material support	13
4. Collaborate with Service Providers	19
ABOUT THE HOMELESSNESS & DISASTER PROJECT	24
PROJECT TEAM	27
Project Steering Committee	27
Project Advisory	27
Working Group Members	28

Using this Guide

This P-CEP Homelessness Outreach Guide can be used to facilitate meaningful conversations that raise awareness about disaster risks and increase emergency preparedness to:

- improve emergency preparedness in partnership with people experiencing homelessness,
- reduce the negative consequences of disaster for homeless individuals and communities, and
- improve access to recovery services and supports after a disaster.

Conversation starters and tips are provided to help you get started. Video-based learning modules accompany this guide.



"If you see someone sleeping rough... sometimes there's people who want to assume that the person must have done something to their lives. They must have a drug habit or must have an alcohol addiction... Or something like that. They're not accorded dignity and respect. And that's why the situation continues. Because people continue to think it's not a societal problem, it's a problem with the individual. And it's not always."

Grant, Peer Leader with Lived experience of homelessness

Emergency Preparedness Support

People experiencing homelessness may need support, resources, or advocacy to help them make an emergency preparedness plan that is tailored to their support needs and situation.

Emergency Preparedness Support refers to the resources, plans and assistance provided to individuals, communities, and organisations to help them prepare for and respond to emergencies. Preparedness support increases access and opportunities for people to learn about risks and take preparedness actions.

Barriers to preparedness support with people experiencing homelessness

It can be challenging for emergency personnel to reach people experiencing homelessness, help them learn about disaster risks and take preparedness actions. Some key factors include:

- When people have **no fixed address** and move frequently from place to place, it can be difficult for emergency personnel to establish consistent contact with them.
- People experiencing homelessness may have had **negative experiences or have limited trust** in authorities, including emergency personnel. Lack of trust is rooted in a variety of factors including previous interactions, social stigma, or a fear of being targeted for displacement.
- **Low literacy, language and cultural differences** complicate efforts of emergency personnel to include people from diverse backgrounds in emergency preparedness initiatives.
- Emergency information, **community engagement methods and messages are often not in accessible, inclusive formats** that everyone can understand and use.
- Addressing **mental health needs and substance abuse problems** is essential for effective information, education and outreach efforts but emergency personnel may not have sufficient background knowledge or understanding of available supports and care pathways that people experiencing homeless need for their health and well-being.
- Emergency personnel face **safety concerns** when engaging with homeless individuals in unpredictable situations or environments, particularly in areas where criminal activities may occur, which impacts the ability of emergency personnel to build consistent relationships to promote preparedness.

To overcome the barriers to homelessness outreach, it is critical to adopt an interdisciplinary approach that involves collaboration between emergency personnel and service providers in partnership with people experiencing homelessness.

Person-Centred Emergency Preparedness (P-CEP) offers a new approach for enacting inclusive disaster risk reduction; shifting emphasis to preparedness by people in partnership with emergency personnel and supporting shared responsibility for development and change toward inclusive emergency management.

The P-CEP Framework and Process Tool has three components:

- 1 A **Capability Wheel** that guides self assessment and tailored emergency planning in eight areas.
- 2 **Three Principles** that guide person-centred emergency preparedness conversations.
- 3 **Four Steps** that bring emergency personnel together with people with disability and the services that support them to enable effective risk communication and preparedness actions.

Before you start

Learn more about Person-Centred Emergency Preparedness (P-CEP)



Take the P-CEP Certificate Course!

Self-paced, online learning modules bring learners together to develop the knowledge and skills to facilitate P-CEP.



Queensland Disaster Management Practitioners can explore opportunities to learn about P-CEP concepts through courses within the [Queensland Disaster Management Training](#)



Learn from a Peer Leader!

Queenslanders with Disability Network engages with government and emergency services to develop and implement [peer-led approaches to P-CEP and Disability Inclusive Disaster Risk Reduction](#).



Explore the P-CEP Toolkit!

The P-CEP toolkit includes videos, workbooks, and a resource package to help you get started.



Homelessness Outreach Actions

The 4 actions you can take are:

- 1 Learn about the lived experience of homelessness
- 2 Use strategies for creating psychological and emotional safety
- 3 Enable access to information, physical safety, and material support.
- 4 Collaborate with service providers



ACTION 1

Learn about the Lived Experience of Homelessness

There are five ways to think about homelessness³.

These dimensions are interrelated and overlapping (Figure 4).



Figure 4. Five dimensions of homelessness (Physical, Security, Belonging, Emotional, Hope) Adapted from Sommerville (2013) with input from our Lived Experience Working Group members.

Our Lived Experience Working Group brought these dimensions to life by sharing what it means to them and how they intersect. They generously shared their experiences in webinars⁴, videos and audio-stories⁵. Their stories, tips, and advice are included in the video-based learning modules that accompany this guide.

Knowing about the five dimensions of homelessness can help you to understand the everyday experiences and needs of the homeless community and the specific challenges that individuals routinely face. This is the starting point for identifying and removing barriers to emergency preparedness. The five Dimensions of Homelessness can be used alongside the P-CEP Capability Wheel⁶ to support self-assessment of strengths and support needs and to enable tailored emergency planning.

³ Somerville, P. (2013). Understanding Homelessness. *Housing, Theory, and Society*, 30(4), 384–415. <https://doi.org/10.1080/14036096.2012.756096>

⁴ About the Homelessness & Disaster Project. <https://collaborating4inclusion.org/homelessness-and-disaster/about-homelessness-and-disaster-project/>

⁵ Lived Experience of Homelessness. <https://collaborating4inclusion.org/homelessness-and-disaster/lived-experience-of-homelessness/>

⁶ Person-Centred Emergency Preparedness (P-CEP) Workbook. A conversation guide used by people with disability to tailor emergency preparedness planning to their individual support needs. https://collaborating4inclusion.org/wp-content/uploads/2020/08/2020-08-14-P-CEP_Workbook_overview.pdf

The 5 dimensions give insight into the support needs of people experiencing homelessness.



"No warm bed to sleep in. Can't get a shower...You lose everything - health, stability, learning...How often should I shower? How can I cook? [Some people] haven't had these facilities for so long in their lives. They don't know how to take back control over their own lives." **Debbie**



"Being homeless means **lack of privacy; lack of control over own space**; sharing spaces with others; **doing things in public.**" **Working Group 1**



"Feeling like you are **worthwhile and worthy**; feeling connected to family, friends and community."

"Being homeless can mean **not feeling connected**; lack of connection to the world; lack of "groundedness"; unstable living environment; there's no place to call 'home' and no sense of belonging. Needing connection to family and friends."

Working Group 1



"Safety's also a **psychological thing**. It's a physical thing. Like the sense that you're not going to be hurt or harmed. But it's a psychological thing as well... **it's the fear of what might happen**" **Grant**

"You can't do it by yourself; you need groups to help... advocates to help and guide and help you through." **Debbie**



You can't **move forward in life**...where I am at the moment, it's still not home, but I have dreams and I have goals and I want to work and I want to pay my way and have my own house one day." **Jasmen**

"Because **despair is one of the most destructive things** you can possibly imagine. When that's not there, feeling love, feeling joyful, feeling not being afraid, confidence, being secure, living a meaningful life, being in meaningful relationships, feeling, ah, feeling hopeful is there! Yeah, I think it's really key." **Grant**



Conversation Starter:

Ask people about things that matter to them by inviting them to talk about what they do, where they do it, and who they do it with. Learn about:

- what people value,
- who is in their support network,
- the nature of that support.

Ask them about their roles, responsibilities, their aspirations and goals. Support these conversations to take place in environments and with trusted people where your conversation partner feels most comfortable. Take time to build trust and enable individual self-assessment of their capabilities and support needs by starting the conversation about everyday situations and routines.



Example

What is something you are really good at, because of your experiences of homelessness?

"I suppose the biggest one is resilience. I've managed to obtain a lot more resilience because of those experiences. Unfortunately, I kind of do have a bit of PTSD from that and issues with forming relationships and friendships because it's made me very cautious." **Jasmen**

It will take time for all of us to help shift our thoughts and actions toward recognising this fact: people are best at working out their own strengths, vulnerabilities and needs rather than being told by others what they are. The person-centred capability approach and the principles behind it can help that to happen.

Ian, Peer Leader with lived experience of homelessness

ACTION 2

Use strategies for creating psychological and emotional safety

Trauma is a key cause of homelessness and exposure to trauma increases for people who are homeless.

Trauma refers to experiences or events that are outside of the ordinary in terms of their overwhelming nature. This is more than stress. It can be terrifying, shocking, and devastating to the individual who experienced trauma. Responses lead to feelings of terror, fear, shame, helplessness, and powerlessness.

Trauma changes the way people think, feel and behave towards themselves⁷. They sometimes believe they are “bad”, “worthless”, or “broken”. These beliefs can interfere with self-confidence and relationships.

Trauma-informed approaches emphasise safety, opportunities to re-build control, and the application of a strengths-based approach. Trauma-informed care offers an important lens for providing preparedness support tailored to individuals with lived experience of homelessness.

A trauma informed approach has six key principles:

- 1 **Safety**
- 2 **Trustworthiness and transparency**
- 3 **Peer support**
- 4 **Collaboration and mutuality**
- 5 **Empowerment, voice and choice**
- 6 **Respect for diversity (e.g., culture, disability, gender, sexual identity, etc)**

⁷ O'Donnell, M., Varker, T., et al. (2014). The Trauma and Homelessness Initiative. Report prepared by the Australian Centre for Posttraumatic Mental Health in collaboration with Sacred Heart Mission, Mind Australia, Inner South Community Health and Vincent Care Victoria. <https://www.sacredheartmission.org/wp-content/uploads/2021/12/trauma-and-homelessness-initiative-research-findings.pdf>

5 Ways to create psychological and emotional safety in 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.

ACTION 3

Enable access to information, physical safety, and material support

Australian research on homelessness and disaster provides specific direction on ways to reduce disaster risks for people experiencing homelessness⁸. They include:

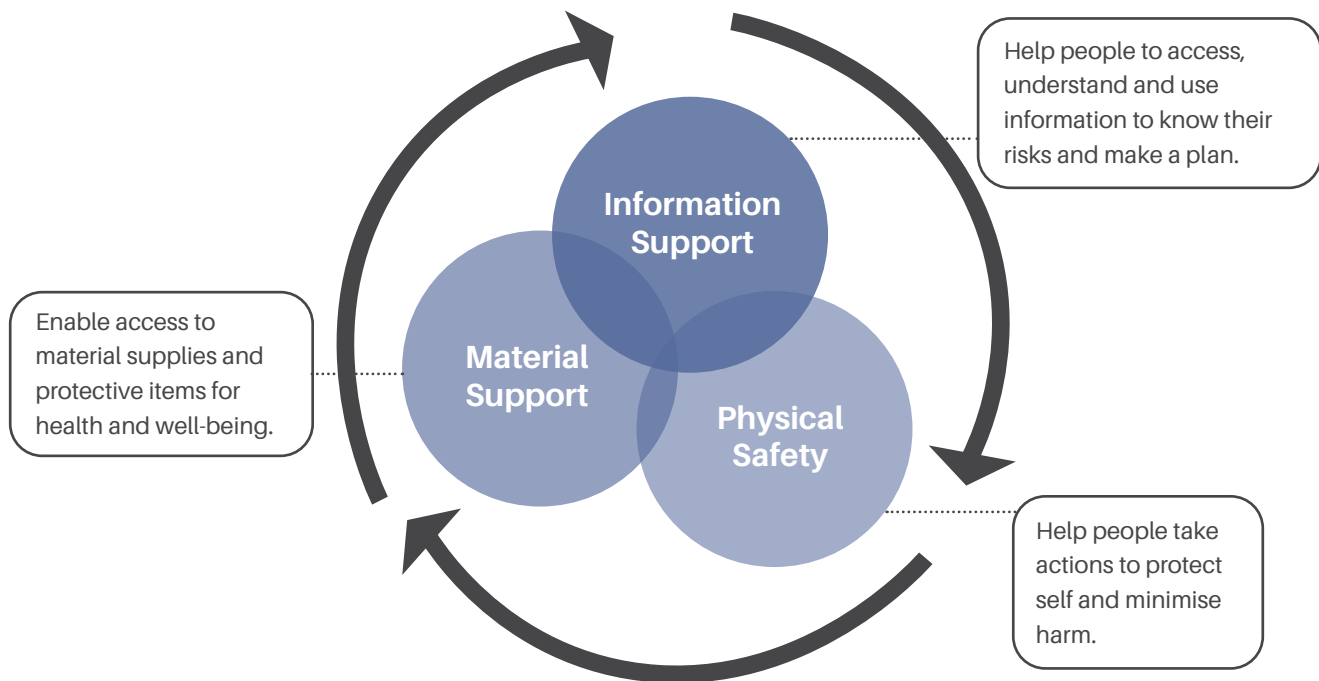


Figure 5. Action-oriented preparedness support with people experiencing homelessness should centre on information support, physical safety, and material support.

Information Support

Your first step is to develop an understanding about the people that homeless communities rely on, and the places and services that they routinely access and use.

Your next step is to help people use emergency information to make an emergency plan that is tailored to their situation.



For people experiencing homelessness:

- low literacy and limited or inconsistent digital access may limit their opportunities to get, understand, and use risk information.
- their current level of health and well-being may enable or limit their ability to understand and use risk information.
- a compounding factor is who people trust for information and decision-making.

⁸ Every, D., & Richardson, J. (2018). A framework for disaster resilience education with homeless communities. *Disaster Prevention and Management*, 27(2), 146–158. <https://doi.org/10.1108/DPM-08-2017-0196>



Tips: for sharing disaster risk information

Start a planning conversation that begins with what people already know and do.

- ☐ **Invite** a conversation to learn from people with lived experience of homelessness.
- ☐ **Listen** to people and enable them to share their experiences of emergency situations, including everyday emergencies that impact their safety.
- ☐ **Build** knowledge by sharing information and resources that links to their baseline knowledge and understanding.

When we invite people to share what they know about local disaster risks and ask about their lived experiences of managing extreme weather we can learn new ways to keep people safe in emergencies.



Start with Strengths

People with lived experience of homelessness can teach us strategies and introduce us to people, places, and community services that they rely on in emergency situations. This local knowledge will build understanding and expand our repertoire of disaster risk management strategies that can be shared with other people experiencing homelessness and service providers.



Tips: for increasing access to emergency information

- ☐ **Provide emergency information** in places where people who are homeless spend time.
- ☐ **Work with service providers and peers** that they trust to enable timely access to community-level disaster risk education with homeless communities.
- ☐ **Identify local assets**, alternative places of refuge, and link with support services that will enable safety and service/care continuity during times of emergency as key actions you can take to improve emergency management planning, response and recovery practices with homeless communities.
- ☐ **Listen and learn with people who have lived experience** of homelessness and the services that support them. They can provide critical information and enable new networks that can help government and emergency services to find, alert, and support people who are homeless when there are imminent disaster risks.



Tips: for making information accessible

Providing accessible information can help to increase understanding about local disaster risks and support individual preparedness actions. To make information accessible, people experiencing homelessness suggested:

- ☐ Keep language simple, direct, and clear
- ☐ Use visual graphics with supporting text in large font when sharing written information for people with low literacy
- ☐ Written material should be easily portable
- ☐ Supplement all written information with face-to-face conversations with trusted people who are trauma-informed
- ☐ Use outreach approaches as the most reliable way to reach people most isolated and to tailor information and preparedness to people's individual circumstances
- ☐ Leverage existing relationships to deliver the information (e.g., outreach workers; peer support)
- ☐ Help people to access smart phones and data plans so they can access up-to-date risk information and resources

Physical Safety



Tips: for increasing risk awareness in partnership with people experiencing homelessness.

Making sure people know how to handle emergencies means helping them become more aware, skilled, and confident in finding and checking information.

To help people understand their own abilities and risks, we need to:

- ☐ Increase awareness of potential dangers.
- ☐ Teach survival skills and strategies for staying safe in severe weather.
- ☐ Listen and learn from people's lived experiences. This is crucial to creating a plan that suits their unique needs and abilities, making sure they are prepared for and can respond to risks better.



Conversation Starter: Participatory Mapping Activity

People with lived experience of homelessness have extensive knowledge of places to go for shelter. People with longer experience of homelessness have developed important survival skills that are useful in mitigating risks. These strengths can be drawn out in conversations and activities that enable people to collate and plot spatial information on a map based on their own perception of their territory.

People and the services that support them can work with emergency personnel to identify places, routes, and resources and locate them on the map. This exercise can be used to increase disaster risk awareness among homeless communities and support emergency personnel to include local knowledge in emergency management and disaster recovery planning and practice.

- ☐ Use the map to ask people what challenges they would have evacuating or sheltering.
- ☐ Brainstorm options together to overcome the challenges.
- ☐ Add these options to the map.



Tips: for physical safety

Support people to:

- ☐ Know
 - how to connect with a trusted person,
 - who to call in an emergency,
 - how to contact them
 - when to call 000
- ☐ Review emergency contact information
 - (e.g., police, homelessness services, crisis services, etc.)
- ☐ Brainstorm hazard specific actions people can take.
For example: staying hydrated during heatwaves, accessing cooler places
- ☐ Review how to protect medication in emergencies.
- ☐ Help people to plan ahead for disruptions to medication dispensing and safe storage of prescriptions
- ☐ Share information during routine programs and activities (e.g., at community neighbourhood centres; meals; laundry services; etc..).
- ☐ Brainstorm how to be physically safe when disasters strike. For example: Identify safer places such as higher ground, sound structures, clear areas
- ☐ Map on-foot routes to evacuation shelters and safer places (see conversation starter)
- ☐ Review alternative transportation options
- ☐ Brainstorm ways to mark the location of their campsite if remote/difficult to access
- ☐ Review emergency warnings and alerts and establish triggers for leaving
- ☐ Review the local government emergency management plan together to understand what is planned for the while community during severe weather events:
 - Access the plan together
 - Talk about whether the plan includes the support needs of people experiencing homelessness, people with disability, and other at-risk groups.
 - Consider areas for improvement.
 - Communicate suggestions to the local government emergency manager.

Material Support



Tips: for enabling access to material support

- ☐ Use Get Ready or other resilience funding to provide material resources for people experiencing homelessness.
- ☐ Before you purchase items, involve a working group of people with lived experience of homelessness to be involved in deciding what material resources are valued and what should be included.
- ☐ Government and emergency services can work partnership with service providers to distribute material support through community outreach.
- ☐ Take the opportunity to engage in P-CEP conversations when providing routine outreach and supplies.



Activity Idea: Build a portable emergency kit

Support people to build a portable emergency kit. Helpful items to include are:

- ☐ weather-proof document pouch and for storing ID and documents.
- ☐ make copies and safely store ID
- ☐ access to and re-stocking of first aid supplies
- ☐ protective clothing and shoes
- ☐ specific weather protection measures (e.g., sunscreen, mosquito repellent)
- ☐ mobile phones and chargers
- ☐ solar lights, radios, and torches
- ☐ money to buy necessities

ACTION 4

Collaborate with Service Providers

Across Australia, there are 1,698 funded housing and homelessness service organisations (257 in Queensland) providing services ranging from accommodation, assistance for family/domestic violence, counselling, peer support, material aid/brokerage to provision of meals, shower/laundry facilities and transport. Their clients can be a specific target group, such as young people or people experiencing domestic violence, or more broadly any person experiencing or at risk of homelessness. In 2020-2021, 273,373 individuals received either goods, services or referrals from these organisations⁹.

Service providers are an important collaborator because they know about the:

- capabilities and support needs of people experiencing homelessness.
- places and services that people who are homeless access, use and value.

This knowledge is not readily available to mainstream emergency management.



⁹ Australian Institute of Health and Welfare (AIHW). (2022, December 08). *Specialist homelessness services annual report 2012-22*. <https://www.aihw.gov.au/reports/homelessness-services/specialist-homelessness-services-annual-report/contents/clients-services-and-outcomes>



"When people come to us, they are broken."
We *"hold hope"* for them and share a *"commitment to work with them until their housing goal is achieved"*, *"providing a listening ear."*

We *"build trust"* and *"reduce stigma,"* *"so people feel safe and unjudged";* We are transparent in our communications, *"acknowledging their situation"*.

We provide instrumental support (e.g., finding fruit, condoms; *"crisis accommodation"*; *"food kitchens"*)



Housing and homelessness workers *"meet people where they are"* and *"walk with people"*

We provide emotional (regulation) and spiritual support, and cultural alignment (e.g., getting the whole person ready for work; recognizing connection to community, culture)

We navigate referral pathways that connect people to needed services (e.g., *"providing appropriate support and knowing who that is"*)

Put Collaboration into Action!

Emergency personnel can initiate collaboration with service providers to help people experiencing homelessness to have better access to emergency information.

Service providers want accurate emergency information in delivery formats suited to their routine outreach with homeless communities.

You can:

- involve housing and homelessness services to learn about and use the disaster dashboard
- work in partnership with community, housing and homelessness outreach services to increase access to risk awareness and emergency preparedness information and planning support
- host workshops and/or develop a learning community that includes people with lived experience of homelessness, service providers, government and emergency personnel learning and working together to build local knowledge, trust and capability to take actions that reduce disaster risks for people experiencing homelessness.
- invite housing and homelessness service and lived experience representation on formal emergency management, disaster recovery working groups, health and well-being committees, etc.



Benefits of collaborating with service providers

- Government and emergency services personnel will develop new ways to deliver risk information that is more acceptable, understandable and actionable by people experiencing homelessness.
- Service providers will develop greater understanding about local disaster risks and support tailoring of information resources for people they support.
- Together, collaborators can support more active and meaningful involvement of homeless communities in emergency preparedness and enable them to access and use emergency information resources.

Ipswich Service Mapping Exercise

The City of Ipswich had experienced a major flood event six months prior to the Homelessness & Disaster Workshop. A Knowledge-to-Action Workshop brought government and emergency services personnel together with service providers from the community, housing and homelessness sectors. Many of the participants in attendance were also involved in the flood response and recovery work.

At the workshop, participants shared the challenges they had responding effectively to the support needs of people experiencing homelessness who presented at evacuation centres. Discussion turned to how they could have done things differently if they had been more aware of each other's capabilities and worked together more effectively.

Five weeks later, many of the workshop participants came together again, this time for a Recovery and Resilience Service Mapping Exercise hosted by Council. Members of the Ipswich Human and Social Taskforce participated. Their goal was to work together to map the capabilities and services that they could provide to the people of Ipswich in emergencies.

Together they developed a service matrix which is now informing local response and recovery planning for future disaster events.



Townsville Housing & Homelessness Partnership Agreement

A Knowledge to Action Workshop on the topic of Homelessness & Disaster was held in Townsville. At the workshop, Council's emergency management team and staff from the local homelessness shelters realised they should be working together on sheltering



arrangements during emergencies. Several local shelters are at significant flood risk. Many of these shelters accommodate high risk offenders on parole from the nearby men's prison.

A few months later, these collaborators came together at a workshop hosted by Council to plan together for emergency sheltering arrangements and communication strategies for shelter residents when a cyclone or flood threatens Townsville.

They discussed:

- How to communicate about available evacuation centres.
- Alternate evacuation shelters for high-risk offenders.
- What agency/organisation should take the lead in coordinating the evacuation of high-risk offenders.
- Additional safety plans and logistics when sheltering high-risk offenders during disasters.

Those gathered are now considering a Townsville Housing and Homelessness Partnership Agreement, in which emergency accommodation providers would agree to help each other out in a disaster, for example by evacuating residents of a shelter in the path of flooding to another shelter on higher ground. Actions the group is pursuing include:

- Determine the need for a separate evacuation centre to accommodate high risk offenders.
- Ensure service organisations have Emergency Management and Business Continuity Plans in place.
- Develop a communication strategy and coordinate information sharing for safe sheltering of high-risk offenders.
- Establish a Townsville Housing and Homelessness Partnership Agreement.

Disability inclusive & Disaster-resilient Queensland Communities

About the Homelessness & Disaster Project

This project is the third phase in a series of participatory research partnership projects that aim to develop inclusive disaster risk reduction in Queensland communities.

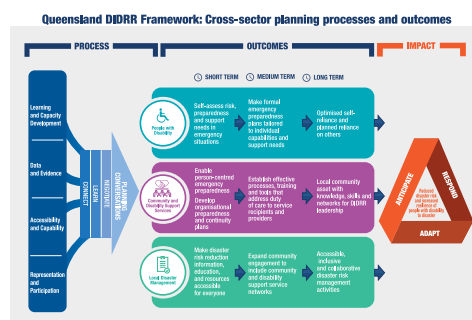
Phase 1



April - September 2019



- Raised awareness about Disability Inclusive Disaster Risk Reduction (DIDRR) as a cross-sector responsibility.
- Enabled inclusive community engagement to ensure active participant of people with disability leading DIDRR.
- Identified mechanisms for DIDRR and created a roadmap for DIDRR in Queensland communities.



<https://collaborating4inclusion.org/disability-inclusive-disaster-risk-reduction/>

Phase 2



October 2019 - September 2021



- Mobilised local champions, resources, and opportunities for DIDRR development.
- Developed innovative DIDRR at the community level through cross-sector collaboration.
- Implemented, evaluated, and showcased DIDRR in action.



https://collaborating4inclusion.org/wp-content/uploads/2021/12/2021-02-18-AT_A_GLANCE_DDIDRR.pdf

Phase 3



October 2021 - June 2023

- Built knowledge, practice tools, and training for local cross-sector collaborative action on inclusive disaster risk reduction in partnership with people experiencing homelessness, the services that support them, government, and emergency personnel.



<https://collaborating4inclusion.org/homelessness-and-disaster/>

Learning Together

The P-CEP Homelessness Outreach Guide and accompanying video-based learning modules were developed through a co-design process involving 350 participants and eight local government partners (Figure 1). State-wide participation and engagement was enabled through working groups, local government networks, and webinars.



Figure 1. Local Government Partners



The P-CEP Homelessness Outreach Guide, Videos & Learning Modules were the products of shared learning.



About the Homelessness & Disaster Project



Lived Experience of Homelessness



P-CEP Homelessness Outreach Guide



P-CEP Homelessness Outreach Learning Modules

<https://collaborating4inclusion.org/homelessness-and-disaster/>

This project recognised the high prevalence of disability among people who are homeless, and the increased disaster risks they experience due to limited access to secure, safe housing across different disaster risk contexts.

We built on learnings from Phase 1 and 2 to produce the ESDA Learning Module.



Emergency Sector Disability Awareness (ESDA) Learning Module

A 3-part introductory learning module for the emergency sector on disability inclusion in emergency management

Part 1: Introduction to disability for the emergency sector

Part 2: Introduction to disability advocacy for the emergency sector

Part 3: Introduction to disability representation for the emergency sector

Project Team

Principal Investigator

Associate Professor Michelle Villeneuve, Deputy Director, Centre for Disability Research and Policy (CDRP), The University of Sydney

Partner Organisations

Diana Young, Director Strategy and Engagement, Community Recovery, Queensland Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (DTATSIP) (formerly DCHDE)

Matthew Gillett, General Manager Programs, Community Services Industry Alliance

Michelle Moss, Chief Executive Officer, Queenslanders with Disability Network

Jane Zsombok, Executive Manager, Emergency Management Training, Emergency Management and Community Capability, Queensland Fire and Emergency Services

Laura Turner, Director, Return Studios

Project Administration and Research Support

Helen Styles, Project Officer & Research Assistant

Vanessa Swinburn, Senior Project Lead, Community Services Industry Alliance

Dr. Jade Chang, Research Fellow, CDRP, The University of Sydney

Parvathi Subramaniam, Research Assistant

Judith Hemmingway, Project Officer, Community Services Industry Alliance

Farhana Nila, Research Assistant

Iwan Kelaiah, Website Design

Project Steering Committee

Diana Young, Director Strategy and Engagement, Community Recovery, DTATSIPCA

Michelle Villeneuve, Deputy Director, CDRP, The University of Sydney

Matthew Gillett, General Manager Programs, Community Services Industry Alliance

Michelle Moss, Chief Executive Officer, Queenslanders with Disability Network

Jane Zsombok, Executive Manager, Emergency Management Training, Emergency Management and Community Capability, Queensland Fire and Emergency Services

Jenny Chan, A/Executive Director, Service Delivery, Housing & Homelessness Services, Queensland DCHDE

Teneille Chapman, A/Director, Program Performance, Programs, Housing & Homelessness Services, Queensland DCHDE

Chris Deighton, Director, Homelessness Programs, Housing & Homelessness Services, Queensland DCHDE

Hayley Bushell, Director, Customer Experience and Service Design, Queensland DCHDE

Michelle Thomas, DTATSIPCA, Secretariat Support

Project Advisory

Aboriginal and Torres Strait Islander Housing Queensland

Community Housing Industry Association Queensland

Community Recovery, Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (formerly CHDE)

Community Services Industry Alliance (CSIA)

Council to Homeless Persons Queensland

Department of Housing (formerly CHDE)

Q Shelter

Queensland Fire and Emergency Services

Queenslanders with Disability Network (QDN)

Queensland Youth Housing Coalition

Local Government Association of Queensland

National Emergency Management Agency

Neighbourhood Centres Queensland

Online and Digital, Communications & Engagement Team, Department of Transport and Main Roads (formerly CHDE)

Housing & Homelessness Services,

The University of Sydney, Centre for Disability Research and Policy

Working Group Members

Lived Experience

Debbie Bezzobs, Gold Coast

Robert Ellis, Gold Coast

Grant Higham, Brisbane

Alison Maclean, Brisbane

Tony Melsham, Normanton

Jasmin Yousef, Cairns

Service Providers

Natalie Musumeci & Collin Sivalingum, Australian Red Cross

Michelle Jarratt & Rochelle Jones, Central Queensland Indigenous Development

Kelly Sciacca & Michelle Debert, Communify

Di Roper, Community Accommodation & Support Agency

Stephen Simpson, Council to Homeless Persons Queensland

Jim DeCouto & Saad Farooqui, Micah Projects

Floyd Stephens, QShelter

Brett Hanna, Regional Housing Ltd.

Annette McKail, St Vincent de Paul

Mona Neilsen, The Salvation Army

Jody Willoughby & Mona Neilsen, UnitingCare Community

Emergency Management

Paul Cannon, Queensland Fire and Emergency Services (QFES)

Carla Duck Queensland Fire and Emergency Services, QFES

John Hannan, QFES

Michelle McNeice, QFES

Amanda Rosman, QFES

Including local government personnel who participated in each study site.

All images in this document were taken with permission of the participants who learned together about homelessness, inclusion and disaster risk reduction at multi-stakeholder Knowledge-to-Action consultations and working group meetings held between August 2022 and May 2023.

Funding

This project was proudly supported by the Queensland Government through the Queensland Resilience and Risk Reduction Fund (QRRRF) and the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (TATSIPCA) (formerly Communities, Housing and Digital Economy).

It was led by the Centre for Disability Research and Policy (CDRP) at The University of Sydney and conducted in partnership with the Queenslanders with Disability Network (QDN) and the Community Services Industry Alliance (CSIA).

Suggested Citation

Villeneuve, M. (2023). Person-Centred Emergency Preparedness (P-CEP): Homelessness Outreach Guide. Centre for Disability Research and Policy, The University of Sydney, NSW, 2006.

Contact

Associate Professor Michelle Villeneuve
email: collaborating.4inclusion@sydney.edu.au
website: www.collaborating4inclusion.org

