Understanding the Standard for Disaster Management in Queensland
Prompt Sheet: Indicators of Outcome 5

IP5

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 5: Entities proactively and openly engage with communities

The following questions are intended to be used as prompts for entities to think about how the Indicators of this Outcome might apply to their own circumstances.

Communications

Entities distribute communications that are risk-based
- What are the relevant risks that entities' communications are based on?
- How are the communications that your entity distributes based on these risks?

Entities distribute communications that use plain language and common terminology
- Does your entity use plain language in the communications that it distributes?
- Do the communications that your entity distribute use common terminology?

Entities distribute communications that are current, timely, fit for purpose and easy to understand
- Are your entity's communications distributed in a timely manner, so that they are current when received?
- Are the communications that your entity distributed fit for purpose? Do they meet the needs of those who receive them? How has this been verified?
- How does your entity ensure that its communications are easily understood by recipients?

Entities distribute communications that meet the needs of the community
- Has your entity identified the community's communication needs?
- How do the communications that your entity distribute meet the community's needs?

Entities distribute communications that are developed and delivered by the appropriate mechanism and entity
- Has your entity identified the appropriate distribution mechanism/s for the communications that it develops and distributes?
- Is your entity primarily responsible for the communications that it develops?
- Are communications developed by the entity with responsibility to do so, and shared by other entities from the primary source?

Engagement activities

Engagement activities are sustainable
- Are engagement activities able to be sustained for extended periods of time where necessary?

Engagement activities are appropriately resourced
- Are engagement activities and roles properly resourced, both in terms of personnel and equipment?

Engagement activities build on existing relationships and communication forums
- What are the existing relationships and communication forums that your entity is involved in or has access to?
- How does your entity build on these existing relationships and communication forums with the engagement activities that it conducts?

Engagement activities establish two-way information sharing and learning opportunities between entities and the community
- How does your entity engage with the community in ways that facilitate two-way sharing of information?
- How does your entity use engagement activities to facilitate two-way learning opportunities with the community?

Engagement activities are consistent and coordinated between entities
- How does your entity ensure that its engagement activities contain information and are consistent with those of other entities?
- In what ways does your entity coordinate its engagement activities with other entities?

Engagement activities are documented and based on a recognised methodology
- Are the engagement activities that your entity conducts documented?
- Which methodology are the engagement activities that your entity conducts based on?

Engagement activities gather the knowledge, experience and shared history of the community
- How does your entity use engagement activities to gather the knowledge, experience and shared history of the community?
- How does your entity incorporate the knowledge, experience and shared experience of the community into its disaster management practices?

Engagement activities are tested for understanding, effectiveness, and community perception of authority
- Does your entity test its engagement activities with recipients, including the community?
- How does your entity test whether its engagement activities are understood?
- How does your entity test the effectiveness of its engagement activities?
- How does your entity test whether the community perceives its engagement activities as being authoritative?

Contact
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