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## Emergency Plan of Action Final Report Papua New Guinea – Volcanic Eruptions

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF Operation</b>	<b>Operation n° MDRPG010</b>
<b>Date of Issue:</b> 4 March 2020	<b>GLIDE n° VO-2019-000074-PNG</b>
<b>Operation start date:</b> 4 July 2019	<b>Operation end date:</b> 4 December 2019
<b>Host National Society:</b> Papua New Guinea Red Cross Society	<b>Operation Budget:</b> CHF 176,474
<b>Number of people affected:</b> 10,427 + 3,775 (Ulawun + Manam volcanoes)	<b>Number of people assisted:</b> 12,441 (emergency shelter and essential household items distribution: 8,620 & Awareness promotion: 3,821)
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> The Papua New Guinea Red Cross Society (PNGRCS) is working with the International Federation of Red Cross and Red Crescent Societies (IFRC) and the International Committee of the Red Cross (ICRC).	
<b>Other partner organizations actively involved in the operation:</b> Provincial disaster committees (PDCs), National Disaster Centre (NDC), PNG Disaster Management Team, Provincial Disaster Centre (PDC), West New Britain Provincial Health Authority, ADRA, Salvation Army, International Organization for Migration (IOM) and a number of Corporate Social Responsibility groups.	

### **Summary:**

The IFRC Disaster Relief Emergency Fund (DREF) was granted on 4 July 2019 for CHF 176,474 to the PNGRCS. The DREF reached over 14,618 people directly through PNGRCS operation in all camps in West New Britain and in Mamun villages.

With the DREF allocation, PNGRCS met the needs of affected people and implemented a strategy that included emergency shelter and essential household item distribution, WASH, Shelter and health and hygiene information dissemination to provide basic need and minimize the spread of communicable diseases over the five-month timeframe. The scope and budget for this operation enabled the targeted population of approximately 14,175 people to be reached directly. The implementation of activities for the operation successfully reached 14,618 affected people and was completed by 4 December 2019. Unspent balance of CHF 36,939 will be returned to the DREF. The final financial report is available [here](#).

## **A. SITUATION ANALYSIS**

### **Description of the disaster**

This operation supported the unfolding situation in Papua New Guinea in response to two separate volcanic eruptions that took place during the last week of June 2019.

On 26 June 2019, the **Ulawun volcano**, about 130 kilometers southwest of the township of Rabaul, East New Britain, started emitting ash plumes. Ash plumes had risen to 50,000 ft, and the Aviation Colour Code was raised to Red. Mount Ulawun in West New Britain Province (New Britain island) erupted magmatic gas, ash and lava that started flowing on 25 June at 22:00 UTC after increased activity in recent weeks. According to the Papua New Guinea National Disaster Centre (NDC), between 3,000 and 5,000 people were voluntarily evacuated from the immediate vicinity of Ulawun. The

ash plumes were moving generally towards south but slowed down gradually. Information with regards to the impact of Ulawun volcano eruption were as under:

- Over 10,000 people were evacuated to government managed care centers, pre-identified evacuation sites and host communities in West New Britain and 427 persons sheltered in one care center in East New Britain.
- The IOM Displacement tracking of 19 July registered 8,041<sup>1</sup> persons in two formal care centers, one in Kabaya and the other in Bakada and six additional informal evacuation sites.
- Food and other relief items were distributed by the PNGRCS branches' staff and volunteers.
- Ashfall was observed across Talesea district down to Kimbe. The only significant ashfall impact was to the Ubili population.
- Some of the displaced populations were still visiting their homes to see their gardens and fix some damages from the ashfall but returning to care centers every night.
- Provincial state of emergency was declared in West New Britain and emergency response plan was activated. The state of emergency ended on 29 July and the enforced relocation radius zone was reduced to 10 kilometers from the original 20 kilometers. On 3 August, Ulawun was again active with lava flowing from the cone and large plumes deposited ash past the Kimbe city area. Several families that had returned to their homes again moved away to safer locations. Within two days, the Rabaul Volcanological Observatory (RVO) returned the alert stage to 1 and the Provincial Disaster Coordinator sent a message to start the demobilization of internally displaced person (IDP) sites hosting families from outside the 10 km radius.

On 28 June, volcanic activity was reported on **Manam volcano**, Madang province, from about 07:00 hrs PNG time. According to RVO, on 29 June at around 07:45 hrs, the volcano was emitting volcanic ash up to 4,572 meters (15,000 feet), and superheated pyroclastic flowed to the west and northeast slopes of the volcano. Information with regards to the impacts of Manam volcano eruption were as under:

- Approximately 755 households (3,775 people) moved to three care centres. The largest was Baliau with 447 households (2,235 people), followed by Kuluguma with 182 households (910 people), while 76 households (380 people) were staying in Boda and 50 households (250 people) in Yassa.
- Madang disaster authorities identified immediate needs for food and water. The Provincial Disaster Centre remained in coordination with Madang Red Cross Branch to assist the affected population.

## Summary of Current Response

### Overview of Host National Society

PNGRCS was established by an Act of Parliament in 1976, making it an auxiliary to the authorities. The National Society has a total of 500 volunteers, 25 staff and presence in all administrative units of the country through 13 branches. The National Society has experience with managing six DREF operations in the past including a [cholera response in 2009](#), a [drought response in 2015](#), as well as part of the [International Appeal response for Tropical Cyclone Pam in 2015](#), [measles outbreak in 2017](#), [Kadovar Volcano in January 2018](#), [Highland Earthquake in February 2018](#) and [Polio in July 2018](#).

PNGRCS has been liaising closely with the Provincial Disaster Committee Team. PNGRCS has a disaster management unit. The designated operation coordinator took the lead for the operation, with technical support provided from the IFRC Country Office (CO) and IFRC Asia-Pacific Regional Office (APRO).

With regards to Shelter/CCCM/NFI Cluster, IOM is the regular co-lead in PNG coordinating with cluster members including IFRC and PNGRCS. An ad-hoc meeting of the Inter-Cluster Coordination Group was held on 28 June to assess the in-country capacities of clusters to respond to any Government request for assistance. The cluster received a formal request from the NDC to manage the displaced persons in the care centres and facilitate their eventual return, including conducting a survey using its displacement tracking matrix.

In Kimbe, the West New Britain Branch actively deployed up to 30 volunteers for various activities. The branch had been receiving local financial and in-kind support to add to the Red Cross provided support and their own prepositioned essential household items. The Branch is maintaining a 20-foot container at the Provincial Administrators office as a warehouse for essential household items and other equipment but does not have any formal office.

### Overview of the International Red Cross Red Crescent Movement in Country

IFRC CO in Papua New Guinea consists of a Head of CO, a National Society Development (NSD) Manager and an admin/finance officer. IFRC deployed a Shelter Surge Support to assist the operation. Additional technical resources which were required to support this plan had come primarily from the surge support coordinated by IFRC APRO in Kuala Lumpur as well as the other Movement members, particularly those that have long standing cooperation with PNGRCS, such as the Australian Red Cross, and the ICRC. The Canadian Red Cross had also deployed a Shelter

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<sup>1</sup> Displacement Tracking Matrix Report Round two for July 16-19 2019

Delegate to support this operation. An Australian Red Cross short term delegate working on NSD also assisted with logistics while in country.

ICRC has a PNG Mission in country based in Port Moresby with a well-established field office in Mount-Hagen, Western Highlands Province and Buka, Bougainville Province. ICRC offered to lend stocks from their warehouse in Mount-Hagen to the PNGRCS on a replacement basis. Partners have been working on longer term planning towards supporting PNGRCS with one aligned Movement support plan for greater efficiency and drawing on the collective strengths of the Movement. IFRC PNG CO has been providing guidance and support to PNGRCS throughout the duration of the operation.

#### **Overview of non-Red Cross Red Crescent actors in country**

A joint PNG Disaster Management Team hosted and chaired by NDC was meeting once a month (PNGRCS and IFRC CO regularly attended these meetings). The PDCs involved in response activities were supposed to attend and update partners during these meetings. UN agencies including IOM and UNICEF had been closely observing the situation and provided support to children and early childhood. The Disaster Management Team has been providing updates to humanitarian partners. IOM has been the convener of the Shelter/CCCM/NFI Cluster.

A Provincial Coordination Centre was setup in Kimbe, at the West New Britain Provincial Disaster Coordinators office along with a Forward Operating base in Biella (4.5 kilometers to the volcano site) for assessment and relief coordination. Both locations have port facilities that are essential to receiving goods and servicing affected areas with timely food distributions.

Salvation Army has an office in Kimbe, WNB; PNGRCS had been coordinating with PDC, IOM and Salvation Army that were involved in response operation. Later, the PDC was managing two care centers from where services were then extended to surrounding IDP sites.

The other non-Red Cross Red Crescent actors involved in the volcano evacuation operation were as under:

- UNICEF – provided support to children and early childhood.
- Government agencies – PDC provided coordination, immediate relief and care center management support. Provincial health officers frequently visited the care centers and established health care clinics in each care centers.
- WHO - Personnel from WHO provided required health support.
- IOM – Conducted Displacement Tracking Matrix exercises (DTM round 1 and round 2) and organized IDP registration supported by PNGRCS volunteers in Care centers.
- World Vision – WASH cluster.
- Caritas – Food distribution.
- Large number of Corporate foundations and local business had been donating funding, food and essential household items to the government for distribution for the displaced. These included: Hargy Palm Oil Limited, New Britain Palm Oil Limited and many smaller business shops in Kimbe and Biella. Essential household items included tarps, water containers and other essentials.

The PNGRCS team, in collaboration with IOM, provided volunteers to carry out their household registration at the care centres.

#### **PNGRCS carried out Activities**

On 26 July 2019, the essential household items shipment from the ICRC arrived in the Morobe port of Lae where it was divided and forwarded to the two operations. An additional 480 water containers from their prepositioned stock was added to the Ulawun volcano response shipment.

#### **Ulawun volcano**

Immediate response activities by local teams in early July resulted in 1,261 households reached with 1,277 tarpaulins, 1,217 blankets, 259 water containers and 1,261 mosquito nets.

After lengthy delays due to road closures after two days of heavy rains that washed out three bridges, the essential household items shipment and distribution team of 20 volunteers, the PNGRCS national Disaster Coordinator and IFRC surge delegate left Kimbe for Biella to begin distributions of essential household items and shared messages about Build Back Better for safe shelter and hygiene promotion in all care centers.

#### **Manam volcano**

Similarly, 10 volunteers led by Madang RC Branch Chairman were deployed in response to Manam Volcano.

In Manam Volcano, PNGRCS were part of an assessment team led by Papua New Guinea Defence Force personnel from Headquarters in Port Moresby, Murray Barracks. The assessment team was comprised of Madang Provincial Disaster Coordinator, an IOM officer, three PNG Defence Force personnel and three PNGRCS volunteers, Madang branch.

The assessment team found out the Kulunoma, Boda and Yassa village were the most affected villages by the fallout of volcanic debris from the volcano at the time of the eruption dated 28 June 2019. Evidence of scoria littered the ground everywhere and ash fall was evident on the roofs of their bush material houses. The fallout of ash and volcanic debris lasted for about 12 hours. No human casualties were reported at that time. Community had sufficient awareness on reactions during the fall of ash and protection of water sources. Shelters were battered by the continuous fall of scoria and the accumulated weight of the ashes collapsed shelters. Vegetation suffered from ash fallout and 12 hour onslaught of scorias.

#### Essential Household Items Distributed

Provinces	Location	Number of HH	Items				
			Tarps	M.nets	Blankets	Water containers	Hygiene Kits
West New Britain	Bakada Care Centre (Mangoro 1&2, Pos Camp, Nantabu, Isu Nawa)	313	313	313	269	0	0
	Kabaya Care Centre (Sabali & Pale)	338	338	338	338	0	0
	Koasa	99	99	99	99	99	0
	Soi	37	48	48	37	37	0
	Gigipund - VJ Camp	40	40	40	40	40	0
	Sovula	83	83	83	83	83	0
	Barema Community Care Center	141	146	131	141	0	0
	Pandi	210	210	210	210	0	0
Madang	Kulugoma	251	0	0	251	270	5
	Boda	140	0	0	140	150	5
	Yasa	72	75	0	80	90	5
<b>Sub total</b>		<b>1,724</b>	<b>1,352</b>	<b>1,261</b>	<b>1,688</b>	<b>769</b>	<b>15</b>

This relatively small-scale response experienced challenges but remained flexible and determined to assist the most vulnerable families affected by the two volcano eruptions.

- The second eruption of Ulawun caused families to return to care centers that were closed and not considered a priority for the PNGRCS distributions. It took several meetings to agree on a plan for the limited number of essential household items that could be distributed.
- Various other stakeholders were distributing food and essential household items to the IDPs sites but were not reported to government. This made it difficult to identify gaps in coverage and avoid duplication in assistance.
- Issues with unpaid storage costs led to prepositioned hygiene kits being handed over to Government and distributed through PNGRCS volunteers.
- Even in cities, cell and internet coverage is inconsistent and had made the normal work of coordinating the movement of people and goods difficult.
- Local elections became a priority for Government office representatives and their communities. The Red Cross teams, however, remained focused in planning and executing activities to avoid being politicized.



Part of Yassa Village. The vegetation can be seen on the picture to be dried up from the eruption. Red Cross volunteers pointing to a banana food crop that has suffered from the eruption. (Photo: PNGRCS)

## **Needs analysis and scenario planning**

### **Needs analysis**

The PNGRCS team conducted an initial visit to the all care centers together with government, IOM and Salvation Army from 28 June to 1 July to conduct an initial assessment and introductions with care centers and community leaders of the affected population. Immediate needs were identified at that location included food, clean drinking water, tarpaulins, mosquito nets, and basic hygiene household items for the next one to two months.

During the visit of IFRC/PNGRCS team to Care Centers, it was able to conduct informal interviews and discussions with the affected population to determine their current needs. Some of these needs were met through the distribution of essential household items from the provincial stock of West New Britain (WNB).

After the return of some families to their areas and provision of initial assistance, field visits have shown that no further assistance was required for these affected communities after the distributions carried out by the National Society.

### **Shelter**

Initial crowding in limited temporary shelters was improved with additional distribution of tarpaulins and other essential household items. The governments messaging of safe return to homes outside the 10km radius ash also reduced the number of families in some centers but their distribution of food being exclusive of non-displaced had triggered them to return. Ashfall had affected some of the light material housing (with grass roofs and wooden frames) but only a few were destroyed. Families used locally available materials to repair these houses and after receiving Build Back Safer Messages in the camps, they had tips on making it more resilient. Returnees had the option of returning with the tarpaulins, ropes and fasteners they received to make temporary repairs if required.

### **WASH**

Water was available at all IDPs sites but initially its quality was not known, and the amount was insufficient as well. Only one report had been published by the health department regarding water quality testing (28 June) and covered only four sites out of nine sites in total. It was also noticed that water quality was fine for human consumption. However, people were reluctant to consume the water due to apprehensions of presence of any Sulphur particles from ash falling in the area. At the Kabaya Care Center, the Government had installed three additional 10,000 liters tanks that were filled by the Palm Oil Company. Jerry cans distributed by other stakeholders had frequent breakages, leading to an additional distribution of jerry cans by PNGRCS. Across all sites, the number of latrines did not meet minimum Sphere standards. Open defecation was evident at places. Although no serious disease outbreak had been noted.

### **Food and Economic Security**

The mostly male working force that harvests palm fruits had returned to work and were therefore receiving an income. Cost of food and general goods was very high in the area and increased during the period of limited transportation. Initially, families were returning to the gardens using Government provided vehicles to harvest vegetables and fruit that they added to the staples of rice, noodles and tinned fish that was received from private and government distributions.

### **Health**

Health staff from the displaced communities were running temporary health centers (i.e. Soi). They received supplies and support for transport, but these were considered insufficient to meet the need. A trusted referral system was functioning to refer cases to the Bialla hospital. The repeated eruptions were a continuous source of stress to the population, but no specific Psycho-Social Support was delivered by any of the agencies. The displacement of religious leaders and continued services helped to reduce tension and was a source of comfort to the communities. The alleviation of crowding with additional shelter space also reduced stress and potential health issues from living in close quarters.

### **Education**

School children used a temporary learning center in Kabaya Care Center and Barema camp.

### **Protection, Gender and Inclusion**

The Provincial Disaster Coordinator deployed Community Development Workers to monitor protection issues and the general welfare of center residents. The centers also had resident police to ensure safety. Although the leadership of the IDPs sites was mostly male, women and the elderly took an active role in the meetings. Inclusion issues have resulted in some smaller identified tribal groups separating to adjacent camps (e.g. Koasa to Kabaya).

### **Operation Risk Assessment**

The areas affected by the disaster were remote and logistically challenging. This factored into the detailed planning and budgeting for the operation and included security considerations related to the threats linked with road transportation. IFRC PNG CO had prepared area-specific security regulation for Madang and ENB/WNB. These provinces were

considered to be safe area, as far as security was concern. However, there were still concerns that the movement of supplies through a road in poor condition could be a potential risk for the volunteers and staff providing humanitarian assistance.

Advice from the PNGRCS was to utilize local volunteers and staff from the nearest branch with capacity to respond. The PNGRCS volunteers were equipped with first aid kits, mobile phone airtime credit and emergency food in remote locations.

Although the alert stage was again at number 1 (no imminent threat), potential eruptions were considered when planning activities in the 20km radius of Ulawun. Overnight accommodations were always outside this radius and teams travelled to the sites during daytime. Continued emission of ash from the volcano represented risks to both the affected people and PNGRCS staff and volunteers. PNGRCS advised the volunteers team to wear glasses to cover their eyes from ash fall and also their nose to avoid respiratory problems (included in budget under personal protection equipment).



IDPs site with emergency shelters made of donated tarpaulins and locally available materials. (Photo: IFRC)

During the field visit to the care centres in West New Britain, it was clearly observed that the populations were discontent at government for not responding quickly enough, but most notably were angry at not being able to provide adequate Shelter, WASH and Health facilities. Some people were found directly showing their anger for not getting enough supplies, therefore the occurrence of this situation was considered a potentially trigger point for law and order situation. Fortunately, situation was managed by the relevant people and remained peaceful.

Another risk was linked with the delay in essential household items distributions. Within the given social context, delay in distribution of essential household items needed to be considered a serious risk. To address the sensitivities related with the distribution of essential household items, the selection criteria was discussed clearly and accepted by all. This helped in avoiding any potential discontentment and violence.

Lack of mobile telephone communications created some challenges in maintaining coordination out of the care centers and resulted in delays for getting support in an emergency.

## B. OPERATIONAL STRATEGY

### Proposed strategy

#### Overall objective

To provide affected communities with basic household needs, water and shelter, through coordination with the NDC/PDC and partners to save the lives of people evacuated to care centres and IDP sites across West and East New Britain.

#### Proposed strategy

This DREF operation was expected to be implemented over five months, to be completed by 4 December. The proposed operational strategy aimed at providing assistance to affected communities through the provision of basic needs. The total number of people targeted was 1,000 households displaced and temporarily accommodated in care centres (a total 5,000 people in both affected locations). Target to reach out households was revised after completion of the need assessments, and this number changed over 8,000 people. The number of displaced population was much higher than initially estimated and service providers were far less than required. In care centers, PNGRCS was able to distribute essential household items to affected people, however since these latter were also receiving support from the care center or other organizations, the National Society has distributed items needed for each household, reaching at the end a high number than originally planned.



Multiple families living in one shelter. (Photo: IFRC)

By the end of operation PNGRCS reached over 12,441 affected people with assistance in both Manam and Uluwan.

Main activities included:

- PNGRCS to provide shelter support to the evacuees in shape of distribution of one tarpaulin to each family. IDPs were also delivered message of Build Back Better derived from Participatory Approach to Safe Shelter Awareness (PASSA).
- A lessons learned workshop for participating National Society staff and volunteers at the end of the DREF operation.

## **Operational support services**

### **Human resources**

PNGRC national headquarters (NHQ) staff was deployed for immediate relief distributions. Nearby PNGRC Provincial Branch volunteer teams were deployed from East New Britain (ENB) Province. In total, 40 volunteers participated in the operation and required logistic support and facilitation was provided by the PNGRC NHQ. Each volunteer was deployed for four weeks during the response operation, and was provided with per diem, funds for transportation as well as Red Cross visibility. Those involved in the response were provided with required safety and security equipment and insurance coverage prior to the deployment. IFRC continuously provided support through its IFRC CO in PNG and the IFRC APRO in Kuala Lumpur. Shelter technical and coordination surge support was provided through the surge desk in IFRC APRO. Additional surge support was deployed and supported by Canadian Red Cross.

### **Protection, gender and inclusion**

The volunteer team was fairly well gender balanced. The Shelter and WASH guidelines of the IFRC Minimum Standard Commitments to Gender and Diversity in Emergency Programming was followed throughout the activities and specific refreshing sessions for the volunteers were included in plan of action. Volunteers monitored the evacuated populations to ensure adequate privacy and separation of facilities and adequate participation of men, women, girls and boys in identifying and addressing issues of protection (separated children, children being harassed, and SGBV).

### **Logistics and supply chain**

Logistics activities aimed to effectively manage the supply chain, including, procurement, customs clearance, fleet, storage and transport to distribution sites in accordance with the operation's requirements and aligned to IFRC's logistics standards, processes and procedures as well as the replenishment of the prepositioned stocks that were used.

PNGRCS was in-charge of delivering relief goods from its existing in-country stocks to distribution points with its own existing resources with the support of IFRC CO. The replenishment of the stocks, including shelter and household items such as tarpaulins, hygiene kits, blankets, mosquito net and jerry cans, released from National Society existing stocks and those borrowed from the PNG ICRC operations were replenished internationally by the IFRC APRO OLPSCM (except for the mosquito nets, which was directly purchased by the operation from ICRC existing stock). The operation was an opportunity to assess the infrastructures, warehousing and transport capacity of the National Society in the affected areas.

### **Information technologies (IT)**

Mobile phone airtimes were purchased for volunteers working in the 11 care centres in WNB and ENB as well as in Madang to ensure access to communication for safety and security. All volunteers had access to means of communication at all times while in the field. This ensured that they all were contactable and able to contact relevant emergency numbers as well as IFRC and PNGRCS staff for support if needed.

### **Communications**

The regional office communications team provided remote communications support and worked together with the PNGRCS communications officer and explored possibility of support from the ICRC in-country communication team, surge capacity coordinated from Asia Pacific Regional Office, with possibility to provide support as needed until the end of the operation. This support included carrying out media relations, where needed, and producing content that included news articles, social media updates and key messages. This also included managing communications risks, for example by producing media reactive lines where necessary. Assistance was also provided on guidance for the production of advocacy and IEC messaging and ensuring communities had the information they needed, and volunteers were prepared to answer the questions and concerns of communities.

### **Security**

PNGRCS's security framework was applied throughout the duration of the operation to its staff and volunteers. The National Society briefed its personnel working in the field on the evolving situation and the relevant evacuation routes and processes to ensure they operate safely. The existing IFRC country security plan, including contingency plans for medical emergencies, relocation and critical incident management was applied to all personnel under IFRC security responsibility, including PNS and surge support that were deployed to the area. In this case, location specific safety and security assessments was also conducted.

## C. DETAILED OPERATIONAL PLAN



### Shelter

People reached: 6,760

Male: 3,980

Female: 2,780

**Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions.**

**Output 1.1: Short, medium and long-term shelter and settlement assistance is provided to affected households.**

Indicators:	Target	Actual
# households provided with emergency shelter and settlement assistance	1,000	1,352

#### Narrative description of achievements

The second round of distributions reached an additional 1,277 families in the Ulawun volcano area distributing single tarpaulins, blankets and mosquito nets from the available stock in Kimbe. Registration of the households was done in collaboration with the IOM team and was used for subsequent distributions. Key messages for Build Back Safer that could be used to both temporary and permanent housing construction, as well as best practices for use of the IFRC Tarpaulin, were delivered during the distribution and in follow up visits to the communities.

In Madang, shipments by both land and sea were received in the last weeks of July and was delivered to Manum Island for distribution. A total of 75 families in the Manam volcano area received single tarpaulins.

#### Challenges

Transportation of relief goods in PNG has been a major challenge due to the less developed communication infrastructure.

#### Lessons learned

Relief stocks should be prepositioned in disaster prone provinces for timely response.



### Water, sanitation and hygiene

People reached: 3845

Male: 1,850

Female: 1,995

**WASH Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities**

**WASH Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities**

Indicators:	Target	Actual
Target population that accessed to sufficient safe water	5,000	5,000
One each in Madang and WNB/ENB site assessments carried out and shared	1,000	1,724

**WASH Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population**

Indicator:	Target	Actual
2,000 people reached by hygiene promotion activities	2,000	3,845

#### Narrative description of achievements

During distributions, IDPs living in the care centers received hygiene promotion messages covering areas from safe water, transmission of bacteria, use of 6Fs diagram, personal hygiene, cleanliness of the camp, waste disposal and

sanitation. Hygiene promotion was done through branch staff and trained volunteers. This activity continued during follow up and Post Distribution Monitoring visits. Awareness campaigns brought good results in reducing water borne diseases in the community as people became quite cautious about using contaminated water with ash having certain sulfur particles. These messages were delivered by the trained volunteers under supervision of DM Coordinator of PNGRCS.

**Challenges**

Most people living in rural areas are unaware of the importance of basic hygiene and personal cleanliness measures.

**Lessons learned**

Community engagement and awareness should remain a continuous process during peace time once there is no disaster. Community Based Health and First Aid should be made part of community outreach through various activities conducted by the National Society's branches.

**WASH Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population**

Indicator:	Target	Actual
1,000 households provided with a set of essential hygiene items (i.e. hygiene kits, water storage containers)	1,000	784

**Narrative description of achievements**

Limited water container stock meant only priority groups received them in the Ulawun area.

**Challenges**

Limited availability of essential hygiene items restricted its wider distribution. Most of the items being imported in PNG, it is both extremely expensive and time consuming.

**Lessons learned**

Prepositioning of essential stocks in disaster prone provinces for a quick and timely response or a concept of regional centers for PNG may be developed where response time can be reduced substantially.



**Protection, Gender and Inclusion**

**People reached: 1235**

Male: 630

Female 605

The PNG RC volunteers conducted awareness activities with the affected population including gender and diversity and child protection.

Volunteers also identified the most vulnerable within each community and NFI were also distributed. This was to ensure all members of the affected population were provided with equal support.

**Narrative description of achievements**

Planning of awareness message dissemination for volunteers and then families were planned. It included national Prevention of Sexual Exploitation and Abuse (PSEA) messages and signing of code of conduct for persons working and volunteering with PNGRCS.

In the prioritized target population of the NWB care centers and IDP camp sites, 31 persons with physical disabilities and five persons with mental disabilities were identified. Volunteers used house to house visits during follow up to the distribution to assure these individuals had an equal opportunity to receive essential household items and the software components that accompany them. Based on the requirement, volunteers assisted them with the use of items like tarpaulins to improve their shelters.

All those who attended Build Back Safer (BBS) sessions and Hygiene promotion also received the PNGRCS introduction about Protection, Gender and Inclusion as well as grievance reporting. Only 15 Hygiene kits were distributed at Manam. These kits included standard items like soap, sanitary pads, tooth paste and brush, hand towels, etc. Household distributions were based on explicit needs and availability of stocks at that time.

During monitoring visits, feedback about satisfaction level at West New Britain was 100% while it was 60% for Madang on the entire response operation. It also covered portion of hygiene and sanitation.

**Challenges**

Identification of persons with special needs in earlier time frame.

**Lessons learned**

Early identification of persons with special needs through dedicated approach and arrangement to meet their needs.

**International Disaster Response**

**Outcome S2: Effective and coordinated international disaster response is ensured**

**Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained**

Indicators:	Target	Actual
<i># of coordination internal and external coordination meetings attended</i>	100%	80%
<i># of surge capacity roster members deployed</i>	2	2

**Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standard**

Indicators:	Target	Actual
<i>% of international procurement respecting the IFRC procurement procedures</i>	100%	100%

**Output S2.1.6: Coordinating role of the IFRC within the international humanitarian system is enhanced**

Indicators:	Target	Actual
<i># of coordination meetings with other stakeholders</i>	100%	100%

**Narrative description of achievements**

The surge shelter delegate arrived on 19 July and was able to support the logistics work of getting the essential household items to the Kimbe area and the response work there. An emphasis on capacity building of the local team included trainings and development of translated IEC materials specific to the response. A number of monitoring tools were introduced, as well as a grievance tool to track complaints and positive feedback. The delegate also played a key role in updating the Cluster leads on the situation in the field and the ongoing work of the PNGRCS.

**Challenges**

No major challenge was faced.

**Lessons learned**

Efforts should be made to deploy surge delegate in earlier time frame who can help local teams in a well-coordinated and organized response.

**Effective, credible and accountable IFRC**

**Outcome S2.2: The complementarity and strengths of the Movement are enhanced**

Indicators:	Target	Actual
<i># of coordination meetings with other RC Movement partners</i>	Regular	Regular

**Output S2.2.1: In the context of large-scale emergencies the IFRC, ICRC and NS enhance their operational reach and effectiveness through new means of coordination.**

Indicators:	Target	Actual
<i># of coordination meetings with other RC Movement partners</i>	Regular	Regular

## Narrative description of achievements

Regular coordination meetings were attended at HQ and branch levels with DMT, Clusters and other stakeholders and within Movement Partners including Australian Red Cross over the skype call. Coordination calls and meetings with ICRC took place on regular basis. Liaison was ensured by the IFRC CO, while ICRC supported essential household items to PNGRCS on replenishment basis once IFRC International Procurement was completed and items delivered to PNG. This action helped in speeding up the response in the affected areas.

## Challenges

All coordination remained smooth and well organized. No major challenge was faced.

## Lessons learned

Well-developed systems and SOPs for coordination played an important role in better response.

## Influence others as leading strategic partner

**Outcome S3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable.**

**Output S3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues**

Indicators:	Target	Actual
# of communications materials produced (social media, media articles, interviews, etc.)	2	1

**Output S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.**

Indicators:	Target	Actual
IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming Yes	Yes	0

## Narrative description of achievements

PNGRCS was able to timely respond to twin disaster leading to a public image of a well-organized professional organization. Its quick response was recognized and appreciated by the public authorities at provincial and national levels. It also had a good media coverage that lead to creation of a highly positive professional image for the National Society.

Media highlights:

- Numbers of media interview attended by IFRC Head of CO.
- Udaya Regmi, the IFRC head of CO in Papua New Guinea and Uvenama Rova, the Secretary General of PNGRCS had been quoted in major online media outlets such as, Google Alert, [Reuters](#).
- The Reuters article was relayed by the New York Times.

## Challenges

PNGRC has a single person communication department. Handling with twin volcanic eruptions through a single person emphasized the need of having a proper department for sharing the contribution of the National Society to the general public and authorities in a timely manner.

## Lessons learned

Media department may be reinforced with manpower and resources to play a more proactive role in the timely dissemination of information and creation of highly positive image of the National Society.

The lessons learned workshop was held in 19 November 2019 in two separate locations, one in Madang and one in Kimbe, WNB province. The major highlight from the lesson learnt workshop are:

TOP 4 Challenges	Suggested Solutions
Delay in DREF funds	<ul style="list-style-type: none"><li>• Emergency/Disaster funds to be raised and put aside to assist the National Society to respond in a timely manner.</li><li>• The above will minimize the risk of pre-committing the National Society financially.</li></ul>
Lack of record keeping of	<ul style="list-style-type: none"><li>• Refresher Emergency Response Team Training.</li></ul>

stock movement	
Lack of communication and coordination	<ul style="list-style-type: none"> <li>• Constant communication and information sharing between the Branch and National Disaster Management Team.</li> </ul>
Reporting on time	<ul style="list-style-type: none"> <li>• Reporting templates will be shared with the Branches during the Refresher Emergency Response Team Training.</li> <li>• Internal Auditor to support the Branches on how to do acquittals.</li> </ul>

### Recommendations

- Fundraising for disasters and the funds raised should be parked aside for any emergency.
- Focal person at the Branch level to be appointed for the purpose of coordination, communication and reporting. Tasks should be delegated amongst the focal persons appointed.
- Feedback from the community is vital, we should therefore continue to use the Post Monitoring Distribution Survey as well as the Exit Survey that was introduced during this operation.
- Pre- disaster agreements to be made by PNGRCS and government/non-government agencies for similar cases to avoid duplication and promote coordination of activities.

## D. BUDGET

CHF 176,474 was allocated to respond to DREF Operation for PNG volcano eruptions in Papua New Guinea. In all, the operation utilized CHF 139,535 (79 per cent of the allocation). The balance of CHF 36,939 will be returned to the DREF pool. Detailed expenditure is outlined in the final financial report at the end of this final report.

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation 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.



Click here for:

- [DREF Operation](#)

## Contact information

**For further information related to this operation please contact:**

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## How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. 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.

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The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



**Save lives,**  
protect livelihoods,  
and strengthen recovery  
from disaster and crises.



Enable **healthy**  
and **safe** living.



Promote **social inclusion**  
and a culture of  
**non-violence** and **peace**.

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# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/7-2020/1	Operation	MDRPG010
Budget Timeframe	2019/7-2019/12	Budget	APPROVED

Prepared on 24/Feb/2020

All figures are in Swiss Francs (CHF)

## MDRPG010 - Papua New Guinea - Volcanoes

Operating Timeframe: 04 Jul 2019 to 04 Dec 2019

### I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>176,474</b>
DREF Allocations	176,474
<b>Expenditure</b>	<b>-139,535</b>
<b>Closing Balance</b>	<b>36,939</b>

### II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	38,239	9,026	29,213
AOF2 - Shelter	54,791	56,942	-2,151
AOF3 - Livelihoods and basic needs			0
AOF4 - Health	13,505	25,977	-12,471
AOF5 - Water, sanitation and hygiene	22,014	21,935	78
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
<b>Area of focus Total</b>	<b>128,550</b>	<b>113,880</b>	<b>14,669</b>
SF11 - Strengthen National Societies			0
SF12 - Effective international disaster management	47,924	25,655	22,270
SF13 - Influence others as leading strategic partners			0
SF14 - Ensure a strong IFRC			0
<b>Strategy for implementation Total</b>	<b>47,924</b>	<b>25,655</b>	<b>22,270</b>
<b>Grand Total</b>	<b>176,474</b>	<b>139,535</b>	<b>36,939</b>

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/7-2020/1	Operation	MDRPG010
Budget Timeframe	2019/7-2019/12	Budget	APPROVED

Prepared on 24/Feb/2020

All figures are in Swiss Francs (CHF)

## MDRPG010 - Papua New Guinea - Volcanoes

Operating Timeframe: 04 Jul 2019 to 04 Dec 2019

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>63,270</b>	<b>56,044</b>	<b>7,226</b>
Shelter - Relief	26,000	32,448	-6,448
Clothing & Textiles	16,600	7,959	8,641
Water, Sanitation & Hygiene	15,000	12,924	2,076
Utensils & Tools	5,670	2,712	2,958
<b>Logistics, Transport &amp; Storage</b>	<b>39,101</b>	<b>40,134</b>	<b>-1,033</b>
Storage	2,949	6,419	-3,470
Distribution & Monitoring	19,746	6,490	13,255
Transport & Vehicles Costs	11,207	14,225	-3,018
Logistics Services	5,200	13,000	-7,800
<b>Personnel</b>	<b>42,467</b>	<b>15,724</b>	<b>26,743</b>
National Society Staff	26,542	1,332	25,210
Volunteers	15,925	14,392	1,533
<b>Workshops &amp; Training</b>	<b>10,322</b>	<b>9,957</b>	<b>365</b>
Workshops & Training	10,322	9,957	365
<b>General Expenditure</b>	<b>10,543</b>	<b>9,160</b>	<b>1,383</b>
Travel	7,373	7,548	-175
Information & Public Relations	737	80	657
Office Costs		434	-434
Communications	1,548	538	1,010
Financial Charges		560	-560
Other General Expenses	885		885
<b>Indirect Costs</b>	<b>10,771</b>	<b>8,516</b>	<b>2,254</b>
Programme & Services Support Recover	10,771	8,516	2,254
<b>Grand Total</b>	<b>176,474</b>	<b>139,535</b>	<b>36,939</b>