

Mapping the ACT Social Recovery Ecosystem Survey

What is social recovery?

Social recovery focuses on the human aspects of recovery after a disaster, including health and wellbeing, safety and security, and community connection and cohesion. It involves coordinated support and services that help individuals and communities recover from psychosocial, health and wellbeing impacts of a disaster.

In the ACT, social recovery is guided by the [ACT Social Recovery Framework](#).



Figures from the ACT Social Recovery Framework

Project description

ACTCOSS and Volunteering ACT are delivering the project *Strengthening and Enabling the ACT Social Recovery Ecosystem*, funded by an ACT Government grant. The project aims to strengthen the ACT's social recovery ecosystem by mapping how the community sector contributes to social recovery across the Territory.

Guided by the ACT Social Recovery Framework, the project focuses on mapping three key areas:

- **The social recovery ecosystem:** mapping community organisations involved in social recovery and the key roles they play. A database will be developed to document organisations, their functions, and the processes that support social recovery across the ACT.
- **The workforce:** focusing on employees and volunteers who contribute to social recovery, we are examining the resources, training and capability-building currently available across organisations. Identified gaps will inform the development of tailored social recovery training and resources for volunteers and for employees who coordinate volunteers.
- **Communication pathways:** examining how information currently flows within the community sector and between the sector and government. The aim is to strengthen communication pathways and channels across entities involved in social recovery.

What does participating involve?

Participation is sought via a survey from organisations that deliver social recovery services in the ACT during and after emergencies, including (but not limited to):

- First aid and medical support
- Psychological first aid and personal support
- Transportation services, including to evacuation/relief centres
- Emergency accommodation and transition to stable housing
- Food support
- Clothing and personal needs
- Coordination of donations and appeals

- Information and referral to services and supports
- Financial assistance
- Legal assistance
- Pastoral and spiritual support
- Psychological support, counselling and trauma support
- Temporary care of domestic animals

The survey collects organisational-level information and takes approximately **15 minutes** to complete. It only needs to be completed **once per organisation** by **15th May 2026**.

The survey asks about:

- your organisation's role in social recovery, including services provided, partners, and types of emergencies responded to
- social recovery staff and volunteers, including training and resources
- how your organisation communicates during and after emergencies, including key entities and communication channels

At the end of the survey, organisations will have the **option to indicate interest in further consultation** as the project progresses. Any follow-up consultation will be voluntary.

To participate in the survey, please access: <https://forms.office.com/r/j9nsPP5cz6>

Who is conducting it?

ACTCOSS (The ACT Council of Social Service Inc.) advocates for social justice in the ACT and is the peak body representing not-for-profit community organisations. ACTCOSS's vision is for Canberra to be a just, safe and sustainable community in which everyone has the opportunity for self-determination and a fair share of resources and services.

VolunteeringACT (Volunteering and Contact ACT Ltd) is the peak body for volunteering and provides community information services in the Canberra region. We also deliver programs for people experiencing disadvantage and isolation, people with disability, and people needing support for mental wellness. VolunteeringACT has a vision of an inclusive Canberra, and a mission to foster inclusion by enabling participation and connection.

Storage and use of data

All data will be collected, handled, and stored in accordance with the [ACTCOSS Privacy Policy](#) and the [VolunteeringACT Privacy Policy](#). Information collected through this project will be used to inform sector advocacy, and staff and volunteer training and development. Findings will be shared with other stakeholders, including government, and may be made publicly available. No personal or person-level information is collected, and individuals will not be named.

Questions have been carefully designed to minimise sensitivity and ensure organisations are not asked to disclose information they may be uncomfortable sharing. For questions relating to organisational preparedness or training capacity, findings will be reported only in aggregated, non-identifiable form. Data may be retained and used for future research or sector development purposes where appropriate.

For any questions about the project or survey questions, please contact Natali Koerbel at policy@actcoss.org.au or by phoning 02 6202 7200.

[Complete Survey Here!](#)