Co-designing a disaster resilience strategy for South Australia

Miriam Lumb
Monica Ritz
Who are we?

Miriam Lumb:
- South Australian Fire and Emergency Services Commission
- Project Manager

Monica Ritz:
- Department of the Premier and Cabinet
- Business Transformation Manager
- User-centred design practitioner
Why a strategy?

- It’s a global issue
- Climate and societal change
- Economic impact
- Problem statement
- September 2016 state-wide blackout
- Burns review

Problem statement?

“If a community is not resilient they are at greater risk during an event and their recovery is delayed.”

Cost of not building resilience

<table>
<thead>
<tr>
<th>Year</th>
<th>Cost</th>
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<tbody>
<tr>
<td>2015</td>
<td>$9 billion</td>
</tr>
<tr>
<td>2030</td>
<td>almost doubled</td>
</tr>
<tr>
<td>2050</td>
<td>$33 billion</td>
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Disaster resilience:
▪ Cuts across sectors
▪ Requires big picture thinking
▪ Needs effective collaboration
▪ Needs stakeholders and citizens to be engaged so “we” fully understand the problem

Why user-centred design?
What is user-centred design?

- Framework of processes
- About stakeholders, citizens, end users
- Collaboration is throughout the process
- Gaining a deep qualitative understanding

It’s about solving PROBLEMS

NOT SOLUTIONS

It’s about USER needs

NOT GOVERNMENT needs

Multidisciplinary teams

NOT SILOS

Deliver small and often

NOT BIG BANG!
“Discovery provides a contextual understanding of user needs with regards to disaster resilience, the existing landscape and to challenge any preconceived ideas about what is required.”
What happens in Discovery?

- Identify our users
- Research plan
- Interviews, workshops and surveys
- Share findings with the team
- Pain points, needs and opportunities
- Group into themes
- Opportunities/concept

Resources

Discovery took 10 people contributing over 17 weeks
<table>
<thead>
<tr>
<th>Segment</th>
<th>Participants</th>
<th>Additional Notes</th>
</tr>
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<tbody>
<tr>
<td>157 State &amp; Federal Govt.</td>
<td>+94</td>
<td>From Red Cross Project</td>
</tr>
<tr>
<td>151 Community Members</td>
<td></td>
<td></td>
</tr>
<tr>
<td>93 Business/private sector</td>
<td>+13</td>
<td>From Red Cross Project</td>
</tr>
<tr>
<td>68 Local government</td>
<td>+67</td>
<td>From Red Cross Project</td>
</tr>
<tr>
<td>37 Non-Government</td>
<td>+137</td>
<td>From Red Cross Project</td>
</tr>
<tr>
<td>6 Agency counterparts: NSW, VIC, QLD, WA, TAS, NZ</td>
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</tbody>
</table>

**Total:**
- Adelaide: 226 people
- Regional SA: 213 people
- Peri-urban SA: 75 people

**Other:**
- 32 in-depth interviews, 41 participants
- 18 workshops, 353 participants
- 20 guided conversations, 31 participants
- 75 online survey responses
What did we learn?
Top 10 of 34 themes

- Our Culture, attitudes & behaviours are barriers
- There is a lack of planning
- Communities need to be connected & support each other
- Critical infrastructure doesn’t meet expectations
- Training & education strengthens resilience
- We need to learn from the past & make evidence based decisions
- Messaging needs to be engaging & constructive
- Information needs to be accessible
- We need to listen to & engage with communities
- Leading action together
- Adopt a whole of community approach
- Build on strengths
- Tailor approaches to individual capabilities

Double edged sword of resilience: “The more support people are given, the more dependent and less resilient they may become.”
Opportunities

1500 pain points, needs and opportunities

42 concepts identified to address the findings across the 34 themes

21 Communication tools
“An opportunity to validate we are delivering the right thing in the right way.”
What happens in Alpha?

- Desktop review against similar initiatives
- Reviewed 42 concepts with users / stakeholders
- Iterated and re-iterate

Resources
Alpha took 4 people contributing over 17 weeks
101 consultations
Definition and key messages

“The ability to survive, adapt and grown no matter what happens”

Vision

“Working together towards a safe and resilient south Australia.”
The 42 opportunities

10 of 42 merged

- Informed and connected neighborhoods and communities working together

5 of 42 merged

- Children and young people actively engaged

3 of 42 merged

- Prepared and adaptable businesses

17 of 42 merged

- Emergency Management sector, strategic and connected networks

Health and Well Being
3 of 42

Diversity and Inclusion
4 of 42
“Writing the strategy.”
Where are we currently?

- Finalising the strategy
- Intermittent review points
Challenges and learnings

- New way of working
- Research is resource intensive
- Not knowing exactly what's being delivered
- Post-it notes falling off the wall
South Australia Disaster Resilience Strategy
Thankyou!

Miriam Lumb and Monica Ritz