

<b>Emergency appeal №:</b> MDRVU012 <b>Emergency appeal launched:</b> 18/12/2024 <b>Operational Strategy published:</b> 12/01/2025	<b>Glide №:</b> <a href="#">EQ-2024-000227-VUT</a>
<b>Operation Update #3 (6-month update)</b> <b>Date of issue:</b> 10/12/2025	<b>Timeframe covered by this update:</b> From 18/12/2024 to 31/10/2025
<b>Operation timeframe:</b> 12 months (18/12/2024 - 31/12/2025)	<b>Number of people being assisted:</b> 35,588
<b>Funding requirements (CHF):</b> CHF 5.0 million through the IFRC Emergency Appeal CHF 5.2 million Federation-wide	<b>DREF amount initially allocated:</b> CHF 750,000

*To date, this Emergency Appeal, which seeks CHF 5.2 million Federation-wide is 43 per cent funded including bilateral contributions. Further funding contributions are needed to enable the Vanuatu Red Cross Society, with the support of the IFRC, to continue to provide humanitarian assistance to the earthquake-affected people in Vanuatu.*

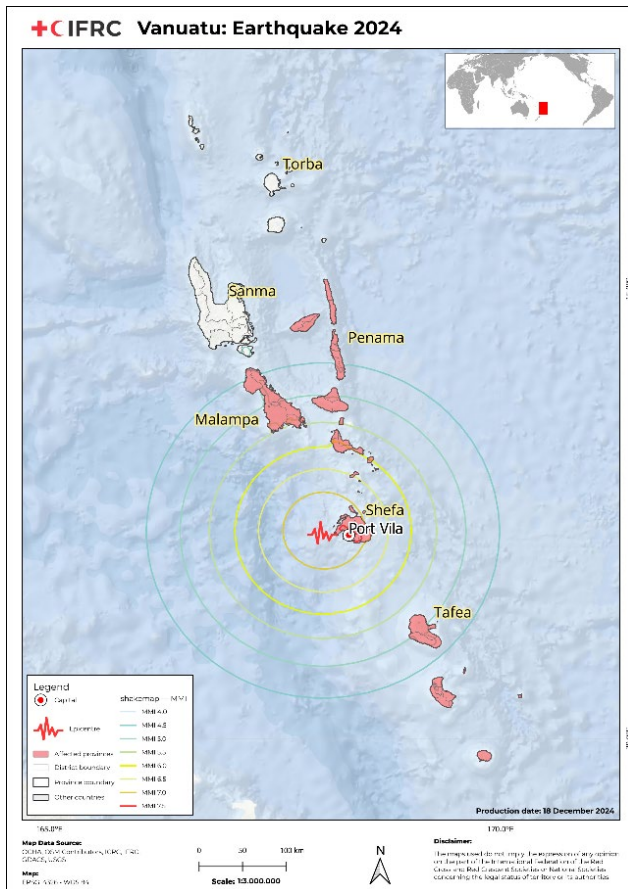


*VRCS staff conducted verification of the livelihoods grants participants in the Port Villa market. (Photo: VRCS)*

# A. SITUATION ANALYSIS

## Description of the crisis

### Overview of the Earthquake and Its Impact



On 17 December 2024, a 7.3-magnitude quake, centred 30 kilometres west of Port Vila at a depth of 57 kilometres, caused extensive destruction across Efate and nearby islands, triggering landslides and collapsing buildings while severely damaging roads, water systems, and communications. An estimated 80,000 people, about a quarter of the national population, were affected, with 14 deaths, 265 injuries, and more than 2,400 people displaced. Critical infrastructure, including the main hospital, schools, and two major water reservoirs, sustained heavy damage, leaving essential services disrupted for weeks.

The Government of Vanuatu declared a State of Emergency, activated the National Emergency Operations Centre, and coordinated with humanitarian partners, including the Vanuatu Red Cross Society (VRCS) with support from IFRC and Movement partners, who provided rapid assessments, emergency shelter, WASH, and health assistance. To scale up the response, IFRC launched a CHF 5 million Emergency Appeal, complemented by bilateral partner contributions. When the emergency phase ended on 24 December 2024, coordination transitioned to recovery under the newly established Recovery Operation Centre (ROC) and the national Earthquake Recovery and Resilience Plan, valued at 26 billion Vatu (approx. CHF 190 million). By mid-2025, recovery was underway but remained

challenged by funding gaps, damaged infrastructure, and slow economic recovery. Many households continued living in damaged homes, while reconstruction of public facilities and livelihoods restoration required sustained international and Movement support to strengthen community resilience.

Between July and October 2025, no new major seismic events were recorded, and Vanuatu's situation remained stable following the 17 December 2024 earthquake. However, recovery conditions continued to evolve, with gradual improvements in infrastructure, livelihoods, and social services across Efate and nearby islands. By this period, reconstruction of damaged homes, schools, and water systems had accelerated under government coordination through the Recovery and Resilience Operation Centre (ROC), with VRCS maintaining active leadership in Shelter and WASH clusters.

Public infrastructure, including schools and hospitals, had resumed partial to full operation, supported by community-based repair initiatives and donor-funded recovery programmes. Most displaced households had returned home, though many continued rebuilding with support from conditional cash and shelter assistance.

Overall, the crisis context shifted from emergency relief to recovery and resilience-building. While the earthquake's physical damage remains visible, the national focus has transitioned to long-term reconstruction, livelihood restoration, and risk-reduction planning, with VRCS playing a sustained role in community-level rehabilitation and preparedness.

# Summary of response

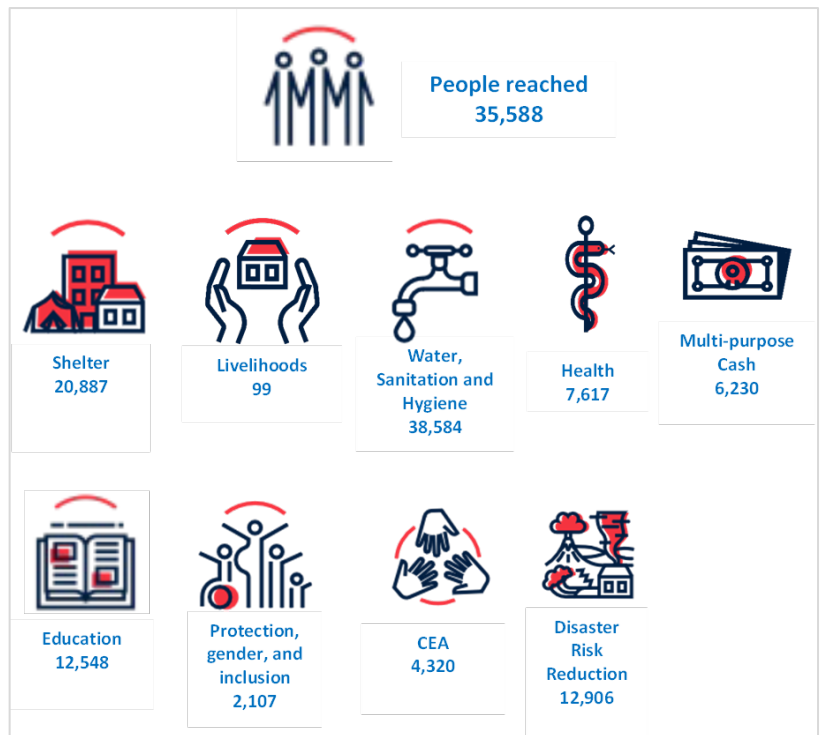
## Overview of the Host National Society and Ongoing Response

By mid-2025, the Vanuatu Red Cross Society (VRCS) remained at the forefront of national response and recovery efforts following the 17 December 2024 earthquake. As the Government's recognized humanitarian auxiliary, VRCS worked under NDMO coordination and maintained a strong presence across affected provinces through its branches, sub-branches, and volunteer network. Leveraging its preparedness systems and pre-positioned stocks, VRCS delivered rapid emergency relief to over 3,400 households and subsequently supported approximately **35,600 people** through integrated recovery interventions. These included cash assistance, essential household support, community protection activities, and expanded WASH and health outreach, all aligned with the Government's Earthquake Recovery and Resilience Plan.

From July to October 2025, VRCS continued to lead the Earthquake 2024 recovery operation with sustained field engagement, reinforced coordination, and ongoing institutional development. Key progress included scaling up cash and livelihood support, strengthening partnerships with financial service providers, and improving operational monitoring systems. Field activities were supported by enhanced logistics capacity and continuous community engagement through established feedback mechanisms.

During this period, VRCS also focused on strengthening internal governance and preparedness. The National Society participated in regional leadership events, advanced planning for headquarters rehabilitation, and finalized branch reviews and AGM preparations. The Earthquake LLW workshop in October 2025 played a pivotal role in consolidating lessons, refining roadmap actions, and shaping VRCS's multi-year recovery and resilience planning under Unified Planning 2026.

Overall, VRCS demonstrated consistent leadership and operational progress, ensuring that earthquake-affected communities continued to receive coordinated support and that the transition from emergency response to long-term recovery remained firmly on track.



Key sectoral achievement as of 31 October 2025

## Needs analysis

Early multisectoral assessments by VRCS, government agencies, and partners confirmed extensive damage across shelter, livelihoods, WASH, health, and protection. Shelter remains the most critical need, with widespread structural damage and many households still relying on temporary or makeshift arrangements. Vulnerable families require continued support with reconstruction materials, technical guidance, and clear communication on standards and entitlements.

Livelihood disruptions persist in both urban and rural areas, driven by business losses, limited market access, and reduced income opportunities. Many households continue to rely on negative coping mechanisms, underscoring the need for sustained cash assistance and follow-up support for income recovery, particularly for small-business grant recipients.

In WASH, access to safe water has improved in some locations but remains inconsistent due to damaged infrastructure, maintenance challenges, and limited technical skills. Hygiene and menstrual health needs remain pronounced, alongside the need for continued WASH–health integration to reduce contamination and disease risk.

Health and psychosocial needs continue, with communities showing signs of prolonged stress, nutrition vulnerabilities, and limited access to specialised services. Regular outreach, PFA, and screening activities remain essential to support at-risk groups.

The education sector continues to face barriers to full recovery, with damaged learning spaces, incomplete WASH facilities, and financial pressures affecting school attendance. More sustained investment is needed to restore safe learning environments.

PGI concerns remain significant as protection risks—including GBV—rose after the disaster. While VRCS and partners have increased inclusive outreach and provided assistive devices, gaps in safeguarding, referral pathways, and disability-inclusive programming persist across communities.

Between July and October 2025, needs shifted toward early recovery, highlighting continued demand for technical shelter support, improved CVA communication and verification systems, strengthened WASH maintenance capacity, and ongoing health, nutrition, and psychosocial monitoring. Communities also consistently emphasized the need for stronger DRR engagement, early-warning awareness, and school- and branch-level preparedness.

The LLW confirmed institutional needs within VRCS to reinforce data management, volunteer capacity, logistics systems, and feedback mechanisms—key enablers for delivering timely and accountable services as the operation transitions toward long-term recovery and integration into Unified Planning 2026

## Operational risk assessment

The main operational risks remained largely unchanged from those outlined in the Operational Strategy of January 2025. In the previous update (until June 2025), it was reported that occasional aftershocks continued—mostly below magnitude 5.0—no major secondary damage occurred, though the persistent tremors contributed to heightened psychosocial stress among communities and responders. Logistical and environmental factors further complicated operations: early cyclone-season rains caused localized flooding and restricted access to several communities, while volunteer fatigue and limited insurance coverage reduced deployment capacity. Procurement and contractor delays also slowed progress in semi-permanent shelter construction and community WASH projects. Overall, the operation remained challenged by financial, logistical, and environmental risks that required continued flexibility, prioritization, and adaptive management to sustain momentum.

Between July and October 2025, several operational risks continued to influence the progress and efficiency of the Earthquake 2024 recovery operation. While critical early-response risks decreased, new risks emerged during the recovery phase, particularly around cash delivery systems, technical capacity, logistics, and institutional workload. VRCS implemented mitigation actions throughout this period, though several areas require sustained attention as the operation transitions toward long-term recovery and Unified Planning 2026.

### 1. Financial reconciliation and FSP coordination risks increased

CVA implementation in July to October highlighted ongoing delays in reconciliation between VRCS Finance, Digicel, and Vanuatu Post. Partial or delayed transaction data created risks of post-monitoring delays, reporting gaps, and postponed cash transfers, impacting timelines for MPCA and Cash-for-Shelter instalments. While new framework agreements with multiple FSPs reduced dependency risk, consistent follow-up and clearer SOPs are still required.

## **2. Shelter-related risks persisted due to technical capacity gaps and household vulnerability.**

Monitoring visits identified households unable to progress with reconstruction due to limited skilled labour, high material costs, and in some cases, diversion of cash to basic needs. These issues increased risks of non-compliance with minimum shelter standards, structural safety concerns, and uneven recovery across communities.

## **3. Logistics and supply-chain risks remained moderate.**

Although staff capacity increased through July–September trainings, challenges persisted with limited warehouse space, transport availability, and stock-tracking inconsistencies. These could delay replenishment of NFIs, hinder branch-level readiness, and complicate asset verification.

## **4. Health, WASH, and PSS needs created operational load risks.**

The presence of pregnant women, elderly household leaders, and children with nutritional concerns created continued demand on VRCS frontline staff for PFA, MUAC screening, and WASH–Health integration. Without adequate staffing, these needs risk overstressing volunteer networks and reducing service continuity.

## **5. Human-resource and volunteer fatigue remained a high risk.**

The prolonged recovery period, combined with limited rotations and welfare systems, placed staff and volunteers at risk of burnout, decreased morale, and inconsistent reporting performance. While PFA activities helped mitigate this, structural HR gaps persisted.

## **6. Institutional risks emerged around data quality and IM capacity.**

Although dashboard and ITT use improved, some branches continued experiencing delays in data submission, inconsistent record-keeping, and limited IM staffing, creating risks for decision-making accuracy, reporting timeliness, and donor compliance.

## **7. External risks remained present but manageable.**

Seasonal hazards, including heavy rainfall and the early onset of cyclone conditions, continued to pose operational risks, particularly for reconstruction activities, community infrastructure, and staff mobility. While ongoing DRR and IDRR initiatives helped reduce exposure at community level, the overall risk environment remained dynamic.

During the period, a strong influenza outbreak in Port Vila affected a significant proportion of VRCS staff, resulting in reduced availability and slower operational turnaround. In this context, the overall risk profile for July to October 2025 is as follows:

- **Moderate Risks:** Staff illness due to influenza outbreak, human resource fatigue, and financial reconciliation delays.
- **Moderate Risks (Operational):** Shelter technical gaps, logistics constraints, and data/reporting inconsistencies.
- **Low but Present Risks:** Environmental hazards, market fluctuations, and community mobility after receiving cash assistance.

Mitigation actions, including PFA support for staff, strengthened financial and FSP processes, improved CEA communications, and ongoing sectoral coordination, helped in stabilising the situation. However, continued monitoring and cross-departmental engagement will remain essential as the operation moves into the peak **2025-2026 cyclone season** and the final stages of the response.

## B. OPERATIONAL STRATEGY

### Update on the strategy

Between July and October 2025, the operational strategy shifted from early recovery to a more structured resilience-building approach. This shift was driven by field monitoring, and PDM findings. The revised strategy focused on closing operational gaps, strengthening systems, and preparing for integration into Unified Planning 2026. A key strategic change was the introduction of a pilot Cash-for-Shelter modality, moving away from the earlier “shopping list” approach and allowing households greater flexibility in repair decisions. Market-based support in WASH, Health, and DRR was also expanded to promote more adaptable, locally driven recovery.

Operational adjustments included stronger PDM, tighter verification with Financial Service Providers, and improved community engagement to clarify targeting and manage expectations. These changes aimed to reinforce accountability and inform future scale-up of cash-based shelter assistance.

The strategy placed stronger emphasis on operational readiness. VRCS enhanced logistics, procurement, and warehouse management across priority provinces, consolidated data systems, and diversified FSP agreements to reduce delivery risks and increase efficiency.

Institutional strengthening became a central component. LLW findings guided updates to SOPs, volunteer and staff support mechanisms, and governance processes. These adjustments aimed to embed learning into long-term structures rather than only the earthquake operation.

The strategy also expanded community resilience efforts, intensifying DRR and school preparedness activities ahead of cyclone season, particularly in high-risk provinces.

A key change in this operation is the postponement of the VRCS office building renovation and construction. The project cannot be completed within the Appeal timeframe, and the tender process is still ongoing. Despite the delay, it remains a high priority. The building assessment highlighted two points:


- The earthquake-damaged building, even after renovation, will only be safe for up to five years; demolition is strongly recommended.
- A new office building should be constructed.

Delays were caused by late finalization of design and cost estimates, a slow tender process, and confirmation of new pledges only in June.

By the end of 2025, VRCS is projected to utilise 82 per cent of total funding. A request has been submitted to carry forward the remaining balance—approximately CHF 270,000—into Unified Planning 2026 to support the office construction and continued resilience-building initiatives.

## C. DETAILED OPERATIONAL REPORT

### STRATEGIC SECTORS OF INTERVENTION

	<b>Shelter, Housing and Settlements</b>	<b>Total People reached</b>	<b>20,887</b>
		Female > 18: 7,310	Female < 18: 4,177
		Male > 18: 6,266	Male < 18: 3,134
<b>Objective:</b>	<i>Communities in disaster- and crisis-affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions.</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	<i>Number of people reached with shelter support.<sup>1</sup></i>	20,887	20,000
	<i>Number of people who attended contextualized training/ awareness-raising sessions on safe shelter</i>	2,466	525

#### Achievement

Between **July and October 2025**, VRCS continued advancing early-recovery shelter activities, focusing on Cash-for-Shelter (CfS) follow-up, household monitoring, and technical guidance to ensure safe and resilient reconstruction. The activities reached 20,887 people, including 14,942 newly added to those reported in OU#3. During this period, VRCS supported the final verification of shelter-assistance households, strengthened Build Back Better (BBB) awareness, and collaborated closely with Shelter Cluster partners to harmonise technical standards across affected provinces.

Monitoring teams visited priority households in Shefa, Sanma, and Malampa to assess reconstruction progress and identify challenges related to carpentry skills, foundation reinforcement, and access to materials. Households headed by elderly persons, pregnant women, and single women were prioritised for additional follow-up due to labour and access constraints. VRCS also provided technical messaging on safe roofing, bracing, and moisture protection, ensuring improved quality in the reconstruction process.

Operationally, VRCS finalised reconciliation of shelter-related cash transfers and addressed community concerns relating to eligibility, duplication, and intra-household disagreements observed earlier in the operation. Coordination with IOM, Shelter Cluster engineers, and provincial authorities enabled VRCS to address complex cases requiring specialised assessment or




Safe Shelter awareness activities by VRCS volunteers and staff (Photo: VRCS)

<sup>1</sup> This indicator measures the number of people reached through shelter support, including emergency shelter assistance and the distribution of essential household items.

troubleshooting. These partnerships strengthened consistency in the application of national shelter repair standards and helped ensure that reconstruction remained safe and context appropriate.

Although progress was steady, several constraints persisted. Shortages of skilled carpenters, increases in material prices, and logistical challenges in outer islands slowed reconstruction for some households. Nonetheless, household visits confirmed that most recipients had initiated repairs, with cash support contributing significantly to restoring habitability and reducing reliance on temporary structures.

Overall, shelter activities between July and October demonstrated steady progress toward safe and resilient shelter recovery, supported by strengthened partnerships, community engagement, and improved monitoring systems. Most activities under this sector have been completed and targets achieved, with only the PDM pending in November. Budget utilisation is on track, with expenditure projected to reach approximately 88 per cent of the planned budget by December 2025. Shelter resources were co-shared with partners, and VRCS worked closely with IOM and UNDP to pilot the Cash for Shelter approach, including household assessments, technical guidance, and community training. This combination of operational performance and strategic coordination reflects a strong recovery pathway for the sector.

 <b>Livelihoods</b>	<b>Total People reached</b>	<b>99</b>	
	Female > 18: 0	Female < 18: 97	
	Male > 18: 0	Male < 18: 2	
<b>Objective:</b>	<i>Communities whose livelihoods are affected have their livelihoods restored and strengthened.</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	<i>Number of people reached with livelihoods support (for micro-enterprise development)</i>	99	100

### Achievement

As of 31 October 2025, the Vanuatu Red Cross Society (VRCS) had reached 99 people (97 female and 2 male) with targeted livelihoods assistance. VRCS supported earthquake-affected small entrepreneurs through a microenterprise training programme to rebuild sustainable livelihoods. The original target of 1,500 households was revised to 100 in the previous OUs, as livelihoods grants were implemented as a deliberate pilot to strengthen VRCS's systems, SOPs, and technical capacity for future CVA programming. VRCS is now applying cash modalities across three areas, MPCA, Livelihoods, and Shelter. Given limited resources, the livelihoods and Cash-for-Shelter interventions prioritised building institutional readiness and quality assurance over maximising beneficiary numbers, ensuring a stronger foundation for sustainable CVA scaling in the years ahead. Eligible beneficiaries are microentrepreneurs or self-employed individuals affected by the earthquake, with businesses in or displaced from Port Vila, registered with the Vanuatu Chamber of Commerce, and committed to attending business development training.

Between **July and October 2025**, VRCS progressed from initial livelihood training into deeper recovery support by strengthening business coaching, preparing the second tranche of livelihood grants, and conducting monitoring visits to assess income restoration among the 99 targeted households. This period marked a shift from training

delivery toward **practical application**, with households beginning to re-establish micro-businesses such as small retail kiosks, food preparation, agriculture, and handicrafts.

During this reporting period, VRCS operationalised findings from the Livelihoods Post-Distribution Monitoring (PDM), which highlighted both positive outcomes and constraints. Beneficiaries reported that the first tranche was critical to restarting income generation; however, constraints such as high transport costs, limited access to materials, and increased market prices slowed business growth. Based on these findings, VRCS provided **additional coaching**, clarified business plans, and refined the criteria and technical support needed for the **second tranche** scheduled for early November 2025.


Coordination with local partners, including Digicel, Vodafone/Post, and Mama's Leaf, supported smoother payment channels and enabled households to access funds with fewer delays than in earlier distributions. VRCS also integrated livelihood messaging into community events such as the Youth Forum, DRR awareness days, and school programmes, strengthening linkages between income recovery, preparedness, and community resilience.

Challenges remained, particularly for **female-headed households**, elderly household leaders, and those with limited labour support, who required additional follow-up to manage small enterprises while juggling household responsibilities. Despite these constraints, monitoring confirmed overall improvements in household coping ability and a gradual increase in economic stability.

Overall, the livelihoods component demonstrated steady progress between July and October, with strengthened business skills training, improved payment systems, and preparation for the final grant disbursement. These efforts supported VRCS's transition toward longer-term economic recovery as the operation moves into its final phase and aligns with Unified Planning 2026.



Recipient of livelihoods grants has restarted her business in Port Villa market (Photo: VRCS).

 <b>Multi-purpose Cash</b>	<b>Total People reached</b>	<b>6,230</b>		
	Female > 18:	2,181	Female < 18:	1,246
	Male > 18:	1,868	Male < 18:	935
<b>Objective:</b>	<i>Communities affected by the earthquake have their basic household needs fulfilled, minimizing the possibility of resorting to negative coping mechanisms to meet those needs.</i>			
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>	
	<i>Number of households provided with unconditional cash assistance</i>	1,246	1,500	
<b>Achievement</b>				

Between **July and October 2025**, VRCS continued advancing the MPCA component of the Earthquake 2024 operation, transitioning from large-scale disbursement to strengthened monitoring, reconciliation, and refinement of targeting and communication processes. During this period, VRCS completed final cash disbursement reaching 1,246 households, finalised the consolidated **Post-Distribution Monitoring (PDM)**, and resolved the majority of verification and reconciliation issues with Financial Service Providers (BSP, Vanuatu Post, Digicel).



Cash disbursement to MPCA recipient by Vodaphone (Photo: VRCS)

Post-Distribution Monitoring (PDM) findings confirmed that MPCA remained highly relevant, with beneficiaries using transfers primarily for food (66 per cent), rent, shelter repairs, transportation, and health-related needs. Despite early connectivity challenges, 97 per cent of recipients reported no difficulty accessing their cash, demonstrating improvements in SIM registration, mobile-wallet activation, and clearer communication between VRCS, financial service providers (FSPs) and communities. In response to earlier SMS delays and misunderstandings around eligibility, VRCS strengthened CEA messaging, expanded in-person briefings during registration, and worked with community leaders to increase transparency and reduce household tensions. A key success noted during the CVA Lessons Learned Workshop was Digicel's acknowledgement that the Ministry of Finance has since approached them to support the government's own cash-assistance programming, drawing directly on the operational experience gained through partnership with VRCS during the earthquake response. This reflects not only improved FSP coordination, but VRCS's growing influence on national cash-based interventions and the wider CVA ecosystem in Vanuatu.

The reporting period also marked improvements in reconciliation processes. VRCS Finance, with Secretariat support, addressed previous transaction discrepancies, cleaned beneficiary lists, and harmonised cash-tracking tools, significantly reducing the risk of duplication and ensuring accurate financial reporting. While 10 per cent of households surveyed reported at least one day without food in the previous month, overall coping capacity improved due to MPCA support and strong market access in Port Vila.

Overall, MPCA activities between July and October 2025 demonstrated strengthened financial access, improved community communication, and increased accountability, forming a strong foundation for transitioning VRCS's CVA work into long-term preparedness under Unified Planning 2026. To date, 80 per cent of the MPCA target has been achieved, with no additional households in the targeted communities meeting the established eligibility criteria. Budget utilisation remains on track, with expenditure for MPCA expected to reach approximately 86 per cent of the planned budget by December 2025. These results reflect both effective resource use and a clear alignment between targeting, delivery systems, and community needs.



### Health & Care

*(Mental Health and psychosocial support / Community Health / Medical Services)*

<b>Total People reached</b>	<b>7,617</b>
Female > 18: 2,666	Female < 18: 1,523
Male > 18: 2,285	Male < 18: 1,143

<b>Objective:</b>	<i>To prevent further harm or injury and support the ongoing health and well-being of affected communities.</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	<i>Number of people who received individualized psychosocial support, including Psychological First Aid (PFA), by a trained staff member or volunteer.</i>	2,734	1,600
	<i>Number of communities covered regularly with mobile health units or health outreach activities.</i>	61	12
	<i>Number of people covered with hygiene promotion activities.</i>	7,617	10,000

### Achievement

By October 2025, VRCS had expanded its Health and Care services beyond the initial earthquake response, sustaining outreach across Shefa, Sanma, and Malampa provinces through mobile clinics, school-based health and hygiene sessions, and ongoing psychosocial support for affected households and volunteers. Altogether, these interventions reached 7,617 people, strengthening community resilience and recovery. Mobile health outreach teams conducted MUAC screenings, nutrition messaging, and community health awareness sessions, often combined with WASH and PGI/CEA activities. These integrated sessions improved reach and strengthened community understanding of disease prevention, safe hygiene practices, and child health monitoring. VRCS also supported blood-donation campaigns and continued close coordination with the Ministry of Health and UNICEF to ensure alignment of messages and follow-up support to at-risk households.




*Health volunteer of VRCS conducted MUAC screenings in the community (Photo: VRCS)*

Psychosocial First Aid remained a critical component of the operation. VRCS delivered PFA to affected communities, staff and volunteers, addressing operational fatigue and stress accumulated over months of response. These sessions were consistently highlighted during the Lessons Learned Workshop as essential to maintaining volunteer morale and reinforcing staff well-being during extended deployment periods.

Challenges persisted, including limited availability of medical supplies in some communities, volunteer turnover that affected consistency of reporting, and gaps in follow-up in remote locations. Despite this, VRCS maintained a stable outreach presence and continued strengthening health integration within WASH, DRR, and PGI programming.

Overall, the July to October reporting period reflected strong continuity in community health activities, deeper integration of health messaging into multi-sector field visits, and improved staff care, all contributing to safer and more resilient communities ahead of the 2025 to 2026 cyclone season. The sector target has been nearly achieved,

with no further activities foreseen under this appeal, noting that the reported figure is drawn from October data. The planned CBHFA ToT for staff and volunteers was not implemented, as VRCS prioritised CBS and ECV rollouts during this period to address more immediate operational needs.

	<b>Water, Sanitation and Hygiene</b>	<b>Total People reached</b>	<b>38,230</b>
		Female > 18: 13,381	Female < 18: 7,646
		Male > 18: 11,469	Male < 18: 5,734

**Objective:** *To restore access to WASH facilities, to reduce water-related diseases in affected communities and to protect the vulnerable.*

	Indicator	Actual	Target
<b>Key indicators:</b>	<i>Number of people reached with WASH actions in emergency response</i>	38,230	8,000
	<i>Number of sanitation facilities constructed or rehabilitated</i>	36 (14 schools, 22 communities)	11


### Achievement

By October 2025, VRCS had reached 38,230 people through emergency and recovery WASH interventions, progressing from immediate water and hygiene distributions to sustainable solutions such as rehabilitated systems, community water tanks, and school-based outreach. Including 30,584 newly added to those reported in OU#3, the significant increase reflects communities that received drinking water distribution by NOMAD and those where new water tanks were established, strengthening safe water access, sanitation practices, and community resilience across Shefa, Sanma, and Malampa provinces. VRCS completed the installation and follow-up maintenance of community water tanks and catchment systems, working closely with school committees and local leaders to ensure sustainability. Integrated health and WASH outreach sessions were delivered in schools and communities, covering handwashing, menstrual hygiene, safe water storage, and sanitation practices. These sessions contributed significantly to improved hygiene literacy and supported ongoing reductions in waterborne disease risks.

WASH activities were closely coordinated with the Ministry of Health, UNICEF, Health focal points, and PGI/CEA teams, creating a unified approach to risk communication and household support. The period also saw increased engagement of youth volunteers in community clean-up campaigns and environmental hygiene activities, particularly around International Day for Disaster Risk Reduction (IDRR) in September.

Operational constraints persisted, including limited numbers of WASH-trained volunteers, gaps in water-quality monitoring equipment, and logistical barriers in reaching some rural communities. Despite these challenges, VRCS maintained regular presence through school-based outreach, branch-level hygiene promotion, and targeted follow-up for vulnerable groups.

Overall, WASH interventions between July and October 2025 helped reinforce safe hygiene practices, strengthen school readiness, and support wider community recovery and health resilience as VRCS transitions toward long-term preparedness under Unified Planning 2026. The sector target was exceeded, driven by extensive water distribution and the rehabilitation or construction of key WASH facilities. Expenditure reached approximately 60 per cent of the planned budget, and the remaining funds will not be utilised, as the scaling up WASH activities would have required longer procurement and implementation timelines than the appeal period could accommodate.

 <b>Protection, Gender and Inclusion</b>	<b>Total People reached</b>	<b>2,107</b>
	Female > 18: 594	Female < 18: 473
	Male > 18: 548	Male < 18: 492

<b>Objective:</b>	<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>
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	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
<b>Key indicators:</b>	<i>National Society has adopted IFRC Integrity line (or similar internal Hotline and Case Management System) and is promoting and using it to record and respond to safeguarding cases.</i>	Yes	Yes

### **Achievement**

By 30 June 2025, the Vanuatu Red Cross Society (VRCS) had reached 2,107 people through targeted Protection, Gender and Inclusion (PGI) interventions integrated across all sectors of the earthquake response. From the outset, VRCS prioritized vulnerable groups such as persons with disabilities, female-headed households, and pregnant or lactating women. Early activities included SGBV awareness sessions reaching 200 people, Restoring Family Links (RFL) services for disconnected families, and joint distributions with the Vanuatu Society for People with Disabilities (VSPD) and the Ministry of Justice, supporting over 150 people with disabilities. As recovery progressed, VRCS expanded protection outreach through solar lantern distributions to 277 households (1,385 people), improving safety in areas without electricity and serving as a platform for delivering protection messages. The PGI team also supported feedback and safeguarding mechanisms linked to Cash and Voucher Assistance (CVA) monitoring and trained 43 volunteers and five staff on inclusive response and safeguarding principles. RFL services continued throughout the reporting period, assisting 1,444 people, while VRCS remained an active member of the Gender, Protection, Disability, and Displacement Clusters, ensuring that protection and inclusion were embedded across coordination, programming, and community engagement efforts.

Between **July and October 2025**, VRCS enhanced Protection, Gender and Inclusion (PGI) integration across all sectors of the Earthquake 2024 operation, ensuring that assistance was delivered safely, equitably, and with strengthened accountability to affected communities. PGI remained closely linked to CEA, CVA, Health, and WASH implementation, reflecting VRCS's commitment to mainstreaming dignity, access, participation, and safety in all recovery activities.


During this period, PGI teams worked alongside CVA and CEA to address protection risks identified in earlier phases, including intra-household tension over cash use, duplication disputes, and cases involving vulnerable heads of

household (elderly, pregnant women, people with disabilities, and single caregivers). These issues were addressed through strengthened community briefings, clarified eligibility communication, targeted follow-up visits, and improved complaint-handling pathways.

PGI focal points supported integrated outreach during school awareness sessions, DRR events, youth engagement activities, and WASH–Health community visits. This improved visibility of PGI messages related to child safeguarding, gender-based violence (GBV) prevention, referral pathways, and safe decision-making in the home. VRCS also continued supporting frontline volunteers through Psychosocial First Aid (PFA), promoting emotional safety and strengthening volunteer well-being.

Operational gaps remained, including uneven documentation of feedback across branches, limited numbers of trained PGI focal points, and cultural sensitivities that affected open reporting of safeguarding concerns. Nonetheless, progress was made in harmonising feedback tools, maintaining safe helpdesks during distributions, and expanding joint PGI–CEA–CVA troubleshooting during field monitoring.

Overall, PGI activities during July to October strengthened accountability, reduced protection risks, and ensured that recovery efforts continued to prioritise the most vulnerable households as VRCS moves toward the final transition phase and Unified Planning 2026. To date, 61 per cent of the PGI budget has been utilised, with the remaining balance linked to the cancellation of the planned RFL training. Although initial discussions were held with ARC and ICRC to secure a facilitator, VRCS ultimately decided not to proceed this year due to limited time and the lower priority of RFL compared with other operational needs. Throughout the operation, PGI considerations were systematically integrated into programme design and field tools, including PGI-sensitive assessment and registration forms, strengthened data-collection processes, and protection measures during distributions such as designated seating areas for older people and individuals with mobility challenges. These actions contributed to safer, more inclusive service delivery and reinforced VRCS's commitment to do-no-harm and equitable access.

	<b>Community Engagement and Accountability</b>	<b>Total People reached</b>	4,320
		Female > 18: 1,512	Female < 18: 864
		Male > 18: 1,296	Male < 18: 648

<b>Objective:</b>	<i>To support the operation to understand community needs, priorities, and context, and to support meaningful community participation in the response</i>		
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<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	<i>Number of methods used to enable communities to participate in planning and managing services, programmes and operations</i>	4	4

### Achievement

By 30 June 2025, Community Engagement and Accountability (CEA) had become fully integrated across all sectors of the Vanuatu Red Cross Society (VRCS) earthquake response, reaching 4,320 people through various communication and feedback mechanisms. The CEA hotline and information desk, managed by trained volunteers, served as key platforms for two-way communication, logging 166 calls and 187 in-person visits related to cash

assistance, distributions, and volunteer registration. In addition, 68 formal feedback cases were documented through hotline, face-to-face, and digital channels, with the majority concerning cash processes and relief targeting. Feedback from Post-Distribution Monitoring (PDM) with 152 households receiving multi-purpose cash assistance directly informed programme adjustments and strengthened accountability. CEA focal points worked alongside sector teams during field activities to gather real-time community input, while protection-related feedback was referred through established safeguarding pathways. Despite minor challenges with high call volume affecting hotline efficiency, VRCS continued to improve service accessibility and responsiveness. At the national level, the society aligned its approach with IFRC CEA minimum standards, ensuring transparency, inclusive participation, and that community voices actively shaped decision-making and operational improvements throughout the earthquake response.

Between **July and October 2025**, VRCS continued strengthening Community Engagement and Accountability (CEA) across all components of the Earthquake 2024 operation, ensuring transparent communication, dignified service delivery, and effective community feedback mechanisms. CEA remained deeply integrated with CVA, PGI, WASH, Health, and Shelter activities, supporting equitable access to services and clear understanding of entitlements among affected communities, including through sensitization meetings with targeted communities on VRCS activities and participatory approaches during assessments and beneficiary registration.

During this period, VRCS maintained **feedback hotlines, helpdesks, and on-site inquiry points**, which were actively used during Cash-for-Shelter verification, MPCA PDM, and school and community outreach visits. These mechanisms helped identify and resolve issues related to duplication, household disagreements over cash use, unclear eligibility criteria, and delayed access to financial service providers. Improved messaging and direct engagement with community leaders significantly reduced misinformation and strengthened household understanding of programme processes.

CEA also supported targeted communication during CVA Batch Four registration, helping clarify eligibility criteria that had been misunderstood earlier in the operation. Enhanced face-to-face briefings and harmonised SMS content contributed to higher satisfaction levels and reduced complaints across targeted communities. In addition, the CVA team used Facebook and community messaging channels to inform households about programme updates and selection criteria, while other sectors incorporated light CEA practices through school visits, awareness sessions, and ongoing frontline engagement. CEA also worked closely with PGI focal points to ensure that feedback, particularly from vulnerable groups, was documented and referred through safe and confidential channels. LLW discussions highlighted that while VRCS maintains an active hotline for receiving questions and concerns, broader mechanisms for systematically analysing and addressing feedback remain limited and represent an opportunity for further strengthening as the National Society moves toward Unified Planning 2026.

Throughout July to October, VRCS integrated CEA approaches into **school-based hygiene promotion, DRR awareness days, and youth engagements**, which expanded the reach of preparedness and health messaging while reinforcing trust and community participation. The consolidation of feedback records and development of a harmonised CEA tracking tool were important institutional improvements, though documentation quality varied between branches due to limited staff capacity.

Overall, CEA activities during this reporting period strengthened accountability, improved programme transparency, and ensured that community perspectives were systematically captured and used to adjust programming during the transition toward Unified Planning 2026. All planned CEA activities have now been completed, with budget utilisation at approximately 77 per cent and no further expenditures expected in November or December.



## Risk Reduction, climate adaptation and Recovery

<b>Total People reached</b>	<b>12,906</b>
Female > 18: 4,517	Female < 18: 2,581
Male > 18: 3,872	Male < 18: 1,936

**Objective:** *Reduce the vulnerability of communities to future earthquakes and other disasters*

Key indicators:	Indicator	Actual	Target <sup>2</sup>
	<i>Number of people reached with disaster risk reduction<sup>3,4</sup></i>	12,906	

### Achievement

By 30 October 2025, VRCS had reached 12,906 people through disaster risk reduction, climate adaptation, and recovery activities, transitioning from earthquake response to strengthening preparedness ahead of the 2025–2026 cyclone season. Efforts included community awareness, school-based DRR programming, and support to branch-level systems, reinforcing resilience across Shefa, Sanma, and Malampa provinces.

A key highlight was VRCS's leadership in **International Day for Disaster Risk Reduction (IDRR)** events, which engaged schools, youth groups, teachers, disability networks, and community leaders. Activities included earthquake-safety drills, early-warning awareness, hazard identification, evacuation planning and preparedness messaging. These events significantly increased community readiness and strengthened the relationship between branches and local authorities.

VRCS also integrated DRR content into **school outreach sessions**, combining climate-change discussions, hygiene promotion, natural asset mapping, and risk-communication practices. Youth Forum activities in Santo further promoted climate adaptation and community leadership, positioning young volunteers as local DRR advocates.

At community level, VRCS continued **hazard awareness, early-warning literacy, and natural-asset mapping activities**, helping households better understand local risks and preparedness actions. Branches engaged in **contingency planning**, aligned with VRCS's national Emergency Response Plan (ERP), and participated in simulation exercises with the NDMO. These actions helped close gaps identified in earlier LLW reflections regarding branch-level readiness and multi-hazard coordination.


Capacity gaps persisted, including limited DRR-trained volunteers, absence of early-warning equipment in some communities, and reduced resources to scale community contingency plans. However, VRCS mitigated these challenges through youth engagement, collaboration with provincial authorities, and integrating DRR messaging into WASH and Health outreach.

Overall, DRR and climate adaptation activities during July and October strengthened community preparedness, improved school safety awareness, and contributed to a more informed and resilient population as VRCS prepares for the transition to Unified Planning 2026. Additional DRR awareness activities planned for November to further reinforce community readiness ahead of the cyclone season. Budget utilisation for this line is slightly overspent,

<sup>2</sup> This indicator was not included in the Operational Strategy, there was no target set-up for this activity.

<sup>3</sup> Indicator not listed under the Operational Strategy, added to measure progress

reflecting the higher operational demands associated with school engagement and community-based awareness activities during this period.

 <b>Education</b>	<b>Total People reached</b>	<b>12,548</b>
	Female > 18: 4,392	Female < 18: 2,510
	Male > 18: 3,764	Male < 18: 1,882

**Objective:** *Support safe access to education for affected school children and students and strengthen the education system's capacity for disaster preparedness and response*

<b>Key indicators:</b>	<b>Indicator<sup>5</sup></b>	<b>Actual</b>	<b>Target</b>
	<i>Number of temporary learning spaces established or supported</i>	27	20
	<i>Number of people reached with education support</i>	12,548	5,000

### **Achievement**

By October 2025, VRCS had reached 12,548 people through education-related activities that supported children's safe return to school, strengthened disaster preparedness, and promoted health, hygiene, and psychosocial wellbeing across schools in Shefa, Sanma, and Malampa, in close coordination with UNICEF and MoET.

During this reporting period, VRCS conducted school-based hygiene promotion sessions, nutrition awareness, menstrual hygiene education, environmental clean-up activities, and psychosocial safety discussions, helping restore normalcy for children affected by the earthquake and reinforcing behaviour change. These activities were conducted in collaboration with school committees, teachers, youth volunteers, and the Ministry of Education.

Youth volunteers played a critical role throughout this period, supporting DRR awareness, WASH campaigns, and peer-to-peer learning. Their engagement strengthened the flow of information between schools, households, and community leaders and contributed to sustained school participation in hygiene, safety, and environmental activities.

Remaining constraints included limited availability of teachers for extended sessions, time restrictions within school timetables, and limited WASH facilities in certain schools. Despite these challenges, VRCS maintained strong engagement and contributed to improved school readiness and health resilience ahead of the cyclone season.

<sup>5</sup> Both indicators were not listed under the Operational Strategy, added to measure progress

## Enabling approaches



### National Society Strengthening

**Objective:** *By the end of the operation, the VRCS has enhanced its response and resilience capacity and has not harmed its long-term development and future sustainability.*

	Indicator	Actual	Target
<b>Key indicators:</b>	<i>National Society covers health, accident and death compensation for all of its volunteers</i>	Yes	Yes
	<i>Number of paid staff</i>	47	39

#### Achievement

By 30 June 2025, the VRCS had made significant progress in strengthening its institutional capacity and ensuring sustainability beyond the earthquake response. With increasing operational demands, VRCS expanded its volunteer insurance coverage from 150 to 360 volunteers, ensuring protection for all active responders. Around 100 volunteers were deployed across Shefa Province, supporting Red Cross activities and assisting partners such as the Vanuatu Central Hospital, UNICEF, and the Vanuatu Society for People with Disabilities (VSPD). Staff and volunteers participated in a range of sector-specific trainings, including shelter, CVA, health, PGI, and RFL, enhancing technical skills and coordination capacity. A structural assessment of VRCS headquarters identified the need for major repairs, prompting plans to relocate stock containers and construct a temporary operational hub that will later serve as a training and coordination centre. Additionally, VRCS began revamping its official website to include online donation functionality and improve public engagement, marking a step toward stronger visibility, resource mobilisation, and long-term organisational resilience.

Between July and October 2025, VRCS made steady progress in strengthening its institutional systems, branch capacity, and workforce resilience as the operation moved further into recovery.

During this period, VRCS advanced work on the **HR Manual**, welfare and PFA support systems, and recruitment processes to promote stronger internal structure and accountability. **Psychosocial First Aid (PFA)** sessions continued across headquarters and branches, providing essential emotional support to staff and volunteers who had carried heavy workloads throughout the earthquake response.

Between April and August 2025, logistics and operational readiness were strengthened through regional supply-chain and warehousing trainings in Penama, Pentecost, and Santo. These sessions improved stock management, procurement understanding, and fleet coordination at branch level, addressing capacity gaps identified earlier in the operation.

VRCS also prepared for the **National and Branch Annual General Meetings (AGM)** by strengthening branch documentation, leadership reporting, and coordination with the Secretariat. Parallel to this, planning continued for the rehabilitation of the VRCS Headquarters, addressing earthquake-related structural issues that had impacted operational safety and efficiency.

PMER and Information Management capacities were strengthened, with improved ITT monitoring, better reconciliation between finance and programme teams, and continued work to stabilise data flow from branches.

Collaboration with partners such as UNICEF, IOM, NZRC and financial service providers supported VRCS’s institutional resilience and operational alignment.

Overall, VRCS demonstrated increasing confidence and capability at both HQ and branch level, reinforcing the foundations needed for long-term resilience and stronger emergency readiness. Activities under this line have been completed, with the exception of the planned renovation and construction of the VRCS office. This work has been deferred to next year due to insufficient time to initiate and complete the project within the Appeal timeline, and the tender process is currently ongoing.



## Coordination and Partnerships

**Objective:** *Develop an efficient and coordinated approach with all stakeholders involved.*

	Indicator	Actual	Target
<b>Key indicators:</b>	<i>Number of coordination meetings at national or regional level where response updates were shared<sup>6</sup></i>	14	TBC

### Achievement

Between December 2024 and June 2025, coordination and partnership remained central to the Vanuatu Red Cross Society’s (VRCS) earthquake response and recovery efforts. Following the end of the State of Emergency on 24 December 2024, the Government of Vanuatu shifted from cluster coordination to the Recovery and Resilience Operation Centre (ROC) framework, under which VRCS and IFRC continued to contribute actively through sectoral committees on shelter, health, education, and livelihoods. During this period, VRCS participated in at least 10 national and regional coordination meetings, ensuring consistent information sharing and alignment with the Pacific Humanitarian Team (PHT) and other partners. Collaboration with organisations such as VSPD, UNICEF, MoET, and the Department of Correctional Services enhanced the inclusivity and reach of activities, while bilateral support from Australian Red Cross, New Zealand Red Cross, and Coca-Cola provided essential supplies including hygiene kits, bottled water, and mobility aids. VRCS’s strong engagement in national planning processes and partnerships ensured that community-level insights informed the Port Vila Recovery and Resilience Plan, reinforcing coordinated, equitable, and community-driven recovery actions.

Between July and October 2025, VRCS continued to demonstrate strong leadership in coordination and partnership management, ensuring alignment of earthquake recovery activities with national and sectoral priorities. VRCS maintained active engagement with the National Disaster Management Office (NDMO), the Ministry of Health, UNICEF, IOM, NZRC, the Shelter and WASH clusters, and local authorities across Shefa, Sanma, and Malampa. These partnerships enabled joint planning, information-sharing, and complementary interventions across WASH, Health, DRR, and CVA activities.

During this period, VRCS participated in several coordination platforms, including the **Pacific Leadership Meeting**, the **CVA Working Group**, and regular inter-agency meetings in Port Vila. These engagements showcased VRCS’s progress, highlighted lessons from the operation, and informed regional preparedness discussions. Collaboration with financial service providers, BSP, Vanuatu Post, Digicel, and Vodafone—also strengthened during July to

<sup>6</sup> Indicator not listed under the Operational Strategy, added to measure progress

October, improving reconciliation processes, resolving earlier payment delays, and expanding digital-cash readiness for future operations.

Partnerships contributed directly to technical capacity-building. With support from IFRC CCD Pacific, VRCS delivered trainings in logistics, procurement, warehouse management, and preparedness, addressing gaps identified in earlier response phases. UNICEF and IOM continued to support WASH, health, and PGI integration, while ongoing cooperation with local government enabled smoother implementation and community engagement during outreach and DRR events.

Challenges persisted in coordination workload and reporting cycles, particularly regarding alignment of partner timelines with VRCS internal systems. VRCS mitigated these issues by strengthening PMER and IM processes, improving indicator tracking, and harmonizing data flows ahead of the Lessons Learned Workshop and Unified Planning 2026.

Overall, coordination and partnerships remained a strong enabling factor for operational success. July–October saw deeper inter-agency cooperation, stronger technical support across sectors, and improved alignment of national and regional partners behind VRCS’s transition from recovery to long-term resilience.



## Shelter Cluster Coordination

**Objective:** *Humanitarian Shelter and Settlements are well coordinated, supporting a comprehensive, quality, coherent, and consistent. Shelter and Settlements response co-led by VRCS with support from IFRC.*

Key indicators:	Indicator	Actual	Target
	<i>Number of joint shelter strategies or technical guidance documents produced<sup>7</sup></i>	1	1

### Achievement

Between December 2024 and June 2025, the VRCS, with support from IFRC, co-led the Shelter Cluster alongside the National Disaster Management Office (NDMO), ensuring coordination and coherence across all shelter interventions. During the emergency phase, the cluster convened ten coordination meetings, aligning strategies among partners and government counterparts such as the Department of Urban Affairs and Planning. After the State of Emergency ended, VRCS contributed to establishing the Shelter Technical Working Group, developing its Terms of Reference and revising semi-permanent shelter designs to enhance earthquake and multi-hazard resilience. From February to June 2025, the Shelter Cluster and Displacement and Evacuation Centre Management (DECM) Cluster held fortnightly coordination meetings, strengthening linkages between recovery efforts and preparedness messaging. Key initiatives included the Household Building Damage Assessment (HBDA), a UNDP-funded survey to standardize recovery data, and the “Building SMART Houses” campaign, which promoted safe and sustainable construction practices. The final Shelter Cluster meeting was held on 11 June 2025, marking the

<sup>7</sup> Indicator not listed under the Operational Strategy, added to measure progress

formal transition from response coordination to preparedness mode, with lessons and data consolidated into a final cluster factsheet.

Between **July and October 2025**, IFRC, on behalf of VRCS, continued to support the Government of Vanuatu in its role as co-lead of the national Shelter Cluster. Coordination efforts during this reporting period focused on consolidating post-distribution information, strengthening technical guidance for recovery, and ensuring alignment of shelter activities with national priorities and partner interventions.

Regular Shelter Cluster meetings were held in Port Vila, bringing together Government partners, IOM, Habitat for Humanity, NGOs, and technical agencies to review progress on shelter assessments, Cash-for-Shelter implementation, and ongoing housing needs. IFRC provided technical advice to partners, updated cluster mapping tools, and supported harmonisation of household-targeting approaches across agencies to reduce duplication and promote equitable assistance.

As Cash-for-Shelter activities expanded during this period, the cluster supported clarification of minimum standards, safe-building practices, and construction monitoring requirements. Partners also exchanged experience on challenges encountered in rural and peri-urban areas, including limited availability of carpenters, unequal access to materials, and household vulnerability considerations. These discussions informed the refinement of VRCS’s construction monitoring tools and partner reporting templates.

Cluster coordination during July–October also contributed to planning for the upcoming cyclone season. Technical partners reviewed emergency shelter stock levels, preparedness messages, and Build Back Better (BBB) materials to be disseminated through community channels and DRR activities. IFRC provided surge technical support to strengthen the cluster’s preparedness posture and ensure that lessons from the earthquake response were integrated into national contingency planning.

Overall, Shelter Cluster coordination remained strong during this period, enabling partners to maintain clear communication, share technical resources, and align recovery efforts with national standards as the operation moved toward the transition to long-term resilience.



## Secretariat Services

**Objective:** *To work in collaboration with the National Society and have clear definition and clarification of roles and responsibilities essential for efficient and effective results in this response.*

Key indicators:	Indicator	Actual	Target
		<i>Number of evaluations conducted for this operation<sup>8</sup></i>	1

### Achievement

Throughout the reporting period, the IFRC Secretariat provided sustained technical, operational, and coordination support to the Vanuatu Red Cross Society (VRCS) across key functions including planning, PMER, finance, logistics, and communications. This included ongoing alignment with the Emergency Appeal and Operational Strategy, support for resource mobilisation, and close collaboration with partners to meet donor and compliance

<sup>8</sup> Indicator not listed under the Operational Strategy, added to reflect evaluative exercise required for the operation

requirements. A total of 15 surge personnel were deployed to reinforce implementation in shelter, WASH, CVA, and PGI, complemented by remote technical assistance. The Secretariat also ensured timely updates to IFRC-wide systems such as GO, PMER tools, and financial tracking platforms. Communication and visibility were strengthened through regular updates on IFRC's website and social media, featuring articles and visuals on community recovery efforts, including cash distributions and water tank installations that showcased the impact of Red Cross support across earthquake-affected areas.

Between **July and October 2025**, the IFRC Secretariat continued providing technical, coordination, and operational support to the Vanuatu Red Cross Society (VRCS) in the areas of programme management, logistics, financial oversight, PMER/IM, human resources strengthening, and recovery planning. Secretariat support during this period focused on enabling VRCS to consolidate earthquake-response achievements while transitioning toward long-term resilience and readiness under the Unified Planning 2026 cycle.

The Secretariat played a key role in **financial oversight and reconciliation**, working closely with VRCS Finance to resolve pending CVA and procurement reconciliation issues, stabilise financial reporting, and strengthen compliance with IFRC standards. This included enhanced support to harmonise distribution datasets, align cash-tracking systems, and close earlier discrepancies linked to network interruptions and multi-provider payments.

Technical support in **logistics and supply chain management** remained critical during this period. The IFRC CCD Pacific team supported VRCS by delivering logistics, procurement, warehouse management, and fleet training across Penama, Pentecost, and Santo. The Secretariat also provided guidance on supplier agreements, emergency stock planning, and preparation for the 2025–2026 cyclone season.

PMER and Information Management support continued throughout this period, with the Secretariat assisting VRCS to refine its **Indicator Tracking Table (ITT)**, improve sector reporting workflow, and ensure timely consolidation of Health, WASH, CVA, and DRR data for the Pacific Leadership Meeting and the LLW in October. The Secretariat also provided surge support and technical advice to strengthen narrative reporting, monitoring tools, and operational data quality.

For this operation, VRCS conducted a formal **Lessons Learned (LL) exercise**, but no independent evaluation was undertaken. This approach was agreed early in the operation, as the scale and duration of activities were better suited to an internal learning process rather than a full external evaluation. The LL workshop provided a practical platform for staff and volunteers across sectors to review operational performance, capture good practices, identify gaps, and translate these findings into actionable improvements for Unified Planning 2026. Given the limited timeframe remaining under the Appeal, the operational priority was to focus on immediate learning and system strengthening rather than launching a full evaluation, which would have required additional time, resources, and external commissioning.

In terms of coordination, the Secretariat facilitated VRCS participation in regional and national forums, including the **Pacific Leadership Meeting**, Shelter Cluster coordination, and the CVA Working Group. This engagement promoted greater alignment with regional disaster-management priorities and contributed to improved collaboration with Government and Movement partners.

Finally, the Secretariat supported VRCS in **human resources and governance strengthening**, including HR manual revision, volunteer welfare improvements, leadership engagement for AGMs, and planning for VRCS HQ rehabilitation following structural assessments earlier in the year. There was no Operations Manager present in Vanuatu from the end of June to mid-October and the role was fully vacant for one month due to recruitment challenges and visa issues. Although the IFRC CCD in Fiji and Operation Managers supported VRCS remotely, the absence of this role in Vanuatu slowed implementation and monitoring of the earthquake response. This caused

delays in activities that required quick decisions, creating additional pressure later. However, the vacant position and remote support also resulted in significant budget savings.

Overall, Secretariat Services between July and October 2025 played an instrumental role in supporting VRCS's transition from response to structured recovery, strengthening institutional systems, improving compliance, and building the foundation for future operational resilience.

## **D. FUNDING**

The total IFRC Secretariat Funding requirement for the operation is CHF 5 million. As of 31 October 2025, the IFRC has received CHF 2.1 million, which represents approximately 43 per cent of the total budget. Out of the CHF 2.1 million in income, expenditure amounting to CHF 1.61 million is recorded. For more details, please refer to the financial report attached.

VRCS updated its implementation and expenditure plans for November–December 2025. By end-2025, 82 per cent of total funding is projected to be utilized. A request has been submitted to carry forward the remaining CHF 270,000 into Unified Planning 2026 to support office construction and resilience-building initiatives.

## Contact information

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

### At the Vanuatu Red Cross Society:

- **Secretary General:** Dickinson Tevi; email: [sg@redcrossvanuatu.com](mailto:sg@redcrossvanuatu.com)
- **Head of Disaster Management:** Augustine Garae; [disaster.coordinator@redcrossvanuatu.com](mailto:disaster.coordinator@redcrossvanuatu.com)

### At the IFRC Country Cluster Delegation Suva:

- **Head of Country Delegation/Head of Programmes:** Finau Leveni; email: [finau.leveni@ifrc.org](mailto:finau.leveni@ifrc.org)
- **Deputy Head of Country Delegation:** Kwan o Lam; email: [kwanho.lam@ifrc.org](mailto:kwanho.lam@ifrc.org)

### At the IFRC Asia-Pacific Regional Office in Kuala Lumpur:

- **Regional Director:** Alexander Matheou; email: [alexander.matheou@ifrc.org](mailto:alexander.matheou@ifrc.org)
- **Deputy Regional Director:** Juja Kim; email: [juja.kim@ifrc.org](mailto:juja.kim@ifrc.org)
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- **Regional Communications Manager:** Afrhill Rances; email: [afrhill.rances@ifrc.org](mailto:afrhill.rances@ifrc.org)

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- **Senior Officer Operations Coordination:** Christina Duschl; email: [christina.duschl@ifrc.org](mailto:christina.duschl@ifrc.org)

### For IFRC Resource Mobilisation and Pledges support:

- Partnerships-in-Emergencies; email: [PartnershipsEA.AP@ifrc.org](mailto:PartnershipsEA.AP@ifrc.org)

### For In-Kind Donations and Mobilisation table support:

- **Manager – Regional Logistics Unit:** Nuraiza Khairuddin; email: [nuraiza.khairuddin@ifrc.org](mailto:nuraiza.khairuddin@ifrc.org)

### Reference documents



Click here for:

- [Previous Appeals and updates](#)
- [Operational Strategy](#)

## How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross 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.

# Operational Strategy

## INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2024/12-2025/10	Operation	MDRVU012
Budget Timeframe	2024/12-2025/12	Budget	APPROVED

Prepared on 03 Dec 2025

All figures are in Swiss Francs (CHF)

### MDRVU012 - Vanuatu - Earthquake

Operating Timeframe: 18 Dec 2024 to 31 Dec 2025; appeal launch date: 18 Dec 2024

## I. Emergency Appeal Funding Requirements

<b>Total Funding Requirements</b>	<b>5,000,000</b>
<b>Donor Response* as per 03 Dec 2025</b>	<b>2,142,796</b>
<b>Appeal Coverage</b>	<b>42.86%</b>

## II. IFRC Operating Budget Implementation

Planned Operations / Enabling Approaches	Op Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	220,622	75,483	145,139
PO02 - Livelihoods	130,131	156,222	-26,091
PO03 - Multi-purpose Cash	389,860	127,757	262,104
PO04 - Health	114,577	12,618	101,959
PO05 - Water, Sanitation & Hygiene	55,134	1,157	53,977
PO06 - Protection, Gender and Inclusion	14,499	4,467	10,032
PO07 - Education	15,045	0	15,045
PO08 - Migration	0	0	0
PO09 - Risk Reduction, Climate Adaptation and Recovery	602,400	648,411	-46,010
PO10 - Community Engagement and Accountability	5,859	2,052	3,807
PO11 - Environmental Sustainability	0	0	0
<b>Planned Operations Total</b>	<b>1,548,127</b>	<b>1,028,167</b>	<b>519,961</b>
EA01 - Coordination and Partnerships	542	366	176
EA02 - Secretariat Services	108,060	318,889	-210,829
EA03 - National Society Strengthening	440,894	270,466	170,428
<b>Enabling Approaches Total</b>	<b>549,496</b>	<b>589,721</b>	<b>-40,225</b>
<b>Grand Total</b>	<b>2,097,623</b>	<b>1,617,888</b>	<b>479,735</b>

## III. Operating Movement & Closing Balance per 2025/10

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	2,142,796
Expenditure	-1,617,888
<b>Closing Balance</b>	<b>524,908</b>
Deferred Income	0
Funds Available	524,908

## IV. DREF Loan

* not included in Donor Response	Loan :	750,000	Reimbursed :	750,000	<b>Outstanding :</b>	<b>0</b>
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# Operational Strategy

## INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2024/12-2025/10	Operation	MDRVU012
Budget Timeframe	2024/12-2025/12	Budget	APPROVED

Prepared on 03 Dec 2025

All figures are in Swiss Francs (CHF)

### MDRVU012 - Vanuatu - Earthquake

Operating Timeframe: 18 Dec 2024 to 31 Dec 2025; appeal launch date: 18 Dec 2024

## V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
Australian Red Cross (from Australian Government*)	449,215				449,215		
Australian Red Cross (from Australia - Private Donors*)	51,354				51,354		
Australian Red Cross (from QBE Group Services Pty L	51,354				51,354		
British Red Cross (from British Government*)	468,909				468,909		
British Red Cross (from King Charles III Charitable Fur	3,319				3,319		
Danish Red Cross (from Faroe Islands Red Cross*)	62,341				62,341		
European Commission - DG ECHO	184,469				184,469		
Hong Kong Red Cross, Branch of the Red Cross Socie	23,084				23,084		
Japanese Red Cross Society	146,890				146,890		
Nestle	38,000				38,000		
New Zealand Government	125,912				125,912		
New Zealand Red Cross	102,082				102,082		
On Line donations	804				804		
The Canadian Red Cross Society (from Canadian Gov	134,871				134,871		
The Netherlands Red Cross (from Netherlands Govern	300,192				300,192		
<b>Total Contributions and Other Income</b>	<b>2,142,796</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,142,796</b>	<b>0</b>	
<b>Total Income and Deferred Income</b>					<b>2,142,796</b>	<b>0</b>	