



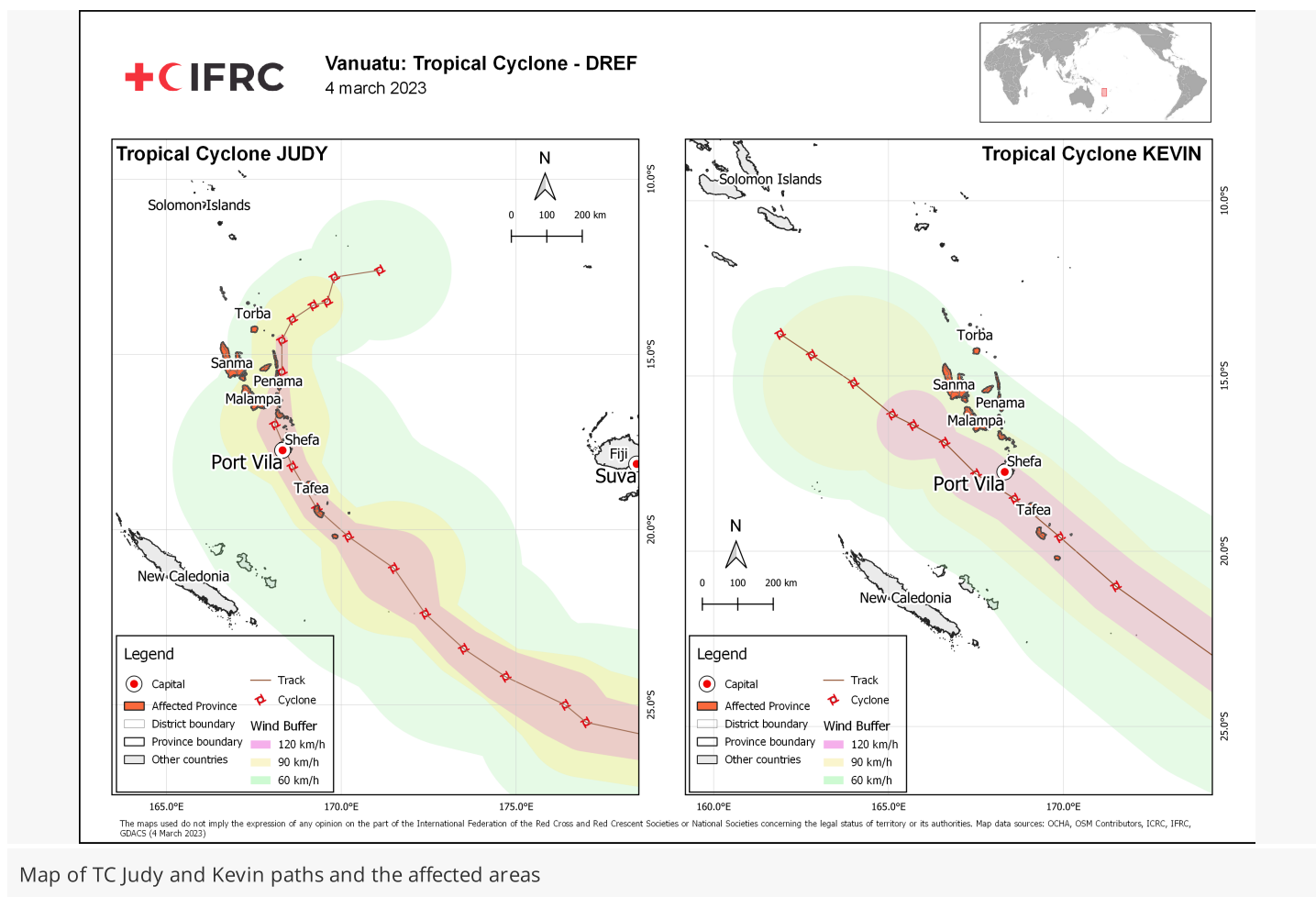
A VRCS volunteer preparing emergency relief items for dispatch in Port Vila to affected communities in the immediate aftermath of the twin cyclones. (Photo: IFRC)

Appeal: MDRVU010	Total DREF Allocation: CHF 799,389	Crisis Category: Orange	Hazard: Cyclone
Glide Number: TC-2023-000029-VUT; TC-2023-000030-VUT	People Affected: 197,388 people	People Targeted: 20,000 people	
Event Onset: Sudden	Operation Start Date: 08-03-2023	Operational End Date: 31-12-2023	Total Operating Timeframe: 9 months

Targeted Areas: **Malampa, Penama, Sanma, Shefa, Tafea, Torba**

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.

Description of the Event



Date of event

27-02-2023

What happened, where and when?

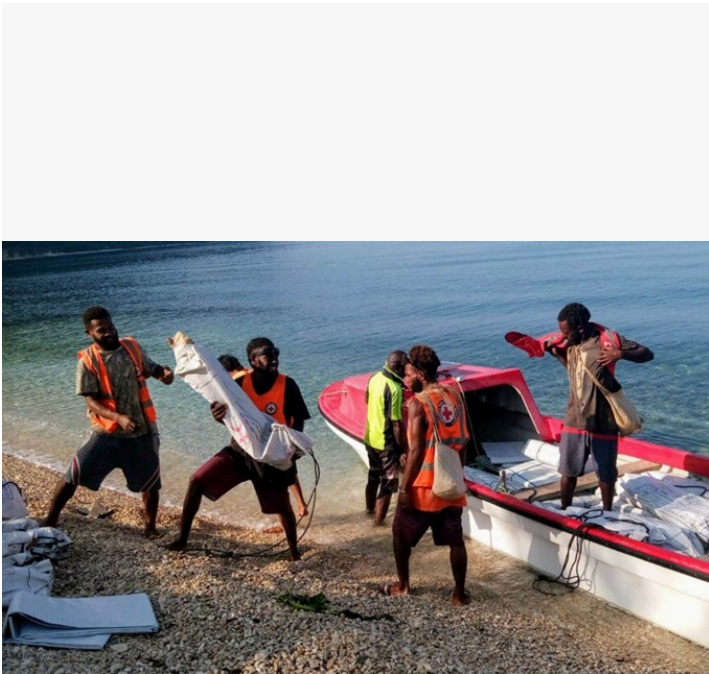
On 27 February 2023, Tropical Depression 08F formed and developed into Tropical Cyclone (TC) Judy, as a Category 1 cyclone while heading towards Vanuatu. TC Judy further intensified into a Category 4 cyclone as it ran from north to south over the Vanuatu Archipelago, affecting Shefa Province which hosts the country's capital Port Vila. TC Judy maintained its strength as it continued its southerly progression, making landfall on Tanna Island at midnight of 1 March 2023.

While TC Judy was moving away from the Vanuatu group, another tropical low formed and entered the Vanuatu Area of Responsibility (AoR) as a TC Category 1 system named Kevin. TC Kevin strengthened to a Category 3 and then a Category 4 system, as it moved across the central and southern provinces of Vanuatu. TC Kevin made landfall on Tanna Island on 4 March 2023.

Both TC Judy and Kevin produced destructive hurricane-force winds of 150kph, with peak gusts up to 220kph, affecting the central and southern islands. Damaging gale force winds of 63-87kph were experienced in the provinces of Penama, Malampa, Shefa and Tafea. Heavy rainfall and thunderstorms affected central and southern parts of the Northern Islands, with seas becoming very rough throughout Vanuatu waters.

Air Vanuatu cancelled all domestic and international flights from 28 February 2023, and commercial flights resumed on 8 March 2023. Schools and other businesses, including banks, were closed until 2 March 2023. Vanuatu Red Cross Society (VRCS) activated its Emergency Operation Centre (EOC) from 26 Feb 2023, while TC Judy and TC Kevin moved towards and passed over the country, allowing staff members to run coordinated readiness actions, prepare for the impact of the cyclone, and be on standby for immediate response.





Volunteers receiving relief items (photo: VRCS)



Volunteers participating in CVA training in Malekula, Malampa (photo: VRCS)

Scope and Scale

As soon as TC Judy exited the Vanuatu group, government authorities and the Vanuatu Red Cross Society (VRCS) began assessments to establish the extent of damage caused by the system. The two back-to-back systems ravaged most parts of central and southern provinces. Having two systems so close together compounded the impact, with TC Judy causing instability and TC Kevin picking up already weakened vegetation, debris, and infrastructure. As of 4 March 2023, most parts of the capital, Port Vila, and provincial areas were without power.

According to the National Disaster Management Officer (NDMO), about 66 per cent of the Vanuatu population or 197,388 people (43,623 households) were affected by the twin cyclones at Category 4 level. There were no reports of fatalities. However, 22 people were admitted to hospital in Port Vila with injuries from the flying debris. More than 80 per cent of the population was affected by the cyclone at Category 2 and 3 levels. The Government of Vanuatu (GoV) declared a state of emergency on 2 March 2023 in the provinces of Torba, Malampa, Shefa, and Tafea. The state of emergency was extended to the whole country on 5 March 2023. GoV led the damage and needs assessments by deploying rapid assessment teams on 7 March 2023, initially to 39 Area Councils and later to all provinces.

A total of 38 evacuation centres in Shefa and Tafea Provinces, hosting 983 people (222 households) were activated and provided with essential household items and emergency shelter assistance, while 812 people (130 households) stayed with host households. About 6,384 households had their houses destroyed, and another 12,768 households across Malampa, Shefa and Tafea provinces had their houses partially damaged.

There was severe damage to home gardens and agricultural land from strong winds and heavy rainfall. Farmers growing temporary and seasonal crops were the most affected by crop losses, followed by farmers growing cash crops. The livelihoods of 38,764 people were affected including those of micro entrepreneurs and those in the informal economy.

Assessment reports by the Department of Water Resource (DoWR) indicated that out of 2,507 water supplies assessed in priority areas of Shefa, Malampa and Tafea provinces, about 19,542 households were affected. All types of rural water systems sustained high levels of damage due to strong winds, flooding, erosion, and landslips. The most significant damage was to the large numbers of rainwater capture and storage systems, mainly those of private houses (50 per cent of the affected communities).

Small community, village and island rural market supplies were also severely damaged by the cyclone and floods caused by heavy rainfall.

Several main roads were blocked and there was no land or sea access to the outer islands during first week after the cyclones. Whilst the seaports and airports sustained damage, the ports were immediately restored and able to facilitate humanitarian supplies coming into the country and provinces.

On the remote islands, phone and internet reception was severely disrupted and people were without access to cyclone warnings. There are two main telecommunications providers in Vanuatu and after the cyclones passed, Vodaphone was completely disabled and Digicel had patchy reception and service.

Based on the intensity and degree of damage and humanitarian impact, with the support of partners the Government led rapid damage assessments. The Government identified five priority areas:

- Priority 1 area : Efate and offshore islands, and Tafea Provinces.
- Priority 2 area : Shepherd and Epi islands, Southeast Ambrym, Southwest Malekula and Paama Islands.
- Priority 3 area : Northern part of Penama Province and Western part of Malampa Province.
- Priority 4 area : Mere-lava and Maewo Islands and Sanma Province.
- Priority 5 area : Sanma and Torba Provinces, and Ambae, Malekula and Southwest Ambrym Islands.

According to the Post Disaster Needs Assessment (PDNA) report released by the Government of Vanuatu, an estimated 7,447 people with disabilities live in Priority 1 and 2 affected areas. Hence there was a need for disability inclusive recovery measures. A comprehensive post disaster needs assessment report was published by the Government which identified macro-economic and human impacts of the events and estimates recovery needs in all sectors.

Source Information

Source Name	Source Link
1. Minimum Wage – Vanuatu	https://wageindicator.org/salary/minimum-wage/vanuatu/archive/20190901
2. VRCS Digital Story TC Judy & Kevin	https://ifrc.exposure.co/vanuatus-double-cyclones
3. Post Disaster Needs Assessment	https://reliefweb.int/report/vanuatu/vanuatu-tropical-cyclones-judy-and-kevin-post-disaster-needs-assessment-22-june-2023
4. IOM Household Intention Survey Report, 6 April 2023	https://reliefweb.int/report/vanuatu/vanuatu-tropical-cyclones-judy-and-kevin-household-intention-survey-report

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	No
Please provide a brief description of those additional activities	-

IFRC Network Actions Related To The Current Event

Secretariat	Before TC Judy and TC Kevin formed, IFRC Country Cluster Delegation (CCD) in Suva supported VRCS with preparedness measures, ensuring prepositioned stocks were in place. IFRC CCD continued disseminating updates to Movement and external partners and coordinated with the IFRC Asia Pacific Regional Office (APRO) in Kuala Lumpur in accordance with the IFRC Secretariat's Emergency Response Framework.
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	<p>Awareness messaging was posted on social media including Facebook and Twitter from the time TC Judy and Kevin approached the country. Further messaging was posted as VRCS response on the ground progressed. A press release was released immediately after TC Judy made landfall. Major media outlets in Australia and New Zealand interviewed the Secretary General of Vanuatu Red Cross during the first two months following the cyclones.</p> <p>Photos and videos of the damage caused by TC Judy/Kevin were swiftly shared on both Vanuatu Red Cross and IFRC Asia Pacific social media platforms. These images were also used by the media in their reporting with credit given to VRCS and IFRC.</p> <p>An IFRC-DREF operation was launched on 8 March 2023, enabling VRCS and IFRC to mobilize resources. Coordination with key regional partners resulted in deployments of surge personnel and in-kind donations. IFRC deployed 11 surge personnel with the following profiles: PMER, Logistics, Finance, Communication, Operational Management, CVA, Shelter Cluster Coordinator, and IM Coordinator for Shelter Cluster.</p>
<p>Participating National Societies</p>	<p>There are no Participating National Societies (PNS) present in country. However, the Australian Red Cross provided support bilaterally, particularly with health training (ECV, PFA and CBHFA) and in-kind donations (tarpaulins, shelter toolkits and solar lanterns). French Red Cross in New Caledonia donated 100 tarpaulins and 384 hygiene kits within the first week of the response. New Zealand Red Cross contributed 700 shelter toolkits and 4,200 tarpaulins to support 1,000 affected households and to replace prepositioned stocks in regional warehouses. IFRC (through the IFRC-DREF) supported the logistics and distribution costs.</p> <p>Australian Red Cross Tarpaulins 400 Pcs Shelter toolkits 400 Kits Solar lanterns 2,352 Pcs</p> <p>French Red Cross – New Caledonia Tarpaulins 100 Pcs Hygiene kits 384 Kits</p> <p>New Zealand Red Cross Tarpaulins 4,200 Pcs Shelter toolkits 700 Kits</p>

ICRC Actions Related To The Current Event

ICRC worked with VRCS on the provision of Restoring Family Links (RFL) services and provided the tools and communication pathways for family members in other countries to contact people in Vanuatu. This was particularly important due to the large number of Ni-Van Diaspora in Australia and New Zealand.

Other Actors Actions Related To The Current Event

<p>Government has requested international assistance</p>	<p>No</p>
<p>National authorities</p>	<p>Within the first month, the Vanuatu Government focused on restoring damaged infrastructure, including restoring 91 per cent of the national power supplies. Over that time, all communications were restored in Tanna and Fituna Islands, while 80 per cent was restored on the Erromango, Aniwa and Anietyum Islands. Following the rapid assessment led by the Government, five priority geographical areas were determined for the assistance of humanitarian organizations.</p>



With potential increases in diarrhea, dengue, and leptospirosis, the government immediately focused on restoring and reactivating health facilities across the country. WASH teams were deployed to Tanna, Erromango, and Aniwa Futuna Islands, where they distributed hygiene items and provided clean drinking water by water trucking in North Efate and offshore islands. WASH teams also undertook water testing, followed by appropriate treatment and distribution of water filters for communities with damaged and/or contaminated water sources.

The Ministry of Land distributed 215 collapsible containers, delivered approximately 78,230 liters of water, and installed 83 water filters in affected communities in Moso, Efate and Tanna Islands, benefiting approximately 729 households.

Upon the declaration of the State of Emergency, the NDMO activated the National Emergency Operation Centre (NEOC) which is supported through a cluster system which are active all year round. Each cluster is led by a line ministry and co-led by a humanitarian agency. NDC (National Disaster Committee) meetings take place regularly and VRCS leaders sit as part of the committee.

UN or other actors

At the country level, VRCS and IFRC participated in meetings of the Vanuatu Humanitarian Team (VHT). VRCS and IFRC were involved in relevant government-led cluster information sharing, planning, and analysis at all levels while IFRC supported VRCS coordination efforts through representation in other relevant regional clusters, including the Pacific Humanitarian Team (PHT). The key UN agencies which are active in Vanuatu and supported the response were UNDP, UNICEF, WFP and WHO.

Are there major coordination mechanism in place?

The National Emergency Operation Center (NEOC) in the National Disaster Management Office (NDMO) coordinated the overall national response with different cells including Planning, Operations, Communications, Logistics, and Information Management. All 13 National clusters were active, including the Shelter Cluster, which held regular coordination meetings in Port Vila to coordinate the delivery of lifesaving activities and the government-led emergency response. The humanitarian community channeled aid through this mechanism.

All clusters are led by a Line Ministry and co-led by an appointed humanitarian agency. The Vanuatu Red Cross Shelter focal point, with the support of IFRC, co-lead the shelter cluster with NDMO as the lead. IFRC CCD provided remote and in-country support, including the deployment of surge personnel to provide technical coordination and information management support. Surge teams from the UN and other stand-by partners continued to support the NDMO and other line ministries in Vanuatu.

The Pacific Humanitarian Team (PHT) and its regional clusters, worked with the Vanuatu national clusters. OCHA supported coordination activities with the NDMO. The PHT, which was established prior to the landfall of TC Judy, comprised UN agencies, INGOs and the IFRC. IFRC also coordinated with INGOs in the Pacific to support the cyclone response. PHT members participated in daily national cluster meetings organized by cluster leads. The inter-cluster meeting was organized by the NDMO. Furthermore, during the first month of the response, regular coordination meetings took place with FRANZ partners on civil-military coordination.

Additionally, the PHT members had various meetings with government officials, national cluster leads, various ministries, the NDMO, and humanitarian partners. Meetings were held to discuss issues such as early recovery, cash-based programming, modalities and funding for international food and seed procurement and delivery, and resource mobilization.

Needs (Gaps) Identified



Shelter Housing And Settlements

A total of 6,384 households in Malampa, Shefa and Tafea provinces suffered significant damage to their main dwelling and 12,768 households experienced partial damage. Other shelter damage included public buildings, houses, temporary shelters, separate kitchen houses and bush toilets. Rapid assessments carried out by VRCS in six provinces, identified that over 90 percent of the assessed houses in the areas designated by the NDMO as Priority 1 Areas had been either damaged (minor/severe) or destroyed. Port Vila Northern Ward had the highest number of damaged or destroyed houses in Shefa province. Of the six provinces, Shefa had the highest percentage of households with damage affecting cooking capacity.



According to IOM's household intention survey, of 38 households (with 229 residents) in 12 selected evacuation centers on Efate Island in Shefa Province, financial constraints were cited as the main obstacle to rebuilding by 55 per cent of those who had started rebuilding their homes and 42 per cent of those who were yet to commence rebuilding or repairing their homes. Housing was considered a priority need by 87 percent of respondents. Many respondents indicated that assistance with rebuilding, construction tools and building materials such as timber and roofing sheets would be prerequisites for returning home. The complete destruction of some houses intensified the need for shelter support.

In addition, many households lost essential household items due to the cyclones. The IOM survey identified that a lack of essential household items was another barrier faced by those who had not yet rebuilt or repaired their homes. Therefore, there was also a need to provide household items such as kitchen sets, blankets, and sleeping mats.



Livelihoods And Basic Needs

While a number of people living in the affected areas had their livelihoods impacted by TC Judy and Kevin, there was limited funding and VRCS does not have a livelihoods team. Hence, it was not feasible to implement a livelihoods programme. Instead, VRCS implemented a multi-purpose cash grant programme to support selected affected households with basic needs.



Health

The cyclones caused widespread and substantial damage across Vanuatu. Tafea and Shefa provinces were the worst hit. There were no fatalities, but 22 hospitalisations were reported as resulting from the cyclones. The cyclones reduced accessibility to routine health services through damage to health facilities and reduced access to medical supplies and consumables (including those required for managing acute and chronic diseases). An estimated 59 health facilities sustained some level of damage which comprised the quality of health care service delivery in the affected areas.

Sexual and Reproductive Health (SRH) in emergencies interventions such as Minimum Initial Service Package (MISP) is supported and implemented in coordination with health actors such as Vanuatu Family Health Association (VFHA) and Ministry of Health (MOH). Likewise, women and girls and all at-risk groups are provided with access to essential SRH services including family planning, menstrual hygiene management and incontinence supplies, especially in evacuation centers. There is need for life saving SRH services such as timely access to safe and quality maternal and newborn care and supplies.

There were people residing in evacuation centres which may create a chance of disease outbreaks, including the spread of water and food borne diseases if safe water access and food preparation is not possible. It is likely that respiratory illnesses such as COVID-19 and influenza spread in crowded conditions.

The experience of the cyclone, and the significant destruction witnessed, including loss of homes and livelihoods may have left many people feeling distressed and atopic. Mental health and well-being are likely to be affected for many of the people of Vanuatu. Psychosocial support (PSS) and psychological first aid (PFA) was subsequently integrated into the response and recovery and first responders received additional or refresher training.



Water, Sanitation And Hygiene

Pre-crisis information indicated that most of the communities in the worst-hit provinces were reliant on water collection from rivers. The rivers become polluted during the cyclones. In Malampa, some houses in Southwest Malekula, Southeast Ambrym, and Paama were found to have damaged or destroyed household toilets. This created a risk of disease outbreak due to the practice of open defecation. In addition, poor hygiene practices were prevalent in some communities due to a lack of access to water and sanitary facilities for handwashing. Many community toilets lacked handwashing stations. Stagnant water and debris in communities increased the risk of vector-borne diseases such as dengue fever and malaria.

VRCS rapid assessments conducted in 4,175 houses in all provinces revealed that, as of 25 April 2023, 1,956 households had water access problems and there was a lack of access to sanitation in 1,469 households. Restoring access to clean and safe water to prevent the spread of waterborne diseases was identified as a priority. Similarly, hygiene promotion activities on handwashing, safe food handling, and waste management were needed in the affected communities. IEC materials in local languages were needed for hygiene-related awareness activities.



Building the capacity of local communities, government agencies, and humanitarian organizations is crucial to ensuring sustainable and effective responses to WASH needs in Vanuatu. It was identified there was a need for training on water and sanitation management, hygiene (and menstrual hygiene) promotion, and disaster risk reduction.



Protection, Gender And Inclusion

PGI minimum standards were applied to ensure a “do no harm” approach. VRCS had protection referral pathways in place, and staff and volunteers had received training and sensitisation, such as the Vanuatu Women’s Centre. Efforts were made to promote safeguarding in the operation, including ensuring all Red Cross personnel had signed the Code of Conduct and Child Protection Policy prior to appointment as staff or volunteers. In addition, as part of the response PGI refresher training and orientation were held for the volunteers and staff working in the community.

Efforts were made to ensure that VRCS assessments and the implementation of the response were inclusive, and that the most vulnerable people, including children and people with a disability, were prioritised and had an opportunity to participate in decisions which impacted them. For example, hygiene kits were personalised to suit the needs of women with a disability. Where people with a disability had a need for shelter support, VRCS volunteers worked with the person and their carers to transport items and support the repair process.



Risk Reduction, Climate Adaptation And Recovery

Prior to TC Judy and Kevin, VRCS’s ongoing resilience programming helped prepare 11 communities on Emae Island to identify and implement cyclone preparedness measures and readiness actions. The communities were trained in basic response and first aid. They were also supported to identify vulnerable groups, safe centres and evacuation routes.

Early action measures implemented by VRCS in the Emae Island had the communities included in disseminating messaging about the upcoming cyclones. The community was encouraged to secure houses and water sources and relocate boats away from the coastline. The Emergency Response Training provided to the sub-branch volunteers in advance of TC Judy and Kevin proved valuable. Volunteers helped clear roads and encouraged people to move to safe shelters.

As part of the TC Judy and Kevin response, VRCS carried out resilience programming in some communities on Efate and also on Tanna Island (Tafea province).



Environment Sustainability

As part of the VRCS strategic plan to incorporate “Green Response” approaches, key priorities for this response included awareness raising, sustainable development, ecological transition and partnerships. Emergency responses should endeavour to minimize the impact of humans on the environment and facilitate sustainable development, such as through the use of environmentally friendly products and processes.

A “Green Response” approach was considered in the design and implementation of activities under this operation. In particular, the Environmental Checklist for Shelter Response, which was developed by the Shelter Cluster Vanuatu in 2019 with the contribution of VRCS, was incorporated into the Shelter Cluster guidance for assessments and response.

Operational Strategy

Overall objective of the operation

The IFRC-DREF operation aimed to meet the immediate needs of at least 4,000 households which were affected by TC Judy and Kevin through the provision of essential household items and emergency shelter assistance, WASH, and health - including First Aid and Psychosocial support (PSS). This was accomplished over a period of nine months. The operation incorporated both the actions undertaken for readiness and emergency response activities following the impact of both cyclones.



Operation strategy rationale

Based on the direction of priority areas by the NDMO and the cluster mechanism, VRCS determined the priority target locations for their operation was to serve the most affected and/or isolated areas in all six provinces across the country. VRCS focused on families whose houses were damaged (fully or partially damaged) and unsafe, those who were displaced, and whose livelihoods were affected. Assistance was combined with the dissemination of safe shelter messages on the adequate use of shelter materials and fixings, including build back safer, and health/hygiene-related awareness.

During the preparedness of TC Judy and Kevin, most of the community used their cash to stock up on necessities. With the two Category 4 cyclones slamming the country in the same week, many households' essential items were damaged. VRCS distributed one-off multi-purpose cash grants to 1,086 affected households, empowering them to prioritise meeting basic needs, supporting early recovery, replacing assets, and restoring income generation.

Subsequently, post-distribution monitoring was implemented two weeks after distribution to assess, among others, the effectiveness of assistance, changes in gender roles within beneficiary households, distribution methods, the effectiveness of Community Engagement and Accountability (CEA), household hunger scores, and monthly expenses. The team presented the findings from this monitoring at a lesson learned workshop, identifying achievements, challenges, and capturing recommendations for future operations, thus facilitating future improvement implementations, and ensuring more effective disaster response strategies.

Targeting Strategy

Who was targeted by this operation?

The response targeted all provinces, i.e. Shefa, Penama, Malampa, Torba, Sanma and Tafea. In Shefa province, the target areas were Shepherd Islands, northwest, north and eastern part of Efate Island, north Efate outer islands, and Port Vila (northern). In Tafea province, the target areas were south and southwest Tanna, west Erromango, Aniwa, Aneityum, and Futuna Islands. In Malampa province, the focus was on southwest Malekula, east Ambrym, Paama and north Ambrym Islands. Pentecost island was the primary focus for the response in Penama province. Mere Lava was prioritized in Torba province.

Explain the selection criteria for the targeted population

VRCS ensured that its responses and programmes were aligned with its own as well as IFRC's commitment to take into account gender and diversity. For example, putting focus on and targeting women/child-headed households, pregnant or lactating women, and men, women and children made vulnerable by disasters; families with persons with disability, elderly, those suffering from chronic illnesses, families with children under five years old, families that have not received any or sufficient assistance from the government or other organisations, those belonging to the socially vulnerable families and those who lack the resources to deal with basic humanitarian needs alone.

Total Targeted Population

Women	5,467	Rural	-
Girls (under 18)	4,783	Urban	-
Men	4,760	People with disabilities (estimated)	6%
Boys (under 18)	4,990		
Total targeted population	20,000		

Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
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Back-to-back cyclones may increase the intensity of rainfall and hazards in the affected areas.	VRCS widened the scope of operations while engaging the communities on risk communication and community engagement on the current response to mitigate impact of such meteorological events on communities.
Access to affected provinces impacts relief activities.	A response framework was established to ensure clear areas of impact and subsequent response.

Please indicate any security and safety concerns for this operation

There were no major security situations impacting the programme. The security management was based on the RCRC Fundamental Principles and humanitarian values. The following contributed to security during the operation:

- Visibility through the wearing of Red Cross vests and regular communication regarding travel.
- Briefings organised to remind volunteers and staff on their behaviour and health and safety.
- Coordination between VRCS and IFRC to ensure that security measures were respected.

Has the child safeguarding risk analysis assessment been completed?

Yes

Implementation



Shelter Housing And Settlements

Budget: CHF 246,731
Targeted Persons: 7,500
Assisted Persons: 30,090

Indicators

Title	Target	Actual
# of household provided with emergency shelter assistance	1,500	6,009
# of households provided with essential household items assistance	1,500	6,018
# of communities whose shelter needs, capacities and gaps are assessed	10	176
# of volunteers/staff trained on safe shelter awareness prior to distribution	50	17

Narrative description of achievements

A total of 6,018 affected households (approximately 30,090 people) in Shefa, Tafea, Penama, Sanma, Malampa, and Torba Provinces received essential household items and emergency shelter assistance. Some also participated in "Building Back Safer" awareness sessions, led by volunteers using IEC materials on safe building practices.

The distribution included 528 tarpaulins from UNICEF, distributed in Shefa Province. In total, 6,018 households across six provinces benefitted from the emergency shelter distribution as follows:

- Malampa: 349
- Penama: 465
- Sanma: 335



- Shefa: 4,134
- Tafea: 621
- Torba: 114

The significant difference between the target and actual number of people reached reflects an initial underestimation of the target. Additionally, more people were reached than initially anticipated due to the receipt of in-kind donations.

Post-distribution monitoring assessed the alignment of assistance with the needs of the affected population, gathered recipient experiences, and collected community feedback on the VRCS response. About 236 respondents were interviewed, 59 per cent of whom were heads of households (24.6 per cent were female). Approximately 6.4 per cent of respondents lived with a family member with a disability. Among those surveyed, 3 per cent were dissatisfied, 1 per cent slightly dissatisfied, 7 per cent neutral, 88 per cent satisfied, and 1 per cent very satisfied. A total of 64 respondents stated that some relief items reached them a few weeks after the cyclones, while 161 received items after a week. A key challenge was accessing transport to the outer islands. In addition to interviews, focus group discussions were conducted with 11 community representative groups. Most participants agreed that the quality of relief items was good but felt there were insufficient items for large families. For instance, one mosquito net was inadequate for most families, and two tarpaulins were insufficient for homes with extensive damage. These findings will be used to inform future response accordingly.

In-kind donations of basic household items from the Australian Red Cross (ARC) and the New Zealand Red Cross (NZRC) enabled the VRCS to exceed the targeted number of beneficiaries with shelter support. The IFRC-DREF contributed to covering logistical and distribution costs, as well as volunteer mobilization for the distribution of relief items.

Overall, the shelter programme effectively reached a large number of affected people. However, challenges in transporting essential household items, both into Vanuatu and between islands, meant that some households experienced delays in receiving aid.

Lessons Learnt

There were some delays in restocking for a range of reasons including that of a process matter which meant that it was not possible for the operation to take advantage of a potential pro bono international flight. Awareness has now been raised regarding the associated processes.

VRCS has subsequently implemented the Kobo data collection and management system. Both staff and volunteers have been trained in the use of the system. This has significantly improved the timeliness and accuracy of data collection.

A shelter training was held for a large number of volunteers following TC Judy and Kevin. One national office staff member received TOT training, which meant that VRCS was in a better position to train volunteers and to respond to shelter needs in TC Lola.

Challenges

Following twin cyclones, the stocks in the Port Vila warehouse were distributed to the affected provinces however stock levels were insufficient to meet all the needs. Subsequently VRCS ran out of some emergency relief items.

The twin cyclones affected islands across the entire archipelago which resulted in significant transportation costs. Domestic cargo ferry services are on the decline which further impacted the space availability on the already limited number of sea going vessels able to transport stock from Port Vila to the outer islands. This meant there were delays in reaching some remote areas.

Some volunteers were not available (e.g. overseas for seasonal work). While there were sufficient volunteers based in Port Vila, there were not enough in some of the outer islands. Further compounding volunteer availability was the issue that some were not able to travel to the field due to existing work commitments.

The combined effect of these challenges was that it was not possible to distribute NFIs in all of the locations where assessments had occurred.

A further challenge was that, at the time of TC Judy and Kevin, the national society had not yet implemented Kobo. Hence data collection was carried out manually using paper-based systems. The forms were then transported to national headquarters for data entry and analysis resulting in delays and data entry errors when compiling information regarding household needs and response activities.

During the first few weeks of emergency response, it is highlighted that community was not well informed and consulted on the beneficiary selection process. The response was relatively sporadic since the relief needs escalated over time as the scope and scale of the impact and damage were unfolded. VRCS immediately responded to the feedback and addressed this by providing more information and training to field personnel on the importance of focusing on the most vulnerable.





Multi Purpose Cash

Budget: CHF 173,100

Targeted Persons: 2,350

Assisted Persons: 5,104

Indicators

Title	Target	Actual
# of households who received multi-purpose cash assistance	500	1,086
% post distribution monitoring of HH's who received cash grant	80	100

Narrative description of achievements

In response to the devastation caused by TC Kevin and Judy in March 2023, the VRCS launched a Cash and Voucher Assistance (CVA) programme through Multi-Purpose Cash Grant (MPCG) to support affected families while preserving their dignity.

VRCS mobilized its personnel to contribute to a joint CVA Feasibility Risk Assessment (FRA) led by the Vanuatu Cash Working Group and conducted a market assessment. A comprehensive joint FRA report was completed by the end of July 2023.

After coordinating with members of the national Cash Working Group (CWG), it was decided to assist affected households using multipurpose cash grants. The Government, through the Ministry of Finance (MoF), planned to provide cash grants to all affected households, with the registration and verification of beneficiaries underway. The Council of Ministers (COM) endorsed CVA as a response modality, and the Government of Vanuatu approved the start of CVA by humanitarian agencies in early September 2023. The transfer value was set at VUV 15,000 for a one-time transfer per household, aligning with the value of government post-disaster food ration distribution (Kalua Salerua, Vanuatu CWG leads). This transfer value was equal to 39 per cent of Vanuatu's monthly minimum wage for a 40-hour workweek, VUV 38,134.

Based on these developments, VRCS adjusted its operational strategy to complement the wider recovery effort, updated its CVA SOP to include delivery through a mobile e-wallet service, developed a one-page guidance document with key messages, and conducted CVA Introduction and Implementation training for VRCS personnel. Volunteers participated in CVA and CEA training. Additionally, the targeted number of multipurpose cash grant beneficiary households was increased from 500 to 1,100.

Beneficiary selection was completed in early July 2023, and beneficiary registration was completed by August 2023. Beneficiaries were selected by CDCCC and verified through field checks by VRCS based on the following criteria:

- Houses heavily damaged or destroyed.
- Livelihoods or income generation affected by the twin cyclones.
- Female-headed households.
- Households with disabled members, pregnant mothers, or elderly individuals.

Since December 2022, VRCS has had an agreement with Digicel (Vanuatu) Limited, a telecommunications company operating MyCash, an e-wallet mobile application. The IFRC granted exceptional approval for VRCS to continue using the existing agreement (with amendments) to meet the needs of this operation. CEA campaign materials and mobile data collection forms for beneficiaries' registration, exit/distribution surveys, and Post Distribution Monitoring were created, utilizing existing feedback mechanisms during CVA implementation.

Distribution was carried out with PGI inclusion in mind and ensured a smooth flow of people. Exit surveys were conducted to maintain and improve distribution quality daily. The risk of fraud and bribery was minimized through community announcements about the Red Cross's zero-tolerance policy for fraud and corruption. Digicel allocated seven personnel to support SIM registration and e-wallet MyCash account activation, providing information on using the application, benefits, and future contact with customer services if needed. Additionally, Digicel allocated two agents for cash withdrawal.

CVA distribution reached 1,086 households (approximately 5,104 people) in East Efate (Eton, Forari, Pang-Pang, Epau, Ekipe, Epule, Lamitop), significantly surpassing the original target of 500 households.



Post Distribution Monitoring (PDM)

A post-distribution survey collected information from 294 households, exceeding the minimum recommended sample size of 218 for a population of 1,080 households (with a configuration of 5 per cent margin of error, 90 per cent confidence level, and 50 per cent response distribution).

Post-distribution monitoring revealed that recipient households spent their assistance on various needs, with the top five expenses being food (39.41 per cent), transport (13.38 per cent), clothing (11.71 per cent), rent/shelter (7.06 per cent), and savings (6.88 per cent). This demonstrates the flexibility of CVA, allowing people to prioritize and decide how best to use the cash assistance to improve their quality of life. Further details related to PDM can be found in the attached two-page document.

Of the 294 households surveyed, 290 reported being somewhat satisfied or very satisfied with the program. Among those who were not satisfied, two indicated that the amount was too small, and one indicated that they knew of others who were excluded.

Fifty-five respondents indicated they knew people who were excluded from the programme, while 13 respondents mentioned that distribution information did not reach them timely and suggested improvements. A significant number, approximately 174 respondents, confirmed that the beneficiary selection criteria were not well disseminated and understood within the community.

Summary of recommendations/feedback received during post-distribution monitoring:

- Most people greatly appreciated the cash grants.
- Some people mentioned the cash provided was not enough, e.g., not enough for school fees or to build a house.
- Some people had to wait from morning until afternoon to receive the grant. Around half of those receiving grants did not already have a Digicel SIM and/or phone. In the future, VRCS is likely to implement queue management so those with a Digicel SIM do not need to wait as long. A few more trained volunteers to assist with Digicel registration would have been helpful.
- A small number of community members had problems with transport to the distribution location. It was not possible to distribute in very remote locations due to poor Digicel reception in some areas. If possible, transportation may be arranged for those in very remote locations.
- A small number of households reported not receiving clear information from the Community Disaster and Climate Change Committees (CDCCC). Providing more IEC materials in the local language may assist in future cash programs.

Overall, the PDM findings suggest that, while the CVA programme was successful in meeting the needs of most households, there are areas for improvement in beneficiary verification, as 6.5 per cent of respondents indicated dissatisfaction. Improvements can be related to CEA, where more transparency and information may need to be provided.

Lessons Learnt

- Framework Agreement: delays caused by the Service Contract Agreement underscore the need to pre-establish 2–3-year framework agreements with multiple service providers from various financial services, such as banks and e-wallets providers.
- Minimum Expenditure Basket (MEB): absence of the MEB hindered the targeting of specific assistance for beneficiaries, potential price updates to cope with inflation, and standardisation of assistance among humanitarian actors.
- CVA capacity: as part of the response, the VRCS CVA Officer trained staff and volunteers in CVA activities. The development of CVA capacity during the TC Kevin and Judy response proved helpful during TC Lola response.
- CVA Preparedness Self-Assessment: VRCS was the first national society to conduct CVA Preparedness self-assessment and then to develop a CVA Plan of Action. Having done this work assisted VRCS in securing additional funding for the TC Lola response.
- Strengthening Community Engagement and Oversight: challenges faced during beneficiary verification underscored the importance of community engagement and oversight mechanisms. Implementers should work closely with community committees, promote transparency in beneficiary selection processes, and implement safeguards to mitigate risks of collusion and favoritism.
- Enhancing Data Management and Planning: difficulties in ensuring effective distribution highlight the critical need for accurate and updated population data and robust planning processes. It is important to invest in data management systems, conduct regular population assessments, and develop contingency plans to address logistical challenges, particularly in disaster-prone areas like Vanuatu.

Challenges

- Service Contract: using the Service Contract Agreement contributed to delays in the CVA programme, as the IFRC approvals process takes a significant amount of time and effort to complete all necessary processes. The Agreement only applied to specific area and disaster event, limited duration, and number of beneficiaries.



- **Transfer Value Calculation:** absence of the MEB makes the process of determining transfer values arbitrary. Without the MEB, it is challenging to establish a clear connection between the transfer value and the income gap it should address. Additionally, focusing solely on areas such as health or education is not feasible without separate calculations.
- **Lack of Collective Experience and Knowledge:** as CVA is a relatively new modality in Vanuatu, there is limited collective experience and knowledge in providing cash assistance. Coupled with a lack of developed systems, this contributed to delays in implementation.
- **Verification of Households:** household selection process was entrusted to community committees, and hence there was a risk of bias/favoritism in the selection of cash grant recipients. The scattered nature of communities, limited internet access, and expensive transportation costs made it difficult for VRCS to verify the beneficiary list. Some PDM respondents identified others whom they felt were in need of cash grants.
- **Effective Distribution:** lack of current population data for each community delayed the selection of beneficiaries. Weather impacted on the effectiveness of distribution efforts. In addition, Digicel reception was limited in some locations, and hence some beneficiaries had to travel some distance to reach the reception site.



Budget: CHF 39,938
Targeted Persons: 10,000
Assisted Persons: 4,094

Indicators

Title	Target	Actual
# of people reached through first aid services	1,000	0
# of people reached through health promotion sessions	10,000	2,186
# of volunteers trained on PSS	50	54

Narrative description of achievements

Approximately one-third of health facilities assessed in hard-hit areas had moderate to severe damage to structures and/or medical equipment. Cases of diarrhea, dengue, and leptospirosis were reported by Provincial Health Managers as increasing during the first few weeks post-cyclones. The VRCS focused on delivering key health awareness messages, emphasizing the prevention of vector-borne and water-borne diseases such as malaria, dengue, diarrhea, and leptospirosis through proper individual and household hygiene practices. Health awareness sessions were conducted alongside the distribution of mosquito nets, WASH supplies, and other essential household items. VRCS addressed health-related challenges arising from the cyclones by distributing essential items, providing training to volunteers and communities, and conducting health and hygiene awareness campaigns.

A total of 1,538 households received 2,020 mosquito nets distributed across the provinces as follows:

- Malampa: 58
- Penama: 166
- Shefa: 1,511
- Tafea: 173
- Torba: 112

Various IEC materials were produced in local languages in coordination with the Ministry of Health (MoH) and the health cluster to accommodate different health messages.

Summary of various trainings conducted are as follows:

- First Aid training: 28 members from 2 communities and 18 VRCS volunteers (23 male, 23 female)



- Basic First Aid services in emergencies: 28 VRCS volunteers (15 male, 13 female)
- Psychosocial Support (PSS): 54 VRCS volunteers (31 male, 23 female)
- Health and hygiene promotion training: VRCS volunteers (refresher prior to field deployment in Tanavsoko ward, comprising 9 males and 15 females).

Two basic first aid training sessions were organized in Shefa and Tafea Provinces, with 28 volunteers (13 female and 15 male) participating. These trained volunteers are now equipped to provide essential first aid services during emergencies, strengthening the response capacity of the VRCS. Furthermore, the VRCS First Aid team visited Lakatoro in Malampa Province and Aneityum in Tafea Province to conduct comprehensive first aid training. This effort expanded the availability of first aid services to 28 cyclone-affected community members. To address mental health and stress issues resulting from the cyclones, 54 volunteers (23 female and 31 male) in Tafea, Sanma, and Shefa were trained in Psychosocial Support (PSS), enabling them to provide psychosocial support to community members needing assistance.

The quantity of first aid kits purchased was lower than expected because the procurement was carried out locally, and there was insufficient stock available in the country during the appeal period.

Lessons Learnt

- Ensure the satellite phones are working and provided to the branches.
- Having a better awareness of other agencies' logistics arrangements and leveraging off them could have improved resource movements.
- Rolling out first aid and PSS training to more volunteers ahead of the emergency would have increased their capacity to support their communities. Some volunteer training has been provided as part of a subsequent cyclone response.

Challenges

- VRCS does not have a Health/WASH Coordinator which results in officers having multiple responsibilities.
- Poor weather meant that both air and sea travel arrangements were delayed. In some cases, staff were left stranded in some locations.
- Communication with the isolated communities was difficult as reception was limited. This resulted in downtime as VRCS waited for communication/information from the community.
- Some training activities were delayed due to the limited availability of relevant authorities.
- The twin cyclones affected all of Vanuatu's provinces and there was not enough stock in the provincial locations to meet identified needs.
- Understandably, community members are very busy following cyclones, e.g. attending to houses, crops. Hence some are not available to attend sessions disseminating health information.



Water, Sanitation And Hygiene

Budget: CHF 69,006

Targeted Persons: 15,000

Assisted Persons: 20,800

Indicators

Title	Target	Actual
# of target communities provided with rainwater harvesting assistance	10	0
# of people reached through hygiene promotion sessions	15,000	4,995
# of households provided with essential hygiene materials	3,000	2,202
# of households received jerry can	0	3,590



Narrative description of achievements

VRCS assisted affected communities by mobilizing 14 trained volunteers (10 females and 4 males) to distribute hygiene-related items. A total of 4,616 households (approximately 20,800 people) across six provinces received emergency WASH relief items, including dignity or comfort kits, jerry cans, and water containers.

A total of 2,202 households received 2,237 dignity, hygiene, and/or comfort kits. This distribution included 470 dignity kits received from UNICEF, which were distributed in Shefa Province. Additionally, 18 VRCS dignity kits were distributed in Tafea Province, 744 comfort kits were distributed in Tafea and Penama Provinces, and 1,005 hygiene kits were distributed in Penama, Torba, Tafea, Shefa, and Sanma Provinces.

VRCS hygiene kits comprised soaps, towels, sanitary pads, toothpaste, toothbrushes, shampoo, and detergent. The UNICEF hygiene kits included soap, toothpaste, toothbrushes, a towel, a torch, menstrual hygiene pads, and a tarpaulin with rope for privacy during hygiene-related activities.

Volunteers were mobilized to carry out hygiene promotion, which included key messaging about the importance of handwashing, safe storage of drinking water, prevention of epidemic diseases, and menstrual hygiene management. VRCS produced IEC materials, such as posters, to promote hygiene and a healthy lifestyle. About 25 people with disabilities participated in hygiene and health awareness sessions.

VRCS was involved in WASH cluster coordination and initially planned to provide rainwater harvesting in several affected communities, anticipating potential drought conditions during the predicted upcoming El Niño. However, the Department of Water Resources (DoWR) directed that the restoration of water sources would be led by the Government through their response and recovery plan.

Lessons Learnt

- Community understanding and commitment to safety of drinking water is critical to health following major cyclones.

Challenges

- VRCS Health/WASH Coordinator has left the organisation which resulted in officers having multiple responsibilities to cover the role.
- Poor weather meant that both air and sea travel arrangements were delayed. In some cases, staff were left stranded in some locations.
- Many communities are fully dependent on rainwater and there was significant damage to rainwater collection materials following the cyclones. In addition, debris reduced the quality of rainwater collected by households after the cyclones.
- Understandably, community members are very busy following cyclones, e.g. attending to houses, crops. Hence some are not available to attend sessions disseminating WASH information.
- Community members did not have sufficient clean water containers for water collection.



Protection, Gender And Inclusion

Budget: CHF 8,520

Targeted Persons: 5,000

Assisted Persons: 3,180

Indicators

Title	Target	Actual
# of households provided with solar lanterns	1,000	636
# of households provided with dignity kits	1,000	0
# of training/refresher that includes PGI sensitization	2	5



Narrative description of achievements

VRCS focused on anticipating and addressing PGI issues from the onset of the cyclone response. Continued awareness-raising alongside the distribution of solar lanterns was carried out to support affected communities and promote protection and inclusivity. A child safeguarding risk analysis was developed during the first few weeks of operation.

As part of the cyclone response, VRCS provided 636 solar lanterns to affected communities. This effort aimed to restore a sense of dignity and safety among the impacted population, especially vulnerable groups such as women and girls. Dignity kits have been excluded from the IFRC-DREF allocation as they were covered by other bilateral funding support.

PGI training was organized for volunteers in Sanma Province prior to field mobilization. A total of nine volunteers participated in the training, including seven females. These trained volunteers were then mobilized into communities and schools to raise awareness and promote PGI and available referral services.

Through targeted training and awareness sessions, 15 communities were reached, benefiting a total of 93 males and 60 females. The focus on reaching both genders signifies the commitment to inclusivity and gender equality in the response efforts.

In line with the objective of fostering an inclusive and equal society, PGI awareness initiatives were carried out in four schools located in Santo, Sanma Province. These awareness sessions reached a significant number of students, with 880 males and 1,011 females benefiting from the programme.

Lessons Learnt

- It is important to prepare and print IEC materials in advance of possible emergencies.

Challenges

- Some recent volunteers in branches did not have training in PGI. Hence some did not capture the information they had about children who needed extra assistance, e.g. • Where there was a single mother, some children were required to carry some relief items. It is recognized that new volunteers need some training in child safeguarding at an early stage.
- Initially there was not IEC material relating to PGI. This was subsequently addressed.



Community Engagement And Accountability

Budget: CHF 17,040

Targeted Persons: 0

Assisted Persons: 4,995

Indicators

Title	Target	Actual
# of methods established to collect feedback from the community	1	2

Narrative description of achievements

VRCS integrated CEA within various interventions of the operation. Prior to the landfall of the twin cyclones, VRCS shared information with communities through social media and early warning messages delivered by community volunteers.

To enhance the effectiveness of the CEA approach, VRCS included CEA refresher sessions in various trainings provided to staff and volunteers. This ensures that all personnel involved in the cyclone response are equipped with the necessary knowledge and skills to engage with the community effectively.

VRCS implemented a feedback mechanism to encourage two-way communication with affected communities. A feedback desk was set up during some face-to-face community gatherings, allowing community members to share their thoughts, concerns, and needs. Additionally, the use of social media platforms and a free hotline (#165) provided alternative channels for community members to



express their feedback. Of the three phone messages recorded on the hotline, all were from community members or leaders requesting emergency household items.

Lessons Learnt

- SOPs for feedback response need to be improved to allow smooth handover for different focal point in rotation.
- VRCS recognizes the importance of the CEA function. Since the operation, VRCS has selected a permanent focal point for CEA activities, who is participating in learning activities.

Challenges

- Lack of permanent focal point in recording the feedback and follow up responses as volunteers played multiple roles.
- Lack of processes for recording community feedback and for ensuring decisions are made about appropriate responses



Secretariat Services

Budget: CHF 22,365

Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
% of financial reporting respecting IFRC procedures	100	100
# of surge missions or deployments	7	11

Narrative description of achievements

During the first three months, eight surge personnel were deployed covering various roles: finance, PMER, CVA, logistics, shelter cluster coordination and information management. Additionally, three personnel from CCD Suva were deployed to support establishment of the operation and the management, shelter cluster coordination and shelter programming, and media and communication.

Rapid Response deployments is as follows:

- PMER Coordinator - 4 weeks (IFRC) - funded under DREF
- Logistics Coordinator - 4 weeks (ARC) - funded by ARC
- Finance Coordinator - 6 weeks (ARC) - funded by ARC
- Shelter Cluster Coordinator - 5 weeks (ARC) - funded by ARC
- Logistics Coordinator (2nd rotation) - 5 weeks (IFRC) - funded under DREF
- PMER Coordinator (2nd rotation) - 8 weeks (Nepal RCS) - funded by APRO
- Shelter Cluster IM Coordinator - 7 weeks (IFRC) - funded by NRC
- Cash Coordinator - 8 weeks (MRCS) - funded by APRO

CCD Deployments - funded under the IFRC-DREF:

- Communications Manager - 3 weeks (IFRC)
- Shelter Coordinator - 2.5 weeks (IFRC)
- DRM Manager - 2.5 weeks

The deployment of an IM Coordinator to the shelter cluster has benefitted NDMO staff (6 staff – 3 females, 3 males) through a five-day training that covered GIS sessions and practical exercises on the use of the OpenStreetMap platform to enhance mapping capabilities.

In media and communication, four IFRC press releases have been published to date, with nine instances of media coverage through high-value outlets in Australia, New Zealand, and globally via Al Jazeera. A digital story was published highlighting the efficient disaster preparedness of the community, which saved lives during the devastating events.



Through the deployment of financial support, VRCS has been using financial monitoring tools linked to the implementation tracker tool developed with technical leads. This has assisted VRCS in allocating resources according to the requirements and earmarking of various donor partners, ensuring complementarity. A weekly coordination meeting between IFRC CCD and VRCS took place to track implementation progress, led by the VRCS Secretary General and Operation Manager.

The devastating twin cyclones affected the VRCS warehouse at the National Headquarters in Port Vila. Immediate repairs were completed to avoid further damage to relief stocks and accommodate incoming supplies and replenishments. With the support of logistics surge personnel, the replacement of roof ventilators and gutters has been completed, including the reorganization of the warehouse to ensure safety measures are incorporated.

Replenishment of relief items is completed as of 18 June 2023, except for the partial hygiene parcels and sleeping mats that were scheduled to arrive in Vanuatu by 17 July 2023. Detailed replenishment is as follows:

1. Shelter toolkits - 1,200 - arrived 10 July and dispatched to provincial warehouses 19 July
2. Tarpaulins - 3,000 - arrived 10 July and dispatched to provincial warehouses 19 July
3. Kitchen sets type A - 600 - arrived 10 July and dispatched to provincial warehouses 19 July
4. Sleeping mats - 3,000 - arrived 17 July
5. Blankets - 3,000 - arrived 10 July and dispatched to provincial warehouses 19 July
6. Jerry cans - 3,000 - arrived 10 July and dispatched to provincial warehouses 19 July
7. Hygiene parcels - 3,000 - 1,648 parcel arrived prior, 1,352 parcels arrived 17 July
8. First Aid Kits - 32 - revalidation of medical suppliers due to unfulfilled requirements
9. Solar lantern - 1,000 - completed

Lessons Learnt

- A finance matrix comprising budget vs actual for multiple donors was developed with the support of Finance surge coordinator. This tool is continued being used during TC Lola operation that accommodates allocation to different donors according to requirements and timeframe.
- As communication infrastructure was restored, branches acquitted expenditures electronically to allow timely validation by NHQ while the hard copies were posted later.

Challenges

- In the beginning, it was challenging for finance to allocate expensed to multiple bilateral supports with different requirements and timeframe.
- Acquittals from branches were delayed due to transportation issue that was worsened by weather condition.



Budget: CHF 205,900

Targeted Persons: 100

Assisted Persons: 461

Indicators

Title	Target	Actual
# of volunteers involved in the response insured	100	361
% of volunteers provided with equipment for protection, safety and support appropriate to the emergency	100	100
# of lessons learned workshop conducted	1	1



Narrative description of achievements

A total of 361 volunteers have been insured for 2023 and provided with personal protective equipment (boots, visibility vests, masks, hand sanitizer, etc.) when deployed to the field. Refresher training was provided to volunteers on the approach and techniques of sectoral implementation, including first aid and psychosocial support.

Meanwhile, various refresher and training sessions were conducted for staff and volunteers:

- Data Collection: 11 (NHQ) – 6 females, 5 males. Trained on KOBO as a mobile data collection tool used during assessments, distributions, and PDM.
- Safe Shelter Awareness: 24 (NHQ) – 15 females, 9 males. Key messages and practical exercises to demonstrate safe shelters during natural disasters.
- Health Awareness and Hygiene Promotion, PGI, and PFA:
 - 18 (Shefa branch) – 8 females, 10 males
 - 16 (Tafea branch) – 7 females, 9 males
 - 20 (Penama branch) – Alignment on communication approach for health awareness and hygiene promotion, understanding key messages, and inclusion of PGI components in all distribution and overall response.
- Post Distribution Monitoring (PDM):
 - 6 (Shefa branch) – 3 females, 3 males
 - 5 (Tafea branch) – 3 females, 2 males
 - Technical briefing on PDM questionnaires and KOBO technicalities.
- Communications Training: 8 (NHQ) – 4 females, 4 males. Provided by IFRC CCD Communications Manager covering basic communication in the field, including practical dos and don'ts.
- Satellite Phone Training: N/A. Provided by IM surge coordinator.
- GIS Training: 6 (NHQ) – 4 females, 2 males. GIS training provided by IM surge coordinator to enhance data management and mapping skills using the OpenStreetMap platform.
- Basic CVA, CEA, and VRCS Workflow on Rolling Out CVA: 9 (NHQ) – 4 females, 5 males. Refresher on basic CVA, the importance of the CEA approach for all phases of CVA, and the design plan to roll out multipurpose cash grants to reach 1,100 households.
- Feasibility Risk Assessment (FRA): 4 (NHQ) – 2 females, 2 males. Trained volunteers on the methodology and content of information required for joint FRA. The training module was developed together with the national Cash Working Group.

The twin cyclones caused damage to the VRCS warehouse and storage facilities in Port Vila, impacting several relief items. Restoration efforts for these warehouses included replacing roof ventilators, reinstating gutters, reconstructing walls on the second-floor open area, and repairing and installing roofing for the container warehouse. Through this IFRC-DREF, complemented with additional support from the Australian Red Cross, VRCS has repaired and rehabilitated damaged warehouses in Port Vila, HQ, and the Penama branch. This has enabled VRCS to store its replenished items and other prepositioned stocks safely. The support of the Logistics Surge Coordinator has also improved VRCS in its warehouse management and overall safety and security of warehouse and assets.

In coordination with IFRC CCD Suva, the New Zealand Red Cross (NZRC) deployed its ERU team along with equipment to restore communication and network connections for VRCS in Port Vila. This allowed immediate availability of communication with VRCS from the second week after the disaster.

A two-day lessons learned workshop was conducted to review external coordination, internal coordination, operational quality, and management. A summary of the main recommendations and feedback is as follows:

- Coordination Mechanisms: A clearer response and coordination mechanism needs to be established between NDMO, line ministries, Red Cross, clusters, relevant humanitarian actors, and provincial stakeholders.
- Damage Assessment Forms: Damage assessment forms should be standardized across humanitarian actors from national to field level.
- Community Response Plan: A community response plan needs to be developed and supported by local government and humanitarian actors to ensure a more effective response.
- Data Management: Data management and information flow among stakeholders at all levels need improvement.
- Safe Places and Evacuation Centers: Support is required to identify and disseminate additional safe places and evacuation centers for high-risk communities.
- Standardization of Relief Packages: Relief item packages (emergency shelter assistance, essential household items, hygiene-related items) need to be standardized across NDMO and humanitarian actors at all levels.
- Clear Response Plans: VRCS highlighted the need for all implementing branches to have a clear response and recovery plan before mobilizing resources.
- Dissemination of RCRC Values: Continued dissemination of the RCRC auxiliary role, values, and principles, including their implementation during humanitarian response, is needed for all personnel, including leaders.
- ERT Training Expansion: Expand and multiply Emergency Response Team (ERT) trainings for personnel at branches and community



levels during the preparedness period to retain knowledge and skills and accommodate new staff and volunteers.

- Strengthenin CEA Approach: CEA approach needs strengthening, particularly regarding information and feedback exchanges with the community about VRCS programs, response plans, timelines, and beneficiary selection criteria. VRCS aims to improve communication and feedback mechanisms and incorporate them into adjustments to the response and recovery plan. Volunteers should be well-versed in the response and recovery plans of branches and VRCS as a whole and equipped to address community feedback in the field.
- Advocacy for CVA: With an increased focus on CVA as a response modality, further advocacy is encouraged to align VRCS leaders at both branch and national levels with the understanding of CVA, its rationale, and the feasibility of VRCS programmes.
- Volunteer Safety SOP: The safety SOP for volunteers need to be strengthened and improved.
- Framework Agreement with Transport Providers: A framework agreement with transportation providers should be established. This will ensure proper transportation means are available from the beginning of operations, including compliance and assurance of safety and well-being for personnel and equipment.

Challenges

- Weather conditions hampered the progress of the operation in many instances. There was a lack of safety equipment on the chartered boat.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2023/3-2024/3	Operation	MDRVU010
Budget Timeframe	2023/3-12	Budget	APPROVED

Prepared on 24/Apr/2024

All figures are in Swiss Francs (CHF)

MDRVU010 - Vanuatu - Tropical Cyclone Judy and Kevin 2023

Operating Timeframe: 08 Mar 2023 to 31 Dec 2023

I. Summary

Opening Balance	0
Funds & Other Income	799,389
DREF Response Pillar	799,389
Expenditure	-701,801
Closing Balance	97,588

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction		111	-111
AOF2 - Shelter	246,731	244,777	1,953
AOF3 - Livelihoods and basic needs	184,352	181,681	2,670
AOF4 - Health	39,938	31,930	8,007
AOF5 - Water, sanitation and hygiene	65,812	22,572	43,240
AOF6 - Protection, Gender & Inclusion	8,520	2,032	6,488
AOF7 - Migration			0
Area of focus Total	545,351	483,104	62,247
SF11 - Strengthen National Societies	220,729	193,395	27,334
SF12 - Effective international disaster management			0
SF13 - Influence others as leading strategic partners			0
SF14 - Ensure a strong IFRC	33,308	25,301	8,007
Strategy for implementation Total	254,037	218,696	35,341
Grand Total	799,388	701,801	97,588

[Click here for the complete financial report](#)

Please explain variances (if any)

The total allocation for this operation was CHF 799,389 to support the VRCS in responding to the needs of the affected population. By the end of the operation, the total expenditure recorded was CHF 701,801 (or 87.8 per cent expenditure rate) with the remaining balance of CHF 97,588 to return to the IFRC-DREF pot.

The variances are attributed to several reasons. Transport costs were CHF 82,419 lower than expected, particularly as poor weather conditions affected both air and sea travel arrangements. Workshop and training costs amounted to CHF 14,752, which is 52 per cent of the budgeted amount of CHF 28,500. This shortfall was due to challenges with transport caused by the weather and delays related to the

limited availability of relevant authorities. Similarly, direct cash grant programme costs totaled CHF 131,478, compared to the budget of CHF 150,000. The original budget was based on providing livelihoods support to 1,000 households and cash grants to an additional 500 households. However, the livelihoods programme was deprioritized, resulting in no livelihoods grants being provided. Additionally, the number of beneficiaries was reduced due to a reshaping of eligibility criteria, which included vulnerability in addition to damage to households. Consequently, fewer beneficiaries—1,038 households—were identified than initially estimated.



Contact Information

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[Click here for reference](#)

