

Getting to know the Standard for Disaster Management in Queensland Info Sheet: Indicators of Outcome 6

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Community Engagement

The community is central to disaster management. Community engagement entails actively involving the community in managing their risk. It involves collaboratively planning how the community's collective efforts will contribute to their safety. Community engagement builds local capability, capacity and community self-reliance. This allows entities to focus their efforts where they are needed most.

Outcome 6: The community makes informed choices about disaster management, and acts on them

Please note: the following are examples only and should be used to inform understanding of how Indicators might be interpreted for individual circumstances rather than as a checklist

Communities

Communities are aware of their level of susceptibility to disasters

- The community is provided with information that helps them to understand the different hazards that impact them, and the ways that they are susceptible to those impacts
- Entities engage with the community to determine their level of awareness about how disasters impact them

Communities receive relevant, timely, consistent, easy-to-understand warnings

- Bushfire warnings distributed by Queensland Fire and Emergency Services lead with an action statement and include a call to action, such as a direction to 'Act now' and steps for the community to take
- Warnings are delivered in time for the community to act on them
- Warnings for the same event reference place names and impacts using the same language and terminology

Communities have access to relevant information about disasters that affect them

- The information that is available to communities about disasters that affect them is specific to that community
- Entities ensure that communities can access relevant information about disasters, by providing it in a variety of ways that address the needs of that community

Communities are aware of the support that is available to them, and their eligibility to access it

- Clear information is provided to the community about the ways that different entities can help them during and after an event, and the criteria for that assistance
- The community has access to information about the financial assistance that is available to them when they are impacted by a disaster, the eligibility requirements for access to that assistance, and how to access it

Entities

Entities define communities that are at risk of impact from an event

- Entities define and document the physical boundaries of communities that are within the likely impact area of hazards relevant to that community
- Entities create flood maps based on the probability that different severe weather events will impact the community, and the geographic areas that each event level is likely to impact
- Entities identify communities that are likely to become isolated due to the impact of an event

Entities identify and engage with those in the community who are or may be more susceptible to the impact of disasters than others

- Entities conduct specific engagement activities with people in the community who are impacted differently by events than others, such as people with disability or chronic illness
- Entities engage with those in the community who may lack the resources to cope with or be resilient to the impact of events, such as those who experience homelessness, are socio-economically disadvantaged, or have recently been impacted by a disaster event
- Entities engage with individuals who are visiting or new to the area or community

Entities provide the community with information that enables them to prevent, prepare for, respond to, and recover from the impact of disasters

- Entities inform the community when an event is likely or going to occur, what the impacts are likely to be, and the appropriate actions to take
- Community recovery agencies provide information to the community about the mental health services available to assist with recovery from an event

Entities support the community in developing skills, capability and capacity for disaster management

- The community is an active and valued participant in disaster management exercises
- Entities offer the community training opportunities related to disaster management, such as psychological first aid courses
- Entities support disaster management volunteerism

Entities seek feedback from the community about disaster management practices

- Local governments seek feedback from individuals who use cyclone shelters about their experience
- Entities conduct post-exercise evaluations that include feedback from the community members involved
- Entities ask community members whether they find the information and assistance available in community recovery hubs valuable

Contact

Contact us for more information or to share your good practice ideas:

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