



Improving Disaster Management Practice – an Interactive Experience Tool

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What we are going to cover

Outline the Community Resilience
research programme

Describe an interactive planning tool
developed from the research

See how the tool works





A two-year programme to:

Help communities and older people understand the vulnerabilities in an adverse event

Identify ways to integrate positive ageing and community resilience into adverse event planning, response, and recovery

Develop tools and resources to help older people's recovery and to help make their homes more resilient

Support community-driven planning



Funders and supporters

Direct funders: Ministry of Business, Innovation and Employment Public Good Science Fund; BRANZ Levy; Marlborough District Council

Supporters include: Age Concern, Commission for Financial Literacy and Retirement Income, Office of Senior Citizens, Community Housing Aotearoa, NZ Council of Christian Social Services, Red Cross, Retirement Villages Association

Involves older residents and organisations in tool testing





Researchers

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Why include community housing providers?

Community housing contributes to
community resilience:

- Own and manage housing
infrastructure
- Affordable housing providers
- Focus on most vulnerable and those in
housing need
- These are likely to be the most
vulnerable groups in an adverse
natural event





Context for Community Housing

Structural population ageing:

- 1.2 million aged 65+ by 2036 and 1.5 million by 2050

Growing older population on low and fixed incomes looking for affordable, functional housing

Age-related vulnerability makes recovery from an adverse natural event more difficult



Context for Community Housing

Falling home ownership and more people reaching retirement as renters

- Only 34% of current 30-39 year olds are in home ownership (2013 census)
- By 2051, 168,000 older people will be tenants

Individual ageing of community housing tenants





Context for Community Housing

Increasing frequency of extreme weather events

Costs to the insurance industry of floods and storms, Jan-June 2014 = \$76.9m

Govt transferred stock – low resilience?



How prepared are community housing providers for adverse natural events?

Under-prepared compared to other housing providers e.g. councils, retirement villages:

- Record keeping around hazard risks and past events
- Information about tenants for emergency response
- Emergency planning, response and recovery





Planning for adverse natural events

Good location is important

Dwelling condition, design, materials,
amenities are important

Two tools:

- Site Selection Tool
- House Resilience Tool

Planning for adverse natural events

Tenants and clients - disaster preparation,
vulnerabilities, accommodation, recovery
and support needs

Staff - training, skills

Organisation – planning for resilient
systems

Flood Experience Tool



What is the Flood Experience Tool?

Purpose:

- Help identify how policy, planning and operational responses can be more responsive for older people
- Address 'secondary impacts' caused by poor organisational responses

Uses real flood experiences of older people living independently in the community

Shows impacts of flood events, and the supports needed for recovery

Thanks to Lancaster Uni for allowing us to build on their Hull Flood Snakes and Ladders tool



Target Audiences

Organisations of different scale and roles:

- Government agencies
- Emergency services
- Councils
- Older people's service providers
- Community services
- Housing providers
- Insurers
- Utilities, building and construction

Personnel in policy, planning and operational roles





Taking on the role of older person

Interactive

Snakes and ladders format – 30 squares laid out in a snake pattern

Teams

Throw the dice – chance and unpredictability

Land on quotes that tell the stories

Decision squares – choose a number

Players move backwards or forwards

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Decision squares

Organised around themes:

- Immediate response
- Where to live now?
- Clean up
- Repairs
- Insurance
- Help & support
- Utilities and infrastructure

Discussion afterwards: how can responses in your organisation be improved?

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Repairs

50 - 56

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Dealing with clean-up & repairs

“There was mud and water right through the house. The mud was like toffee. I had a gang of guys here and they went around cleaning up for others affected too. They moved a lot of dirt.”

“There was no power on site for six months, we just used hand tools to rip out the linings and the kitchen units.”

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Changing sense of home

“People don’t understand what we’ve been through, they don’t understand why you don’t get over it quickly. They make light of it. Our property was our whole life, I couldn’t face looking at the garden after it was damaged.”

“When it rains the first thing I do is go to the back door and look at the crib wall. Since this has happened I’ve got asthma. It’s stress related. I’m still vulnerable. It’s an on-going saga.”



Uncertain future

“We had our retirement all worked out, then the flood happened! Everything we’ve worked for in a comfortable retirement has gone”

“I have to take out a mortgage, at my age! I am going to have to move, I’ve got to buy a cheaper house so I can pay back the loan I will have to get to pay for all the work needed”





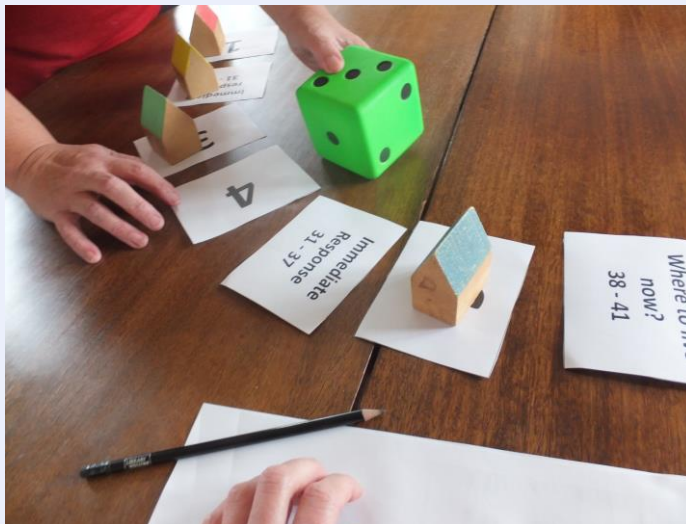
Testing

Targeted organisations working with older people

Ten tests involving over 100 people in
Nelson, Tasman, Marlborough,
Wellington, Christchurch

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Overall response

A useful way to raise awareness of barriers older people face

Interactive approach engages and challenges

”Organisations could relate to other people’s experiences, have more empathy and take that into account when deciding what to do.”

“A thought provoking piece of learning and potentially a very powerful tool”.

“Use it as part of community response plans, a great tool, it generates a lot of conversation”.

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