Annual Stakeholder Survey

October 2021

Acronyms

AEML	Australian Emergency Management Library
AIDR	Australian Institute for Disaster Resilience
AJEM	Australian Journal of Emergency Management
CALD	Culturally And Linguistically Diverse
NME	National Disaster Recovery Monitoring and Evaluation Database

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1 Summary against measures

Table 1 Overall survey findings against measures

Measure	Evidence
Percentage of stakeholders that self-report an increase: 1. in understanding of disaster resilience terminology, frameworks and 2. ways of working to reduce disaster risk and build resilience *See Section 2.6*	• 77% (n=381) of the survey respondents reported an increase in their understanding of **how to build disaster terminology** because of AIDR's materials and / or professional development. • 76% (n=375) of the survey respondents reported an increase in their understanding **how to reduce disaster risk** because of AIDR's materials and / or professional development • 76% (n=391) of the survey respondents reported an increase in their understanding of **how to build disaster resilience** because of AIDR's materials and / or professional development.
Self-reported use of the knowledge products by survey repsonents *See Section 2.3*	• The most frequently used knowledge products were the Handbooks (n=361) and AJEM (n=353). The least used was the NME Database (n=56), which was reflective of the low awareness of its existence amongst survey respondents (53% of survey respondents had not heard of the NME database prior to the survey). • Across the AIDR knowledge product range, the majority of survey respondents who had used the products found them useful. An average of 64% rating the product very useful across the products.
Number of instances of reported use of the glossary *See Section 2.3*	• 381 survey respondents (68% of respondents) were aware of the Australian Disaster Resilience Glossary; and of these 178 (32%) indicated they had used the Australian Disaster Resilience Glossary. • 99% (n=161) of survey respondents who had used the Australian Disaster Resilience Glossary found it useful, with 72% (n=117) finding it very useful.
Number of instances of reported NME Database usage *See Section 2.3*	• 263 survey respondents (47% of respondents) were aware of the NME Database; and of these 56 (10%) indicated they had used the NME Database. • 98% (n= 48) of survey respondents who had used the NME Database found it useful, with 56% (n= 29) finding it very useful.

Measure	Evidence

Percentage of network members that value participation in an AIDR Network
 	
(target 80%)
 	
See Section 2.4
	• Of the survey participants who were involved with AIDR networks or programs (n=182), 96% indicated they value their participation in the network or program.
	
	• The things participants most valued by number of mentions included:
	
	   • It supports me to develop knowledge and apply skills to reduce disaster risk (133 mentions; 73% of respondents)
	   • It connects me with other current and emergent practitioners (112 mentions; 62% of respondents)
	   • I value having the opportunity to come together with other subject matter experts to share my knowledge with them and learn from them in return (100 mentions; 55% of respondents)
	
	• The most common response when participants were asked why they did not value their participation was the wish to see more talks and resources from / for practitioners outside of academia and government, in particular by the private and community sectors.

2 Survey Insights

1.1 Key findings

- Overwhelmingly positive response from survey participants across the usefulness of products, the value of participating in the network and the positive impact that AIDR has had on the disaster resilience and emergency response sector.

- AIDR's knowledge products are being actively used by stakeholders to shape and guide their own day to day work.

- Participants in AIDR's networks and programs valued their participation, in particularly the opportunity to connect with and learn from others. There is evidence that this is shifting mindsets and approaches to disaster risk reduction and resilience.

- Participants identified several areas for future focus by AIDR including more content focused on perspectives from on-the-ground practitioners and community-led engagement; how to create inclusive disaster responses; and an appetite for short form content for time poor practitioners.

1.2 Demographic summary of survey respondents

- The survey received responses from 616 individuals. Due to the skip logic of the survey only relevant questions were shown to participants. This resulted in different sample numbers per question.

- Majority of survey respondents (65%, n=397) identified themselves as working in emergency management (33%, n=202) or emergency services (32%, n=197).

- Most (69%,n=420) of the survey respondents were over 45, with the largest group of respondents aged 45-54 (31%, n=189).

- The majority (52%, n=321) of respondents identified as female, with three participants identifying as non-binary or gender fluid.

- 11 of the respondents identified as Aboriginal, 2 as Aboriginal & Torres Strait Islander, and 1 as a Torres Strait Islander.

- 48% (n=293) of respondents rated their understanding of concepts of disaster risk reduction and resilience as 'Mature' on a scale of Early days to Mature.

1.3 The use and usefulness of AIDR Knowledge Products

The majority of survey respondents were aware of the range of AIDR Knowledge Products available. The exceptions were the NME Database of which 53% (300) of respondents were unaware, and the Schools Education Network website and resources of which 48% (270) were unaware. The relatively limited understanding of the Schools Education Network website and resources across respondents may reflect the specific sectoral focus of the product and smaller target audience.

The survey respondents who had used AIDR's resource were overwhelming positive about the usefulness of those products for their purposes (Figure 1). All AIDR Knowledge Products were viewed as 'very useful' by more than 59% of users of those products.

How useful was this resource?

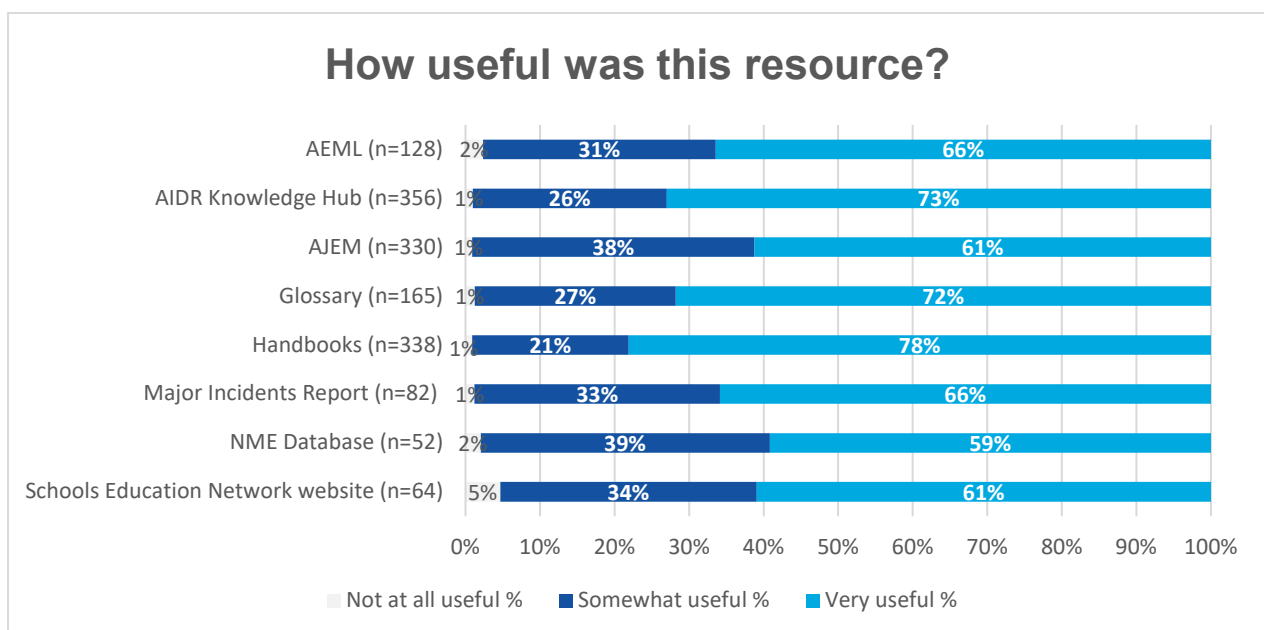| Resource	Not at all useful %	Somewhat useful %	Very useful %
AEML (n=128)	2%	31%	66%
AIDR Knowledge Hub (n=356)	1%	26%	73%
AJEM (n=330)	1%	38%	61%
Glossary (n=165)	1%	27%	72%
Handbooks (n=338)	1%	21%	78%
Major Incidents Report (n=82)	1%	33%	66%
NME Database (n=52)	2%	39%	59%
Schools Education Network website (n=64)	5%	34%	61%

Figure 1 Survey participants' perceptions of the usefulness of AIDR Knowledge Products

The reasons for these ratings included the high **quality** of the products' content (n=50, 17%) and the high **relevance** of the products to survey respondents' work and / or study (n=33, 12%). Stakeholders overall found the knowledge products to be both **easy to understand** (n=31, 11%) and to **apply the guidance** to their own work (n=27, 9%). Stakeholders view AIDR and its knowledge products as credible reference points for resources related to disaster resilience, recovery and emergency management (n=30, 10%).

While uses varied by product type, the products are being used as a **reference and/or guide for practitioners** in their day-to-day work across the product range (Table 2). The Handbooks, NME Database, Major Incidents Report and Schools Education Network website and resources in particular are being used to **inform day to day work:**

> *When writing State based policies and publications, I have referenced various AIDR Handbooks to help ensure consistency with national policy (Survey respondent)*

Survey respondents also cited using the products to **facilitate the training and upskilling** of both themselves and new staff:

> *I like to read articles that are outside my prescribed readings to broaden my scope of knowledge. As the articles [in AJEM] are often current and forward focused, I can learn for tomorrow and think about the issues that will affect me/my community/my agency when I am in a position of management. [.. I've found that] asking "why" we do what we do and "are we doing it the best way possible?" can often earn the title of "disruptor" or "entitled millennial". As a young person, the AJEM is a safe way to acquire knowledge without fear of persecution. (Survey respondent)*

Table 2 Most frequently report uses for AIDR Knowledge Products

Knowledge Product	Most frequent reported use of this product
Australian Disaster Resilience Knowledge Hub (n=327)	Accessed to use resources as part of my work / research (42%)
Australian Disaster Resilience Handbooks (n=255)	As a reference and guidance material in my role (48%)
Australian Journal of Emergency Management (AJEM) (n=281)	For training and upskilling as part of my professional development (38%)
Australian Emergency Management Library (AEML) (n=106)	As part of my research and / or formal study (38%)
Australian Disaster Resilience Glossary (n=137)	To look up definitions (21%): in particular to ensure there is a consistency of terms and language used within my work / study and the sector more broadly (19%)
National Disaster Recovery Monitoring and Evaluation Database (NME Database) (n=39)	As a reference and guidance material in my role (49%)
Schools Education Network website and resources (n=58)	As a reference and guidance material in my role (31%)

1.4 Participation in Networks and Programs

Survey respondents were positive about their participation in AIDR's networks and programs. Of the 182 survey respondents who were involved with a network and / or program, almost all (98%) valued their participation. The most frequently (73%) cited reason that participation was valued was the way the networks allowed participants to **develop knowledge and apply skills to reduce disaster risk**. This was also reflected by 34 survey participants who also stated, in a separate question, that the most significant change they had experienced a result of their engagement with AIDR more generally was feeling more connected to others in the sector and as a result having the opportunities to learn from others within it.

Table 3 Survey respondent responses to what they value most about participation in an AIDR network (n=182)

What do you value about your participation in AIDR's networks / programs?	n=	% of respondents
It supports me to develop knowledge and apply skills to reduce disaster risk	133	73%
It connects me with other current and emergent practitioners	11`2	62%
I value having the opportunity to come together with other subject matter experts to share my knowledge with them and learn from them in return	100	55%
I value contributing to the contemporary knowledge and practice for the improvement of disaster resilience	81	45%
I'm new to the disaster resilience space and it's been a great reference point	40	22%
Other	2	1%
Grand Total	182	

Of the very small minority (2%; n=2) who did not value their participation in AIDR networks/programs, all indicated they felt the current offerings were too focused on academic and government audiences. These participants felt more could be done to engage with and learn from the disaster resilience perspectives of on-ground practitioners and community members.

1.5   Target audience knowledge and understanding

The majority of survey respondents indicated they were familiar with the concepts of disaster risk reduction and resilience. Only seven percent of respondents (n=42) rated their understanding of these concepts as 'early days', with the 93% (n=571) rating their understanding as either 'developing' or 'mature'.

Despite this experienced starting point, the overwhelming majority of respondents also indicated that AIDR had contributed to their increased understanding of disaster resilience and risk reduction (Figure 2). Over 90% of respondents consistently reported the positive impact AIDR had had on their understanding of resilience terminology, risk reduction and resilience building.
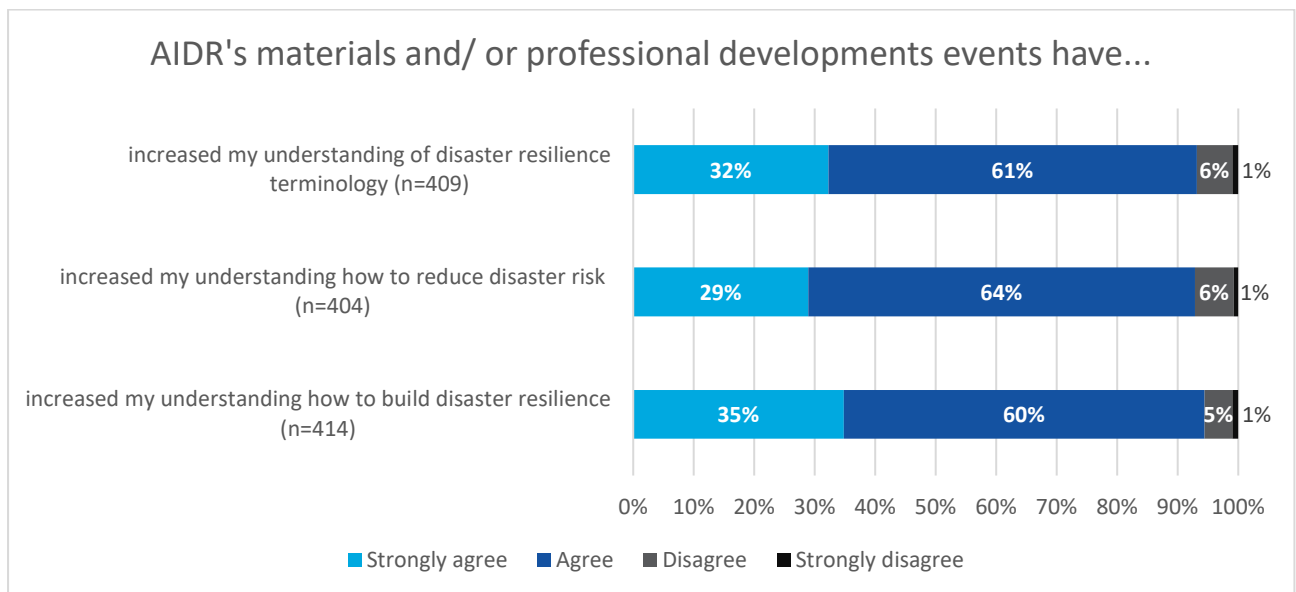
Figure 2 The contribution of AIDR's materials and professional development events to survey participants' knowledge and understanding of disaster resilience terminology, risk reduction and resilience building.

The most frequently cited reason for these positive ratings were the **high quality and useful training** supplied by AIDR to the sector (n=80, 45%), and that the networks have contributed to **increased knowledge and skills** among participants (n=57,31%).

The most significant learnings cited by participants included:

- Broadening understanding of disaster resilience and emergency management approaches (n=86, 29%).

- Awareness of AIDR's services and resources (n=66, 22%), in particular that it offers a centralised entry point for those in the sector to reference, and build upon.

- Importance of collaboration and sharing learnings (n=45,15%) including through networks and events.

1.6   Instances of Impact

The majority (68%, n=311) of survey respondents indicated that AIDR resources have informed their work in some way. Of these, the equally most frequently referenced ways AIDR had informed their work was:

- To use AIDR and its products as the benchmark for the most to up to date best practice in Australia, and adjust their approaches to ensure they are aligned (n=81, 36%).

   [AIDR] has changed the way we develop our materials and how we answer questions from our team members. We have a point of reference with materials and we can send them to places where they can research and understand more about their questions. (Survey respondent)

- As a results of engaging with AIDR, its networks and products, that they felt better informed and knowledgeable and were able to bring this into their work in disaster risk reduction and resilience, and emergency management (n=81, 36%).

> *It's provided a deeper level of understanding of how and why certain things are done and required. This then reinforces certain behaviours to strengthen the work we do. (Survey respondent)*

When asked what kind of changes had resulted from their engagements with AIDR, survey respondents emphasised once again the role AIDR has played in making knowledge accessible and understandable for a range of audiences (n=132, 51%). Additionally, respondents highlighted the importance of the different perspectives presented by AIDR in contributing to a deeper and broader perspective on approaches to disaster risk reduction and resilience, and emergency management (n=38, 15%). Some respondents indicated that engagement with AIDR has shifted thinking and practices at both individual and organisational levels.

> *The changing of individual's perception of resilience and hazard management. Influenced the mindset of specific personnel to view the known and foreseeable hazards through the prism of enterprise risk management and the allocation of resources to improve organisational and personnel resilience which in turn improves incident and emergency management. (Survey respondent)*

1.7 Suggested improvements

Respondents had several suggestions for improvements to AIDR's offerings and the topics covered. Tables 4 and Table 5 detail suggestions in relation to the Knowledge Hub and broader products respectively.

The top requests included:

- A cross cutting desire from survey respondents to see more content from on-the-ground practitioners, and community-led work.

- Across the survey results there was a theme that while AIDR's resources are respected for their academic and research rigour, there is an appetite for content targeted towards groups outside of government and researchers.

- Time poor nature of practitioners was highlighted, indicating a desire for short summaries and case studies.

- Another key theme was an expressed desire to better understand how to create inclusive disaster recovery and resilience, including for CALD communities, Indigenous Australians, people with disability, and LGBTI.

- Insights into the impacts of disaster on mental health, as well as practical information for supporting staff to manage mental health and resilience.

Table 4 Additional resources and topics survey respondents would like to see covered by AIDR

Additional resources and topics	n =	%
Focus on guidance for Community level DRR work	27	11%
More focus on how to create inclusive DRR (i.e. that engages and supports disability, CALD communities, etc)	24	9%
Research and guidance on Mental Health	23	9%
Continued focus on resilience	18	7%
How data, interactive systems and technology can support DRR	18	7%
Continued focus on recovery	17	7%
More resources targeted towards volunteers	17	7%
Resource dealing with COVID and health	16	6%
More resources targeted towards children / youth	14	5%
Greater engagement with Community-led work	13	5%
More case studies	11	4%
More focus on risk identification and mitigation	11	4%
Additional training opportunities	10	4%
The expected and potential impacts of climate change	10	4%
I'm happy with what's currently available – keep it going!	28	11%
Total		100%

Table 5 Suggested improvements for the AIDR Knowledge Hub

Suggested improvements for AIDR Knowledge Hub	n =	%
The search function is tricky to use.	21	19%
More cross linking / referencing between articles or topics	15	14%
Additional topics	12	11%
More short form summaries for time poor practitioners	11	10%
Better promotion of the platform and its contents	10	9%
Make easier to access	7	6%
Keep the information up to date (including meta-data on when something was last updated)	5	5%
Template library to support development of tools and training	5	5%
Option for user to add information where relevant to their experience	4	4%
Access to raw data and visualisations to explore it (i.e. dashboards)	3	3%
Need to use it more often to provide more informed comment	3	3%
Other	15	14%
Total		100%