Family and Domestic Violence Services

Action Checklist

Purpose This checklist provides strategic and operational actions for service leaders and coordinators in Family and Domestic Violence (FDV) services to lead disaster-ready, inclusive responses that prioritise the safety and needs of women, LGBTIQA+ people, and other marginalised groups across all disaster phases.

1. Internal organisational systems			
Strategic consideration	**Intent**	**Actions**	**Completed**
Develop internal organisational disaster-ready policies.	To ensure FDV services remain operational during disasters by establishing formal frameworks that maintain crisis-response capabilities, even when infrastructure is damaged or staff are displaced.	• Collaborate with emergency management agencies to understand local disaster risks. • Develop backup communication systems, alternative service delivery methods (phone and online support, mobile outreach) and emergency staffing protocols. • Maintain up-to-date emergency contact lists.	
Supplement existing risk assessment frameworks with disaster-specific factors.	Develop understanding of how disasters amplify existing FDV risks and create new vulnerabilities, enabling targeted safety planning for disaster-affected victim-survivors.	• Supplement existing state/territory risk assessment frameworks (e.g. MARAM (Victoria), CRASF (Queensland)) with disaster-specific risk indicators such as inability to evacuate safely due to perpetrator control, forced cohabitation during displacement, financial stress, isolation from services. • Train staff to identify disaster-amplified risk factors within existing assessment processes.	

© Gender and Disaster Australia Ltd 2026. All rights reserved.

1. Internal organisational systems			
Strategic consideration	**Intent**	**Actions**	**Completed**
		• Use Gender and Disaster Australia resources.	
Ensure FDV disaster responses are accessible and appropriate for diverse victim-survivors.	Modifies FDV service delivery to address the specific needs and barriers faced by victim-survivors from marginalised communities during disasters.	• Develop formal partnerships with interpreter services and culturally specific support organisations to ensure access to language and cultural support during emergencies. • Ensure information, spaces, and services are accessible for people with disabilities during disasters. • Create referral pathways to LGBTIQA+, multicultural, and disability services. • Keep a basic contact list of local emergency relief providers for victim-survivor referrals.	
Create disaster communication strategies.	Establish methods to reach victim-survivors when normal communication channels are disrupted, ensuring they know services remain available despite disaster impacts.	• Develop multi-channel communication plans: social media, community radio, partnerships with community centres. • Create emergency contact cards. • Use Gender and Disaster Australia resources such as postcards.	
Research and plan for additional funding during disasters.	Identify potential funding sources and prepare application processes that the organisation can activate for additional resources when disasters increase demand for FDV support.	• Identify government disaster funding websites and sign up for emergency grant alerts. • Consider preparing a simple one-page service description that can be quickly adapted for funding applications.	

© Gender and Disaster Australia Ltd 2026. All rights reserved.

1. Internal organisational systems			
Strategic consideration	**Intent**	**Actions**	**Completed**
Support intersectionality in service delivery.	Regularly assesses how services meet the needs of diverse FDV victim-survivors across all service delivery, not just during disasters.	• Use data disaggregation and involve lived experience advocates. Regularly review how services meet the needs of diverse FDV victim-survivors. Contribute FDV victim-survivor-informed perspectives to policy discussions.	

2. External partnerships			
Strategic consideration	**Intent**	**Actions**	**Completed**
Collaborate with evacuation and relief centres.	Ensures victim-survivors can access safe, confidential support within disaster relief settings while avoiding contact with perpetrators who may also be displaced.	• Allocate, where feasible, FDV specialists in major relief/evacuation centres. Liaise in advance with centre managers to discuss how to handle co-location of perpetrators and victims. Request private consultation spaces. Create discrete identification and referral systems. Ensure outreach efforts are equitable and targeted toward the most vulnerable communities.	
Maintain effective safety planning during disasters through coordinated, adaptive partnerships that address increased FDV risks.	Integrates FDV-informed safety planning into local disaster management and recovery systems through collaboration with emergency services, police, and relief agencies. Ensures victim-survivors can evacuate safely, access secure accommodation, and	• Co-design and implement disaster-specific safety plans with local emergency services, evacuation and relief centre coordinators, and police family violence units. • Address disaster heightened risks such as inability to evacuate safely due to perpetrator control, disrupted transport, increased perpetrator access, and loss of communication. • Develop joint emergency safety protocols covering evacuation	

© Gender and Disaster Australia Ltd 2026. All rights reserved.

2. External partnerships			
Strategic consideration	**Intent**	**Actions**	**Completed**
	stay connected with support networks even when day-to-day services and communication channels are disrupted.	scenarios, alternative accommodation, and communication limitations. • Include plans for pets where relevant.	
Establish disaster response partnerships with emergency services.	Create formal relationships with emergency services, police and relief/evacuation centres to ensure victim-survivors can access coordinated FDV support during disasters and avoid contact with perpetrators particularly in relief/evacuation settings.	• Partner with local emergency services agencies, Local Government, police family violence units, relief/evacuation centre coordinators, and disaster relief organisations (e.g. Red Cross, Salvation Army). • Develop joint protocols for identifying and supporting victim-survivors in disaster settings.	
Promote and encourage trauma-informed approaches in recovery service partnerships.	Helps build capacity in recovery services to understand and address the compounded trauma of disaster and violence experiences, particularly for women, children, and LGBTIQA+ people who may face additional discrimination in recovery.	• Offer to train recovery service partners on disaster-specific FDV trauma responses. • Advocate for culturally appropriate healing approaches in recovery services. • Facilitate partnerships between recovery services and Aboriginal healing services, LGBTIQA+ mental health specialists. • Develop consultation protocols for complex trauma cases during transition periods.	
Share FDV expertise in community disaster education.	Contributes FDV expertise to community education about increased violence risks during	• Offer FDV expertise in existing community education opportunities. Contribute to emergency management community education when invited. Challenge narratives	

© Gender and Disaster Australia Ltd 2026. All rights reserved.

2. External partnerships			
Strategic consideration	**Intent**	**Actions**	**Completed**
	disasters while challenging harmful narratives that excuse violence as an acceptable response to disaster trauma.	that excuse violence as normal disaster response in professional networks and community interactions.	

3. Service delivery & Practice			
Strategic consideration	**Intent**	**Actions**	**Completed**
Document and collect data on disaster-response experiences and outcomes.	Record how your service response was activated and experienced by users to inform future improvements, strengthen data collection and research, and identify equity gaps	• Document service delivery challenges and successes during disaster response phase. • Work with partner agencies to review safety plans, share learnings, and improve coordination across future disaster responses. • Gather feedback from diverse client groups about disaster response experiences within 6 months post-disaster. • Note barriers faced by LGBTIQA+ victim-survivors, CALD communities, and people with disabilities. • Participate in FDV sector debriefs and seek opportunities to contribute to emergency management/services debriefs. • Share learnings with other FDV services.	

© Gender and Disaster Australia Ltd 2026. All rights reserved.

3. Service delivery & Practice			
Strategic consideration	**Intent**	**Actions**	**Completed**
Activate enhanced crisis response protocols	Scale up service capacity to meet dramatically increased demand while maintaining safety and quality standards during high-stress disaster periods.	• Implement emergency staffing rosters. • Activate crisis lines with additional capacity. • Implement triage protocols for high-risk cases. • Address staff vicarious trauma and ensure access to necessary support.	
Provide mobile outreach support.	Delivers FDV support to disaster-affected areas through mobile outreach where infrastructure damage may prevent victim-survivors from accessing traditional locations.	• Deploy mobile outreach workers to temporary accommodation sites. • Deliver services via phone and online support when and where safe to do so. • Coordinate with emergency services for safe access to disaster zones. • Use appropriate safety protocols for disaster areas.	
Develop specialised accommodation strategies.	Create disaster-ready accommodation options that can operate when traditional refuges may be compromised by disasters, ensuring continued safe housing for victim-survivors.	• Identify alternative accommodation sites outside disaster-prone areas. • Develop agreements with hotels/motels for emergency housing. • Build relationships with caravan parks and temporary housing providers for disaster periods. • Ensure accessibility for people with disabilities.	

© Gender and Disaster Australia Ltd 2026. All rights reserved.