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The Roles of the Innovation Hub in Fostering Inclusion in the Community-Led DRR Innovation: Lessons Learnt from IDEAKSI in Community-Led Innovation Partnership Program

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The Roles of the Innovation Hub in Fostering Inclusion in the Community-Led DRR Innovation: Lessons Learnt from IDEAKSI in Community-Led Innovation Partnership Program

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Abstract. Community-Led Innovation Partnership Program supports innovative solutions that enable women, people with disabilities, older people, and other high-risk groups to participate and engage actively and inclusively in disaster management and decision-making processes that empower their lives. Based on a content analysis of several documents, this paper aims to reflect on the roles of the YAKKUM Emergency Unit, Ide *Inovasi Aksi Inklusi* (hereafter called IDEAKSI), as an innovation hub to support those innovative solutions, especially by the inclusion of community-led Disaster Risk Reduction (DRR) innovation program. More specifically, this paper reports potential challenges of inclusion in disaster management, the roles of the innovation hub in supporting inclusiveness, and the authors' reflection on the supporting factors in fostering inclusion in the community-led innovation program. This paper should interest readers who plan to do similar DRR based on local power and community in Indonesia or other countries with similar characteristics and challenges as described in this paper.

Keywords: Community-led, DRR innovation, inclusive locally-led DRR, Inclusion.

1 Background

Innovation is not a new phenomenon in the humanitarian sector. Even though it has had significant attention in the past decade, right after the publication of the Active Learning Network for Accountability and Performance in Humanitarian Action (henceforth called ALNAP) study on innovation in international humanitarian action in 2009, innovation has always been a core in humanitarian actions to improve the quality of humanitarian action including on how to address challenges in reducing disaster risks. Additionally, there has been an increased amount of flexible funding available for innovation. For example, from just a few funders in 2013, it was found that there were at least 171 innovation funders in the humanitarian sector in 2017 [1].

Innovation has always highlighted the importance of engaging with users (user-centered) and gatekeepers from an early stage. However, not much evidence has shown that this opportunity is utilized to promote the inclusion of the people most at-risk in all the stages of the innovation process related to disaster risk reduction, not just as the end-user of the innovation; starting from the recognition in which problems are identified until monitoring the progress and assessing the growth potential. Views from the Frontline 2019, the largest independent global review of disaster risk reduction at the local level initiated by Global Network of Civil Society Organizations for Disaster Reduction, concluded that there is a lack of involvement of the people most at risk, especially people with disability, elderly communities, women, children, and young generations in assessing most significant threats and preparing actions to reduce risks [2]. Inclusion will make diverse people feel valued and respected, have access to opportunities and resources, and be able to contribute their perspectives and talents to improve their organization [3], in this case within their team and community.

The Humanitarian Innovation Fund (HIF)-ALNAP research [4] identified seven factors for successful humanitarian innovation, that is an iterative process that identifies, adjusts, and diffuses ideas for improving humanitarian action [5]. One of the factors is to organize an innovation process that is about creating the space needed for iterative learning, planning the innovation process, and managing it in a timely manner. While this is applied to the innovating teams, it also emphasizes the role of the innovation hub that drives different innovations and provides an enabling environment for both the innovation and innovators to grow. With this role, the innovation hub has a greater opportunity to mainstream an inclusive approach in each stage of the innovation process.

The case described in this paper is based on the empirical experiences of YAKKUM Emergency Unit through IDEAKSI (or Idea, Innovation, Action, Inclusion) as an innovation hub of Community-Led Innovation Partnership Program, supporting nine (9) local innovators from the community in Yogyakarta Province in developing community based innovative solutions to increase accessibility, accountability, and inclusion of high-risk group (people with disability and elderly community) in disaster preparedness and humanitarian responses. Call for concept note for innovation idea was started in April 2021 for a month in which 15 local innovators from community-based organizations, local Civil Society Organization, faith-based group, volunteer network and Organization of People with Disabilities were selected to participate in the four series of innovation workshop and mentoring process to sharpen their innovation proposal. From this process, 9 innovators were supported financially to pilot and test their innovation idea to their respective communities for about six months development phase.

Yogyakarta was chosen due to several factors. First, in 2020 it has become a home for 577.823 older people or about 15.75% of the total population, the highest number

of elderly people in Indonesia [6]. Second, Yogyakarta ranked fourth as the province with the highest number of adults with disabilities [7]. Third, Yogyakarta has 12 potential disaster threats from medium to a high level and a high level of vulnerability and exposure to disaster risks, including climate change and pandemics [8]. It is often recognized as the laboratory of disaster education as many experts from local Non-Governmental Organizations (NGOs) and practitioners in Yogyakarta, as well as Organizations for People with Disability and Older People Association, existed. However, based on the results of the Yogyakarta resilience study [9], especially on the capacity aspect, it shows that the Special Region of Yogyakarta Government and the community have commitments related to disaster risk reduction with the needs of continuous efforts to reduce the negative impacts of disasters.

2 Purposes

This paper reflects on the roles of IDEAKSI as the innovation hub to foster inclusion in community-led DRR innovations. More specifically, this paper aims to report potential challenges of inclusion in disaster management, the roles of the innovation hub in supporting inclusiveness, and the authors' reflection on the supporting factors in fostering inclusion in the community-led innovation program.

3 Methods

To achieve the purpose of the study, we did a content analysis [10,11], on the community consultation report about community's perception on the factors affecting active participation in all cycle of disaster management, nine innovators' monthly reports from October 2021 up to April 2022, innovators' perception to IDEAKSI baseline survey, community perception surveys that were held two times on April 2022 and September 2022, and proposals for developing innovation that the 9 innovators submitted to us. To ensure the credibility of this study, we did a peer debriefing strategy. Each author analyzed the documents individually to explore to what extent the innovation hub can be an enabling environment for fostering inclusion in the community-led DRR innovation. Then, we met face-to-face to present our analysis results and discussed if the results were reasonable and could meet our study goal. We then finalized our analysis to be presented in the next sections.

4 Analysis Results

4.1 Challenges in Inclusion of People with Disability and Older People in Disaster Management

Our analysis has revealed some challenges that will be discussed in more detail in the following subsections.

Community Awareness and Knowledge in Disaster Management. Participatory disaster risk assessment is a way to assess the potential negative impacts on the community's life in every aspect (e.g., social, economic, physical/infrastructure, human resource, and environment) that may arise from the threat. Communities have local knowledge and the capacity to identify the high-risk area for disaster in their community. The participatory disaster risk assessment can be carried out independently by the community, thus, it is important to ensure the involvement of each community group based on age, gender, and barriers (disability) to reduce the vulnerability and strengthen capacity. Our analysis also shows that that majority of women in the community were not involved in disaster risk assessments. Women are sometimes only allowed to fulfill the quota, but there are still many of them who do not feel confident being able to express their opinions.

In addition to women, older people, youth, and people with disabilities also feel they have not been involved meaningfully in risk assessment. Thus, risk assessment through vulnerability and capacity mapping sometimes has failed to identify the capacity and needs of the at-risk community. The lack of community participation also occurs in the planning phase, both in preparedness and emergency response. Community knowledge is mostly applied during the implementation period but is less involved in the process of assessment, planning, and monitoring activities. People with disabilities and older people have become resigned. More specifically, we found a person saying that he did not need to be helped during a disaster so that his family would be safe and not become victims because they had to help him. It should be noted that disasters can result in the emergence of people with new disabilities because of injuries due to inappropriate treatment for their needs. The distress and risk experienced by the most at-risk group are doubled compared to others.

Access to Resources. The allocation of funding in the community to undergo DRR actions involving most at-risk groups is still minimal. Inclusive villages should include prevention and development activities that can reduce the impact of disasters related to threats in their villages. The Village Government also needs to ensure that the Village RPJM (Medium-Term Development Plan) that is made annually has an inclusive perspective. 32% of respondents already feel that the development plan has considered the risks faced by the community but has not been optimal.

Many public facilities in the village are not accessible for older people and people with disabilities as mentioned in the community consultation that evacuation routes are not always easily accessed by people with disability, older people due to the location of the sign, size, and colors of the fonts, etc. However, at village and sub-village levels, many programs related to the disaster were found, such as improving infrastructure to reduce disasters, making plans for handling Covid-19, including disaster management activities, repairing village evacuation routes, installing signs, disaster training, making bio pores, and analyzing the environment. Not a few developments in the village involve investors or third parties, but these developments cause polemics, for example, with the spread of hotels and tourism in disaster-prone areas and even create additional threats. The community faced difficulty accessing resources, including technical assistance, funding, and partners for collaboration that can support the community to initiate and develop innovation in disaster preparedness and response. The difficulty also deals with ensuring the inclusion of the most at-risk groups to participate in this.

Access to Information. Communities have the same rights in accessing humanitarian assistance in disaster and pre-disaster situations. The important thing in accessing assistance and protection is that the information services provided by the government and the authorities can be understood by all levels of society without exception so that people can easily reach assistance and protection. The survey identified 56 people who stated that information related to humanitarian assistance was not yet easily accessible, especially for elderly communities, youth, and people with disabilities. Several ways of delivering information have been carried out by various parties. Yet, they are still not evenly distributed due to various community barriers. Access to information between community groups also differs depending on their respective abilities, such as the ability to access technology.

Ease of Mechanism for Submitting Feedback and Complaints. Following the Humanitarian inclusion Standard, the mechanism for delivering feedback is one of the indicators for realizing inclusion in disaster management. So far, people are not used to schematically submitting complaints, including in the Yogyakarta Region. To date, the access used in submitting feedback and complaints is limited to village social media, such as websites or Facebook, and direct submissions to the hamlet or village annual meeting. The lack of access to the complaint mechanism, uncertain security,

and unresponsiveness have made the public, especially people with disabilities and older people, skeptical about expressing their opinions.

4.2 The Roles of IDEAKSI as the Innovation Hub

While there is no definite meaning of the innovation hub, most of the literature emphasizes the space for iterative learning and collaboration, which also become the heart of IDEAKSI. As the innovation hub, IDEAKSI believes that the local community, especially the people who are often categorized as the most at risk in the disaster context, can develop solutions that address their problems through the innovation process and enabling environment. IDEAKSI aims to create a learning space and bring together and connect innovators; its support system increases accessibility, accountability, and inclusion of the most at-risk group (people with disability and older people) in disaster preparedness and humanitarian response through supported community-led innovation. The inclusion of most at-risk groups in the context of disaster is highlighted from the beginning of the innovation process. Therefore, the nine innovation projects developed by IDEAKSI have put most at-risk people, in this case, people with disability and older people, at the center of their innovation. The innovation projects are described in Table 1 below.

Table 1. The nine innovation projects developed by IDEAKSI

No	Innovation Programs	Descriptions
1	*DIFAGANA Disaster Emergency Support app by DIFAGANA DIY*	The app has connected the needs of elderly people and people with disabilities regarding disaster responses with the authorities. The app is specifically designed to be accessible and easy to understand by people with hearing and visual impairments, as well as the elderly.
2	*Waste management with BSF (Black Soldier Fly) larvae or Maggot by Winongo Asri Communication Forum (FKWA)*	FKWA has developed the cultivation of BSF (Black Soldier Fly) maggots that are called Yogyakarta Maggot Farm (KMJ). It processes organic waste. It was carried out in two neighborhoods (RW) in an urban community. The maggots are ready for harvest every 25 days. Today, with ten bio pond units, the KMJ can absorb 100kg of organic waste daily from the two RWs, and produce 15 kg of fresh maggots (i.e., sold for Rp 6000/kg).
3	*The Disaster Risk Reduction Inclu-*	The web serves as a survey platform for accessibility, DRR education, and a marketplace of creative economy

	sive Digital Discussion Web for people with disabilities by DRR Forum of Gunungkidul	products.
4	*Visual and Sound-Based Independent Evacuation Guidance System by the Merapi Rescue Community (MRC)*	MRC has developed a directional guide facility that can operate in dark conditions and emit an audible signal, which is equipped with an independent power supply, namely solar power and a fairly long-lasting battery. The system that supports visual and audio signals is expected to make it easier for individuals to find evacuation routes to the gathering point independently quickly. The innovation increases people's accessibility during the evacuation, especially for deaf and blind people and people with low vision. In normal conditions, when there is no eruption, this guide system can be used as lighting in the village.
5	*Mist irrigation for elderly farmers and farmers with disabilities by the Ngudi Mulya Farmers Group*	Ngudi Mulyo Farmer Group has developed mist irrigation to tackle challenges in distributing water for farming purposes. The farmers, mostly older people, were used to buying and fetching water far from the farmland. As a prototype, mist irrigation is designed to irrigate ten plots of land. Then, the water meter is installed in each plot of land use, and the total contribution can be measured according to usage.
6	*Gadjah Wong River flood emergency response through effective and inclusive disaster preparedness and management by PB Palma GKJ Ambarrukma*	The Gajah Wong River is one of the rivers in the Special Region of Yogyakarta, whose banks are filled with settlements, so there is a risk of flooding. PB Palma (Disaster Management and Community Service Unit) of the local church has built a flood early warning system (EWS) and preparedness for river communities and surrounding communities to evacuate all residents who are at risk of being affected by floods, including vulnerable groups.
7	*Inclusive early warning system application and evacuation plan*	The Lingkar team has developed a friendly early warning system for the deaf by utilizing technology in the form of an android application in the Girikerto Village, Sleman Regency. This application will be linked to an

	for the eruption of Merapi Volcano by the Lingkar	early warning system (EWS/Early Warning System).
8	*Orientation of emergency host family relationships (SINARKARAT) by SEKOCI Sasana Inspira*	SEKOCI team has made an innovation by building a host family system for families of people with disabilities to mitigate problems related to shelter in the event of a disaster. The innovation development consisted of capacity development activities, simulation of host families, the inauguration of the host family association, creating an MoU with the local government, and preparing guidebooks for all participants.
9	*Management of participatory village information systems and refugee camps by persons with disabilities, by the CIQAL Foundation (Centre for Improving Qualified Activities in Life of People with Disabilities)*	CIQAL innovation includes (1) data on disability in Kepuharjo Village which is visualized in a Management Information System (SIM); (2) Standard Operating Procedures (SOP) for evacuation and rescue, accessible refugee camps, and policies and budgets which protects persons with disabilities; (3) the formation of Village Disability Groups; and (4) strengthening village governments, local emergency task force team, and persons with disabilities to acquire knowledge about disasters.

However, in the Community-led Innovation Partnership Program, the goal is not only talking about the solution that addresses the problem faced by the people with disabilities and elderly communities, but also that the local innovators and communities value, share, and feel competent in delivering change using creative, community-led and adaptive approaches to problem-solving. To do this, IDEAKSI provided the following:

Capacity Strengthening Support. Innovators were provided with a series of innovation workshops where there was a sharing of the problem around inclusion in disaster management, the example of innovation in humanitarian programs for triggering ideation, and some other topics strongly related to inclusion, such as safeguarding, whistleblowing, and feedback and complaint mechanism.

Financial Support. It was for research and small grants as an innovation investment which was used to pilot and test the idea as well as collaborate with service providers, for example, app developers, etc. As innovation is an iterative process, the innovators must consult the communities and refine their ideas several times before landing on the final idea they want to take to the selection stage.

Non-Financial Support. The innovation hub was managed by a team with different expertise, including local innovation advisors who are in charge of identifying and analyzing the innovation and innovators' improvement. Meanwhile, inclusion advisors ensure that innovation meets the humanitarian inclusion standards and increase awareness and knowledge of the innovators and community in general on inclusion. The feedback from experts from different backgrounds and from international actors to people with disability activists ensures the feasibility of innovative ideas. Feedback from the community is the most important as it provides feedback on the innovation projects that meet their needs, and innovation was tested in the community for improvement. As the innovation hub, a database of potential mentors and experts from different sectors according to the innovation needs to be developed and updated.

4.3 Reflection on the Roles of the Innovation Hub to Foster Inclusion for Humanitarian Innovation

The community consultation and survey has shown that the major challenges for the community to be meaningfully involved include (1) lack of awareness and capacity on the disaster management related issue, (2) access to information both for a distribution channel for information and content, (3) access to resources, and (4) the availability of an accessible and safe mechanism for feedback and complaint. This section will describe the lessons learned from IDEAKSI in fostering the inclusion aspect in each phase of the innovation process.

Awareness and Knowledge on Inclusive Disaster Management. Lack of awareness and capacity on the topics that are being discussed can lead to people's hesitancy to participate and meaningfully engage in the process. These challenges are always mentioned in all of the problems identified by the local innovators. Based on the proposal, Lingkar mentions that capacity and awareness are very important to provide an open knowledge base and insight, both for the village government, village disaster response team, people with disability, and disability caregivers.

As an innovation hub, we need to assess the knowledge of innovators so that we have the same perception and understanding in realizing community-based inclusive

disaster management innovations. Some of the capacity strengthening needed by innovators as implementing projects are financial reporting, accountability, safeguarding, feedback, and whistle-blowing mechanisms. The majority of community-based innovators have not yet had standards in accountability administration. In addition to administrative support and supporting project quality, the Innovation hub also transfers knowledge and raises awareness on inclusive disaster management by Humanitarian Inclusion Standards (HIS) training. It's important to make sure indicators of HIS can be applied to their innovation.

In several evaluations conducted after the training and in the annual report, some innovators mention they need capacity strengthening in writing and storytelling. Thus, the Innovation Hub conducted writing and storytelling training for the innovator team to exercise writing and understand the basics of storytelling to document the innovation process. Then, the innovators' team will be able to document innovations and produce information about disaster inclusive awareness with good writing on their innovations.

Innovators are also responsible for building awareness and knowledge on Inclusive Disaster Management for village society (including most at-risk groups), Village government, and local organizations by disseminating information or conducting training. For example, CIQAL conducted training on inclusion and DRR training and dissemination of information through the socialization of risk mapping, inclusion Evacuation SOP, and inclusion flooding mock drill. The innovators also received trainings, workshops, and mentoring based on the needs to improve their awareness and knowledge related to the inclusive DRR initiatives.

Access to Resources. In disaster management, Innovators have limitations in funding, facilities, and partnerships. This arises based on the needs assessment carried out on the innovator. One of them is DIFAGANA (Disability Disaster Emergency Task Force) which mentions that they need fund support to continue DIFGAN-DES Mobile Application (DIFAGANA Disaster emergency response), because the application is intended for social purposes, therefore it would be advertising free. Then, Reflection as an innovation hub, the need to make access to resources easier for innovators to access resources is crucial. IDEAKSI provides opportunities for innovators to become actors in developing inclusive disaster management innovations. Innovators can submit an innovation plan proposal based on the assessment that has been carried out aimed at overcoming the obstacles found in the community regarding inclusive disaster management. The need for funding and open opportunities were welcomed by the community, with 43 community groups registering to become IDEAKSI innovators until 9 innovators were selected and received funding to implement the innovations that had been initiated. In addition to funding, other resources needed are supporting facilities. A reasonable accommodation is also a necessity that can be allocated through IDEAKSI funding.

In addition to funding, one of the innovators such as FKWA (Winongo Asri Communication Forum) mentioned that they needed an innovation hub that can link them to reach the market and promote their products to sustain their innovation initiative. The innovation hub has a role to be bridging between IDEAKSI innovators and other partners. One event conducted by innovator hub was demo day. Innovators can pitch their innovations. Through IDEAKSI, Innovators also have partnerships with the Government, other NGOs, and private sectors.

Access to Information. The involvement of most at-risk groups in developing data collection and monitoring systems can bridge the gap. Active and meaningful participation can support understanding in fulfilling its protection aspects in accessing information so that it can be relevant, easily accessible, and culturally appropriate so that responses can be appropriate and effective.

4 of 9 local innovators in IDEAKSI stated that the challenges in their community are about access to data and information on DRR and disaster management. Therefore, their innovations focus on solving the issues related to the information to ensure the communities could get access to preparing themselves for disaster, as summarized in Table 2.

Table 2. How the local innovators address the challenges in their community

No	Local Innovator Teams	Innovative ways to address the challenges

1	The Ciqal	The team focuses on anticipating the adverse impacts on persons with disabilities when a disaster occurs. The innovator team established the Village Disability Group to bridge the gap between the village government, the Village Disaster Response Team, and other stakeholders related to providing aid for people with disabilities. With the establishment of Village Disability Group, it turns its risks into capacities. The group gives the perspective on inclusion, and their participation also enriches the village's plan for inclusive disaster management. The innovator team also strengthened the capacities of disaster risk learning by providing books and other learning media to make it easier for persons with disabilities to understand the concept of disaster and how to evacuate. The Village Disability Group carries out the data collection on high-risk groups in the village, including the types of disabilities. The information is accessible through the website of the village government. The Village Disability Group has a role in the village as the accessible information center for the most at-risk group.
2	The DIFAGANA	The team connects the needs of older people and people with disabilities in disasters through their innovative DIFGAN-DES mobile application. The application collects updated information about older people and people with disabilities residents in certain areas, which can help the evacuation team in giving aid during a disaster. DIFGAN-DES application is used as an educative tool to disseminate information and learn about disasters, especially for the deaf and blind. The innovator team has become the role models of people with disabilities who connect them to have awareness, strong capacities, and initiatives in DRR.
3	Gunungkidul DRR Forum	The team highlights the challenges of Gunungkidul's hilly topography with moderate to high slopes with high hazards. It is very difficult for residents with disabilities to be active in various activities and to access knowledge and insights. The team developed the innovation to bridge the gap to help groups with disabilities strengthen their knowledge capacity. The innovation also conveys aspirations related to disaster risk reduction in all situations and

		familiarizes people with disabilities with the virtual digital world, so they are not left behind in development. Based on the results of a survey of selected people with disabilities representatives from 18 sub-districts in Gunungkidul District, it was found that most of the 55% with disabilities had never received information regarding disaster risk reduction, and only 45% had participated in disaster socialization although it was emphasized that the information, they received was still very minimal. Their innovation, a website that is integrated with the local government's system, is bridging the access to information for people in the villages.
4	The Lingkar	The team facilitates and supports the work of local government in Girikarto Village with their innovation. The adaptation of the contingency plan and the village's Evacuation Standard Operating Procedure is shifted to be more inclusive and accessible for people with disabilities in the village. The simulation and training on DRR were conducted, involving most at-risk groups such as people with disabilities, women, and older people. The team also developed a mobile application to warn about Merapi Volcano activities and evacuation routes, especially targeting deaf people.

Feedback and Complaint Mechanism. Feedback is critical in the innovation process as it not only answers whether the innovation developed by the innovators works well but also reflects whether the support given by the innovation hub is effective and fits the needs of the innovators. In managing the innovation process, IDEAKSI provided several channels for the innovators to gather their feedback, such as through evaluation form after the workshop, innovators' report in which there is a specific section on feedback and complaint, innovators' perception survey which was taken at the beginning of the innovation process and after the development of the innovation, and also through direct communication by a face-to-face meeting and/or WhatsApp both WhatsApp groups and personal communication with the innovation hub team. The innovator reports showed the feedback the innovators received from the end-users and community in general, but also feedback for the innovation hub.

The provision of several methods for providing feedback is one of the efforts to ensure that every innovator team was able to give feedback and concern safely, without being hesitant and afraid that their feedback would affect the support given. In the monthly report, for example, even though there has been a section to write feedback, feedback was more gathered from direct interaction, which was not specifically discussed in feedback. When this happened, the innovation hub would be the one recording feedback into the established feedback and complaint system established within the innovation hub.

Following up on feedback is as important as collecting feedback. Even when people have different channels to share feedback, it can be hard to believe that sharing their feedback will result in meaningful change. It doesn't mean that every feedback will bring change, however, it's the role of the innovation hub to confirm that the feedback has been well-received and that open discussion for improvement is needed.

5 Conclusion

We conclude that partnerships are more effective and equitable by ensuring that there are a variety of accessible and safe communications to use, building trust between the parties involved, and being flexible and open to input and criticism. In the implementation, the innovation hub also has a role in ensuring at-risk groups are the center and subject, where it provides two benefits at once. On the one hand, innovations developed by local innovators provide benefits to most at-risk groups. On the other hand, the awareness and understanding of local innovators about inclusion are increasing.

The innovation hub must ensure the fulfillment of communities' awareness and knowledge on inclusive disaster management, access to resources, access to information, and feedback and complaint mechanisms to ensure the participation of communities in implementing community-led innovations in disaster management. The innovators are the frontline in reaching out and supporting the communities in their respective areas in performing community-led initiatives.

In addition to capacity strengthening on the topics related to inclusion for all local innovators, the Innovation hub must have a unique accompaniment strategy for each team, such as mentoring and capacity building according to the needs and capacities of each team. Local innovators should be involved in decision-making in this regard. It is important to have a feedback mechanism that is accessible, listens to, and follows up on the aspirations of the innovators and most at-risk communities. This process will raise awareness that their voices are valuable, build trust between parties, and improve the quality of implemented programs.

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