

Co-designing a disaster resilience Strategy for South Australia



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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

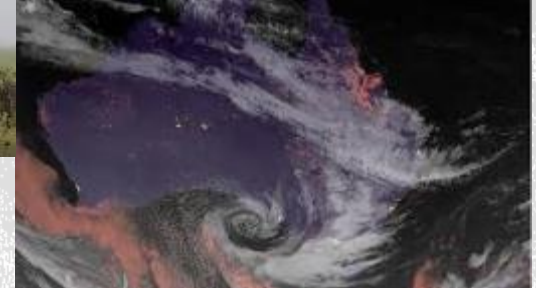


Why a strategy?

- 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

2015	\$9 billion
2030	almost doubled
2050	\$33 billion



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

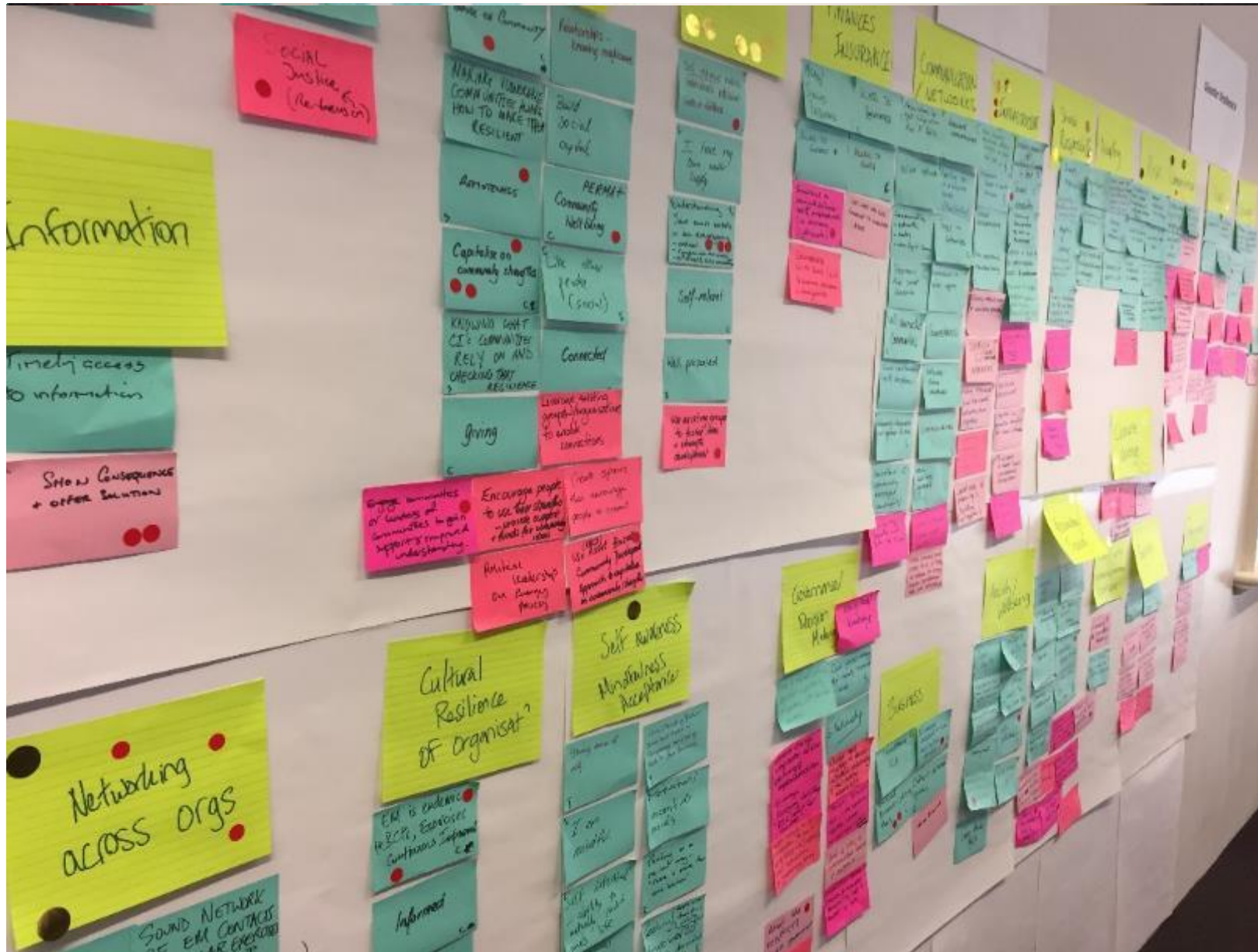
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BIG BANG!



“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?



Resources

Discovery took **10** people
contributing over **17** weeks

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



We heard from over **500** people

Plus over **300** from the Red Cross 'People at Risk Project'

157 State & Federal Govt. **+94** From Red Cross Project

151 Community Members

93 Business/private sector **+13** From Red Cross Project

68 Local government **+67** From Red Cross Project

37 Non-Government **+137** From Red Cross Project

6 Agency counterparts: NSW, VIC, QLD, WA, TAS, NZ

32 in-depth interviews,
41 participants

18 workshops,
353 participants

20 guided conversations,
31 participants

75 online survey responses

Adelaide: 226 people



Regional SA: 213 people



Peri-urban SA: 75 people



What did we learn?

Top 10 of 34 themes

Information needs to be accessible



There is a lack of planning



There needs to be a shift in responsibility



Our Culture, attitudes & behaviours are barriers



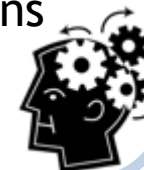
Messaging needs to be engaging & constructive



Communities need to be connected & support each other



We need to learn from the past & make evidence based decisions



We need to listen to & engage with communities



Critical infrastructure doesn't meet expectations



Training & education strengthens resilience



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

Red Cross People at Risk findings

Adopt a whole of community approach

Leading action together

Build on strengths

Tailor approaches to individual capabilities

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.”

key messages

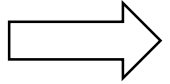
Clear and concise
language

Consistency across the
emergency management
community

Shift in responsibility

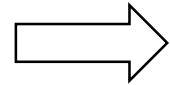
The 42 opportunities

10 of 42 merged



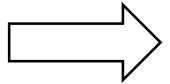
Informed and connected **neighborhoods and communities** working together

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



- [illegible]



South Australia Disaster Resilience Strategy





Thankyou!

Miriam Lumb and Monica Ritz

