



# Strengthening disaster resilience: Person-Centred Emergency Preparedness (P-CEP) with people who have a disability

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# What will we cover today?

- ✓ The disproportionate risk
- ✓ Person-Centred Emergency Preparedness (P-CEP)
- ✓ Challenging an expert led approach
- ✓ Capability Wheel
- ✓ EPAS in Action
- ✓ Share your thoughts



# Delwyn's story

## Warning

**This video features real bushfire experiences that may be confronting for some viewers.**

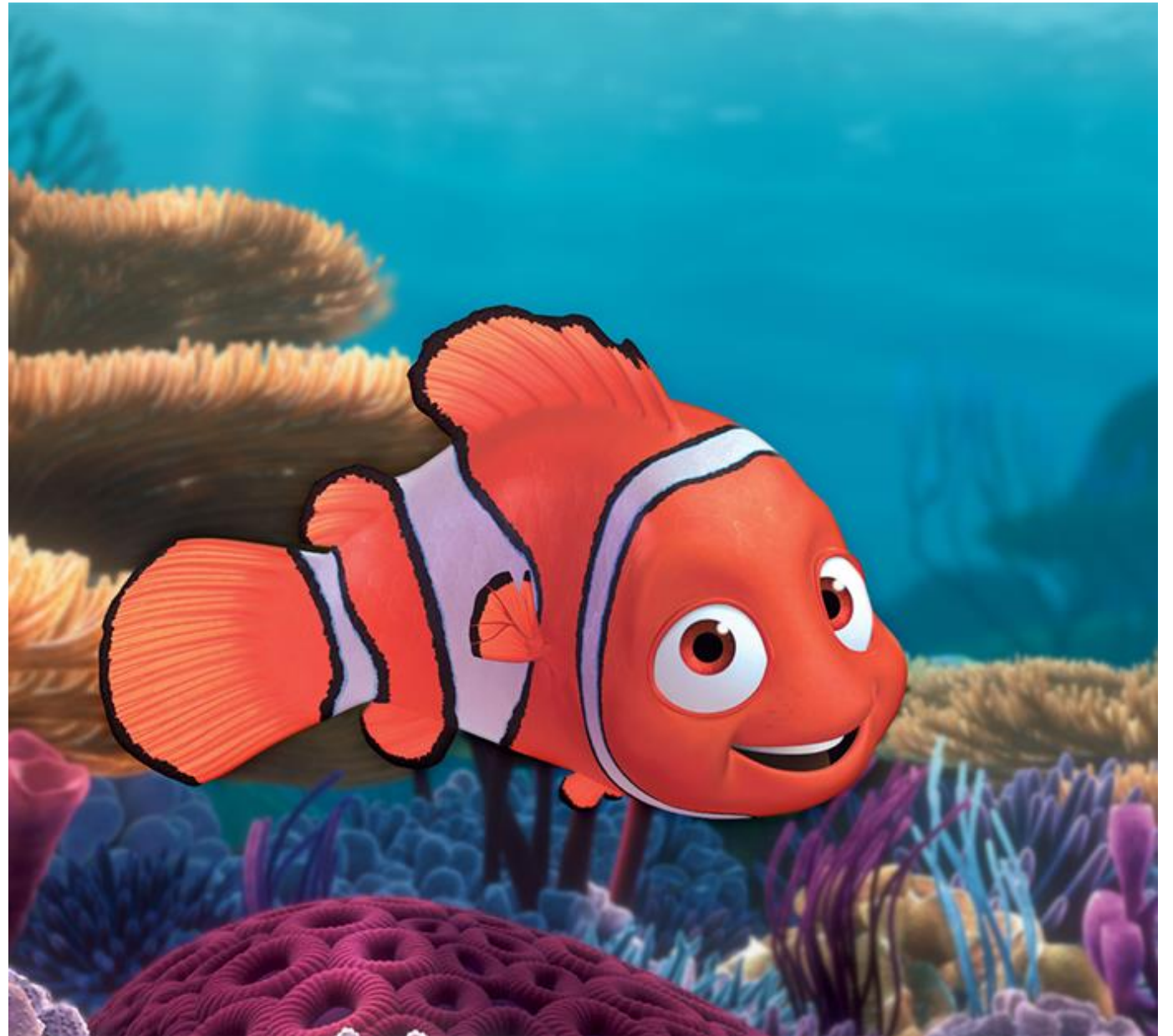
# Disproportionate risk - people with a disability

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- Delwyn's daily challenges are not unique, **1 in 5 people in Australia** live with disability
- And people with disability are **two to four times more likely to die** in a disaster than the general population
- Victorian Bushfire Royal Commission found **44% of people who died** were vulnerable, including people who were older and people with a disability or chronic medical condition
- National house fire fatality research from 2003 to 2017, has highlighted that **61.8% of fatalities were from people with a disability**

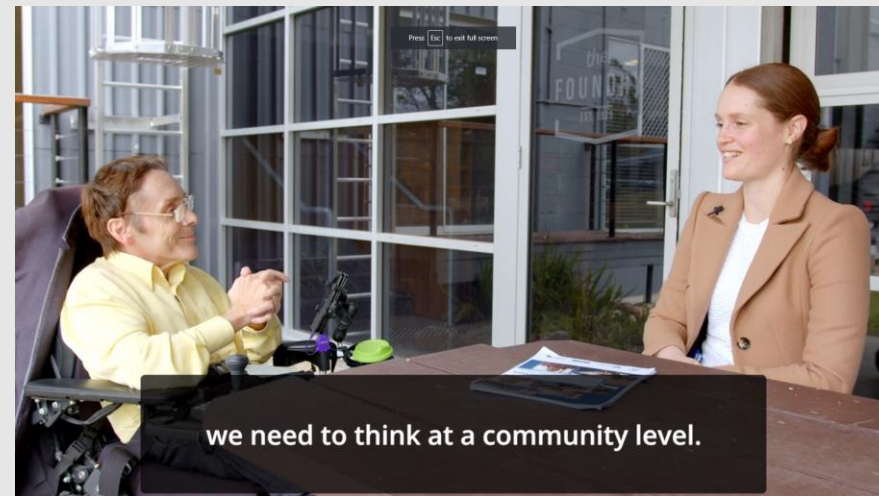
# Finding P-CEP

- We wanted to develop a household service for people at higher risk
- Person-Centred Emergency Preparedness kept surfacing
- Reached out to Associate Professor Michelle Villeneuve at the University of Sydney
- Michelle presented to our Reference Group and we were sold!



# What is P-CEP?

- With the right tools and support, people living with a disability can assess their own risk and then tailor emergency preparedness to their needs and situation.
- P-CEP does just that. Let's watch a short video...



# What is the difference?

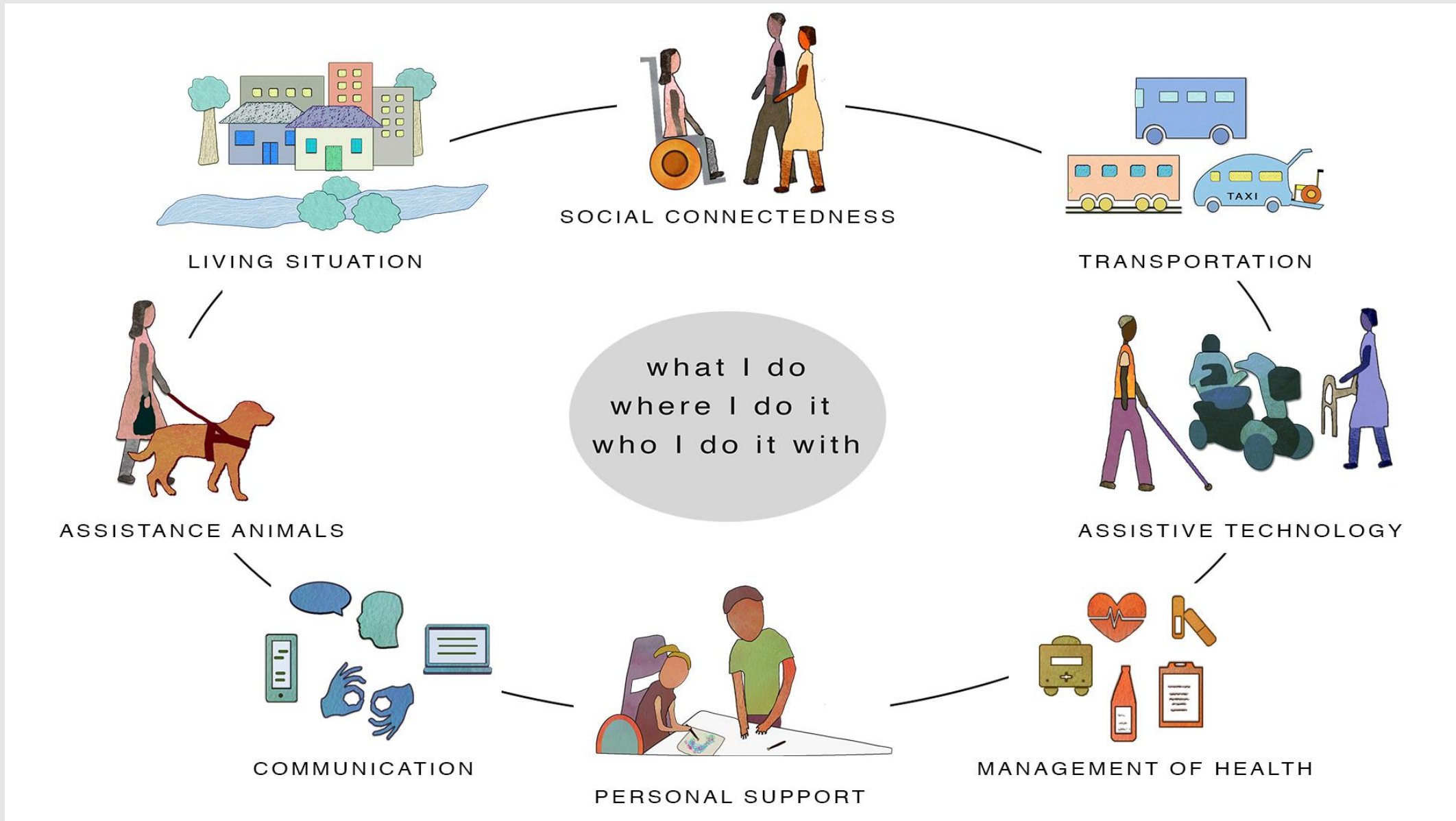
## **Traditional engagement approach**

1. Know your risk
2. Make a plan

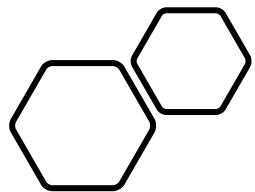
## **Person-Centred Emergency Preparedness**

1. Self-assess your capabilities and strengths and what your support needs are
2. Know your risk
3. Make a plan and identify barriers
4. Advocate and communicate

# Capability Wheel

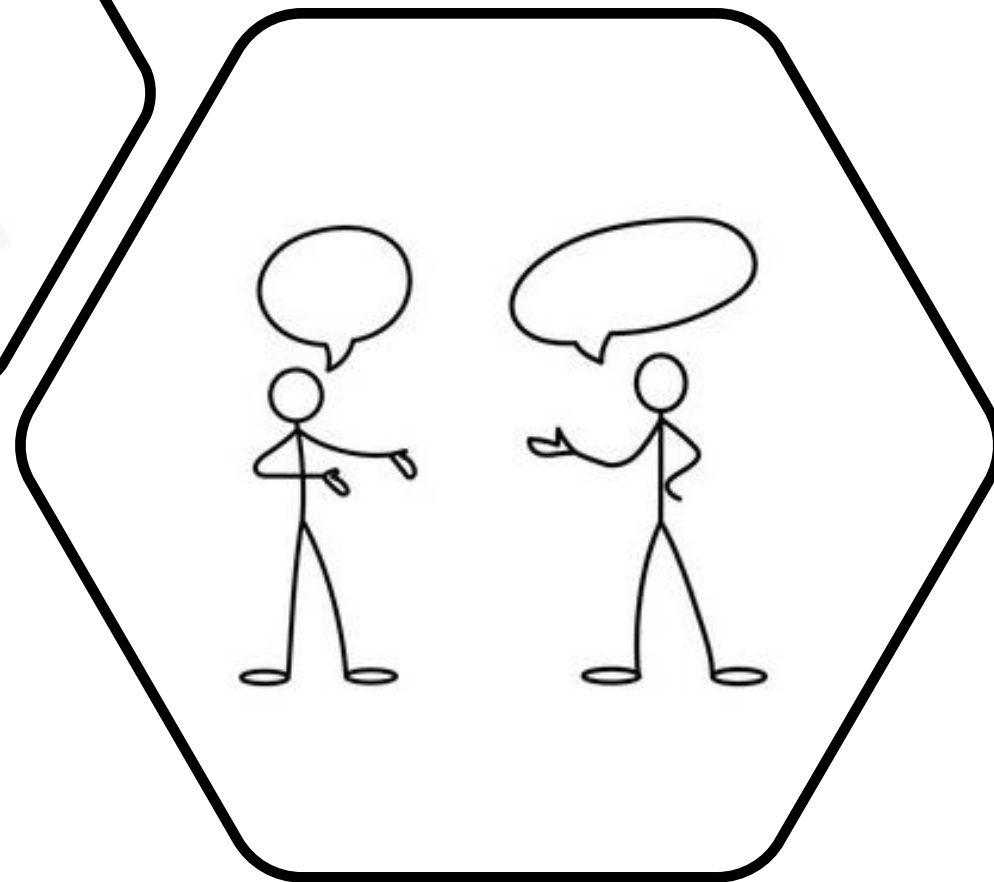
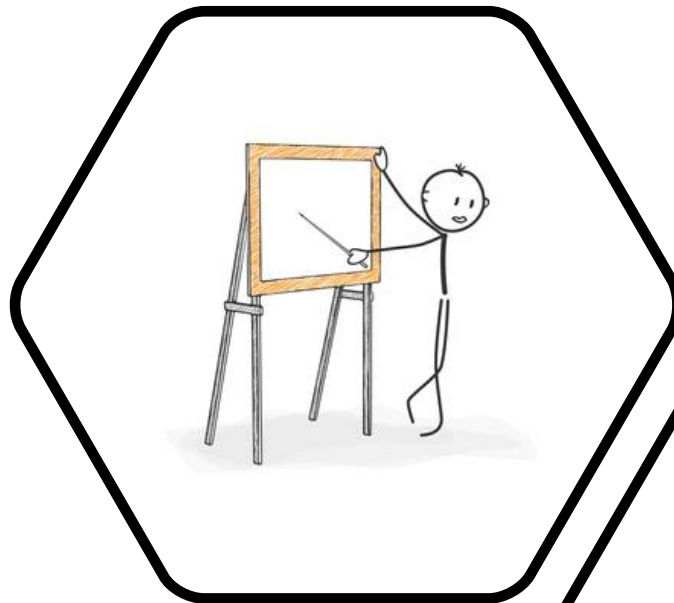






## Challenging an expert led approach

- The fire services traditionally use an expert-led approach
- This is because we are used to engaging with people in response mode, when an emergency already exists



# Stages of Preparedness

- P-CEP acknowledges that planning is a process not a one-time event
- Where do you sit on this scale of preparedness?

1	2	3	4	5
<b>Haven't thought about it</b>	<b>Thought about it but not yet acted</b>	<b>Started to get organised</b>	<b>Taken action</b>	<b>Reviewed actions and told others</b>
No understanding of the risk or need for a plan	Understands the risk but not considered a plan	Understands the risk and has thought about what it means for them	Has created a thorough bushfire plan	Has updated their plan and discussed with others

\*Sourced from Meals on Wheels NSW – ACT! Home Visiting Readiness Discussion Tool which was adapted from the Person-Centred Emergency Preparedness User Guide

# Emergency Planning Advice Service (EPAS)



## How did we use P-CEP?

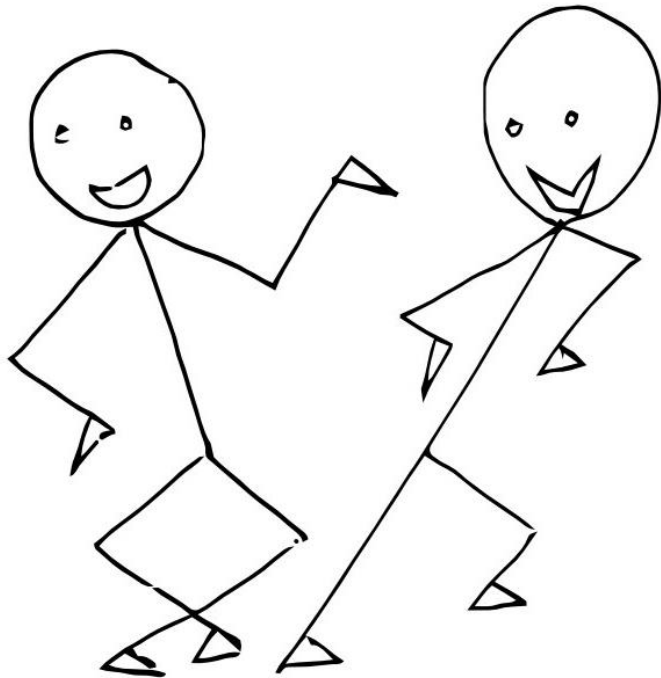
- We created EPAS alongside Red Cross
- CFA and Red Cross members undergo a 12-hour training program
- It is a co-delivered household service over multiple sessions (not a one off). Remember, planning is a process!
- Three trial locations initially based within municipalities – Bass Coast Shire, City of Greater Bendigo & Shire of Yarra Ranges
- Municipalities supply referrals – local approach
- Both bushfire and home fire safety covered plus Red Cross can cover other emergencies

# Practicing the Conversations



# EPAS in Action

- Facilitator training evaluated by University of Sydney has highlighted that facilitators have the skills required after the training.
- What about participants?



Numbers of referrals	26
Referrals converted into EPAS	Almost 20
Average no of visits per participant	2

# Case study 1 – ‘Eric’

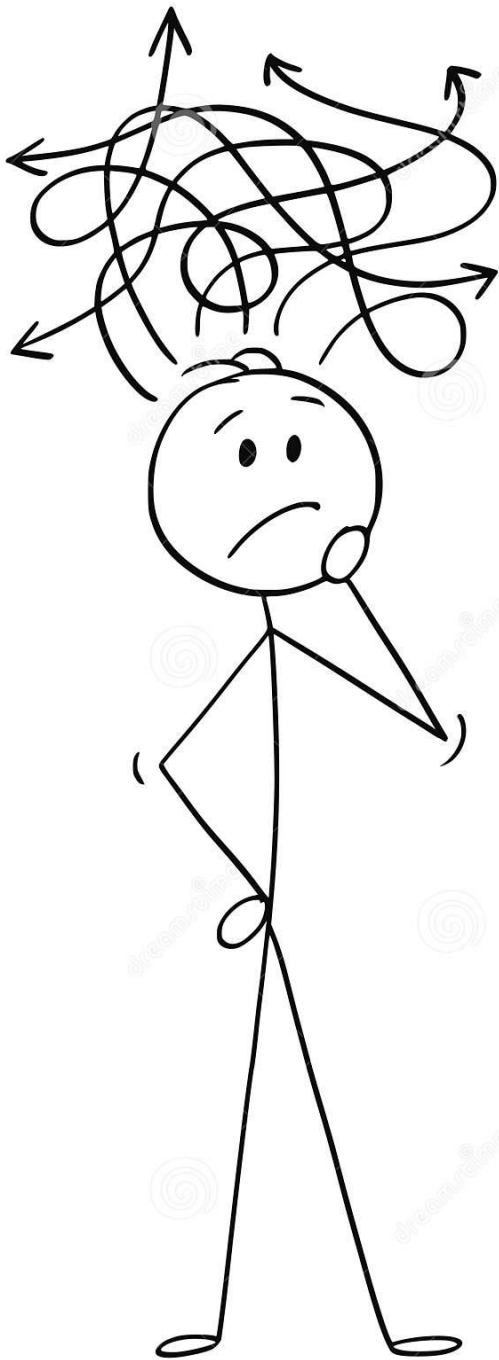


- Older male – almost 90 years old. Lives alone in Bendigo. Can drive short distance. Family support is 2 hours away.
- **First EPAS visit – Stage of Preparedness is a 2** – no plan.
- **Second EPAS visit – Stage of Preparedness is a 3** – “After doing the Capability Wheel, the resident now has a better understanding of planning for emergencies, including Heat Stress and Bushfires. He has made a list of the actions he will do in order to be more prepared”
- **Third EPAS "visit" was a phone call – Stage of Preparedness is a 4** – Resident had fitted a new smoke alarm in the kitchen/dining area. Resident has a bag ready to finish packing an emergency kit. And he has a plan to leave early and go to the shopping centre.

## Case study 2 – ‘Raj’



- ‘Raj’ lives with disability after having a stroke. He is a wheelchair user at times and his cognitive skills have some limitations. He lives in a friend’s home in a low socio-economic area. He cannot drive. He has a pet dog who must go with him if he leaves in an emergency. He has minimal supports and is not connected to neighbours.
- **First EPAS Visit – Stage of Preparedness is a 2** – Did not have a plan. Red Cross followed up with services to help him in his everyday life.
- **Second EPAS Visit** – Is scheduled two months later as Raj needs more personal support through NDIS. **Stage of Preparedness is a 3** as he has really thought about it and started to get organised but can’t take action yet.
- Advocacy back to Council may be necessary.



# Human beings are complex!

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- Sometimes we encounter very complex cases where the resident needs a lot of help before we even think about beginning emergency planning
- Do we walk away and say it is too hard, or do we help connect people into services that are available in their area?
- We **can't** force anyone to take support
- We **can** encourage them to take the supports available
- This is where the co-delivery with Red Cross comes into its own and working alongside the local municipality.



# What are the EPAS trials telling us?

- Co-delivery with Red Cross is very valuable. They can link the resident back to services if required.
- The training developed for the facilitators equips them to deliver the service.
- Councils need a referral mechanism to improve numbers of referrals.
- Residents involved are improving their level of preparedness, therefore reducing their risk in a fire emergency.



# What next?

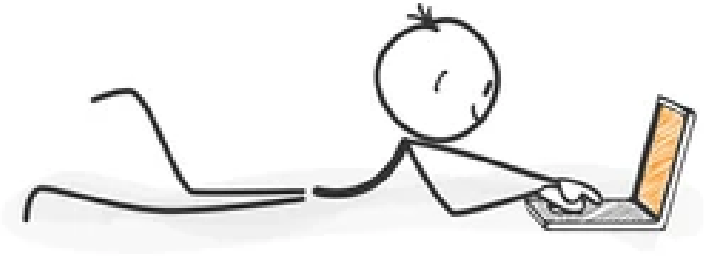
- Evaluating the delivery that has occurred to date
- Planning new delivery areas in Municipalities, e.g., Frankston City Council
- Ensuring a continuous improvement cycle
- Utilising person-centred conversations and the capability approach in all our engagement programs
- Perhaps some transformational change



# In summary

- Some people in the community need additional support to plan for emergencies and although some situations are complex P-CEP provides the tool and framework for achieving this.





# Learn more

- [www.collaborating4inclusion.org/pcep](http://www.collaborating4inclusion.org/pcep)
- Podcasts on CFA's website  
[www.cfa.vic.gov.au/audio](http://www.cfa.vic.gov.au/audio)
- [https://engage.cfa.vic.gov.au/preparing-vulnerable-people#:~:text=The%20Emergency%20Planning%20Advice%20Service,Vulnerable%20People%20\(PVP\)%20project](https://engage.cfa.vic.gov.au/preparing-vulnerable-people#:~:text=The%20Emergency%20Planning%20Advice%20Service,Vulnerable%20People%20(PVP)%20project)

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