



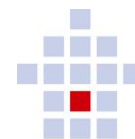
Tools for Resilient Communities – The Flood Experience Tool

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**Australasian Natural Hazards Management Conference
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Empowering housing decisions as we age

What we are going to cover

Outline the Community Resilience research programme

Describe an interactive planning tool developed from the research

Talk about how the tool works

Community Resilience Research

A 2-year programme to:

- Develop tools and resources to help older people's recovery and to help make their homes more resilient
- Identify ways to integrate positive ageing and community resilience into adverse event planning, response, and recovery

Focusing on floods and extreme storm events

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 development and testing

Researchers

Kay-Saville-Smith, Centre for Research,
Evaluation and Social Assessment

Bev James, Public Policy & Research

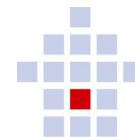
Rob Bell and Ryan Paulik, NIWA

Nick Marston, Mark Jones and Roman
Jaques, BRANZ

Sally Priest, Flood Hazard Research
Centre Middlesex University

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Homes at the heart of resilience

A home is resilient to floods, storms, extreme weather and other adverse natural events when it:

- Helps to protect you
- Minimises damage
- Minimises the costs and time involved in recovering and repairing damage

Key role of older people

Structural ageing makes older people's resilience critical for community resilience

Older people can be more vulnerable in an adverse event, but not all are

Repository of skills and knowledge for communities

Often 'on the spot' and first responders

Three tools

Intention was to develop one tool – the House Resilience Tool

But the research led us to also develop 2 additional tools:

- Site Selection Tool
- Flood Experience Tool

Available on
www.resilience.goodhomes.co.nz

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

Evidence Base for the Tool

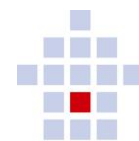
Interviews and focus groups with older people directly affected by floods in Tasman, Nelson and Marlborough



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Issues and Barriers

Anxiety about being left to cope alone

Agencies' lack of understanding of feelings of loss

Timeliness and appropriateness of help

Lack of timely information and conflicting information

Poor management of access in and out of properties and communities

Accommodation worries

Issues and Barriers

Stress and health impacts

Extra financial burdens

Lack of information about emergency preparation tailored to older people's needs

Agencies' lack of recognition and use of locals' skills and knowledge

Near invisibility of older people in CDEM documents

What were the positives?

Importance of support from families and community

Some were well prepared and were able to cope with lack of utilities

Actively helping others

Examples of practical and timely help:

- Free skips and rubbish disposal
- Hot food and drinks
- Place to dry out household goods
- Help with cleaning up

Taking on the role of older person

Interactive

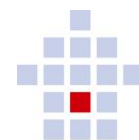
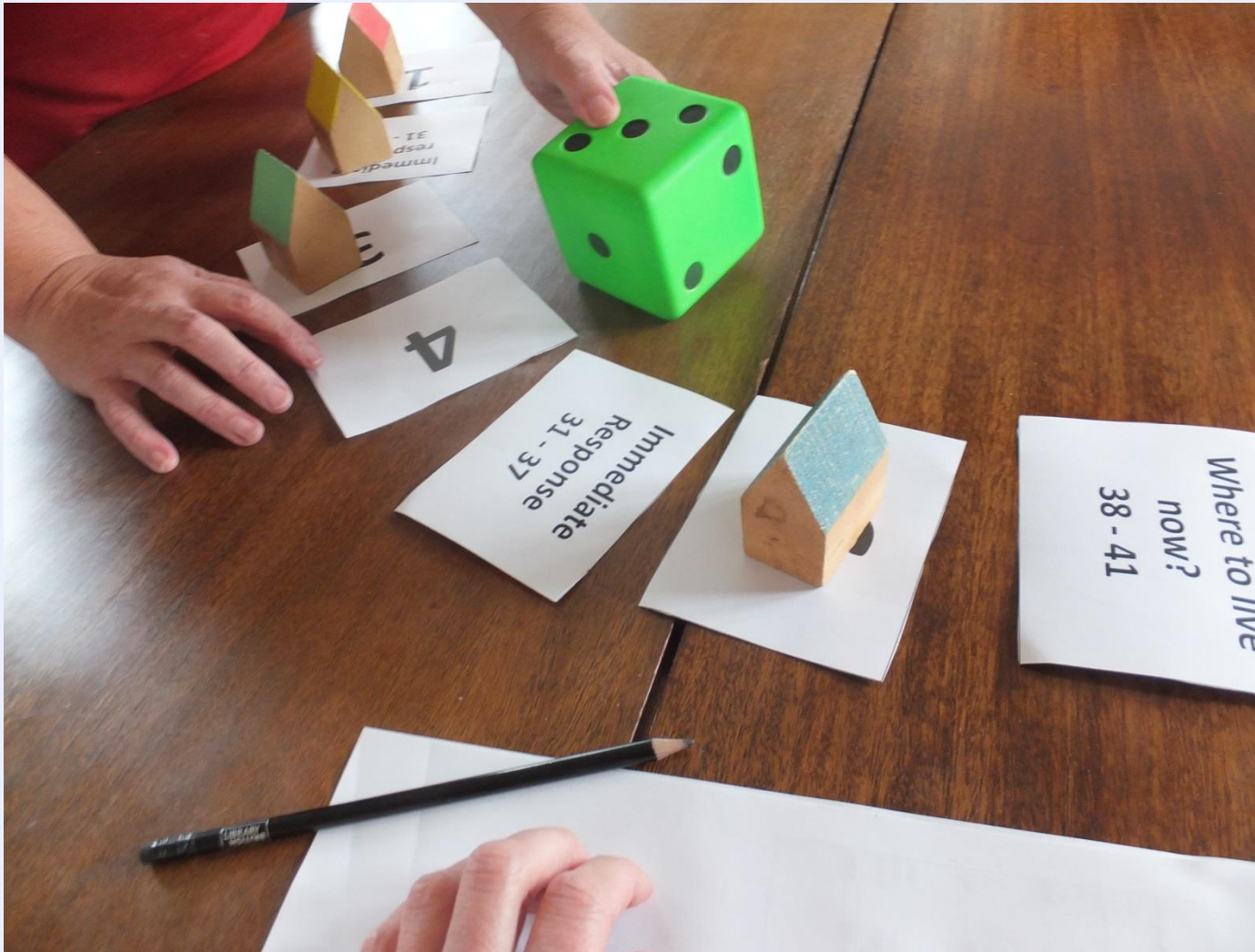
Snakes and ladders format – 30 squares laid out in a snake pattern

Teams

Throw the dice – chance and unpredictability

Land on quotes that tell the stories

Decision squares – choose a number to 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

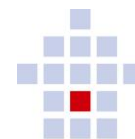
Discussion afterwards: how can responses in your organisation be improved?

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.”

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 and whose policies and operations impact on older people

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


Overall response

A useful way to raise awareness of barriers older people face

Interactive approach engages and challenges

Some experiences common across age groups

Applicable to other types of adverse natural event – similar issues



“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”.