

Emergency Appeal №: MDRT0002 Emergency Appeal launched: 21/01/2022. Operational Strategy published: 24/07/2022	Glide №: VO-2022-000005-TON
Operation update #5 (18-month report) Date of issue: 16/08/2023	Timeframe covered by this update: From 16/1/2022 to 30/06/2023
Operation timeframe: 24 months (23/01/2022 – 21/1/2024)	Number of people being assisted: 17,000
Funding requirements (CHF): CHF 4.0 million through the IFRC Emergency Appeal CHF 4.9 million Federation-wide	DREF amount initially allocated: CHF 430,666

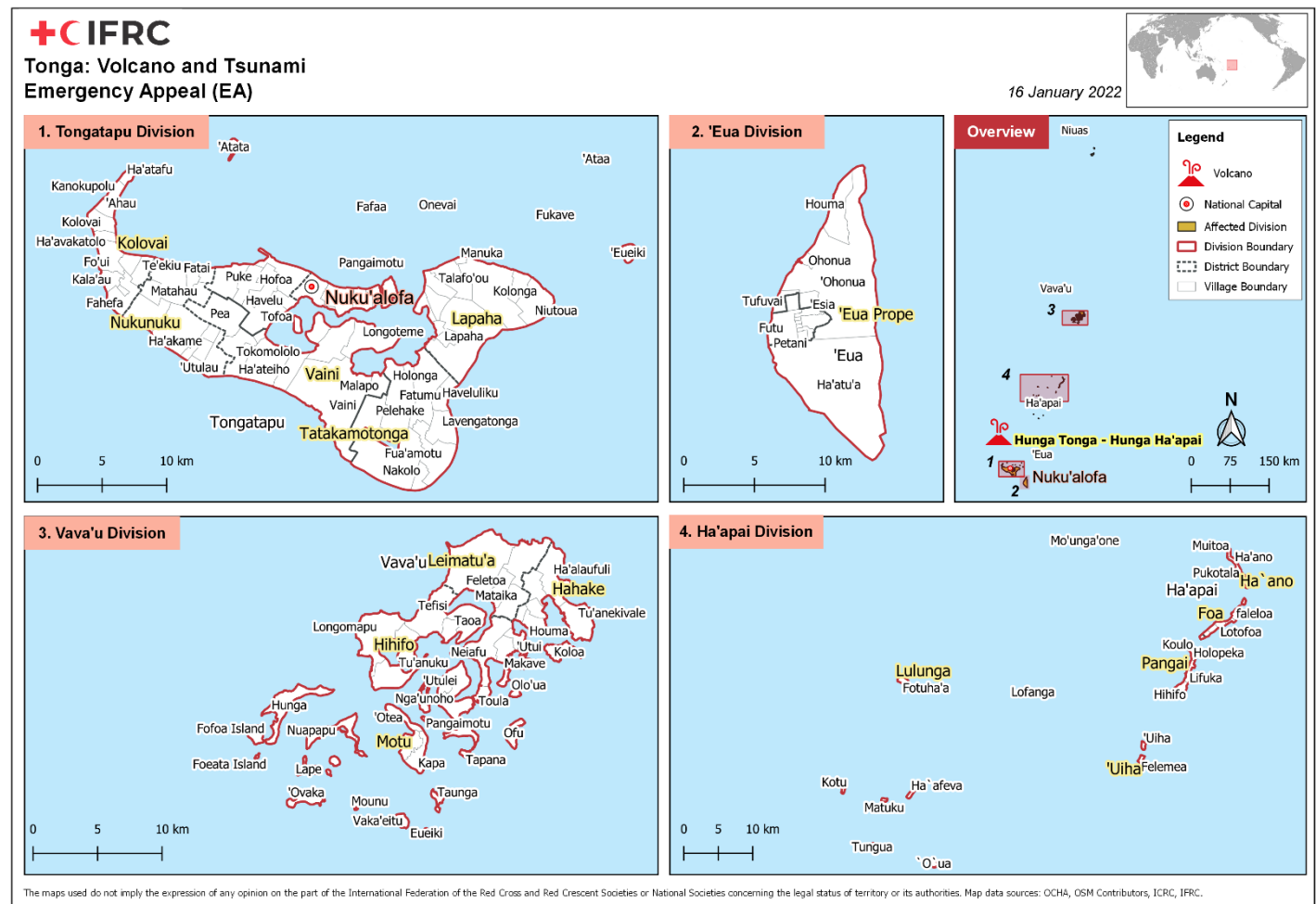
*This Emergency Appeal, which seeks **CHF 4 million**, is fully funded. With the appeal funding, the Tonga Red Cross Society (TRCS) and IFRC will assist approximately 17,000 people (2,833 households) affected by the Hunga-Tonga-Hunga-Ha'apai volcano and tsunami. The appeal contributions will enable IFRC and TRCS to meet the key needs of the target population and support them as they recover from the crisis. The funds will also strengthen TRCS's capacity to respond in the future and build community resilience to future shocks.*



Tonga Red Cross's Staff/Volunteers taking a break while re-organising the family kits and waiting for more supplies to unload to the beach. (Photo: TRCS)

A. SITUATION ANALYSIS

Description of the crisis



The eruption of the Hunga-Tonga-Hunga-Ha'apai (HTHH) volcano on 15 January 2022 was the largest recorded since the 1883 eruption of Krakatoa. The eruption triggered tsunami waves of up to 15m, which struck the west coast of Tongatapu, 'Eua and Ha'apai. The thick blankets of ash from the eruption blocked out the sun, creating darkness, and then fell covering vast areas in a thick layer.

As a result of damage to international and domestic undersea telecommunications, little information was accessible from Tonga following the eruption. However, the New Zealand Defence Force and Australian Defence Forces surveillance flights on 17 January 2022 revealed significant damage to houses, roads, water tanks and other infrastructure on the west coast of Tongatapu, the Ha'apai island group and the west coast of 'Eua. On 18 January 2022, the Prime Minister of Tonga declared a state of emergency effective from 16 January 2022. The Tongan government and TRCS requested international assistance to respond to the disaster.

Tragically, three people died (officially confirmed) as a direct consequence of the disaster, and one person died indirectly. As the eruption occurred during the daytime, producing very loud sonic booms, fatalities and injuries were minimized as people took concerted actions to escape the coastline. On Tongatapu, Ha'apai and 'Eua, 84,176 people or 84 per cent of the population were affected, particularly by ashfall, according to early government estimates. In the immediate aftermath, around 3,000 people were displaced, including some evacuees from seriously affected islands off the coast of Tongatapu and in the Ha'apai island group. Most subsequently returned to their communities, although some families evacuated from badly affected islands remain on Tongatapu.

Impacts of COVID-19

On 1 February 2022, there was an outbreak of the COVID-19 Omicron variant, which had a considerable impact on the response. The Tongan government established a range of COVID-19 prevention measures, including lockdowns, a curfew, school and business closures and restrictions on events and gatherings. Some of these restrictions were eased for TRCS during February, enabling some critical response activities to proceed as planned. By the end of September 2022, the government had lifted restrictions on movement into and around the country and allowed vaccinated tourists to start visiting.

The planned distribution of much-needed TRCS relief items to the Ha'apai Island group with the National Emergency Management Office (NEMO¹) was temporarily delayed. Initially due to a storm, then because of COVID-19 travel restrictions. This challenge was partly overcome with the support from an Australian defence force vessel that provided logistical assistance to NEMO by shipping relief items to island destinations.

TRCS supported COVID-19 prevention efforts by distributing printed IEC (Information, Education and Communication) materials and disseminating prevention messages via TRCS Facebook page. TRCS has continued to support the Tongan Ministry of Health through various means, including providing hygiene kits for quarantined people and loaning its vehicles to transport people arriving in Tonga on repatriation flights. By the end of 2022, most of the population was fully vaccinated. WHO reported that by the end of December 2022, 80 per cent of the eligible population had been vaccinated. With declining case numbers, restrictions were eased. Some communities remained vigilant, while others preferred to minimise contact with outsiders.

Summary of response

Overview of the operating National Society and ongoing response

TRCS has approximately 15 staff, including staff teaching at the school for people with disabilities (PWD). During the emergency response phase, around 100 volunteers were mobilised. TRCS began distributing prepositioned relief stocks to the west coast of Tongatapu on 16 January 2022. This included shelter toolkits, tarps, kitchen sets, blankets, jerry cans, buckets, hygiene kits and solar lanterns.

Since water sources on the main island were affected, volunteers filled tap water into jerry cans and distributed it together with the other relief items. Tents were erected for use by households in some of the most affected communities. Distributions also occurred on Ha'apai group of islands (Nomuka, Haafeva, Tungua and Fono'i) that were affected and in 'Eua in the village of Ohonua.

In addition to items distributed by Mainstreaming of Rural Development Innovation (MORDI²) and NEMO, on behalf of TRCS, and items distributed to an evacuation centre and police stations, the people receiving TRCS household items (HHI) as of 31 December 2022 are as follows:



TRCS volunteers delivering family kits to Siesia island. (Photo: TRCS)

¹ <https://nemotonga.gov.to/>

² <https://www.morditonga.to/>

Table 1: Summary of HHI distributed by TRCS.

Location	Beneficiaries		Distributed HHI									
	HH	People	Tarp.	Tent	STK	Blanket	SL	KS	HK	WC	Bucket	MN
Tongatapu	286	1,687	287	77	63	587	156	181	161	34	14	3
Ha'apai	68	293	84	0	48	140	50	57	73	68	48	86
Eua	40	260	0	0	0	0	0	39	0	29	0	0
Total	394	2,240	371	77	111	727	206	277	234	131	62	89

Table 2: Summary of people provided with HHI by TRCS

Location	Beneficiaries		Sex and age disaggregated data				
	HH	People	Male adult	Female Adult	Male 2-18	Female 2-18	Infant
Tongatapu	286	1,687	507	516	283	330	47
Ha'apai	68	293	114	96	40	33	10
Eua	40	260	77	75	65	42	1
Total	394	2,240	698	687	388	405	58

Note: HH = household; Tarp. = Tarpaulin; STK = Shelter Toolkit; SL = Solar Lamp; KS = Kitchen Set; HK = Hygiene Kit; WC = Water Container; MN = Mosquito Net.

Once the ash cloud dispersed sufficiently, TRCS commenced Restoring Family Links (RFL) using their satellite phones. From 15-26 January 2022, a total of 163 Tongan households made "safe and well" calls to families overseas using TRCS satellite phones. In addition, enquiries were received from 42 international family members seeking news of Tongan relatives.

During the initial response, TRCS supported government authorities with water distribution to affected communities in Tongatapu and Ha'apai. In the first four days after the eruption (up to 19 January), TRCS supported the NEMO by distributing 6,780 litres of water to affected families, benefiting more than 10,000 people. NEMO and TRCS commenced joint initial damage assessments on 17 January on the west coast of Tongatapu. Since then, NEMO, in conjunction with others, has completed Initial Damage Assessments (IDA). The NEMO IDA report was released in March 2022.

In response to the damage to infrastructure, as part of the emergency response, TRCS provided nine portable toilets/latrines for use in two affected communities (Patangata and Kanokupolu). It is estimated that around 13 households (60 people) benefitted from this intervention.

TRCS continued to receive and distribute gifts in kind, and during the reporting period, this has included bottled water, breakfast crackers, clothing from donors (from Fiji and Hawaii) and 3,000 family kits from the Red Cross Society of China (RCSC). These resources were distributed to all areas affected in Tongatapu, Haapai and Eua Island. A total of 2,400 family kit donations were distributed to 15 communities in Tongatapu, 200 each to Ha'apai and 'Eua Islands. The leftover family kit donations are being kept as stock in headquarters to support future disaster response.



TRCS has continued to support school students with disabilities by distributing water, food, family kits and stationery. (Photo: TRCS)

Due to COVID-19 restrictions, some of these distributions were delivered in bulk to communities, with the local distributions undertaken by TRCS Branch Officers and, in some cases, by Town and /or District Officers. Distribution

methods, such as this, created difficulties for TRCS to effectively obtain distribution data. For the outer islands this was primarily the distribution approach for in-kind donations.

TRCS runs a school for 41 children (26 males; 15 females) with disabilities at the national headquarters site on Tongatapu. Due to the COVID-19 outbreak, as well as the continued use of the building to manage relief and recovery activities, the school remains closed. TRCS has continued to support the students and their families by distributing water, food, and other household items to 41 students and their families. During May, the team also distributed school stationery to the 41 students.

RECOVERY PHASE

Due to the issues created by COVID-19, the transition to recovery from the emergency response and relief phase was slow. Whilst planning for recovery was achieved earlier, the implementation of recovery activities only commenced in July and August 2022.

To support recovery, TRCS has engaged with the government and other organizations to coordinate recovery activities across several key sectors. These include WASH, shelter, cash assistance for vulnerable households, livelihood, and National Society Development (NSD). The geographic focus of the TRCS/IFRC appeal recovery work has been on areas that were most impacted by the tsunami. These areas are parts of the outer islands of Ha'apai and Eua and part of the main island, Tongatapu and the surrounding islands.

Capacity Building

To support recovery activities, TRCS conducted several capacity-building activities for volunteers and staff since April 2022. The focus of this capacity-building support included Protection Gender and Inclusion (PGI), first aid, psychological first aid (PFA)/psychosocial support (PSS), WASH training (14 staff, 9 volunteers) volunteer training, finance, Community Engagement and Accountability (CEA), logistics, and data collection. Details are provided in the below table.

Table 3: Summary of training provided by TRCS for staff and volunteers

Training topic	# of participants	Training Date
Tablet and KoBo	8	11 May
Microsoft Office	7	12 May
Logistics briefing	7	16 May
First Aid refresher	12	19, 20 May
WASH Sphere	10	23 May
CEA	10	26, 30 May
PFA/PSS	Day 1: 21, Day 2: 17	7, 8 June
Household water filter	23	13 June

The in-country presence of IFRC delegates and delegates from Participating National Societies (PNS) created a space for TRCS staff and volunteers to get real-time support and feedback. It was an opportunity to build staff capacity and volunteers on activities, such as deployment on different projects or report writing among other things.

TRCS is building its capacities to support people across all of Tonga to prepare for, respond to and recover from disasters. This is being established through community-based disaster preparedness programmes, First Aid training for communities and organisations, increased skills and reach of its staff and volunteers, as well as further establishing its branches and warehouses across the outer Islands. Currently, TRCS has the capacity with HHI/non-food items (NFIs) to immediately support 2,000 households across Tonga, and through its recent cash-based programmes after the tsunami – has now the ability to be able to support disaster-affected people with cash-based programming.



Repairs being made to the national headquarters warehouse. (Photo: TRCS)

Essential repairs to the National Headquarters warehouse were completed during May 2022. This was on replacing flooring that was not safe and damaged from water leakages from the roof, change leaking roofing iron, improve access to the main warehouse and clear unnecessary partitions to allow for more space.

Furthermore, during May 2022, TRCS conducted stock takes as a precursor to stock replenishments ahead of the 2022-23 cyclone season, which commenced in November 2022. The activity was completed by October 2022, with full replenishment of the HHI achieved by December 2022. TRCS also undertook a range of assessments with IFRC support, to gain a more in-depth understanding of peoples' recovery needs, which resulted in the development of recovery assistance to meet those needs. As the impact of the tsunami was localized, it made the selection of recipients easier to identify.

During the last week of May 2022, household water filters donated by the RCSC arrived in Tonga. The Rapid Response WASH coordinator deployed by IFRC, worked with TRCS to provide hands-on training for 14 staff and nine volunteers in installing, using, and maintaining the water filters. TRCS engaged with the local WASH cluster and community-based organizations regarding options for distributing and installing the filters. These were then

distributed during the trips to the outer Islands.

Incorporated Recovery Programme to Outer Islands – Coupled with CVA

In conjunction with the delivery of the Cash and Voucher Assistance (CVA) programme, further recovery activities were also identified as being needed by the communities. While TRCS staff were in the outer islands distributing the CVA, TRCS also distributed farming/livelihoods equipment, installed water infiltration and solar lighting in sanitation areas, and disseminate information about health and PGI/RFL and carried out maintenance work to TRCS warehouses and restock.

TRCS, with the support of IFRC, provided the first phase of CVA and recovery support to the outer Islands, during September 2022. This recovery support included:

- **Livelihoods** – provided farming equipment and seedlings to support families whose and livelihood equipment were destroyed by the tsunami.
- **WASH** – supported households in the impacted areas by installing water infiltration filters to help provide more safe drinking water and solar lighting and bolt locks in toilets and bathrooms to improve security in those areas.
- **Health** – carried out health awareness activities and disseminated Epidemic Control for Volunteers (ECV) and COVID-19 materials to disaster-affected households.
- **Communication** – disseminated information about the role of the Red Cross and the assistance that the Red Cross could provide disaster-affected communities, as well as promotion of the support related to PGI and RFL.
- **Logistics** – the TRCS relief item storage facilities in Villa in Tongatapu and in Haapai in the islands of Nomuka and Ha'afeva needed maintenance, and stocks needed to be replenished in Nomuka. Therefore, it was decided to undertake this work when TRCS, with IFRC support, was delivering recovery support to the Outer Islands. This maintenance was completed and ensures that they are now well-equipped for any recovery response or other emergency needs. Further work is planned to enhance the Emergency Operations Centre (EOC) processes and facilities both at the branches and in the headquarters.

Cash Voucher Assistance

In the process of early recovery, TRCS and IFRC supported 209 effective households whose rural dwellings either were destroyed or suffered extensive damages and were unliveable. The programme was implemented by TRCS staff and volunteers with IFRC support. Over nine separate field trips to the Outer Islands and Tongatapu, areas were conducted from September to November 2022 delivering cash to affected households. Households first received 500TOP in the first phase and were again distributed for another amount of 350TOP to cater for household items that households lost during the tsunami. Each household affected received a total of 850 TOP.

A total of 244 people living with a disability (PwD) were also assisted during the recovery phase of the appeal and were provided with a one-off payment of 350 TOP per PwD. This assistance helped PwD with their medicine, food, and clothes and other needs that was lost during the tsunami.

Cash for Work

One of the areas most affected by the eruption and tsunami was Nomuka. The small lake area within Nomuka was identified by the Tongan government and by local communities as a significant environmental issue that required restoration. It was considered a polluted lake since the tsunami struck and was undermining the livelihoods and psychosocial recovery of the community due to the extent of the debris.

TRCS staff in the head office based in Nuku'alofa worked with the local communities and government stakeholders to identify the location for this initiative. This included the small lake and surrounding areas damaged by the recent tsunami. The Cash for Work (CfW) had not been planned early in the development of the appeal but was developed to address the emerging needs of one of the most disaster-affected outer Islands.

This CfW pilot programme for TRCS was implemented as a social assistance programme, supporting some of the most disaster-affected community members to be able to earn cash under 'decent work' conditions to enable them to get back on their feet; in return for participating in disaster clean-up and restoration activities for their communities.



TRCS staff, at the dump extension (Photo: TRCS)

Participants were paid 60 TOP per day. On average, there were 55 people (including supervisors) working which amounted to an average daily payout of 3,300 TOP. Workdays were kept at five hours, with teams beginning at 6:30 am and finishing their shift at 11:30 am with other teams starting at 7:30 am and finishing at 12:30 pm. These work hours allowed participants to still carry out their normal work at home/farm/sea with most teams deciding on a set time to start. Ensuring women's participation in Cash-for-Work (CFW) programs was a key priority. Several strategies were used to obtain women participation: Gender-Sensitive Outreach during the planning phase, where targeted outreach and awareness campaigns were conducted to encourage women participation in the CFW program. Furthermore, worked closely with local women's groups and community leaders to promote the benefits of women involvement and addressed any cultural or societal barriers. Additionally, TRCS created a more inclusive environment, by designing specific work opportunities exclusively for women, providing them with opportunities to engage in activities they felt comfortable with and ensuring their active involvement. TRCS strictly prohibited the engagement of children in any CFW activities. Instead, encouraged children's education and supported their families in accessing educational opportunities.

By implementing these measures, it was aimed to create a CFW programme that not only addressed immediate livelihood needs but also promoted gender equality, protected vulnerable groups, and fostered long-term community development. Regular monitoring and evaluation were conducted to assess the effectiveness of these measures and make necessary adjustments to improve the program's impact.

This cleanup included removing debris deposited in the freshwater lake by the tsunami and burying it in a purpose-built pit away from the lake and community. An excavator was used in this cleanup to retrieve items from the lake and move these heavy items to the dump site. The CFW initiative was of short duration and filled the need for local employment opportunities, restored environmental conditions, mitigated future health issues, and improved a sense of community wellbeing. This lake, having been restored, is now able to be used again as a water source for livelihoods, stock, and a source for washing water.

Support for Obtaining New Homes

TRCS received 250,000 TOP (CHF 102,000) from Digicel to build two houses for vulnerable people – one on Nomuka Island and the other on Tungua Island. The beneficiaries of both new buildings were PwD. Construction was completed in September 2022 and both houses have been provided to two of the most vulnerable survivors of the disaster. The handover of the houses was conducted when the TRCS teams were out on the islands of Tungua and Nomuka during the first round of CVA assistance distribution.

Household Recovery Programme-Cash Assistance

TRCS is working with the Tongan Government represented through the Ministry of Infrastructure (MOI) and the Ministry of Finance (MOF) on providing shelter assistance to the affected households. Assistance is channelled through the Hunga-Tonga Hunga-Ha'apai Volcanic Eruption Tsunami Recovery -HTHVETR housing reconstruction program, where people whose houses were destroyed or significantly damaged and being unliveable will be provided with shelter assistance. The objective of this assistance is to contribute to these household's recovery, by assisting them to:

- Access newly built houses that are more resilient.
- Have houses that are accessible and suitable for households.

The government through the Ministry of Infrastructure (MOI) identified households that qualify for this assistance and the following criteria must be met by each household:

- To contribute 5% of the total building cost.
- The land in which the house is to be built is registered under the head of household.
- Head of Household to sign an agreement with MOI before building the new house which details the cost, the type of building, and the time to complete the construction.

According to the Initial damage assessment³ total of 286 households has been severely damaged or completely destroyed. Of which 155 houses were in Tongatapu, 93 houses were in Ha'apai and 38 were in Eua.

Tongatapu

TRCS is providing a 5 per cent contribution of the total cost of permanent houses to 156 households. Of which 118 households are supported through IFRC appeal and 38 households are supported by New Zealand Red Cross bilateral support to TRCS. The first phase that is being carried out in July 2023, in which 130 households are being assisted and 150 households will be assisted in August 2023. The process of arranging this process was a challenge, as most of these heads of household had not owned a bank account, nor have any valid photo identification to open a new bank account. TRCS worked with the bank to register new bank accounts by visiting communities to validate individual heads of households against their birth certificate and the list of beneficiaries' names provided by MOI.

³ Conducted by MOI, MEIDECC, PMO and cluster systems

The final list of households assisted was provided by the MOI on the 20 April 2023. The list of households was validated by the MOI for the Households to receive the homes based on the severity of damage sustained from the volcanic eruption and the tsunami – where major damages to total losses of homes. These beneficiaries (households) who will be receiving new homes will require to deposit the 5 per cent contribution to a designated bank account set up by the Ministry of Finance (MOF). Initially, the MOI required the beneficiaries to deposit the funds immediately while the homes were being built concurrently. However, based on the assessment of the financial sustainability of the community post-tsunami, the MOI decided to relax the rules and allowed the beneficiaries to deposit the money on their own time.

However, with TRCS intervention, MOI has requested that TRCS transfer the funds directly to the bank account provided. Nonetheless based on the guiding principles of the humanitarian cash programming, TRCS, and IFRC advocated that the funds will be transferred to the communities (beneficiaries/selected households) and thereafter will transfer the funds to the MOF bank account (this is a bank-to-bank transfer and no cash at hand will take place). There will be a FSP agreement with the TDB bank in the future, based on the assessment and the performance of the service provider in the current House Recovery Programme activities. Below is the estimated value of a 5 per cent contribution according to various house designs:

Table 4: Estimated value of the 5% contribution

Type of Homes	Cost per house (TOP)	Contribution of 5% per house		Total Cost per houses (CHF)
		(TOP)	(CHF)	
Ha'apai Tsunami House 1A	119,900.00	5,995.00	2,198.23	43,964.55
Ha'apai Tsunami House 1B	96,465.00	4,823.25	1,781.95	35,638.99
Tongatapu Tsunami Project Option 1A	92,650.00	4,632.50	1,711.48	34,229.54
Tongatapu Tsunami Project Option 1B	92,650.00	4,632.50	1,711.48	34,229.54
Eua Tsunami Project Option 1B	95,375.00	4,768.00	1,761.81	35,236.29

Below is the estimated Cash transfer value for 130 houses supported by IFRC appeal for various locations based on different types of houses.

Table 5: Estimated cash transfer for the 130 households.

No.	Location (ISL)	Total 5% In TOP	Total 5% in CHF
1	Nomuka	161,865	59,801.02
2	Fonoifua	101,915	37,652.50
3	Hihifo	9,646.50	3,563.90
4	Tungua	101,915	37,652.50
5	Kotu	29,975	11,074.26
6	Ha'afeva,	23,980	8,859.41
7	Kolovai	60,222.50	22,249.20
9	Ta'anga (Eua)	9,537.50	3,523.63
10	Nukunukumotu	47,960	17,718.82
11	Eueiki	29,975	11,074.26
12	Ohonua	100,143.75	36,998.11
Total		677,135	250,167.62

Lessons Learned Activity

A lessons learned activity relating to the emergency response phase has been carried out with inputs from participants in TRCS, IFRC Pacific Country Cluster Delegation (CCD) and IFRC Asia Pacific Regional Office. Twenty-eight key informant interviews were carried out, followed by separate lessons learned workshops with TRCS and the CCD. Some of the findings are detailed in the sectoral discussion below.

Overview of Red Cross and Red Crescent Movement actions

Red Cross Red Crescent Movement partners have supported the emergency appeal with cash pledges, including Red Cross societies in Australia, Canada, Hong Kong (branch of the RCSC), Japan, Latvia, Monaco, New Zealand, and Singapore, Taiwan, Tuvalu, and the United Kingdom. In addition, the Australian Red Cross, New Zealand Red Cross, RCSC, French Red Cross, and Danish Red Cross have provided gifts in-kind. The RCSC has also provided bilateral support.

The CCD, which supports Pacific NSs, provides remote support for the Tonga Red Cross response activity, including planning, donor engagement, logistics, communications, planning, monitoring, evaluation, reporting, finance, and cluster participation. Initially, three IFRC staff supported the response on the ground in Tonga, a rapid response WASH coordinator, the CCD Preparedness and Response Manager and the Tonga Finance Senior Officer. These IFRC staff all provided capacity support and guidance to senior leaders of TRCS during their field visits. ICRC has supported TRCS remotely with the implementation of the RFL and connecting dislocated families. A new Operations Manager has been recruited and deployed to Tonga as of March 2023. The operations manager's key objective is to lead the recovery activities for the HTHH operations including the final phase of the CVA and Disaster Risk Reduction Activities.

Overview of other actor's actions

Other partner organizations actively involved in the emergency response phase included the Civil Society Forum of Tonga (CSFT), UNDP, UNICEF, IOM, Save the Children, WFP, FAO, WHO, UN Women, UNFPA, OCHA, Caritas, OXFAM, Act for Peace, MORDI, CARE international, CARE Australia, Habitat for Humanity, SPC, SPREP, Pacific Disability Forum (PDF). A number are now involved in recovery activities. There have been several disasters in Tonga in recent years, and the National Emergency Operations Centre (NEOC) is experienced in disaster response.

The National Emergency Management Committee (NEMC) first met on 15 January 2022. TRCS attended the full National Inter-cluster meeting on 18 January 2022, chaired by NEMO. TRCS attended this meeting and participated in the National-Level Emergency Shelter and NFI cluster, the WASH cluster, and the Safety and Protection cluster. Several INGOs have programmes in Tonga. UN Agencies operating in Tonga include UNDP, UNICEF, UNOCHA, UN Women, WFP, WHO and WMO. Several local CSOs partner with INGOs during the response, including MORDI, the Women and Children's Crisis Counselling Centre, the Talitha Project⁴, and the Tonga Leitis Association (LTA) - Tonga's sole LGBTIQ+ organization. Some churches have supported their members since the disaster, and the Royal family have also supported relief and recovery activities.

Coordination has been a significant issue since the eruption, and some clusters have been largely inactive during this response. However, TRCS is continuing to participate in cluster activities where possible. The Acting President of TRCS is also the Chair of the local Civil Society Forum of Tonga, which has facilitated engagement with civil society organisations. Bilateral engagement with other actors has also been valuable in reducing the risk of duplication and aligning the TRCS response, particularly for WASH and cash. IFRC is part of the Pacific Humanitarian Team, coordination mechanism at regional level, leading the Regional Shelter Cluster and participates in the Pacific Regional Cash Working Group, and the Regional Protection Cluster.

Needs analysis.

Shelter and settlement

The initial damage estimates in the Operations Strategy were based on early OCHA sitreps, NEMO sitreps and satellite images. Initially, it was estimated that 20 per cent of Tongatapu was affected, and 75 per cent of the 'Eua

⁴ The Talitha Project: an NGO dedicated to empowering young women

and Ha'apai island groups. Based on this, it was decided that TRCS would target 25 per cent of affected households with shelter and essential household items.

The targeted number of houses for shelter interventions was subsequently reduced in the Revised Emergency Appeal and Operations Strategy to 500 households (approximately 2,850 people). This was in consideration of others working in the response, and the fact that the number of households NEMO assessed as damaged/destroyed was lower than initially expected.

The NEMO, in conjunction with the Ministry of Meteorology, Energy, Information, Disaster Management, Environment, Climate Change, Communications, and CERT, has released the Initial Damage Assessments (IDA) report. The report states that 284 household shelters have been severely damaged or destroyed, while a further 182 household shelters have suffered minor or moderate damage.

Table 6: Number of people and households targeted for TRCS shelter and HHI support.

2021 Population & Housing pre-census					Damage Estimations & Targets for TRCS support in Shelter and essential HHI					
Divisions	Male Pop.	Female Pop.	Total Pop.	Total HH	Pop. affected by damages/ destruction of homes	HH damages ⁵	People targeted (25%)	HH targeted (25%)	Integrated assistance Males	Integrated assistance Females
Tongatapu	36,032	38,422	74,454	12,409	14,891	2,482	3,723	620	1,802	1,921
Vava'u	7,089	7,194	14,283	2,381	0	0	0	0	0	0
Ha'apai	2,676	2,743	5,419	903	4,064	677	1,016	169	502	514
'Eua	2,406	2,497	4,903	817	3,677	613	919	153	451	468
Ongo Niua	574	576	1,150	192	0	0	0	0	0	0
Total	48,777	51,432	100,209	16,702	22,632	3,772	5,658	942	2,755	2,903

Table 7: Summary of damage to households

Island	District	HH's with Minor damage	HH's with Moderate damage	HH's with Severe damage	HH's Completely destroyed	HH's damaged and destroyed
Ha'apai	Lifuka	7	3	2	5	17
	Lulunga	6	13	8	18	45
	Otumu'omu'a	11	6	5	55	77
	Uiha	4	0	0	0	4
Total Ha'apai		28	22	15	78	143
Tongatapu	Kolofo'ou	3	25	26	6	60
	Kolomotu'a	21	24	24	11	80
	Kolovai	7	15	41	41	104
	Lapaha	17	9	5	3	34
Total Tongatapu		48	73	96	61	278
'Eua	'Ohonua	5	6	6	28	45
Total 'Eua		5	6	6	28	45
Grand Total		81	101	117	167	466

Following the eruption, people were evacuated from several islands, including Mango, Fafa, Pangaimotu, Makaha Islands, and many others, relocated due to damage to their homes. As of 15 January 2022, over 3,000 people were

⁵ Based on satellite images and early reports.

staying in evacuation centres. While most have returned home or are now staying with family and friends, two evacuation centres remain operational as of the end of November 2022. People staying in evacuation centres have received support for essential needs, including food and hygiene.

On 14 March 2022, the Royal family announced that it would support the relocation of people who had been displaced from severely affected islands by making available land on some royal estates as a long-term solution. TRCS with IFRC support, undertook a range of assessments to determine disaster-affected peoples' needs and to develop recovery initiatives to address them. These included:

- A Rapid Assessment was conducted in partnership with the NEMO and Branches in Tongatapu, 'Eua and Ha'apai islands. This was the initial assessment done to support the immediate needs of those who were affected by the eruption and tsunami. Relief distributions were then delivered as a result of the assessment.
- An assessment to determine the needs of PWD was undertaken. This informed the planning and implementation of a cash distribution provided to PWD in December 2022. This assessment included PWD from the affected communities and the previous and current students of the TRCS disability school that are in their register.
- TRCS's First Assessment was conducted in March 2022 and was undertaken at the same time as the initial distribution of relief items. As access to the communities was limited due to COVID-19, a lot of engagement with the Town Officers was required before providing any assistance. The information that they provided, was a key method to identify the most affected households who needed assistance. This information was then triangulated and verified by local staff and volunteers who came from the same affected communities.

TRCS Secondary Assessment was undertaken in August 2022 to gain insights into the current and emerging needs of the people affected and to direct the planning by the different sectors to provide the support required. The focus of this assessment was on people whose homes were destroyed or significantly damaged and unliveable.

Between May and August 2022, TRCS surveyed 189 households with PWD to identify needs and assess eligibility for a planned cash grant distribution.

Table 8: Number of households, with PWD residents, to assess eligibility for cash grant distribution.

Location	Male	Female	Total
Tongatapu	71	92	163
Ha'apai	7	9	16
'Eua	5	5	10
Total	83	106	189

TRCS determined that households with a PWD were eligible for a cash grant because:

- These people were identified as highly vulnerable.
- PWD had not been explicitly targeted by others carrying out cash grant distributions to date.
- TRCS operates a school for children with disabilities and has established relationships within this community and with other agencies involved in supporting households with PWD. Therefore, operationally, TRCS was able to implement and monitor the cash distribution with relative ease.

In addition to the assessments mentioned above, the TRCS implemented several beneficiary and community feedback mechanisms regarding the relief and recovery support provided. The compilation of this feedback has also helped further direct the future recovery support to be offered.

Livelihoods and Basic Needs

Many families have suffered damage to their livelihoods, particularly because of damage to crops. NEMO has advised that around 200 boats, including fishing boats, were destroyed or severely damaged. The World Bank, D-

RAS and Global Facility for Disaster Risk Reduction have estimated direct damage following the HTHH volcano and tsunami to be USD 90.4 million.

Around 80 per cent of households are involved in their own food production in kitchen gardens. Ashfall and saltwater inundation have impacted food production in some locations. The Tongan government, TRCS and other agencies in Tonga have distributed food to targeted affected households. Shortly after the eruption, the New Zealand government donated 1,500kg of seeds to assist with replanting crops.

During the second assessment of households across the most impacted areas, people were asked *“What are the biggest challenges stopping you from recovery?”* The majority replied that lack of income and limitations on income generation opportunities hindered the recovery process. This applies to the PWD group as well.

Health

The combined impact of the volcanic eruption, the tsunami, challenges in contacting family and friends that were separated during the evacuation, damage to personal property and the subsequent outbreak of COVID-19 are likely to have impacted the psychosocial wellbeing of people, affected by the disaster.

Stagnant water, arising from the tsunami and heavy rainfalls, contributed to an increased risk of dengue following the eruption. The Ministry of Health sprayed targeted community environments to reduce the dengue fever risk.

There are high rates of COVID-19 vaccination coverage among adults in Tonga however, there remains an ongoing need for COVID-19 prevention messaging and vaccination boosters to mitigate against COVID-19 transmission and outbreaks.

Key findings from the second assessment report on health are as follows:

- Hygiene and sanitation continue to be an issue.
- Water connection and tanks with rainwater harvesting system were destroyed.

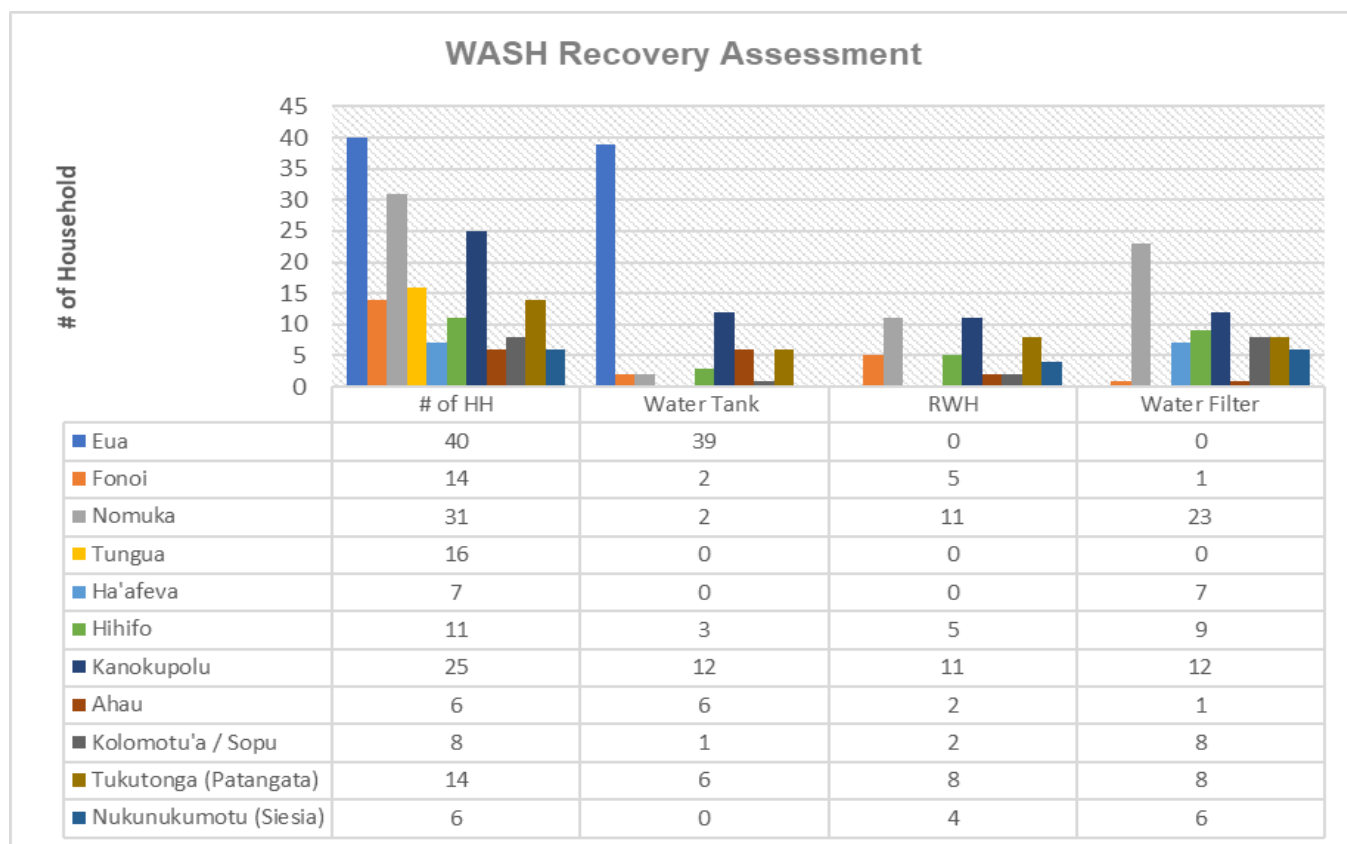
Access to clean drinking water was an issue because of periods without rainfall. Consequently, many communities resorted heavily to donated bottled water and utilized whatever possible water vessels that they could find to collect water from their reserve tanks. An issue of solid waste (e.g., plastic water bottles and wrappings), discarded from donated goods scattered around homes and communities developed.

Water, Sanitation, and Hygiene (WASH)

During the development of the Operational Strategy, it was assumed that the damage to water and sanitation access would be greater than the damage to shelter. Water was a priority during the immediate response due to the combined impacts of infrastructure damage, ashfall contamination, and seawater inundation following the tsunami.

Many households depended on rainwater harvesting, while others use water from boreholes. TRCS supported NEMO in responding to the need for water and water containers following the eruption. The eruption and subsequent tsunami damaged water supplies, including tanks, pipes, channels, and local water supply.

It was estimated that more than 30,000⁶ people had received WASH assistance. The NEMO reported that the Ministry of Lands and Natural Resources conducted water testing in Ha'apai and found that water was contaminated by seawater in Fonoifua, Tungua and Nomuka. There are unlikely to be significant adverse health impacts from drinking tank water, provided water treatment measures are followed. However, some household water tanks were damaged. Infrastructure/housing damage, combined with the impacts of COVID-19, has also contributed to sanitation and hygiene needs. Some vulnerable households needed assistance with cleanup activities.



The above figure outlines the number of people, households and locations that were targeted for TRCS WASH support based on population needs estimates.

Table 9: Number of people and households targeted for TRCS WASH support based on population needs estimates.

2021 Population & Housing pre-census					WASH Needs					
Divisions	Male pop.	Female pop.	Total pop.	Total HHs	Estimated pop. In need (84%)	Estimated HHs in need (84%)	Estimated pop. To be assisted (25%)	Estimated HHs to be assisted (25%)	Estimated male pop. To be assisted	Estimated female pop. To be assisted
Tongatapu	36,032	38,422	74,454	12,409	62,541	10,424	12,508	2,085	6,053	6,455
Vava'u	7,089	7,194	14,283	2,381	11,998	2,000	2,400	400	1,191	1,209
Ha'apai	2,676	2,743	5,419	903	4,552	759	910	152	450	461
'Eua	2,406	2,497	4,903	817	4,119	686	824	137	404	419
Ongo Niua	574	576	1,150	192	966	161	193	32	96	97
Total	48,777	51,432	100,209	16,702	84,176	14,030	16,835	2,806	8,194	8,641

Key findings from the second assessment report on WASH found that there was a need for household water tanks and rainwater harvesting unit water filters for tanks.

Protection, Gender, and Inclusion (PGI)

A small number of families remain residing in evacuation centres on Tongatapu and some others are living with relatives. These centres have received support from the government and agencies. Earlier in the response, TRCS provided support for evacuees by hiring portal toilets. The Acting President of TRCS – who is also the Chair of the local Civil Society Forum of Tonga - has been working closely with both the Tongan Government and the Royal Family to advocate on behalf of families waiting to hear about relocation, after having lost houses and all belongings in the

emergency. His discussions represent the dignity and humanitarian needs of this most affected group within the population to hasten information and interventions serving this critical group of beneficiaries.

Risk reduction, climate adaptation, and recovery

The volcano, subsequent tsunami, and ashfall impacted the livelihoods of some of the affected population. It is anticipated that those in the most affected areas will need financial support in the coming months. While the current risk is lower, there continues to be the possibility of further volcanic activity. Activities rebuilding and strengthening disaster preparedness will be crucial in the lead-up to the 2022-23 cyclone season. As part of this process TRCS recognized the importance to replenish relief items as soon as possible, which was completed by the end of December 2022.

Operational risk assessment

Risk	Likelihood	Impact	Mitigating steps
Further eruption(s) and/or tsunamis cause further harm to the population and/or impact the response.	Low	High	<ul style="list-style-type: none"> Monitoring information relating to the volcano status, public health, and other matters. Ensuring relief items are received in Tonga as soon as possible
Health and safety risks to the response team, e.g., ash causing health issues, and travel risks.	Medium	Medium	<ul style="list-style-type: none"> Provision of PPE to the response team Briefing with the best available information Use of technology to minimise travel
Lack of situation information/ communications challenges impacts planning and implementation.	Low	High	<ul style="list-style-type: none"> TRCS is now able to travel within Tonga to observe conditions in various locations. Regular meetings between IFRC/TRCS
Issues affecting the wellbeing of dislocated populations at evacuation centres, e.g., overcrowding, SGBV.	Low	Medium/High	<ul style="list-style-type: none"> TRCS staff and volunteers trained in PGI and Referral pathways are being developed. In the aftermath of the eruption, TRCS team members visited evacuation centres. Portal toilets s provided to support evacuees in Tongatapu between January and April
COVID-19	High	High	<ul style="list-style-type: none"> TRCS has previously prepositioned personal protective equipment (PPE) TRCS has received information regarding COVID-safe programming. TRCS has been promoting good hygiene practices and awareness raising on COVID-19 Compliance with government requirements on COVID-19 protocols Staff and volunteers have been encouraged to receive COVID-19 vaccinations. RAT testing of staff and volunteers participating in the operation
Cyclone or other disaster events during response adversely affects volcano and tsunami response.	Medium	Medium/High	<ul style="list-style-type: none"> TRCS are experienced in responding to cyclone events and have trained staff and volunteers and SOPs in place.

			<ul style="list-style-type: none"> Replenishment of relief items is being progressed to enable items to be available by the start of the cyclone season
Insufficiently trained personnel to implement a response plan of this magnitude impacts implementation time frames and/or results in personnel burnout.	High	High	<ul style="list-style-type: none"> TRCS has experience in disaster preparedness, including using the PER approach. The response plan has been prepared with consideration for the likely resources. Surge support has been offered to support TRCS. Since the eruption, TRCS team members have participated in of several building capacity-building activities
Coordination risks	High	Medium	<ul style="list-style-type: none"> Participation in cluster activities where possible Engagement both bilaterally and multilaterally with other agencies
Supply chain issues delay implementation (e.g., shelter materials) or impact the feasibility of CVA activities.	High	Medium	<ul style="list-style-type: none"> Monitor markets to ensure that the distribution of shelter tool kits will be effective in helping restore safe shelters. Conduct assessment prior to implementing CVA activities
Systems/processes do not meet the needs of a very large response, potentially delaying implementation.	Medium	Medium	<ul style="list-style-type: none"> A PER simulation exercise was carried out in 2021, and an action plan was developed Surge support has been agreed with TRCS. Lessons learned activity has been carried out.

B. OPERATIONAL STRATEGY

Update on the strategy


The current Operational Strategy includes relief, early recovery, and recovery activities to provide for immediate needs. It also focuses on the response capacity and readiness of TRCS. No major changes have occurred since it was published in July 2023. This Operations Update serves to inform on the progress and inclusion of new activities that are within the existing outlined strategies in the Operational Strategy. TRCS has not previously engaged in Community Based Disaster Risk Reduction (CBDRR) activities, and it is proposed to establish a pilot CBDRR programme in two communities to strengthen the construction of the evacuation centre. In addition, the Emergency Appeal will make it possible to expand National Society Development activities and assist in enhancing long-term National Society sustainability.

The appeal will also assist the National Society in rebuilding the National Headquarters and repairing/replacing Emergency Operations Centre (EOC) buildings, enable the National Society to further develop its first aid programme, and investigate/pilot a new source of income generation. It will also assist with the strengthening of the volunteer programme. The plan includes significant capacity-building components. In addition, the plan is broad-ranging, and it is anticipated that some activities will extend beyond the two-year appeal time frame and be incorporated into the long-term plan or Unified Plan of the country. The IFRC appeal closure remains as the current plan, which is in January 2024.

C. DETAILED OPERATIONAL REPORT

STRATEGIC SECTORS OF INTERVENTION

INTEGRATED ASSISTANCE

	Shelter, Housing, and Settlements	People targeted:	11,464
		People Reached:	2022
Objective:	Communities in disaster and crisis-affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions		
Key indicators:	Indicator	Target	Actual
	# households provided with emergency shelter assistance (tents, tarps, and toolkits)	500	245
	# households provided with essential household items (blankets, solar lanterns, kitchen sets)	500	277
	# households will receive 5% House Recovery Support	400	0

In the immediate aftermath of the eruption, TRCS staff and volunteers participated in some of the initial assessments alongside government authorities. As of December 2022, the following emergency shelter assistance and essential HHI had been distributed as per the table below.

Some households in the table below received shelter support (tents/tarps/toolkits), while others received just essential HHI (blankets, solar lanterns, and kitchen sets). Some households on the other hand received both shelter and essential HHI.

Table 10: Summary of shelter support and essential HHI distribution

Division/ Village	HH	People	Immediate Needs assisted with distribution (NFIs)					
			Shelter Tarps	Tent	Shelter Toolkit	Kitchen Set	Blanket	Solar Lamp
Tongatapu	246	1,492	280	72	62	176	567	156
Ha'apai (including evacuees to Tongatapu)	57	273	84	-	48	57	140	50
'Eua	38	257	-	-	-	39	-	-
Sub-total	341	2,022	364	72	110	272	707	206
Distributed by NEMO in Ha'apai	-	-	-	-	-	-	-	207
Police stations/other	-	-	7	5	1	5	20	4
Grand Total			371	77	111	277	727	417

Excluding the items distributed by MORDI and NEMO on behalf of TRCS, and the items distributed to police stations, the number of people benefitting from these HHI distributions is as follows:

Table 11: Number of people reached through HHI distribution

Division/ Village	HH	Male adult	Female adult	Male 2-18 yrs	Children 2-18 yrs	Infant	Total People
Tongatapu	246	469	468	242	268	45	1,492
Ha'apai	57	101	93	37	32	10	273
'Eua	38	76	74	65	41	1	257
Total	341	646	635	344	341	56	2,022

During the second week of February 2022, six containers of relief items (gifts in kind) arrived in Nuku'alofa from Fiji. TRCS has subsequently distributed donations of water, breakfast crackers, clothing and other items to affected communities on Tongatapu, Ha'apai and 'Eua Island groups.

During February and early March 2022, there was heavy rainfall in Tonga, which compounded earlier flooding. TRCS has supported affected families by distributing tarpaulins and other non-food items.

On 6 June, a 40-foot container with bottled water, hand sanitizer, clothes, food, books, and other items was received from the Tongan community in Hawai'i. The Ministry of Education has supported distribution of most of these donated items through the government schools.

TRCS received TOP 250,000 from Digicel for the construction of two houses (one on Tungua and one on Fonoi). Construction has been completed and both houses have been provided to the most vulnerable survivors of the disaster during September.

Lessons learned

Based on feedback received from participants during the lessons learned activity:

- In situations where normal telecommunications are not operating, current stock take information is vital for planning. It helps ensure that relief items shipped in the immediate aftermath of a disaster are needed.
- Pre-disaster planning regarding distribution criteria would assist in a disaster's immediate aftermath, facilitating a consistent and rapid response.
- Extensive unsolicited gifts in kind, particularly those received some months after the eruption, have had mixed impacts on operations. Some potentially adverse impacts include storage challenges, the time required for distribution and, in some cases, adverse environmental impacts. Messaging regarding unsolicited gifts in kind in the aftermath of highly publicized disasters may assist in reducing the adverse impacts.



One of the completed houses funded by Digicel. (Photo: TRCS)



Multi-purpose cash assistance and livelihoods



People Targeted	5,658
People Reached for cash payments	2,729
People reached for livelihoods goods distribution	2,911

Objective:

Households are provided with unconditional multipurpose cash grants to address their basic needs and to restore and strengthen livelihoods. Particular emphasis on targeting people with disabilities and other marginalized groups in cash distributions

Key indicators:

Indicator

households receiving multipurpose cash grants to address their basic needs

Target

630

Actual

453

During May and June, TRCS staff and volunteers surveyed 189 households of people living with disabilities, ahead of a cash distribution expected to occur in July or August. This was the first survey to be carried out by TRCS using electronic data collection (KoBo Toolkit).

A preliminary assessment was also carried out in the Ha'apai and 'Eua Island groups to identify needs, understand market conditions, and consider possible modalities for future cash distributions.

To assist with planning the multipurpose cash grant activities, IFRC continues to participate in a Cash Coordination Group supporting response activities in Tonga. IFRC also participates in the Pacific Regional Cash Working Group. TRCS are engaging with other organizations involved in cash response activities to minimize duplication of activities.



TRCS used the new tablets to collect data during the survey of households with people living with disabilities. (Photo: TRCS)

CVA Programme

CVA (multi-purpose cash) was provided for people whose homes were destroyed/significantly damaged and unliveable – and a separate payment for PWD. All available households in the communities where the tsunami caused major destruction were included in the CVA programme.

The programme was implemented by TRCS staff and volunteers with IFRC support over nine separate field trips which covered the Outer Islands and in and around Tongatapu during September to November 2022. There were four field trips to the Outer Islands in Ha'apai, two field trips to Eua and three trips in and around Tongatapu, including the Ofa Tui Amanaki (OTA) students.

Table 12: Number of people reached through HHI distribution.

Island	Community	No. of Households received CVA		No. of people in those HHs	No. of males	No. of females
		Round 1	Round 2			
Tongatapu	Nukunukumotu	9	9	53	26	26
	Tukutonga	14	14	98	49	57
	Kolomotu'a	14	14	151	60	89
	Sopu	11	11	na	na	na
	Ahau	6	6	33	15	18
	Kanokupolu	25	25	140	73	67
Ha'apai	Nomuka	35	40	196	91	99
	Fonoifua	17	17	96	57	43
	Tungua	16	16	91	43	48
	Ha'afeva	6	6	34	16	18
	Hihifo, Png	11	11	75	41	32
Eua	Ohonua	40	40	225	117	107
Total		204	209	1192	588	604

During round one of the cash assistance distributions, each household received 500 TOP (CHF 198). The cash assistance was provided to the same households with 350 TOP in the second round of cash distribution. The 204 households in round 1 are included in the 209 households TRCS distributed in round 2.

Distribution Outcomes of CVA for PWD

The transfer value for cash distribution to people living with disabilities was 350 TOP per person.

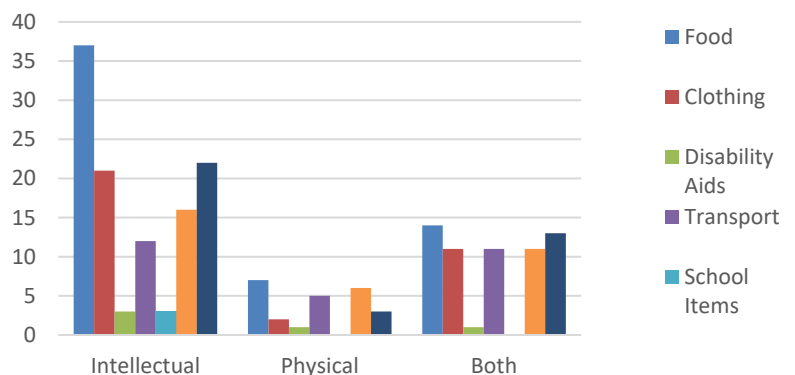
Table 13: Number of PWD reached through CVA Assistance

Communities	Beneficiaries	
	No. of PWD	No. of people in HHs
Tongatapu OTA students	41	204
Tongatapu	153	762
Ha'afeva	2	11
Tungua	1	6
Nomuka	11	54
Fonoifua	4	17
Hihifo	12	82
Eua	20	112
Total	244	1,248

Use of Red Cross cash assistance: When the recipients within these 59 households were asked how they used the Red Cross Cash assistance monies, their responses varied.

Food was the major item purchased across all three groups of people who have disabilities.

Disability type and CVA use



CfW Programme (Nomuka Island TRCS with IFRC and New Zealand Red Cross support)

The CfW programme was offered in the Nomuka eruption tsunami-affected area, to assist the community to recover and help remove a lot of oversize/risky debris that needs to be cleared by heavy machines and extensive people power. Based on this combined knowledge it was agreed to focus the pilot programme for a CfW initiative Nomuka Island in Ha'apai as they were the most in need of this initiative and had no access to heavy machinery or a safe waste storage site.

This CfW programme was implemented as a social assistance programme, supporting some of the most disaster-affected community members to be able to earn cash under 'decent work' conditions to enable them to get back on their feet; in return for participating in disaster clean-up and restoration activities for their communities. A total of 50 households participated in the CfW programme during the reporting period.

The CfW initiative was of short duration and filled the need for local employment opportunities, restored environmental conditions, mitigated future health issues and improved a sense of community wellbeing. The programme provided wages, training and tools to support the selected community to clean up and repair an agreed public area. Work agreements were developed by TRCS workers on the ground with participants which outlined how much participants would be compensated (60 TOP per full workday), insurance and the scope of the cleanup. These agreements were signed on the first day of work and subsequent days as others joined.

Community members who became participants in the CfW programme: People whose homes were destroyed and/or significantly damaged were the first to be offered the opportunity to participate as workers with the teams. In Nomuka it was assessed that 31 HHS had their homes destroyed. Within Nomuka, it was also identified that of these 31 homes, 11 of these HHs were occupied by PWD.

The following tables provide survey data for 28 households surveyed from Nomuka, who had their homes destroyed and/or significantly damaged.

Table 14: Number of People whose homes destroyed or damaged by age and gender

Residents of homes destroyed and/or significantly damaged – by age and gender			
Males		Females	
Age group	Individuals	Age group	Individuals
0-6	8	0-6	14
7-17	23	7-17	16
18-29	9	18-29	11
30-39	4	30-39	5
40-49	8	40-49	13
50-59	4	50-59	6
60-69	9	60-69	3
70-79	0	70-79	0
80-89	1	80-89	0
Total	66	Total	68

Household descriptor	Male	Female
Widow HH	3	0
Divorcee HH	0	1
Female-Headed HH	0	5

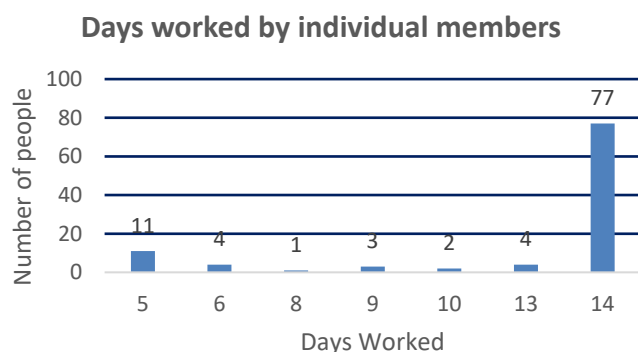
Following the first range of selection of workers, then additional workers as required were selected from a broader scope of the communities within the areas most affected. The offers and selection of workers aimed to ensure a gender and diversity balance. As the CfW was undertaken, simple timesheets were kept recording the working

hours of each registered worker. The following forms were developed for this project: a sign-in/out sheet, payment sheet and daily tool Distribution form. All participants were provided with an introduction to First Aid training on their initial day of work, PPE gear and tools were provided each day, and team leaders were appointed and coached to lead teams of approximately 10 workers.

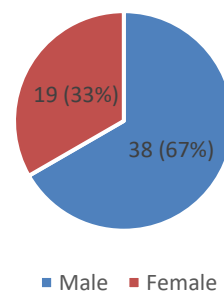
On average there were 55 people (including supervisors) working which amounted to an average daily payout of 3,300 TOP. Workdays were kept at five hours with teams beginning at 6:30 am and finishing their shift at 11:30 am with other teams starting at 7:30 am and finishing at 12:30 pm. This work hour allowed participants to still carry out their normal work at home/farm/sea with most teams deciding on a set time to start. The individual worker worked 75 hours in total as the clean-up project went on for 12.5 days. In total 55 workers worked 4,125 hours worked for this project on average. Participation of women in the work achieved in the CfW programme was 33 per cent.

Workforce Breakdown by sex

The CfW activity in Nomuka involved a total of 102 members participating from a total of 59 households. Members participated for a varying number of days, from a minimum of 5 days' work to the majority who worked for 14 days. This variation in the number of days worked resulted in varying payments received by each household.



Work programme participants by sex



Distribution of Tools and PPE Gear

Upon completion of the cleanup work, the tools were handed over to the participants and community groups to be used in accordance with the agreements established. The following tools and PPE gear were distributed to the community:

Table 15: Number of people who received tools and PPE gear

Items	Quantity	To workers	To School
Shovels	20	17	3
Crowbar	5	5	0
Axe	10	10	0
Hoe	10	8	2
Rakes	20	18	2
PPE Gear - Gumboots	29	29	0
PPE Gear - gloves (Size L)	60	60	0
Ropes - 20mm (<i>may not be in good repair</i>)	3	3	0
Hand pumps for wheelbarrows	5	4	1
Tire Patches for wheelbarrow	20	20	0
1 st Aid Kits – 4 to be provided to Health Centre	5	0	1
Total recipients	-	174	9

At the end of the CfW programme TRCS held a PSS activity for all age groups to celebrate the achievement of the clean-up of this area.

Incorporated Recovery Programme to Outer Islands – Coupled with CVA Programme

The outcomes of the distribution of livelihood tools and seedlings to communities during the recovery work on the Outer Islands. The livelihood equipment was handover to community leaders as caretakers as a shared resource. Families and households were then able to request the use of the tools and equipment and then to return them to their respective caretakers.

Table 16: Number of livelihood tools distributed in communities.

Community location	Livelihood Tools					No. of people in community
	Machette	Spade	Tongan hoe	Garden fork	File	
Nomuka	10	10	10	10	10	435
Fonoifua	4	4	4	4	4	83
Tungua	5	5	5	5	5	187
Ha'afeva	4	4	4	4	4	297
Hihifo, Hp	5	5	5	5	5	597
Ohonua, 'Eua	10	10	10	10	10	1,312
Total	38	38	38	38	38	2,911

Some of the families within each community had requested seedlings to support them in becoming more sustainable in their recovery and growing their own food. Seedlings were provided to the following beneficiaries.

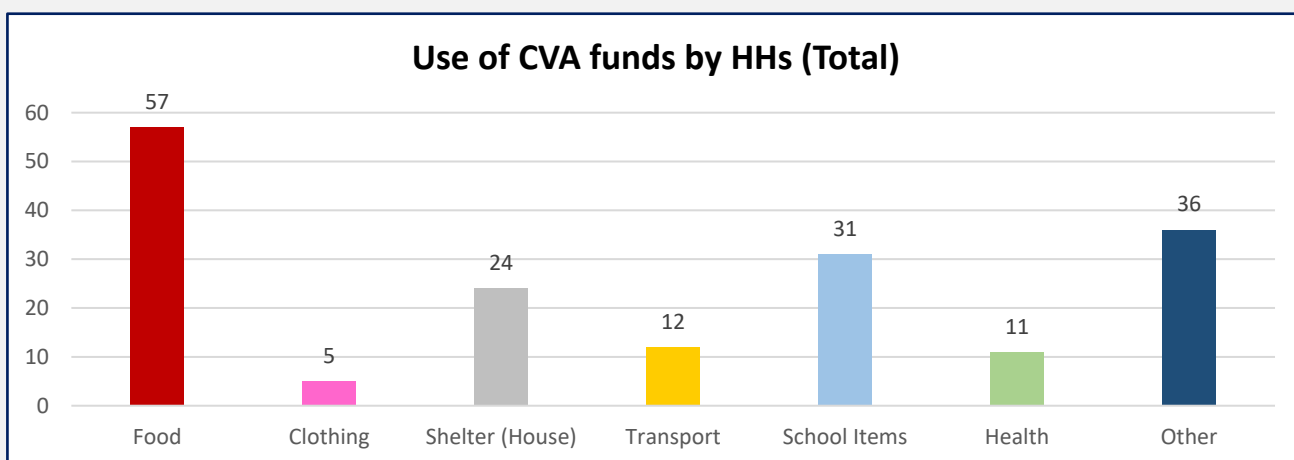
Table 17: Number of Household who received Seedlings to grow their own food.

Community	No. of HHs
Nomuka	9
Fonoifua	3
Tungua	4
Hihifo, Hp	7
Ohonua, 'Eua	18
Total	41

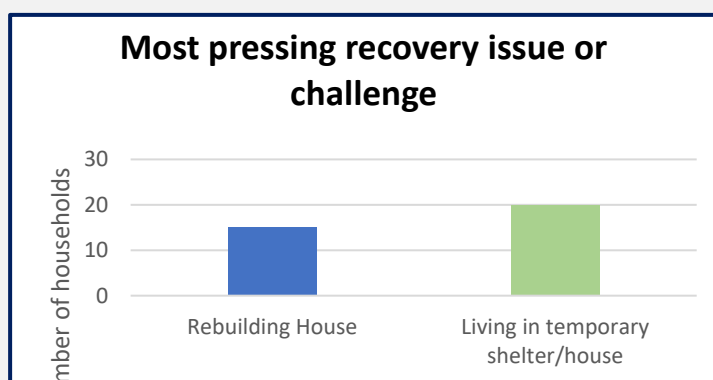
A beneficiary/survey for feedback and accountability was undertaken for all the CVA provided for: people whose homes were destroyed/significantly damaged and unlivable, and a separate payment for PWD. An interview with all the participants in the Cash for Work programme in Nomuka was also undertaken.

CVA Feedback from beneficiaries included: -

- When delivering Phase 2 of the CVA grants, TRCs staff asked 74 HHs, approximately 30 per cent of beneficiaries, about their experiences of receiving the cash grants in the CVA Phase 1.
- When HHs were asked how they used their CVA funds, their answers showed a spread across the following key uses.



- When HHs were asked *"Do you still prefer CVA support, or would you have preferred in-kind support?"* 92 per cent of the respondents (68 families) indicated that they would prefer the CVA and 8 per cent (6 families) said they would prefer both CVA and in-kind support. No-one indicated they would prefer the in-kind support only.
- When CVA beneficiaries were asked what their most pressing recovery challenges are now: families indicated that there are two major challenges facing them now. Approximately 50 per cent of the 74 HHs surveyed indicated that rebuilding their house and/or and living in a temporary shelter were their biggest challenges.



PWD – feedback from cash assistance beneficiaries:

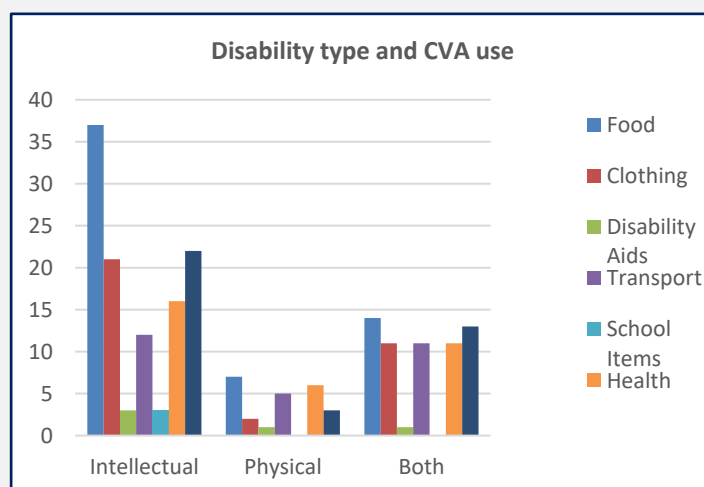
In November/December 2022, TRCS staff asked 59 HHs with PWD beneficiaries (28 per cent of the identified total of 211) about their experiences of receiving the cash grants.

Relevant timing of grant: When recipients in the 59 HHs were asked *"Did the money you received from the Red Cross come at the right time for you?"* all (100 per cent) recipients indicated that the time was right for them.

Location of distribution: Recipients were asked if the best place for receiving the cash grants was their house (as Red Cross came to their houses to give them the cash assistance in this instance). Again, all recipients (100 per cent) indicated that this was the best place for them to receive their cash grants.

Use of Red Cross cash assistance: When the recipients within these 59 HHs were asked how they used the Red Cross Cash assistance monies, their responses were varied.

Food was the major item purchased across all three groups of people who have disabilities.



Complaints and questions:

All beneficiaries were asked if they:

- knew how to raise any questions or make a complaint if they wanted to,
- would feel comfortable raising any questions or making a complaint if they wanted to, and
- had any questions or complaints they wanted to raise now.

All beneficiaries indicated they knew the process, had no questions or complaints and were comfortable with the process.

CfW – feedback

Included in the feedback from 59 interviews of participants in the Cash for work Nomuka were the following responses to questions:

“Was the work you did well explained to you before you started?”

All participants interviewed were asked this question and the result was a resounding “yes,” with only 11 of the participants (18 per cent) saying they were unclear on the work requirements.

“When you were working, did you feel you were protected from getting injured?”

The vast majority (43 people, 73%) indicated they felt they were protected.

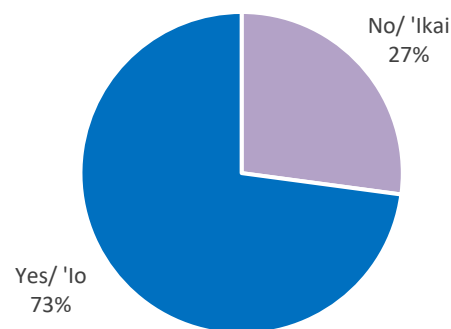
“Could the clean-up work and the payment process have been done better?”

With two exceptions, all responded in the negative, indicating they felt the process was a sound one.

“Was the small lake the most important area to be cleaned up?”

With the exception of one person, the responses were all “yes”.

When you were working, did you feel you were protected from getting injured?



HEALTH & CARE INCLUDING WATER, SANITATION AND HYGIENE (WASH)

(MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT / COMMUNITY HEALTH)



Health & Care

Mental Health and Psychosocial Support / Community Health / Medical Services

People Targeted

17,000

People Reached

2,548

Objective:

Strengthening individual and community health of the population impacted by the eruption through community level interventions

Key indicators:	Indicator	Target	Actual
	# households provided with mosquito nets	1,000	89
	# staff and volunteers trained in providing First Aid	n/a	12 staff
	# staff and volunteers trained in PFA/PSS	n/a	21 staff and volunteers
	# staff and volunteers qualified as First Aid Trainers (TOT)	n/a	15 staff and volunteers

In the aftermath of the eruption, 89 mosquito nets were distributed to targeted households (Tongatapu 3, Ha'apai 86). Following the COVID-19 Omicron outbreak on 1 February 2022, TRCS has been supporting the Ministry of Health with the translation of COVID-19 key messages. TRCS also distributed 90 COVID-19 Posters in Tongan and English to 46 businesses and offices. Due to the COVID-19 situation in Tonga, World Red Cross Day on 8 May 2022 was marked in a low-contact way – TRCS participated in talk-back sessions on radio and television.

On 10 June 2022, TRCS marked World Blood Donor Day. Activities involved radio and television promotions and support to the Ministry of Health blood drive, including the provision of refreshments to donors. Following the receipt of a container of gifts in kind from Fiji, TRCS donated 1,450 masks to schools, government offices, NGOs and others. It is estimated that the COVID messaging and provision of face masks and posters in numerous locations reached 1,200 people.

TRCS continues to provide COVID-19 testing for staff and volunteers at its headquarters building as needed (currently twice weekly). PPE and Covid RAT kits have been procured to enable team members to continue operations safely.

In October 2022, a New Zealand Red Cross First Aid delegate and the IFRC Senior First Aid officer visited TRCS for a First Aid programme development mission. They worked with the TRCS team to carry out a First Aid baseline survey, including customer reviews and First Aid course market research.

They identified specific areas to progress including Instructor support and professional development. As part of the visit, a 1-week Instructor training course was held in Tongatapu. A total of 15 First Aid instructors were trained:

- 7 current instructors were revalidated/recertified.
- 8 new instructors trained.
- 8 instructors were from Tongatapu,
- 3 from Vava'u, 3 from Ha'apai
- 1 from 'Eua.



Participants who have completed FA instructor training. (Photo TRCS)

The addition of these new instructors will increase the capacity of TRCS to be able to deliver essential First Aid skills and knowledge to their communities through both commercial and community First Aid trainings. First Aid

skills increase resilience and readiness to respond to health events or emergencies, both are vital, especially in remote island locations where access to healthcare is limited or a long distance away.

TRCS has provided MHPSS to the affected population. Many have felt the effects of displacement, loss of livelihoods, uncertainty and concern about the future after the Volcano/tsunami. Community events have been held in Tongatapu to bring the community together.

These provided the opportunity for sharing experiences and feelings together over food and activities, and at the same time receiving (informal) support from TRCS volunteers trained in PFA. During outer island visits and distributions, TRCS raised awareness about MHPSS through community messaging and the provision of PFA where appropriate.

Incorporated recovery programme to Outer Islands - health messaging was integrated and provided during community meetings in halls and house-to-house visits during the provision of recovery support to the Outer Islands – please refer to the section under the **Protection and Prevention** Section. This health messaging reached 1,072 people.

PSS Activity for CfW (Nomuka)

At the end of the CfW programme TRCS held a range of PSS activities to assist the Nomuka Community with their recovery. PSS Activities were planned and organized for all age groups to celebrate the achievement of the combined efforts of so many in the community to achieve the cleanup of Molou Lake. Beneficiaries in the CfW programme and their families participated in three parts of the PSS Activities, and these are as follows.

Part One: Planting crinum yellow (samoa) and fruit plants around Lake Molou - Tuesday 29 November 2022

On 29 November 2022, 30 beneficiaries of the CfW programme were engaged with planting crinum yellow and fruit plants around Molou Lake. Of these 30 participants, approximately 85 per cent were women, and 15 per cent were men. The crinum yellow plant is easy to grow and will survive tough conditions like sandy soil which is well suited to Molou Lake.

Also planted were fruit plants such as breadfruit, mangoes, fekika and guava. The importance of planting fruit trees is that they will provide food for the community, create self-reliance, helps the environment, and will beautify Molou Lake.

Part Two: Games for children and youth

This activity was held on the 30 November and started at 4 to 6 pm at the beach. Participants were the beneficiaries of the CfW and their families. Approximately 30 people participated in the games, 60 per cent were children, 25 per cent youth and 15 per cent adults. Games included tug of war, balloon and slippers race and volleyball. There were also prizes prepared for each game and were given to the team which won each of the games at the end of the games.

Part Three: Community Dance Night

On the night of 30 November 2022, the last activity PSS activity was a community dance held at the Nomuka Community Hall. The dance started at 7 pm to 10 pm with speeches delivered by the District & Town Officers and representatives from TRCS. The District Officer stated in his speech “Thank you TRCS for this programme, Molou Lake is clean and looks healthy again.

The community now will have access to clean water to support their daily activities; got money for participating in the clean-up work and lastly some families here have received tools for gardening and farming.” Also, the Town Officer acknowledged in her speech the importance of the community continuing to maintain and keeping Molou

Lake clean “Let’s not stop here but let’s continue to keep Molou Lake for today, tomorrow and future generations.” At the end of the dance, food was provided for the attendees (approximately 100). These included approximately 50 per cent adults and 50 per cent children.

Lessons learned

- COVID-19 preparedness measures, including procurement of PPE, were important for this response. Further preparedness activities before the Omicron outbreak in Tonga, including messaging development, may also have been helpful.
- TRCS had previous ongoing engagement with NEMO, which proved invaluable following the eruption. Similar ongoing engagement with the Ministry of Health may help inform future responses involving outbreaks of infectious diseases.

	Water, Sanitation and Hygiene		People Targeted	17,000
			People Reached	15,000
Objective:	Ensure safe drinking water, proper sanitation, and adequate hygiene awareness of the communities during relief and recovery phases of the operation			
Key indicators:	Indicator	Target	Actual	
	# of litres water distributed	20,000	15,000	
	# of households receiving WASH relief items (buckets, jerry cans, hygiene kits)	1,500	286	
	# of households receiving hygiene kits (excl. quarantine specific kits)	1,500	194	
	# of quarantine-specific hygiene kits provided	n/a	830	
	# of communities receiving support for safe and sufficient water supplies	n/a	0	
	# of people using portable toilets supplied by TRCS	n/a	Est. 60	
	# of water tanks (10,000L) and filtration installed in communities	20	20 water tanks to 6 communities	

In the first four days after the eruption (up to 19 January), TRCS supported the NEMO by distributing 6,780 litres of water to affected families, benefiting more than 10,000 people. This also included the provision of 20 water tanks which were distributed to Haafeva, Kotu and Siesia. These were mostly installed in their evacuation centres.

As of 30 December 2022, distributions of WASH relief items are as follows:

Table 18: Number of People assisted with WASH relief items at the community.

Division/ Village	HH	People	Immediate needs assisted with distribution		
			Hygiene kit	Bucket	Water container
Tongatapu	124	836	121	14	34
Ha'apai (including evacuees to Tongatapu)	63	281	73	48	68
'Eua	29	197	-	-	29
Sub-total	216	1,314	194	62	131
Distributed to an evacuation centre on Tongatapu	-	-	20	-	-
Distributed by MORDI on Tongatapu	-	-	-	-	40
Police stations/other	-	-	20	-	-
Total			234	62	171

Excluding the items distributed by MORDI and NEMO on behalf of TRCS, items delivered to an evacuation centre, and the items distributed to police stations, the number of individuals benefitting from the receipt of these NFIs was as follows:

Table 19: Number of people reached through WASH relief items at the Evacuation Centre and Police Stations

Division/ Village	HH	Male adult	Female adult	Male 2-18 years	Female 2-18 years	Infant	Total People
Tongatapu	124	252	244	150	158	32	836
Ha'apai	63	110	89	40	33	9	281
'Eua	29	57	53	52	34	1	197
Total	216	419	386	242	225	42	1,314

In addition, 166 hygiene kits and 59 cartons of bottled water were distributed to 160 households in May 2022. Further, following the receipt of a container of gifts in kind from Fiji, TRCS donated 306 boxes and 187 cartons of bottled water, and 25 cartons of hand sanitizer to schools, government offices, NGOs and others. Also, a 40-foot container of gifts in kind was received from Tongans living in Hawai'i during June, following which the goods were distributed through the Ministry of Education/schools.

On 1 June 2022, 260 household water filters donated by the RCSC arrived in Tonga. The IFRC WASH surge delegate provided training on the installation and maintenance of household water filters for four TRCS staff and nine volunteers. It is hoped to work with local partner(s) to progress the implementation of the water filters. Between 31 March and 15 June, TRCS provided 830 special-purpose hygiene kits and 106 blankets to the Ministry of Health for use by repatriates in quarantine. These are separate from the hygiene kits covered under the appeal.

Between 25 May and 1 June, TRCS distributed 270 basins (135 large and 135 small) to 134 households on three islands in the Ha'apai island group (Nomuka, Tungua, and Fonoifua). As of 30 June 2022, more than 2,300 family kits donated by the RCSC have been distributed. The kits contain contained a blanket, towels, a moisture-proof pad, toilet paper, nail scissors, slippers, laundry soap, perfumed soap, toothbrushes, toothpaste, bowls, spoons, chopsticks, a flashlight, an umbrella, and a collapsible bucket. Distribution is continuing.

As indicated above, TRCS received gifts in kind from international donors. The containers received from Fiji and Hawai'i included bottled water and toilet paper. TRCS completed the distribution of these items in 2022.

Shortly after the eruption, TRCS hired and placed nine portable toilets for use in affected communities in the communities of Kanokupolu and Patangata (western Tongatapu), which were serviced by an external provider. The portable toilets were returned to the provider on 29 April, as they were no longer needed. It is estimated that around 13 households (60 people) benefitted from this intervention.

TRCS is continuing to liaise with the Ministry of Health, UNICEF, and other agencies regarding the WASH response, including participating in a coordination meeting with the Ministry of Health on 20 May 2022. However, coordination remains an ongoing issue. Currently, as of 2023, these coordination mechanisms are no longer active.



IFRC WASH surge delegate, leading household water filter training. (Photo: IFRC)

Incorporated Recovery Programme to Outer Islands – Coupled with the CVA programme.

In addition to implementing recovery work on the Outer Islands, the TRCS teams also distributed essential WASH equipment and provided instructional sessions to community groups about using water filters effectively. Households, schools, and church halls, that were impacted by the tsunami, received WASH resources (water filters and water containers). These activities provided access to safe water for households and for communal areas, including evacuation centres. Please refer to the section under the Protection and Prevention Section. This recovery support reached 1,072 people.

Table 20: Number of people reached through WASH relief items at Household, Communal Areas, and Evacuation Centres.

Community	Beneficiaries	Water filters distributed	Water containers distributed	Average no. of people
Nomuka	Household	31	31	175
	Churches	7	7	410
	Schools	2	2	171
Fonoifua	Household	12	12	68
	Church	1	1	90
Tungua	Household	16	16	91
Ha'afeva	Household	6	6	34
Hihifo, Hp	Household	11	11	75
	Church	10	10	879
	Schools	10	10	545
Ohonua, 'Eua	Household	40	40	225
	Schools	10	10	2905
	Church	10	10	1430
TOTAL		166	166	7098

Lessons learned.

The previous experience working with NEMO facilitated the WASH response, including water distribution in the immediate aftermath of the emergency. NEMO also supported the TRCS response by loaning vehicles for relief activities.

PROTECTION AND PREVENTION

(PROTECTION, GENDER, AND INCLUSION (PGI), COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA), MIGRATION, RISK REDUCTION, CLIMATE ADAPTATION AND RECOVERY, ENVIRONMENTAL SUSTAINABILITY, EDUCATION)

 Protection, Gender, and Inclusion		People Targeted	17,000
		People Reached	1,515
Objective:	<i>Communities identify the needs of the most at risk and particularly disadvantaged and marginalized groups, due to inequality, discrimination and other non-respect of their human rights and address their distinct needs</i>		
Key indicators:	Indicator	Target	Actual
	<i># of people accessing RFL services</i>	200	205

With support from ICRC, TRCS commenced RFL services on 20 January 2022. From 15 to 26 January 2022, 163 Tongan households made "safe and well" calls to families overseas using TRCS satellite phones. In addition, inquiries were received from 42 international family members seeking news of Tongan relatives. Along with other activities, RFL was suspended the activity when the lockdown commenced on 2 February 2022. While the need for RFL has eased on Tongatapu, the ongoing challenges in communication with other island groups mean that TRCS will continue to provide RFL support as needed.

In collaboration with IFRC, TRCS staff received a one-day PGI refresher training covering the Dignity, Access, Participation and Safety Framework, the importance of collecting sex, age, disability disaggregated data (SADDD), and preventing sexual and gender-based violence in emergencies. After the training, TRCS staff were able to identify the need to develop and have a safe referral pathway in line with the principles of the survivor-centered approach. Secondly, participants identified the need for a case register for such referrals. The training was held on 13 April and attended by ten female [10] and one [1] male staff.

TRCS has collected gender-disaggregated data regarding individuals benefitting from distributions of non-food relief items. Data is disaggregated into males/females 18+, 2-8 years, and infants. TRCS has completed a household survey of 189 households with PWD on Tongatapu, Ha'apai, and 'Eua islands. The survey included questions based on the Washington questions on functioning (short set). The data was collected using KoBo Toolkit on the new TRCS tablets. Plans are underway for a cash distribution to eligible households with PWD. During the survey, staff and volunteers recommended WASH assessments for a small number of households with a view to enhancing WASH facilities for PWD.

Incorporated Recovery Programme to the Outer Islands – Coupled with the CVA programme.

The safety and security of women and children were one of the priorities identified by some families in the outer islands. Solar lights and bolt locks were distributed to households that identified the need for it to improve safety.

Table 21: Distributions to support protection.

Community	Solar lights		Bolt lock	
	No. of HHs	No. of people in HHs	No. of HHs	No. of people in HHs
Nomuka	0	0	4	23
Fonoifua	7	34	0	0
Tungua	16	91	10	70
Ha'afeva	7	40	3	22
TOTAL	30	165	17	115

Combined Health, PGI/RFL and General Communication Dissemination Activity Outcomes


TRCS staff and volunteer teams carried out the health, ECV, PGI, RFL and general communication dissemination at the same time when delivering the CVA to the outer Islands. The capacity of the teams and the population of the people residing on the islands contributed to how the dissemination activities were carried out.

In Tungua and Ha'afeva, the team conducted the programmes in the community halls, whereas in Nomuka and Fonoifua it was delivered through a door-to-door approach. The teams distributed pamphlets to the community along with carrying out awareness talks.

Table 22: Integrated recovery support to outer islands

Community	Approach	Activity conducted	est. no. of people reached
Fonoifua	Door-to-door	Brochure distribution, house to house: Health Messages, Dengue fever, COVID-19, TRCS (TNG & Eng)	96
Nomuka	Door-to-door	Brochure distribution, house to house: Health Messages, Dengue fever, COVID-19, TRCS (TNG & English)	581
Tungua	Communal gathering	Communication and Dissemination presentation in community hall	18
Ha'afeva	Communal gathering	<ul style="list-style-type: none"> Communication and Dissemination presentation Brochure distribution, house to house 	24
	Government Primary School	<ul style="list-style-type: none"> Health and sanitation awareness Brochure distribution, house to house 	53
Hihifo, Hp	Communal gathering	Brochure distribution, community hall: Health Messages, Dengue fever, COVID-19, TRCS (TNG & Eng)	75
Ohonua, 'Eua	Communal gathering	Brochure distribution, community hall: Health Messages, Dengue fever, COVID-19, TRCS (In languages TNG & Eng)	225
Total			1,072

In all of the above communities, a greater awareness was carried out whether door-to-door or in a community hall, regarding all the services that TRCS provides. This included emergency response and first aid trainings, disaster management, the disability centre, and other services.

 Disaster Risk Reduction	People Targeted	17,000
	People reached	0 (Activity planned for 2023)

Objective:	<i>The response contributes to reduced risk of further impacts of the volcano and tsunami, strengthens the capacity and capability of TRCS to respond to future disasters and crises and builds a strong foundation of community-based programming following community recovery support.</i>
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Key indicators:	Indicator	Target	Actual
	<i># of new TRCS procedures revised/developed</i>	n/a	0
	<i>PER results reviewed with a real-time PER and/or after-action PER</i>	Yes	Not yet
	<i># of communities participating in CBDRR activities</i>	Yes	Planned 2023
	<i># of EOC facilities enhanced</i>	Yes	Planned 2023

A stock take was completed in preparation for future disasters, and a procurement plan was adopted resulting in the essential NFIs now in place for the 2022-23 cyclone season.

Following the eruption, the roof of the warehouse at the national headquarters was severely damaged. Preliminary repairs have been made to the roof and floor.

Incorporated Recovery Programme to Outer Islands – coupled with the CVA Programme

The TRCS relief item storage facilities in Vaini in Tongatapu and in Haapai in the islands of Nomuka and Haafeva needed maintenance, and stocks needed to be replenished. It was decided to undertake this work when TRCS, with IFRC support, were delivering recovery programmes to the Outer Islands.

The TRCS warehouse in Nomuka has been restocked and ready for any further possible disasters including shelter kits, kitchen kits hygiene kits, blankets, solar lamps, mosquito nets and water containers.

The TRCS warehouses in Nomuka and Ha'afeva required extensive maintenance which have now been completed. Maintenance work included the repainting, fixing leaking roofs, repair sinks, replace rotten door and steps, re-floor platform underwater tank, replace gutters and empty and clean water tanks.

This maintenance was to ensure that they are now well-equipped for any recovery response or other emergency needs. Further work is planned to enhance Emergency Operations Centre (EOC) processes and facilities both at the Branches and in the headquarters. An EOC is planned to be a part of the new premises to be built for TRCS, and is currently in process.

Increasing Warehouse Storage Capacities

TRCS with IFRC support established three containers to support stock storage in Tongatapu to store additional relief items. Australia Red Cross (Coca Cola) funded this project and made it possible to establish three 40ft containers at the Villa Site. This project has strengthened TRCS's disaster preparedness level of maintaining sufficient emergency relief items ready to respond to future disaster events. Currently, TRCS has the capacity with NFIs to immediately support 2,000 HHs across Tonga, and through its recent cash programmes after the tsunami – has now the ability to be able to support disaster affected people with cash grants.

Building Community-Based Programmes

TRCS is building its capacities to support people across all of Tonga to prepare for, respond to and recover from disasters through establishing community-based disaster preparedness programs in 2023. TRCS is also providing First Aid training for communities and organisations, as well as increasing the skills and reach of its staff and volunteers.

Lessons learned:

While TRCS is well known in Tonga for its disaster response work, the planned community-based disaster risk reduction pilot programme will be new for the National Society. It is anticipated the pilot will contribute to stronger relationships with communities.



Community Engagement and Accountability

People Targeted

17,000

People Reached

8,899

Objective:

Develop and deploy standardized approaches for community engagement and accountability for meaningful community participation throughout the operation, collection and use of community feedback data to better understand community perspectives and act on their needs

Key indicators:

Indicator	Target	Actual
# of feedback messages received	100	11
# of feedback on relief distribution	Not originally included	76
# of feedback on cash assistance recovery programs – CVA, PWD and Cash for Work	Not originally included	192
# staff and volunteers trained on CEA	40 (20 staff, 20 volunteers) at HQ and branches	20 (11 staff and 9 volunteers)

CEA trainings were held for TRCS staff on 26 and 30 May 2022 with support from the IFRC senior CEA delegate in India CCD. A community feedback mechanism was implemented in mid-2022. It consisted of an established phone number for beneficiaries, who could call to make inquiries about the programs and raise concerns or complaints.

The provision of relief items and the delivery of recovery programmes has helped build relationships with the impacted communities. Especially within the Outer Islands where communities do not have as available access to goods and services. The recovery programmes have helped cement the importance of those communities' relationships with TRCS, which will assist in the development and implementation of programs by TRCS in the future.

TRCS with the support of IFRC has implemented several programme participant surveys for obtaining feedback on the assistance provided for relief and recovery programmes. These included:

- Feedback on relief distributions
- Community accountability feedback on cash payments to PWD (30 per cent interviewed)
- Community accountability feedback on CVA 1st round distributions (30 per cent interviewed)
- interview with all the participants in the CfW programme in Nomuka


The TRCS has utilized a range of mass media and social media platforms for communicating recovery work updates with affected populations, engaging with stakeholders and gaining feedback. TRCS maintained a regular radio slot throughout the last year of recovery work and has held several TV interviews.

TRCS actively engaged with a broad range of community members and organisations through its Facebook page and other social media platforms (including Instagram and Twitter). TRCS has over 8,600 followers on its Facebook page, which has recorded over 655,000 reactions since the disaster, consisting of likes, emojis, comments and shares.

Community Accountability Feedback Summary.

Feedback from beneficiaries on the relief distributions included:

- Red Cross work was good/excellent/appreciated.
- Relief items were needed sooner/immediately.
- RC should continue to distribute directly to beneficiaries and not through others.
- Feedback on beneficiary selection includes all HH and not just some, use the list from the town officer for distribution and consider HH with more members compared to HH with fewer members in the family.

	Environmental sustainability	People targeted:	17,000
		People Reached:	495
Objective:	<i>Ensure that the recovery phase of the operation is conducted in a manner which does not have long-term adverse environmental impacts, and which explores sustainability opportunities for the TRCS and local communities.</i>		

Provision of portable toilets: In response to the damage to infrastructure, as part of the emergency response, TRCS provided nine portable toilets/latrines for use in two affected communities (Patangata and Kanokupolu). It is estimated that around 13 households (60 people) benefitted from this intervention. This helped prevent environmental degradation.

CfW Programme - Nomuka Island TRCs with IFRC and New Zealand Red Cross support

One of the areas most affected by the eruption and tsunami was Nomuka. The small lake area within Nomuka was identified by the Tongan government and by local communities as a significant environmental issue which

required restoration. It was considered a polluted lake since the tsunami and was undermining the livelihoods and psychosocial recovery of the community due to the extent of the debris.

TRCS staff, based in the head office based in Nuku'alofa, worked with the local communities and Government stakeholders to identify the location for this initiative. This included the small lake and surrounding areas damaged by the recent tsunami.



Planting crinum yellow (samoa) and fruit plants around Lake Molou following the cleanup. (Photo TRCS)

The CfW initiative was offered in the Nomuka eruption tsunami-affected area, to assist the community to recover and help remove a lot of oversize/risky debris that needs to be cleared by heavy machines and extensive people power.

Based on this combined knowledge it was agreed to focus the pilot programme for a CfW initiative on Nomuka Island in Ha'apai as they were the most in need of this initiative and had no access to heavy machinery or a safe waste storage site.

The dump site is located 1km from the work site. This spot was chosen by the community and the assessment trip confirmed it was safe. It was recommended that a hole be dug to bury the debris from the work site while the compostable debris would be piled together outside the hole to save space. The CfW initiative was of short duration and filled the need for local employment opportunities, restored environmental conditions, mitigated future health issues and improved a sense of community wellbeing.



Environmental work on Nomuka Island in Ha'apai - development of a waste disposal site. (Photo: TRCS)

Participants in the CfW planted crinum yellow and fruits plants around Lake Molou in the morning. The crinum yellow plant is easy to grow and will survive tough conditions like sandy soil which is perfect for Lake Molou.

Participants in the CfW planted crinum yellow and fruits plants around Lake Molou in the morning. The crinum yellow plant is easy to grow and will survive tough conditions like sandy soil which is perfect for Lake Molou.

Adding on, fruit plants such as breadfruits, mangoes, fekika and guava. The importance of planting fruit trees will provide food for the community, create self-reliance, helps the environment and beautify Lake Molou.

ENABLING APPROACHES



Coordination and Partnerships

Objective:	Strengthen Coordination and Partnerships within the movement and with relevant external actors		
	Indicator	Target	Actual

Key indicators:	<i>Movement wide coordination mechanism is described and active⁷</i>	Yes	Yes
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IFRC and TRCS continue to engage and coordinate with government authorities, and INGOs with a presence in Tonga, and participate in the Pacific Humanitarian Team.

TRCS has received remote support from the New Zealand Red Cross (e.g. ICT), Australian Red Cross and ICRC. Other PNS, such as the RCSC, Thai Red Cross Society and Cook Island Red Cross have sent through donations ranging from family kits, and clothes to monetary assistance. However, other than through IFRC, no PNS have been working in Tonga since the eruption.



Shelter Cluster Coordination

Objective:	<i>Ensure a coordinated and integrated approach to the shelter response following the Hunga-Tonga-Hunga-Ha'apai volcano and tsunami, including support for self-recovery through the provision of appropriate tools, materials, and complementary technical assistance to promote an early recovery and complement the existing resilience in the affected population.</i>		
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Key indicators:	Indicator	Target	Actual
	<i>Representative attending Cluster meetings?</i>	Yes	Yes

The IFRC, as convener of the Pacific Regional Shelter Cluster, maintained contact with regional shelter partners and agencies in Tonga. IFRC attended the Pacific Humanitarian Team (PHT) Regional Inter-Cluster Coordinators Group (RICCG), PHT Principals, and extended donors' meetings. Therefore, the national and regional shelter's work and key advocacy points at national and regional shelter cluster agencies with working partners in Tonga is ensured and well represented.

TRCS and the Ministry of Infrastructure (MOI) were the key members in the Shelter cluster. The majority of the work on shelter is under the supervision of MOI, such as the reconstruction of new permanent houses for those who lost their homes in the HTHH disaster. TRCS supported to build two houses, one each for Nomuka and Tungua. This was completed in September 2022. It is the first-ever building after the HTHH event.

MOI are constructing new houses for families whose homes were destroyed or faced significant damage and are unliveable.



National Society Strengthening

⁷ Indicator added to reflect ongoing movement coordination in country

Objective:	<i>National Society capacity building and organizational development objectives are facilitated to ensure that the National Society has the necessary foundations, systems and structures, competences and capacities to plan and perform.</i>		
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Key indicators:	Indicator	Target	Actual
	<i># of volunteers mobilised and protected</i>	80	84 mobilised in Tongatapu

National Society volunteer insurance is in place for 80 volunteers. The number of volunteers mobilised has fluctuated based on response needs and the impacts of the COVID-19 lockdown. During the emergency response phase, a total of 84 volunteers were mobilised in Tongatapu, seven in Ha'apai and a small number were mobilised in 'Eua.

Since the eruption, TRCS has employed a Volunteer Coordinator who is developing plans and processes to enhance the volunteer programme. During this period, the volunteer programme reviewed some of its existing tools and processes and were updated. This included the updating of the TRCS Volunteer Registration Form which included the child protection code of conduct and the regulation on the use of the emblem which were added as an annex to the form.

Also developed and reviewed were the staff and volunteers code of conduct, review of the TRCS Volunteer Policy including the development of a draft TRCS youth policy. This was supplemented by a 2-day workshop on volunteer management and youth that brought together key National Society staff and volunteers. This workshop was facilitated by TRCS with the support of the IFRC CCD. A total of 18 participants with 13 females and 5 males were part of the training. TRCS recognized that for the National Society to continue the momentum in the response while already transitioning into recovery, it was imperative that the National Society strengthen its volunteer and youth base given that volunteers were driving the response and recovery work with support from its staff.

Twenty Samsung tablets have been procured, and training has been provided. The tablets are already being used to support data collection, including household surveys. Since 1 May 2022, there have been several capacity-building activities provided to volunteers and staff. Details are provided in the table below.

Formal training has been augmented by informal support between IFRC and TRCS team members. Lessons learned, along with scheduled evaluations, will provide valuable information that will be used to inform the development of the TRCS development plan. This will include a review of their DM preparedness and response plan, response structure, review of SOPs, review of logistics support, EOC improvement, and further development of an emergency coordination mechanism set in place.

Table 23: Number of staff and volunteers' participated in training organised

Training topic	# of participants	Date of Training
Tablet and KoBo	8	11 May
Microsoft office	7	12 May
Logistics briefing	7	16 May
First Aid refresher	12	19, 20 May
WASH Sphere	8	23 May
CEA	25	26 and 30 May
PFA/PSS	Day 1 - 21 Day 2 - 17	7, 8 June
Household water filter	23	13 June

Lessons learned:

This disaster has highlighted the importance of volunteer development programmes and capacity building prior to disasters.



Secretariat Services

Objective:

1. *Strengthen Secretariat services to the operation to ensure TRCS provides relevant, timely, accountable services to those affected.*
2. *IFRC ensure that TRCS is stronger and more capable after this operation.*

Key indicators:

Indicator

of evaluations conducted for the operation

Target

2 (Mid-term Review & Final Evaluation)

Actual

-

IFRC CCD in Suva, which supports Pacific National Societies, provides remote support for the HTHH response, including planning, donor engagement, logistics, communications, PMER, finance, shelter and cluster participation. A total of six surge members have been deployed to support the operation.

The IFRC CCD Preparedness and Response Manager was deployed from the IFRC CCD Suva to Tonga to support the operation. An IFRC Appeal Manager was also appointed who worked remotely. Surge delegates were deployed to support these areas: communications, WASH functions and CCD CVA Advisor for two and four months respectively. Support was also provided for CEA activities.

Furthermore, an IFRC Operations Manager was appointed and deployed to Tonga in mid-September 2022. Since then, other roles have been deployed including the Tonga Appeal Senior Finance Officer and CCD Logistics Manager. The New Zealand Red Cross also deployed a short-term delegate to assist with developing the Household Recovery and Cash Assistance programme. In addition, Australian RC also deployed a logistics delegate in Tonga to support logistics & procurement activities for 2 months (Feb-Apr 23)

Due to unavoidable circumstances, the Mid Term Review of this operation was slightly delayed and is expected to be completed by end of August 2023. Due to the close gap, its final evaluation is planned to be conducted only after the appeal closes in January 2024, tentatively within Q1 2024.

D. FUNDING

The [Operation Strategy was revised](#) in June 2022 to reflect the increase in the Emergency Appeal from CHF 2.5 million to CHF 4.0 million and to incorporate updated information. The operation funding requirement currently is fully covered by hard and soft pledges. The donor response and funding coverage can be accessed [here](#).

Pledges that have been received in the form of relief items are highlighted in the Mobilization Table as follows:

Table 24: Details of relief items received.

Donor	Items	Quantity	Estimated value (CHF)
Danish RC	Kitchen Sets	487	14,610
	Shelter Tool Kits	1,000	40,000
	Tarpaulins	595	10,710
Chinese RC	Household Water Filters	260	155,704
French RC	Family Tents	100	49,000

The household water filters, donated by the RCSC have been received.

Federation Membership Support

A bilateral cash donation of USD 400,000 (CHF 380,786) has been received from the RCSC which is planned to be used for TRCS building construction. In addition, bilateral gifts in kind received from Movement partners have included:

Table 25: Bilateral gift donations.

Type	Donor	Items	Quantity
Bilateral	Australian RC	Mosquito nets	900
Bilateral	Australian RC	Solar lanterns	1,092
Bilateral	Australian RC	Tarpaulins	1,305
Bilateral	Australian RC	Jerry cans	2,520
Bilateral	Australian RC	Shelter toolkits	164
Bilateral	New Zealand RC	Blankets	1,746
Bilateral	New Zealand RC	Kitchen sets	398
Bilateral	New Zealand RC	Mosquito nets	700
Bilateral	New Zealand RC	Solar Lanterns	500
Bilateral	New Zealand RC	Tarpaulins	705
Bilateral	New Zealand RC	Jerry cans	1,088
Bilateral	New Zealand RC	Buckets	932
Bilateral	Chinese RC	Family kits	3,000

The full financial report is available at the end of the document.

Contact information.

For further information, specifically related to this operation please contact:

In the Tonga Red Cross Society

- Sione Taumoeofalau, Secretary General; email: sg@tongaredcross.to

In the IFRC Country Cluster Delegation, Suva

- Katie Greenwood, Head of Country Cluster Delegation (CCD); email: katie.greenwood@ifrc.org
- Vinod P Muniandy, Operation Manager Tonga Appeal, email: vinod.muniandy@ifrc.org
- Lora Raikoti, PMER Manager, CCD Suva; email: lora.raikoti@ifrc.org

In IFRC Regional Office for Asia Pacific, Kuala Lumpur

- Alexander Matheou, Regional Director; email: alexander.matheou@ifrc.org
- Juja Kim, Deputy Regional Director; email: juja.kim@ifrc.org
- Joy Singhal, Head of Health, Disasters, Climate and Crises; email: joy.singhal@ifrc.org
- Felipe Delcid, Thematic Lead, Evolving Crisis and Disasters; email: felipe.delcid@ifrc.org
- Nusrat Hassan, Operations Coordinator; email: OpsCoord.Pacific@ifrc.org
- Afrhill Rances, Regional Communications Manager; email: afrhill.rances@ifrc.org

In IFRC Geneva

- Christina Duschl, Senior Officer, Operations Coordination; email: christina.duschl@ifrc.org

For IFRC Resource Mobilization and Pledges support

- Strategic Engagement and Partnership in Emergencies; email: PartnershipsEA.AP@ifrc.org

For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)

- Mursidi Unir, PMER in Emergencies Coordinator; email: mursidi.unir@ifrc.org

Reference documents



Click here for key documents:

- [Previous Appeals and updates](#)
- [IFRC Emergency Landing Page](#)

How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/1-2023/6	Operation	MDRTO002
Budget Timeframe	2022-2024	Budget	APPROVED

Prepared on 31 Jul 2023

All figures are in Swiss Francs (CHF)

MDRTO002 - Tonga - Volcano and Tsunami

Operating Timeframe: 18 Jan 2022 to 21 Jan 2024; appeal launch date: 23 Jan 2022

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	977,000
AOF2 - Shelter	384,000
AOF3 - Livelihoods and basic needs	250,000
AOF4 - Health	105,000
AOF5 - Water, sanitation and hygiene	394,000
AOF6 - Protection, Gender & Inclusion	16,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	1,579,000
SFI2 - Effective international disaster management	143,000
SFI3 - Influence others as leading strategic partners	49,000
SFI4 - Ensure a strong IFRC	103,000
Total Funding Requirements	4,000,000
Donor Response* as per 31 Jul 2023	4,124,217
Appeal Coverage	103.11%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	1,303,299	1,039,591	263,708
AOF2 - Shelter	177,953	169,040	8,913
AOF3 - Livelihoods and basic needs	47,925	0	47,925
AOF4 - Health	66,724	39,000	27,724
AOF5 - Water, sanitation and hygiene	76,416	45,210	31,206
AOF6 - Protection, Gender & Inclusion	514	283	231
AOF7 - Migration	0	0	0
SFI1 - Strengthen National Societies	1,762,921	31,098	1,731,823
SFI2 - Effective international disaster management	160,282	22,376	137,906
SFI3 - Influence others as leading strategic partners	14,016	14,016	0
SFI4 - Ensure a strong IFRC	469,532	58,139	411,393
Grand Total	4,079,581	1,418,752	2,660,829

III. Operating Movement & Closing Balance per 2023/06

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	4,088,527
Expenditure	-1,418,752
Closing Balance	2,669,775
Deferred Income	0
Funds Available	2,669,775

IV. DREF Loan

* not included in Donor Response	Loan :	430,666	Reimbursed :	430,666	Outstanding :	0
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Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/1-2023/6	Operation	MDRTO002
Budget Timeframe	2022-2024	Budget	APPROVED

Prepared on 31 Jul 2023

All figures are in Swiss Francs (CHF)

MDRTO002 - Tonga - Volcano and Tsunami

Operating Timeframe: 18 Jan 2022 to 21 Jan 2024; appeal launch date: 23 Jan 2022

V. Contributions by Donor and Other Income

Opening Balance						0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
American Red Cross	149,102				149,102	
Australian Red Cross	312,869		6,865		319,734	
Australian Red Cross (from Australian Government*)	306,964				306,964	
Australia - Private Donors	10,225				10,225	
British Red Cross	59,531				59,531	
Deloitte NSE Services Ltd	6,249				6,249	
European Commission - DG ECHO	206,963				206,963	
Great Britain - Private Donors	1,345				1,345	
Hong Kong Red Cross, Branch of the Red Cross Socie	23,603				23,603	
Irish Government	262,430				262,430	
Italian Government Bilateral Emergency Fund	103,910				103,910	
Japanese Red Cross Society	575,561				575,561	
Latvian Red Cross (from Latvian Government*)	51,564				51,564	
Nestle	31,913				31,913	
New Zealand Government	152,825				152,825	
New Zealand Red Cross	884,564		45,512		930,076	
On Line donations	16,616				16,616	
Red Cross of Monaco	10,289				10,289	
Red Cross Society of China		152,500			152,500	
Republic of Korea Government	184,068				184,068	
Singapore Red Cross Society	33,807				33,807	
Six Nations Rugby Ltd	122,575				122,575	
Slovenia Government	31,010				31,010	
Taiwan Red Cross Organisation	2,725				2,725	
The Canadian Red Cross Society (from Canadian Gov	85,131				85,131	
The Republic of Korea National Red Cross	27,735				27,735	
Tuvalu Red Cross Society	4,831				4,831	
UNDP - United Nations Development Programme (fron	45,894				45,894	
United States Government - USAID	179,350				179,350	
Total Contributions and Other Income	3,883,649	152,500	52,377	0	4,088,527	0
Total Income and Deferred Income					4,088,527	0