# How to be a person-centred conversation partner at every step of P-CEP

## Getting Ready for a P-CEP Conversation

### Your Role

#### Be a role model

- Get yourself ready, before enabling preparedness in others.
  - Self-assess your own level of preparedness, capabilities and support needs
  - Learn about your local disaster risks
  - Take steps to increase your own preparedness

### Person-Centred Strategies

#### Provide structure

- Bring order to what can feel like an overwhelming and confronting task.
  - Review the 4 action steps of the P-CEP to help you to break the conversation down
  - Use the P-CEP Workbook as a guide to help you keep the conversation meaningful, clear, and focused
  - Find the right pace and match it to the individual and their level of readiness

#### Be curious

- Ask, listen, reflect.
  - Ask open-ended questions
  - Use what you learn to prompt further discussion
  - Encourage questions and active problem solving

#### Focus on the journey

- Enable ownership of the planning process.
  - Appreciate that emergency preparedness is a process, not a one-time event
  - Reflect on existing supports and resources they can call on in emergencies
  - Just start the conversation

#### Get and give support for mental health

- Be mindful.
  - Thinking and talking about emergencies can make us feel worried or upset
  - It is important for all of us to seek help to manage our mental health and emotions
  - Tell people who they can call for support such as:
    - Lifeline: 13 11 14 or Beyond Blue: 1300 22 4636
    - Their Doctor who can help them get access to support
1 **Step 1: Identify your strengths and support needs in everyday life**

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<thead>
<tr>
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<tbody>
<tr>
<td><strong>Start with the everyday</strong></td>
<td>Learn about the person’s roles, responsibilities, relationships &amp; capabilities.</td>
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<td>Use the 8 elements of the Capability Wheel as a prompt for the person to tell how they manage their support needs from day-to-day</td>
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<td>Start from a foundation of strength, not fear – focus on what people do, where they do it and who they do it with – to uncover existing supports and resources that should be included in one’s emergency planning</td>
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<td>Find out who is in the person’s support network and discover, through conversation, the quality of the person’s relationships and support</td>
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2 **Step 2: Know your level of preparedness and learn about your disaster risk**

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<td><strong>Connect people to emergency information, people and resources</strong></td>
<td>Find out if the person has experienced an emergency, big or small.</td>
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<td>Ask them what that was like, how they managed, and who supported them. Discuss what worked well and why, ask them what they learned or would do next time</td>
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<td>Discuss how different emergencies require different plans and actions such as sheltering or evacuating</td>
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<td>Connect them to trusted people and places in their community where they can learn more about disaster risks and preparedness actions</td>
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3 **Step 3: Make a plan for how you will manage your support needs in an emergency**

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<td><strong>Brainstorm together</strong></td>
<td>Support the person to make a plan for sheltering-in-place (stay) and a plan for evacuating to a place of safety (go).</td>
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<td>Ask what challenges they think they will experience in each scenario (stay/go)</td>
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<td>Revisit Step 1: help to prioritise support needs in emergencies and focus planning on the top priority areas</td>
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<td>Use reflective questions, found in the P-CEP Workbook, to talk about extra supports that the person might need in each scenario</td>
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**Communicate the plan with the people in your support network and address gaps through collaboration**

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<td>Be an advocate</td>
<td>Connect people to others in the community who have knowledge, resources and expertise.</td>
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- Invite dialogue with emergency services personnel, local council and community and disability service providers that you currently interact with so that mutual learning happens.
- Link people to their natural supports in the community to build networks that increase resilience to disaster.
- Speak up when there are gaps that put people at risk before, during or after an emergency.

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**Tailoring emergency preparedness to the needs of people with disability can be initiated and supported by others who have knowledge, skills, and training in Person-Centred Emergency Preparedness (P-CEP) planning conversations.**

Those people may be:
- peer support facilitators
- disability advocates
- community, health care, allied health, and disability service providers
- community development and engagement officers
- case managers
- emergency personnel

P-CEP is most effective when:
- the conversation partner enables people with disability to lead and direct their own preparedness actions;
- stakeholders work together to identify and remove barriers that increase disaster risk for people with disability and their support networks.


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**To view the workbook:** [www.collaborating4inclusion.org/pcep/](http://www.collaborating4inclusion.org/pcep/)