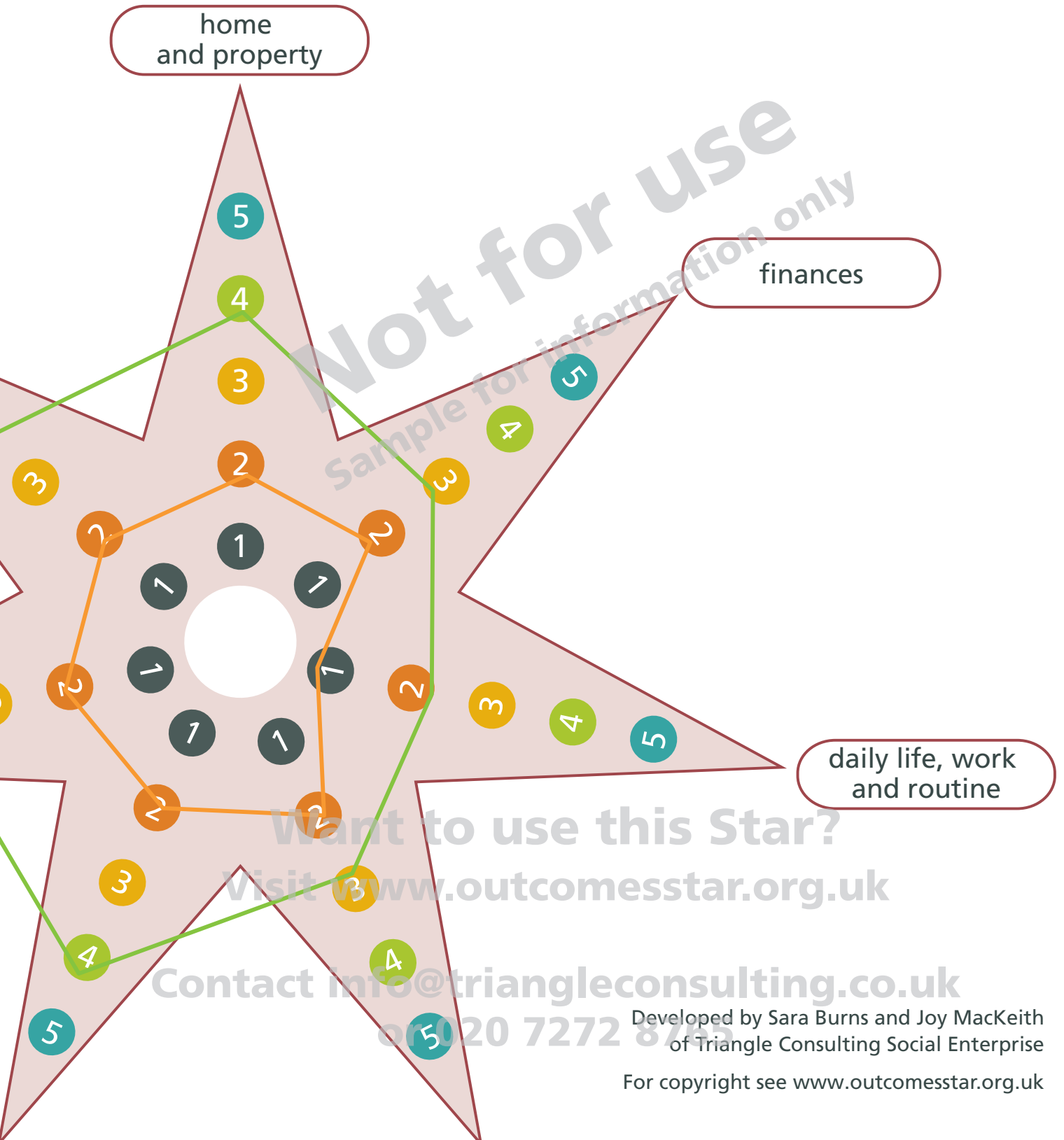




Disaster Recovery Star™

The Outcomes Star for people affected by natural disasters



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Please contact info@triangleconsulting.co.uk to enquire about buying a licence and training.

Licences are also available for those wishing to translate the document into other languages.

The Outcomes Star™

This Star is part of a family of Outcomes Star tools. Each tool includes a Star Chart, User Guide and Guidance for Workers and some have visual and other resources. For other versions of the Outcomes Star, good practice and further information see www.outcomesstar.org.uk.

Acknowledgements

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Introduction to the Disaster Recovery Star™

The Disaster Recovery Star is for people affected by a natural disaster such as a bushfire or forest fire, flood or earthquake. It can be used to support people to recover from any practical, physical, emotional, psychological or other effects they experience following the disaster. The Star is intended for use where there is holistic one-to-one support available in the months or maybe years following the immediate crisis.

It is a version of the Outcomes Star, a suite of tools for supporting and measuring change when working with people.

Outcome areas

The Disaster Recovery Star covers seven areas and there is a scale for each:

1. Home and property
2. Finances
3. Daily life, work and routine
4. Health and well-being
5. Family and close relationships
6. Connection and community
7. Hope and trust

The Journey of Change

This journey describes the process people go through in recovering from a natural disaster and in navigating the impact it has on their lives. Everyone's journey is different, but the pattern is often similar and it can help to understand the steps along the way.

The Disaster Recovery Star is built on a five-stage Journey of Change:

1. **Not ready (grey)**
2. **Taking it in (orange)**
3. **Moving into action (yellow)**
4. **Making progress (green)**
5. **Managing well (blue)**

This Journey of Change is described in detail overleaf.

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How does it work?

To complete the Star, look at each of the seven scales one by one and talk them over with your worker. Together, you can agree where you are in each area, mark the number on the Star Chart and connect the points to create a snapshot of your life and of the areas that are working well and the ones that are causing difficulties.

This will help you and your worker to agree on what areas to work on together, the actions you want to take and any support you need. You and your worker will come back to the Star at regular intervals. This will help you build a picture of progress.

Journey of Change (detailed)

1 Not ready (grey)

At this stage the disaster you experienced is having a significant impact on your life, whether it was recent or a long time ago. You may have lost your home, work, income, pets, your way of life or even people close to you. You can't yet take in or make sense of what has happened and may feel numb, overwhelmed or unable to concentrate, or may have exhaustion or injuries that are using up all your time and energy. Others may take action on your behalf, and you may do some things yourself in reaction to your situation without thinking them through, but you are **not ready** to make decisions or look at options. Perhaps it is hard to take in what people are saying to you.

2 Taking it in (orange)

At this stage you are able to start **taking in** what has happened and what it means for you. Probably, your immediate, basic needs are met – such as for shelter, food and clean water – so this opens up a bit more space. You may be thinking about your options, getting advice and processing it, but you are not yet putting that thinking into action. You may find that taking things in can reveal new issues or increase your worries for a while, or that it's easy to get information overload, so you may need to approach this gently.

3 Moving into action (yellow)

At this stage you are making decisions about different aspects of your life, for example, where you want to live, and have begun to **move into action**. You are linked to the right services where needed. However you may find it hard to deal with challenges or may face problems that are beyond your control. As a result, you find it hard to make progress and it helps to have the right support to keep going.

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4 Making progress (green)

At this stage you have a sense of **making progress** – things are more stable or manageable and you are able to move forwards, perhaps because you feel more supported and connected, are able to think more clearly or can see a future for yourself. This stage may include finding ways to do things that work better for you. However, there are still a few problem areas or setbacks and you need support from the service to help you deal with these.

5 Managing well (blue)

At this stage your life may or may not feel normal – perhaps a different normal to before the disaster – but you don't need the support of a disaster recovery service to keep making progress. You mostly feel reasonably positive or hopeful about the future and may even see new opportunities arising from what has happened. You can cope with any ups and downs by yourself or with the support of family, friends, community or external support such as counselling. You are **managing well** and know how to get extra help if you need it in the future.

These stages are colour-coded as well as numbered.

Not for use
Sample for information only

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1 Home and property

Where you live, repair and rebuilding, water, power, communications, other essentials

5 Managing well

I'm managing well with my home or property or I can continue to sort out any issues myself

4 Making progress

I'm making progress with sorting out my home or property but there are still some issues

3 Moving into action

I'm starting to sort out my home or property, but it's hard to make progress

2 Taking it in

I'm taking in the impact on my home or property and thinking about what to do

1 Not ready

My home or property is damaged or I can't access it. I can't yet think about what to do

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1 Home and property (detail)

This scale is about having somewhere safe and suitable to live for now if your home has been affected by the disaster. It can also be about repairing or rebuilding your property and reconnecting essential services such as water, power and communications. This scale can also cover other basics such as food and clothing.

5 Managing well

I'm managing well with my home or property or I can continue to sort out any issues myself

- You have somewhere to live that is safe, suitable and secure enough, so you don't need to move for a while
- If you are making repairs to your home or property, or rebuilding, you are managing well
- If you lacked essential services such as water, power or communications, these have been reconnected or are in process
- You can deal with your home and essential services on your own or with the help of family, friends and relevant housing or construction services

4 Making progress

I'm making progress with sorting out my home or property but there are still some issues

- You have somewhere safe and suitable to live for now, although it may be temporary or insecure
- You are moving forward with rebuilding, repairing or sorting out your home, property or where you will live. If you are looking for somewhere new to live, you are making progress with your search
- You are moving forward with reconnecting any essential services
- You are making progress but there are still problem areas you need support with

3 Moving into action

I'm starting to sort out my home or property, but it's hard to make progress

- You are making decisions about your home or property and may be starting to look for somewhere to live for now or in the long term
- You are starting to sort out your home or property or to plan a rebuild as needed. You may be applying for planning or other permissions
- You may be trying to reconnect essential services such as water, power or communications
- You find it hard to move forward, perhaps because of things beyond your control, so it helps to have the right support

2 Taking it in

I'm taking in the impact on my home or property and thinking about what to do

- You recognise the extent of problems with your home, property or the land you live on. This may reveal new issues or increase your worries for a while
- You have access to essentials such as water, food and clothing for now
- You are being given advice or considering how to find accommodation, repair or rebuild property or reconnect essential services, but are not yet acting on this

1 Not ready

My home or property is damaged or I can't access it. I can't yet think about what to do

- You may have lost your home or be unable to access it or to live there for now because of damage to your property, the land you live on or the air or water quality
- You may be living somewhere temporary that is unsuitable or unsafe
- You may lack essentials such as clean water, power, communications, food or clothing
- People may be sorting out temporary shelter and essential supplies for you, and you may take action without thinking it through, but you can't yet take things in

2 Finances

Income support, grant and funding applications, wages and other income, covering extra costs

5 Managing well

I'm managing well with my finances or I can continue to sort out any issues myself

4 Making progress

I'm making progress with finances but there are still some issues

3 Moving into action

I'm starting to sort out finances and applications but it's hard to make progress

2 Taking it in

I'm taking in the impact on my finances and thinking about what to do

1 Not ready

The disaster has affected me financially. I can't yet think about what to do

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2 Finances (detail)

This scale is about tackling financial difficulties resulting from the disaster and being able to cover the extra costs of dealing with its aftermath. It covers sorting out your finances as needed, including access to your money, insurance, income support, disaster funding and managing any extra debts.

5 Managing well

I'm managing well with my finances or I can continue to sort out any issues myself

- You have done what you can to sort out your finances for now, and any grant or other applications are complete or you know how to deal with them
- Things may not be easy but you can cover any extra costs arising from the disaster and are managing well enough financially
- If you have or expect a lump sum payment you have considered how best to use it and may be taking financial advice
- You can manage your finances on your own or with the help of family or friends

4 Making progress

I'm making progress with finances but there are still some issues

- You are getting on with sorting out your finances, funding applications or insurance claims, and may be seeing some results. You have any income support you are entitled to
- You have enough to live on for now, though it may be less than before. Perhaps you are finding ways to manage on less for now
- You are making progress but there are still problem areas you need support with

3 Moving into action

I'm starting to sort out finances and applications but it's hard to make progress

- You are making decisions about money and trying to sort some things out
- You may be applying for disaster recovery funding, grants or loans, progressing an insurance claim, applying for regular income support or trying to renegotiate payments on a mortgage or other debts
- You may be trying to negotiate with your workplace or to find other work to replace lost income. You may be trying to get financial help from your wider network or community
- You find it hard to move forward, perhaps because of things beyond your control, so it helps to have the right support

2 Taking it in

I'm taking in the impact on my finances and thinking about what to do

- You recognise the problems the disaster is causing to your finances. This may reveal new issues or increase your worries for a while
- You are being given advice or considering how to access your money, apply for income support, grants or other funding, progress an insurance claim, or understand your employment rights, but you are not yet acting on this

1 Not ready

The disaster has affected me financially. I can't yet think about what to do

- You have lost money or are finding it difficult to access your money as a result of the disaster, perhaps because you have lost important documents
- Perhaps you have lost your job or other income. Perhaps you have lost your home or business. Perhaps you are having to pay for temporary accommodation, travel or other unexpected costs or prices have risen a lot because of the disaster. Perhaps you don't have enough money to live on just now
- People may be sorting out insurance claims or emergency funding for you, and you may take action without thinking it through, but you can't yet take things in

3 Daily life, work and routine

Work, training or education, looking after home or family, other activities, sense of purpose

5 Managing well

I have a routine that gives me a sense of purpose, or I can continue to develop this myself

4 Making progress

I'm managing to get some routine but there are still some issues

3 Moving into action

I'm starting to try to get some routine back but it's hard to make progress

2 Taking it in

I'm taking in the impact on my daily life, work or routines and thinking about what to do

1 Not ready

My daily life, work or routines are affected. I can't yet think about what to do

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