

Crisis communication: How to reach stakeholders?

Crisis Management Conference

1-3 October 2024

Liepāja



Inclusive Communication

Talking with those who cannot hear
Listening to those who cannot speak
Showing those who cannot see
Walking with those who cannot go

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Convention on the Rights of Persons with Disabilities

- Respect for inherent **dignity, individual autonomy** including the freedom to make one's **own choices**, and independence of persons
- Non-discrimination
- Full and effective **participation** and **inclusion** in society
- **Respect for difference** and **acceptance** of persons with disabilities as part of human diversity and humanity
- **Equality of opportunity**
- **Accessibility**
- Equality between **men** and **women**
- Respect for the evolving capacities of **children** with disabilities and respect for the right of children with disabilities to preserve their identities



Representing Persons with Disabilities Viennese Monitoring Office

- 4 representatives of organisations of persons with disabilities
- 1 representative of an NGO in the field of human rights
- 1 teaching scientific expert

Appointed by the Provincial Parliament for a 5 year period, honorary, independent.



Crisis Management Vienna



Crisis Management Vienna



Crisis Management Vienna



What is going to happen now?

- Every plan will be discussed with the community of disabled people
- Every plan will be amended according to the results of the discussions
- Board of experts “Disabled People” will be established within the crisis management of the City of Vienna to
 - advise the operative and strategic level,
 - distribute information to the community,
 - collect and structure demands and needs of the community
- The members of the board of experts “Disabled People” are appointed by the Viennese Monitoring Office

A selection of plans

Rahmen-einsatzplan Hitze
Rahmeneinsatzplan des Landes Wien zur Bewältigung von Hitzewellen
Version 1.2
Jänner 2024

Rahmen-einsatzplan Blackout
Rahmeneinsatzplan des Landes Wien zur Bewältigung von Stromversorgungskrisen und Blackouts

Rahmen-einsatzplan Versorgungskrisen
Rahmeneinsatzplan des Landes Wien zur Bewältigung von Versorgungskrisen

Rahmen-einsatzplan Spezial
Rahmeneinsatzplan des Landes Wien zur Bewältigung von Spezialeinsätzen
Version 0.2
Februar 2024

Rahmen-einsatzplan Gasmangel-lage
Rahmeneinsatzplan des Landes Wien zur Bewältigung von Gasmangellagen
Version 1.01
Februar 2024

Rahmen-einsatzplan Allgemein
Rahmeneinsatzplan des Landes Wien zur Bewältigung von Krisen- und Katastropheneignissen
Version 1.31
Mai 2024

Rahmen-einsatzplan Landes-strahlen-intervention
Rahmeneinsatzplan des Landes Wien zur Bewältigung von radiologischen Notfällen
Version 1.11

Rahmen-einsatzplan Kommunikation
Version 1.12
März 2023

Rahmen-einsatzplan besondere Lagen
Rahmeneinsatzplan des Landes Wien zur Bewältigung von besonderen Lagen
Version 2.0
Jänner 2024

Питања? Vprašanja? Otázky?
Frågor? Питання? Pytania?
Jautājumi? Kysymyksiä?
Klausimai? Questions?
Въпроси? Fragen? Küsimused?
Kérdések?

Thank you for your attention !