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# Final Report

## Indonesia: West Kalimantan and South Sulawesi Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF operation</b>	<b>Operation n° MDRID017;</b>
<b>Date of Issue: 21 April 2021</b>	<b>Glide number: FF-2020-000170-IDN</b>
<b>Operation start date: 20 July 2020</b>	<b>Operation end date: 30 January 2021</b>
<b>Host National Society: Indonesian Red Cross (Palang Merah Indonesia)</b>	<b>Operation budget: 468,027</b>
<b>Number of people affected: 270,513</b>	<b>Number of people assisted: 22,360</b>
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> The IFRC Country Cluster Support Team (CCST) in Jakarta is providing technical support to PMI in planning and implementing this DREF operation.	
<b>Other partner organizations actively involved in the operation:</b> Provincial and district government agencies such as provincial level; Indonesian Disaster Management Authority ( <i>Badan Penanggulangan Bencana Daerah (BPBD)</i> ), Indonesian Search and Rescue Authority (BASARNAS) and Department of Social Affairs (DINSOS), Indonesian National Armed Forces (TNI) and Community Health Centre. Local organizations such as Rumah Zakat, BAZNAS, local youth organizations and various community-based organization.	

## A. SITUATION ANALYSIS

### Description of the disaster

#### Melawi district, West Kalimantan

Torrential rain with strong winds in West Kalimantan province area overflowed Melawi and Pinoh rivers which are tributary rivers from Kapuas River that flow across the province. The overflow caused flooding in nine sub-districts in Melawi namely Sokan, Tanah Pinoh, Sayan, Menukung, Ella Hilir, Pinoh Selatan, Pinoh Utara, Nanga Pinoh and Belimbing sub-district. The flood inundated the area from 8 July 2020, and by 25 July 2020, the flood had affected 17,979 households (63,645 people) in Melawi district alone. Additionally, the flood also inundated 11,675 houses with a flood level ranging from 0.5 - 1.3 metres. Responding to the massive impact and flood coverage, Melawi district Head of Regent declared an emergency response phase for the district from 10 – 24 of July 2020.

By early August 2020, the flooding had receded in most of the areas. However, from 13 - 14 August, heavy rainfall affected the same areas again, triggering landslides and flash floods around Pinoh Selatan sub-district. The situation improved over the course of several days, with the number of villages still inundated by floods decreased and almost all affected villages received relief support and aid. By 6 September 2020 however, torrential rain had caused another flood in Melawi district. At the time, the flood-level ranged between 3 - 6 meters, and it was considered as the worst flood in 32 years<sup>1</sup>. The flood affected 84,293 people and inundated 17,767 houses in ten sub-districts across Melawi district. The flood lasted 3 weeks and consequently, response activities and daily routines were paralyzed by the floods. By 24 September 2020, flood waters started to recede in almost all inundated sub-districts leaving post-flood debris and mud in the area. Various agencies such as BPBD, the district authorities, military and police conducted post-flood cleaning activities for the second time in three months.

#### Ketapang and Sintang district, West Kalimantan

Floods not only affected Melawi district but also in Sintang district which is also located around the Kapuas River and several tributary rivers from Kapuas River. The flood submerged 29 villages in nine sub-districts including, Serawai,

<sup>1</sup> PMI West Kalimantan, 2021, "Laporan Kegiatan Respon Bencana Banjir Kabupaten Melawi Provinsi Kalimantan Barat Kerjasama PMI Dengan IFRC Melalui Dukungan Dana DREF Periode Juli 2020 – Januari 2021". Melawi: PMI. Page 1

Kayan Hulu and Kayan Hilir, Dedai, Ambalau, Tempunak, Sintang, Ketungau Hilir and Sepauk. Based on reports, 13,762 households (estimated 55,468 people) and 20,693 houses were affected in nine sub-districts<sup>2</sup>.

In Ketapang district, the flooding resulted from the overflow of the Malay Rayak River, which submerged 35 villages in four sub-districts. Approximately 3,722 households (13,754 people) and 1,851 houses were affected. Lastly, in Landak district, 859 households (approx. 4,297 people) were also affected by the flood. Many affected families stayed on the second floor of their houses, and those whose houses did not have a second floor stayed temporarily with their relatives or neighbors having second floors that could accommodate them. The floods not only submerged residential areas but also impacted several public facilities such as mosques, churches, schools, and bridges as well as community-owned plantations which affected livelihoods. In Sanggau and Kapuas Hulu districts, after the flood receded, the community started to clean up their homes and other public facilities.

### **North Luwu and Wajo districts, South Sulawesi**

High intensity rainfall in North Luwu District on 13 July 2020 prompted the overflowing of three rivers: Masamba, Rongkang, and Radda which caused flooding in the sub-districts of Masamba, Sabbang, Baebunta, South Baebunta, Malangke, and West Malangke.

The Indonesian National Disaster Management Agency or '*Badan Nasional Penanggulangan Bencana*' (BNPB) reported that as of 17 July 2020, 30 villages in six sub-districts of North Luwu were affected by the floods. Approximately 15,994 people were affected. Of this, 38 fatalities 19 injuries were recorded, with 15 people also reported missing. In addition, more than 3,627 households totaling an estimated 14,483 people were temporarily displaced. While over half of these displaced households were sheltering in government buildings such as PMI's building, the Regional People Representative Council or '*Dewan Perwakilan Rakyat Daerah*' (DPRD) office, and North Luwu Mayor's office; around 1,440 households established temporary shelters elsewhere in two open air spaces in Radda and Mela villages. On 17 July 2020, the Indonesian Electricity Company or '*Perusahaan Listrik Negara*' (PLN) managed to recover the electricity supply in North Luwu. Unfortunately, access to clean water supply in North Luwu remained disrupted in some of the affected areas.




Considering these challenges, North Luwu district-level government initially declared an emergency response phase from 14 July to 12 August 2020, which was later extended from 13 August 2020 to 12 September 2020. Post-emergency phase, an early-recovery phase was set from 12 September 2020 until 10 March 2021 by North-Luwu district authorities. State-owned water company (*Perusahaan Air Minum* or PAM) had begun works to rehabilitate the damaged water pipeline, however, to fill the gap, a water treatment plan and water trucking were operating more than initially planned to address the needs.

Prior to the flash flood, floods inundated North Luwu district on several occasions that occurred on:

- 17 June 2020: Flood inundated Masamba, South Baebunta and West Malangke sub-district.
- 26 June 2020: Flood inundated Masamba, South Baebunta and West Malangke sub-districts.
- 12 July 2020: Flood inundated Masamba, South Baebunta and West Malangke sub-districts.
- 13 July 2020: Flood inundated Masamba, Baebunta, South Baebunta, Sabbang, Malangke and West Malangke sub-district. The flood considered as the worst flood in 37 years.

While in Wajo district, South Sulawesi, heavy rainfall caused the overflowing of water from Lake Tempe Dam and flooding nearby residential areas from 4 - 6 metres deep. It was reported the overflowed lake caused the dam to collapse. As of 19 July 2020, water level in the residential areas had yet to recede, affecting around 16,691 households (50,349 people). The flood also forced 178 household (605 people) to self-evacuate to evacuation centres while 123 household (399 people) evacuated to their relative's houses. In total, 11,889 houses were lightly damaged, 2,325 houses moderately damaged and nine houses were severely damaged by the flood. The flood also inundated several public facilities and farms in the area. By early August 2020, flood waters began to recede and communities with the support from local authorities and organizations-initiated cleaning activities.

### **Floods and flash floods emergencies in timeline:**

-  **14 May:** Flood inundates North Luwu district, South Sulawesi Province and quickly recedes.
-  **8 July 2020:** Flood inundates 9 sub-districts located in Melawi district, West Kalimantan.
-  **14 July:** Flash floods affects Masamba, Baebunta, Sabbang, South baebunta, Malangke and West Malangke sub-districts, Luwu District, South Sulawesi Province. Access into the area covered by mud causing 6 sub-districts not accessible. The local government declares emergency for North Luwu district effectively from 14 July – 12 August 2020.

<sup>2</sup> BNPB, 2020, *Banjir Landa Sembilan Kecamatan di Sintang, Bupati Tetapkan Status Tanggap Darurat 14 Hari*. [ONLINE] Available: <https://bnpb.go.id/berita/banjir-landa-sembilan-kecamatan-di-sintang-bupati-tetapkan-status-tanggap-darurat-14-hari>. Last accessed: 04/05/2021

- **20 July:** IFRC issues DREF to support PMI responding to the emergency situations in North Luwu, South Sulawesi and Melawi, West Kalimantan.
- **23 July:** 7 sub-districts still covered by post flash flood debris in the depth of 1-4 metres. The Government plans to build 400 transitional shelters for affected communities in Luwu district.
- **30 July:** The government stops the search and rescue efforts for missing people in the area. Numerous cases of Upper Respiratory Infection and diarrhea is reported in the IDP camp. PMI deploys 171 volunteers in total by this point.
- **4 August:** Flood recedes in most of the affected areas in Melawi district.
- **5 August:** Flood inundates Masamba sub-district of North Luwu district.
- **13 August:** North Luwu district authority extended the emergency phase from 13 August - 12 September 2020.
- **18 August:** The government extends emergency phase for North Luwu from 13 August - 11 September 2020.
- **6 September:** Flood occurs again and inundates 10 sub-districts of Melawi district.
- **7 September:** Situation improves in North Luwu. Access in and out the affected areas regained.
- **16 September:** Flood inundates all areas of Melawi district. Flood level ranging from 3-6 meters. The district is paralyzed by the flood situation.
- **24 September:** Flood recedes in most areas of Melawi district.
- **5 October:** Operations Update submitted. Implementation timeframe extended due to the flood situation.
- **13 November:** Flood inundates several areas of Melawi district with flood-level ranging from 1-1.5 meters. The flood quickly recedes, and the event does not disrupt activities in the area

## Summary of response

### Overview of Host National Society

#### Melawi district, West Kalimantan Province Response

As soon as Melawi government declared an emergency for Melawi district, PMI Melawi district established the emergency response unit to conduct an impact assessment, search and rescue, as well as to provide health services including psychosocial support (PSS) and First Aid (FA) and WASH services. The branch also distributed food items, established a field-kitchen and coordinated with relevant stakeholders present in the field. PMI's response was focused on the worst effected district, Melawi, considered as the worst affected district out of the four districts impacted. All the team were assigned to respond and provides services to the affected communities from 13 July until 20 August 2020. With the support from PMI West Kalimantan provincial level, PMI mobilized 21 personnel to the affected areas during the emergency phase.

By late August 2020, PMI started to shift their emergency response and address immediate needs to focus more on raising awareness through promotions activities, concluding evacuation and water trucking services. PMI continued the provision of essential services such as household and food items distribution, water resource rehabilitation and the provision of hygiene and health promotion. The reoccurring floods inundated the area again and forced them to postpone the promotion activities and return to emergency response focused activities. PMI deployed 36 personnel to respond to the second floods in Melawi districts and continued the operation until January 2021.

As of 31 January 2021, PMI West Kalimantan Province and PMI Melawi branch have been providing support and implemented activities such as the establishment of a field kitchen, first-aid service, PSS activities, cleaning up post flood debris and mud for public facilities and affected villages. PMI distributed 140,000 litres of clean water to affected households, rehabilitated water resources, including a damaged pipeline, and provided communal water storage, conducted hygiene promotion, and distributed various food items and household items such as tarpaulins, family kit, hygiene kit, sleeping mats, blankets, kitchen set, etc. to affected households.

PMI NHQ has also dispatched additional household items including blankets, family kits (consist of bath soap, washing soap, shampoo, toothpaste, toothbrush, towel, plastic plate and glass, eating utensil, candle, flip flops, and garbage bag), baby kits, hygiene kits and cleaning kits. In the emergency phase, PMI NHQ transferred emergency operational funds of IDR 100 million (approximately CHF 7,000) to the branches to facilitate their response efforts. Additional funds

were later transferred to PMI Melawi branch in mid-October 2020 to assist implementation and continue the operations until January 2021. Through the DREF, IFRC replenished all the dispatched household items to West Kalimantan.

### **North Luwu, South Sulawesi province response**

In South Sulawesi, in the initial phase of the response, PMI deployed 65 personnel to respond to the emergency. As the situation escalated, neighboring branches deployed their resources and volunteers to support PMI North Luwu. Volunteers, staff and resources from South Sulawesi, West Sulawesi, North Sulawesi, Central Sulawesi and even Jakarta were deployed to respond to the emergency in North Luwu. Personnel were divided into teams to conduct impact assessment, search and rescue, logistics, set up post command/IM, field kitchen, PSS, restore family links (RFL), distributions, sanitation, WASH emergency health services and establishing emergency shelter. In addition to deploying human resources, PMI South Sulawesi also deployed two water trucks, two operational vehicles and a truck to support the transportation of relief items to affected areas. PMI branches in Makassar and South Sulawesi also deployed two water trucks, two operational vehicle, one logistical truck, 11 personnel to support search and rescue efforts and evacuated 38 dead bodies and 190 injured people and provided provision of first aid to 631 people. PMI also distributed food items and household items such as baby kits, family kits, hygiene kits, mosquito nets, water storage as well as clothing, eating utensil, kitchen set and bathing equipment to 2,761 households. Additionally, PMI also conducted PSS activities to 202 people, established emergency shelter (made using tarpaulins and framing materials) for 222 (1,420 people), constructed six latrines at one IDP camp and distributed 2,863,525 liters of clean water to 107,740 people. In total there were 305 personnel deployed to support the North Luwu Branch in the emergency response phase.



PMI volunteers supporting search and rescue activity in North Luwu. (Photo: PMI)

Whereas in Wajo, PMI deployed 26 personnel to conduct evacuation activities, assessment, health services, PSS, set up emergency tents and to coordinate with relevant stakeholders. Additionally, PMI Wajo deployed one ambulance, field-communication equipment, and operational tents. From August 2020, PMI distributed meal pack/food items, household items distribution at evacuation centres and door-to-door distribution, first aid activity for 21 people and PSS to seven people.

In addition, PMI NHQ dispatched 100 sets of family kits, 100 sets of hygiene kits, 100 sets of baby kits, 200 sheets of tarpaulins, 200 pairs of blankets, 50 units of body bags, 500 sets of COVID-19 prevention kits and 500 sets of kitchen kits to the area. Besides dispatching household items, PMI NHQ also dispatched four water treatment plants, five water bladders, one hugglund, two water trucks, one ambulance and two -unit pickup trucks.

As of September 2020, PMI started to shift their activities towards promotions activities. Additional resources from neighboring PMI branches concluded their support and ended their mission by Late August 2020. In the early recovery phase, there were 50 volunteers and staffs actively continuing the operations. At the time, there were only 28 staffs and volunteers ready for deployment. Additional resources were deployed from three PMI districts and South Sulawesi Province.

Several teams were established, trained, and deployed to conduct assessment (impact, needs and distributions), command post/IM, Health promotion, cash and voucher assistance (CVA), water, sanitation and hygiene promotion (WASH) including water trucking and construction, and distribution activities at the emergency shelter/transitional shelter and affected villages. As the flood receded, displaced and affected communities who were concentrated at the emergency shelter locations, moved back to their houses and/or moved to their relatives. Based on the assessment done in September 2020, needs had moved from previously being concentrated in the evacuation center to emergency shelter area/transitional shelter and affected villages. Therefore, from September 2020 until January 2021, PMI expanded their area of intervention from concentrating their support at two evacuation centers, to focusing on target affected villages and nearby villages.

PMI NHQ dispatched additional household items in November 2020 such as 1,310 pairs of blankets, 1,440 pairs of sarongs, 1,440 units of sleeping mats, 1,215 sheets of tarpaulins, 1,090 units of mosquito nets, 1,390 sets of family kits, 235 sets of baby kits, 1,260 sets of hygiene kits and 150 sets of cleaning kits to be distributed further to Wajo and North Luwu districts.

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### **Overview of Red Cross Red Crescent Movement in country**

IFRC have a country cluster delegation (CCD) for Indonesia and Timor-Leste consisting of a head of office and technical capacities in disaster management, health, WASH, National Society development, communication, protection

gender and inclusion (PGI), community engagement and accountability (CEA) and support services in finance, human resources and administration.

In-country partner National Societies present include American Red Cross, Japanese Red Cross Society, and Qatari Red Crescent. Besides partner National Societies, the ICRC is also present in the country. The CCST is also set to provide financial support to enable the mobilization of personnel and supplies by PMI.

### Overview of non-RCRC actors in country

In both affected provinces, PMI branches are working closely with BNPB and BPBD. The Indonesian Search and Rescue Agency or 'Badan SAR Nasional' (BASARNAS) was leading and coordinating search and rescue efforts in the affected area. Ministry of Public Work and Housing or 'Kementerian Pekerjaan Umum dan Perumahan Rakyat' (PUPR) with the support from the Indonesian National Armed Forces or 'Tentara Nasional Indonesia' (TNI) personnel deployed 10 heavy equipment such as excavator, dozer and dump truck, to speed up the removal of flood debris and mud. Ministry of Social Affairs (MOSA) also conducted trauma healing sessions especially for the affected children. In Luwu district, the Governor of South Sulawesi with the support from PUPR and TNI built 400 units of transitional shelter while permanent shelter construction is planned to take place in 2021. Conversely, there is no long-term shelter support planned for affected communities in Melawi district because most of the affected houses are still in good condition and the communities are reluctant to be relocated.

PMI was also in close coordination with the District Health Office (DHO) to obtain updated information on the immediate medical needs of injured people. While at the district-level, the Indonesian Water Company of 'Perusahaan Daerah Air Minum' (PDAM) helped restore access of water supply to the affected area. In the meantime, PMI responded to needs by deploying water trucks and distributing drinking water for short-term solutions while planning to rehabilitate the damaged pipeline in Melawi district as a longer-term solution.

### Needs analysis and scenario planning

Needs analysis findings/situation			
Sector	Initial assessment	3 months after <sup>3</sup>	6 months after
Shelter and displacement	<ul style="list-style-type: none"> <li>In North Luwu most displaced households moved directly to host families, to collective centres established by Government in sports arenas and community centres and in temporary tent sites set up by Government and on public lands (schools).</li> <li>In Melawi, most of the affected household moved directly to their relatives house or stays in their houses.</li> <li>Household cleaning kit are needed to clean up post-flood debris or mud.</li> <li>Luwu Government has announced a plan to provide both transitional and permanent housing solutions.</li> <li>Melawi government has no plan to provide shelter assistance to the affected household.</li> <li>Multi-purpose cash for immediated needs of communities who stay in the IDP camps – all targeted with selection criteria for North Luwu.</li> </ul>	<ul style="list-style-type: none"> <li>In North Luwu most displaced households moved directly to provided transitional shelter, relatives house or renting accommodation.</li> <li>Most IDP camp are now empty</li> <li>In Melawi, most of the affected household who evacuated themselves to their relative houses are back to their houses and started cleaning up their houses. The houses mostly were only inundated by water and did not sustain major damage.</li> <li>From total of 400 unit of transitional shelter that needed to be constructed, 50 have been constructed by the government as of 28 October.</li> <li>Transitional shelters are not equipped with latrines.</li> <li>To support between the shelter construction gap, the government will provide IDR 3 million (equivalent to CHF 187,5) for 6 months. PMI is still coordinating with local government to get total household who will get the support.</li> <li>Several affected household in North Luwu will also receive cash support from the government for shelter purposes. The cash support is to complement the shelter support by the government for the households to buy household items.</li> </ul>	<ul style="list-style-type: none"> <li>As November 2020, there are 100 units transitional shelter have been constructed by the government. National electric company provided electricity power to the transitional shelter. Boreholes, latrines and washing area were also constructed by the Indonesian military.</li> <li>As per this report submitted, no additional transitional shelter constructed since the government are focusing on permanent shelter construction plan and distribution of social protection support.</li> <li>In North Luwu, affected communities received IDR 600,000 (equivalent to CHF 40) from the government for Shelter support. The support distributed throughout August 2020-January 2021. However, in January there were no support distributed to the affected communities due to Governor's transitional process.</li> <li>PMI filled this gap by distributing multi-purpose cash grants to the recipients in January 2021. Targeting the most vulnerable and severely affected community member in the area.</li> <li>In Melawi, no displaced communities were identified. Although several households</li> </ul>

<sup>3</sup> Needs analyses are based on reports from staff and volunteers from PMI provincial branches and direct communications with IFRC support staff.

			<p>still live with their relatives, they are reluctant to go back to their original house since flood may happen again every time heavy rainfall occurs in the area. They prefer staying with their relatives for the foreseeable future.</p> <ul style="list-style-type: none"> <li>Household items and food distribution concluded by December 2020.</li> <li>In both affected districts, affected and inundated houses have been rehabilitated and cleaned. Military and police mostly conduct the post-flood cleaning activities shortly after the floods receded (mostly to recover road, vital infrastructure and etc). Together with the communities, PMI also conducted clean-up activities at villages, mosques, schools, markets, bus-stations and other public facilities.</li> </ul>
<p><b>WASH</b></p>	<ul style="list-style-type: none"> <li>Water supply lines have been disrupted and wells are contaminated in both areas, so the communities need a temporary solution to access clean water.</li> <li>In North Luwu, South Sulawesi, heavily affected communities are occupying several evacuation areas. Almost all the evacuation centres are not equipped with sufficient shelter facilities, adequate water, or latrines. Temporary water supply is required at transitional settlements where families have been relocated as well as sanitation facilities as the number that are there are insufficient (meeting Sphere standards).</li> <li>A temporary solution for water supplies and sanitation is required for the families living in transitional shelter awaiting for the construction of permanent homes.</li> <li>Lost hygiene items have increased the risk of illness. Reminders of good hygiene practices could ensure the health conditions of affected households.</li> </ul>	<ul style="list-style-type: none"> <li>Based from coordination with PDAM, the flash flood caused extensive damage and contamination to water resources and pipeline in Luwu. Further water distribution through water trucking is needed.</li> <li>In Melawi, water trucking activities were concluded in September 2020, since PDAM would continue the water distribution forward. However, PMI could support PDAM further with human resources and operational of water trucks if needed.</li> <li>Damaged wells have been rehabilitated and contaminated wells have been cleaned in Melawi. However, since flood inundated the area again, all cleaned wells were contaminated again. For a long-term solution, PMI Melawi will need to rehabilitate damaged water lines and provide a water reservoir in the area.</li> <li>The government through various organizations (military and other state-owned company) started the construction of temporary latrines in the temporary shelter area in North Luwu.</li> <li>Hygiene promotion will be conducted directly to the communities in transitional shelters with COVID-19 protocols in Luwu. Meanwhile, in Melawi, hygiene promotion will also be conducted through radio.</li> </ul>	<ul style="list-style-type: none"> <li>PDAM are still rehabilitating their damaged water pipeline especially at the remote areas. PDAM will continue water trucking activities for the foreseeable future.</li> <li>To address the needs, PMI North Luwu provided clean water to the communities from July – December 2020 and served more than 100,000 people in Melawi districts.</li> <li>In Melawi, community access to clean water was fully regained. PDAM managed to fully operate in the districts and provide water to the area.</li> <li>PMI Melawi supported the PDAM by rehabilitating damaged pipeline/water line in Melawi district. In addition, PMI also distributed and set up communal water tanks to the affected villages.</li> </ul>

<p><b>Health</b></p>	<ul style="list-style-type: none"> <li>• People are anxious and scared as the event occurred without warning (flash flood). PSS is essential.</li> <li>• Affected families have less access to essential health services as main access out of the area are covered by floods.</li> <li>• PMI capacity to respond with immediate evacuation and first aid was very appreciated, but not available throughout the affected area due to limited access.</li> <li>• Mosquito borne diseases are a serious concern as families are displaced, have lost nets, and find more standing water than usual amongst debris and tidal pools.</li> <li>• Many family members are missing in North Luwu, RFL is needed to reconnect, or potentially bring sad news to families.</li> </ul>	<ul style="list-style-type: none"> <li>• After flood has receded and access to the affected area are clear, local health authority could reach and respond to the immediate health needs.</li> <li>• For North Luwu, PMI continued mobile health services and health treatment for all households in transition shelters and nearby villages. While in Melawi, PMI mobile health services and health treatment were provided at the village level.</li> <li>• Trauma healing was provided for affected communities, especially children. PMI will focus PSS activities in schools and transitional shelters combined with hygiene and health promotion.</li> <li>• Mosquito-borne diseases remain a concern as families are still displaced. While skin diseases, mainly rashes, are still reported by affected households.</li> </ul>	<ul style="list-style-type: none"> <li>• In both operation areas, local health facilities and authorities are in full-operational capacity. Communities could access health services in the area.</li> <li>• Few skin-diseases or conditions related to daily usage of poor quality water reported in both operation areas. However, it is within the local health capacity.</li> <li>• Main priority focus is now Covid-19 prevention campaign and vaccination.</li> </ul>
<p><b>Livelihood and basic needs</b></p>	<ul style="list-style-type: none"> <li>• Affected households lost or had their assets damaged by the flood and flash flood.</li> <li>• Some farmers saw crops fail due to contamination, debris, and erosion.</li> <li>• Displaced households in IDP camps need assistance to meet basic needs due to limited facilities provided or available within IDP camp.</li> </ul>	<ul style="list-style-type: none"> <li>• Multi-purpose cash grant will be distributed to affected communities in North Luwu to meet their immediate needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Affected communities received IDR 600,000 (CHF40.00) from August 2020 until January 2021.</li> <li>• As of this report submission, there are no official statistics of recipients who received this support. Based from PMI informal coordination with the government, there are approximately 2000 households which received the support.</li> <li>• PMI North Luwu distributed Multi-purpose cash grant to 1,475 household in Melawi district in January 2021.</li> <li>• Since all accessibility challenges of Melawi and other districts have been rehabilitated, communities may continue their daily routine such as fishing and farming, market activities, transportations and office-work.</li> </ul>
<p><b>PGI</b></p>	<ul style="list-style-type: none"> <li>• Opportunities to strengthen the integration of PGI into all aspects of programming and the within the PMI structure.</li> </ul>	<ul style="list-style-type: none"> <li>• The needs remain the same.</li> </ul>	

## Risk Analysis

Some operational risks identified that could hamper the operation include:

- Reoccurring floods in Melawi and North Luwu hampered some of the activities and escalated needs in the area especially with additional risk or effect from La Nina activities.
- North Luwu district and several villages located around Kapuas River in West Kalimantan considered as disaster-prone area vulnerable to landslides, floods and flash floods. In Luwu, the slow-progress and uncertainty of transitional shelter or permanent shelter construction may result in some households to remain displaced for an extended time and may have to seek other shelter options such as staying with their relatives, renting accommodation, or reallocated themselves to other area.
- Based on PMI's report, to reach affected communities, relief items needed to be transported to the affected area by passing through several unaffected villages. There was a risk that some of these unaffected communities may try to take advantage by denying or limiting access to affected areas without some form of

financial reparation. PMI worked closely with local governments to try and reduce this risk to allow free access to affected communities. No security or access concern was reported.

- Due to COVID - 19, PMI NHQ and IFRC staff movement was limited, making close monitoring and technical support to the operation more challenging. PMI hired temporary and deploying staff to support the branches implementing the EPOA.

## **B. OPERATIONAL STRATEGY**

### **Proposed strategy**

In general, the operation aimed to assist 22,360 people across the two provinces by meeting their immediate needs through ongoing distributions of food items, the provision of drinking water, essential shelter items and tools, the provision of first aid and psychosocial support services (PSS) as well as health and hygiene promotion. Provided services targeted affected communities living in emergency/evacuation centers and in the affected villages. Three months after the disaster, PMI continued and extended their service to reach not only communities living in emergency tents, transitional shelter and affected villages, but also to reach communities living near the affected area. Moreover, PMI provided Multi-purpose Cash Grant to a smaller number of households in North Luwu who fell under the category of severely affected and most vulnerable community members.

### **Emergency response**

In West Kalimantan, PMI deployed personnel to support the evacuation efforts from the severely affected communities. However, not all affected communities were willing to leave their houses and be evacuated. For communities with two-story buildings, the preference was to stay in their house rather than to live in the evacuation center. To support communities who decided not to leave their houses, PMI distributed food and household items to the affected communities by transporting the goods to their door by boat (due to the flood situation and COVID-19 restriction, mass-gathering distributions were not applicable). For communities who lived at the evacuation centre, PMI established a field kitchen and mobilized a water truck to provide clean and safe water at the evacuation centre and surrounding and reachable areas. PMI also deployed a mobile clinic to provide for immediate health needs such as medicine, PSS and health checks. Shortly after the flood receded, PMI supported the communities to clean their houses and their neighborhood, rehabilitate their water resource through well-cleaning activities and conducting concurrent hygiene promotion.

In South Sulawesi, PMI supported 1,440 households in five sub-districts in North Luwu. In Wajo, PMI targeted to support 150 evacuated households.

For North Luwu, PMI supported the search and rescue efforts by deploying personnel and deployed hagglands. In addition to evacuating affected households, PMI also assisted BASARNAS to evacuate dead bodies. At the evacuation center PMI provided more intensive support including the distribution of tarpaulins, blankets, sleeping mats, family kits, mosquito nets, hygiene kits and baby kits, based on their specific needs. Not only distributing the shelter materials, PMI supported the communities by constructing emergency tents using the distributed tarpaulins. To complement the emergency tent locations, PMI set up emergency latrines and provided clean water through water trucking activities. The water trucking activities also continued to provide water to transitional shelter areas. PSS was conducted in the emergency tents/evacuation center with first aid and mobile clinic. Since local markets were still in operation in Radda and Meli villages, PMI provided multipurpose cash grants of CHF 60 to 1,440 affected households to support them to meet their immediate needs or to support their livelihood. Priority was given to those households who were considered as most-vulnerable community members and communities whose houses have been destroyed or severely damaged by the flash flood.

### **Post-emergency phase**

In West Kalimantan PMI supported the government by helping the evacuated communities back to their houses. To ease the return process, together with the communities and local authority, post-flood cleaning activities were conducted to rehabilitate vital infrastructure, gain road access and restore pre-disaster conditions. Additional household items such as family kits, cleaning kits and hygiene kits were distributed to the communities. Hygiene promotion was also conducted with the cleaning activities, together hygiene kit distribution. In light of reoccurring floods which inundated the area, PMI supported 4,000 households (16,000 people) located in the most affected villages of Nagah Pinoh sub-district with pipeline rehabilitation and provided water to the communities along with PSS and hygiene promotion. PMI continued their support to PDAM by supplying established water tanks and PMI provided water tanks in affected areas if needed or requested. As mentioned in the PMI operation plan, PMI managed to identify contaminated wells and other water resources due to the floods. Even though PMI managed to rehabilitate household wells in seven locations in early August 2020, the second flood contaminated all rehabilitated wells again by late August. Due to the risk of flood in the future, PMI did not continue the household well rehabilitation activity. Instead, as soon as the flood receded, PMI rehabilitated the damaged pipeline and distributed additional communal water tanks so PDAM could distribute and reach


the community. As affected households in this area had either elected to stay in their own homes or were staying with family, PMI supported the displaced and hosting households in the sub-district through the distribution of hygiene kits, cleaning kits and family kits. The distribution of cleaning kits consisted of brooms, mops, dust pans, buckets, garbage bags and disinfectant to support displaced households to clean their houses when they return to their houses. Hygiene kits consisted of soap, washing detergent, shampoo, toothpaste, toothbrush, disposable sanitary pad and towels and include sanitization products to reduce the risk of COVID-19 infections. Hygiene and family kits distribution was complemented with health and hygiene promotion, PSS for children incorporating messaging on COVID-19 prevention. Family kits which consist of similar items as hygiene kits plus additional basic household items such as plates and cups and baby kits (baby soap, shampoo, lotion and diapers) were distributed to households based on need.

In South Sulawesi, by September 2020, 50 transitional shelters were constructed for communities who lost their houses due to the flash floods. The transitional shelters were constructed in the same location of emergency tents or evacuation center. Due to the slow progress on the construction of transitional shelters, displaced household were forced to live in emergency tents. PMI targeted these households by providing support such as additional household items distributions such as blankets, sarongs, sleeping mats, tarpaulins, mosquito nets, family kits, baby kits, hygiene kits and cleaning kits, clean water, PSS, hygiene and health promotion. In addition, PMI also targeted affected household who returned to their house by conducting sanitation activities (post-flood cleaning activity), PSS, hygiene and health promotions. Since PDAM were still rehabilitating their damaged and contaminated water resources and were unable to address the needs, PMI filled the gap by operating the water treatment plan and providing additional support with water trucking and distributing water tanks.

Due to the COVID-19 situation in both areas, PMI practiced COVID-19 prevention protocols especially for those activities requiring direct contact with the communities. Several adjustments to the activities were foreseen, such as changing promotion activities through radio, and establishing scheduled and limited mass-gathering for any distribution activities. Follow up assessments were conducted in September 2020 by both PMI chapters and communicated back to PMI Province – PMI NHQ and IFRC providing updates on the field.

Both of PMI's chapters also maintained close communications and coordination with local authorities, community leaders and recipients to ensure all activities were received by those who were most in need and to maintain community engagement throughout the operations.

## C. DETAILED OPERATIONAL PLAN

 <div style="display: inline-block; vertical-align: middle;"> <p><b>Shelter</b></p> <p><b>People reached: 16,608</b></p> <p>Male: 8331</p> <p>Female: 8277</p> </div>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of households receiving essential household items	3,590	4,152
<b>Narrative description of achievements</b>		
<p><b>Emergency response</b></p> <p>In Melawi, West Kalimantan, when the floods inundated the area, PMI deployed personnel to conduct assessments. Not long after the assessment, Melawi district local authority declared emergency status and evacuation efforts had to start immediately. PMI supported the effort by providing and distributing food and household items to the affected families. From July - August 2020, PMI managed to distributed food items to 2,604 household (10,688 people) 5447 men and 5241 women, and distributed household items such as hygiene kits, family kits, baby kits, blankets, tarpaulins and mattresses to 1,213 household (6,172 people) 3121 men and 3051 women.</p> <p>By late August and beginning of September 2020, a second flood occurred and inundated Melawi district once again but worse than the previous floods. Responding to the situation, PMI Melawi with the support from PMI West Kalimantan province responded to the situation by evacuating five household (14 people) to the evacuation center. There were 13 evacuation centers identified. However, with limited capacity, PMI managed and supported 2 out of 13 evacuation centres with 153 household (575 people; 167 men and 135 women) occupied the evacuation center. PMI distributed blankets, sleeping mats and tarpaulins at the evacuation centers. PMI volunteers also supported Rumah Zakat field kitchen established to support all the evacuation center. In total, PMI managed to provide food to 1,169</p>		

people from July-September 2020. Even though floods continued to inundate the area, displaced families began to leave the evacuation area to live with their relatives. As of 17 September 2020, only 21 households occupied the area and as per 19 September 2020 there were no displaced households occupying the evacuation center, so PMI moved their further support targeting communities at affected village.

Responding to the flash flood in North Luwu, a team of four volunteers were deployed to support search and rescue activities. Later, an additional 23 volunteers and haggglunds were deployed to support the activities. During these efforts PMI managed the recovery of five dead bodies providing them with dignified burials. Household items such as hygiene kits, blankets, sleeping mats, tarpaulins, family kits and clothing were also distributed at the evacuation center (Please refer below table for more detailed items distributed). PMI also distributed food items received and donated by various private and organizations within and outside of North Luwu to affected households in evacuation centers and affected villages. By combining the household and food items distributions activities, PMI managed to reach 12,442 people in six affected sub districts.



Emergency shelter/camp in North Luwu. (Photo: PMI)

To support the communities in the evacuation centers, PMI supported displaced households by constructing emergency tents using tarpaulins they received. PMI established 222 emergency tents to support 222 affected household in the area.

### Post-emergency phase

As the floods receded, PMI continued their support by distributing essential household items such as family kits, blankets, tarpaulins and sleeping mats to the communities in the affected villages. Besides the essential household items, with the support from local donors and donations from various community or private donors, PMI also distributed clothing materials, cooking items etc. (most of the items received are in-kind food items and household items). Food items distribution took place from July 2020 - September 2020.

By September 2020, post-emergency efforts started in North Luwu. 50 displaced households received transitional shelter built by the government at the evacuation/emergency tents locations. The remaining displaced households had to wait for their transitional unit to be constructed and remain in the emergency tents. By December 2020, almost all IDP camps were empty, even though only 100 transitional shelters had been constructed. Displaced communities preferred to move to their relatives houses or rented accommodation than to stay in the emergency tents. Due to the household item needs, PMI distributed additional household items as a top up. In additions, PMI continued to receive in-kind donations especially food items, which they also distributed to the affected communities.

PMI NHQ dispatched additional/top up household items such as hygiene kits, family kits, blankets and sleeping mats which reached Melawi and North Luwu on 11 November 2020. IFRC replenished all dispatched household items and the replenishment items received by Banjarmasin PMI Warehouse on 29 January 2021. Household items distribution took place from July 2020 - January 2021.

Items	North Luwu		Wajo		Melawi		Total	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Blankets	1,440	1,666	150	74	1,500	1,579	3,090	3,319
Tarpaulin	1,440	1,253	-	-	-	1,084	1,440	1,253
Baby kit	213	367	22	5	265	275	500	647
Family kit	1,440	1,728	150	74	410	413	2,000	2,215
Kitchen sets	-	494	-	-	-	-	-	494
Sleeping mats	1,440	1,644	-	-	-	94	1,440	1,738

### Challenges

Access to the affected area was a major challenge in the emergency phase since the flood, debris or mud covered all main roads and bridges to the affected areas. One of the alternatives was to access affected areas by boat. However, heavy rainfall and risk of flash flood were the main safety concern on the field.

Covid-19 prevention policy and restriction also hampered some of the activities especially activities that requiring mass-gathering such as distribution (logistics and cash), promotion activities and workshops. To adapt to the strict policy, changes and modifications were made to continue the implementation.

Dispatched household items required time to reach the affected communities. First batch of household items reached affected area by August 2020 (two weeks after flood inundated the area). On the other hand, second batch of household items reached the affected area by November 2020. Hence, there were gaps for PMI to address immediate needs.

For both provinces, there are no clear government long-term plan nor solutions to the affected communities. As mentioned in the previous chapter, relief support (in cash), transitional shelter and permanent shelter were offered by the government to support the affected communities. However, not all targeted communities received the support mentioned. As a result, affected communities asked for support in advocating to the relevant authority.

### Lessons Learned

Throughout the operations PMI Melawi and PMI North Luwu adhered to the social restrictions and COVID-19 prevention policy. To lessen the risk of COVID-19 transmission, logistic distributions were conducted through door-to-door approach with limited staff mobilization and interaction with the community. In addition, PMI volunteers also distributed masks every time they identified communities with no mask attended or interacted with PMI.

To enable PMI West Kalimantan and South Sulawesi provinces or other Kalimantan and Sulawesi provincial-level PMI responding to future hydrometeorological-related disasters and in considering La Nina will impact events until early 2021, PMI NHQ has put household item buffer stocks at Banjarmasin PMI regional warehouse located at South Kalimantan province and Makassar PMI regional warehouse located at South Sulawesi province. Strategically, both regional warehouses are within reach of all provinces located in Kalimantan and Sulawesi Island.

Procurement for family kits were over the approved budget due to the modified specifications to include COVID-19 prevention-related items such as hand sanitizer and face masks. Consequently, this increased the unit price per kit.

Lastly, through the lessons learn workshop, PMI committed to support the affected communities to follow-up the long-term solutions proposed by government.



### Livelihoods and basic needs

People reached: 5,926

Male:3014

Female:2,912

Indicators:	Target	Actual
# of households that are assisted to meet their immediate needs through MPCGs	1,440	1,468

### Narrative description of achievements

At the beginning of the operation, evacuated households were forced to stay in communal areas that were not designed for mass-housing/sheltering. Immediate needs identified such as household items, food items, clothing, and health needs. PMI addressed these needs by providing relevant services to the communities. However, it was challenging for PMI to address household specific or priority needs. Initially, PMI planned to distribute cash, targeting those who were displaced by the flash flood to tackle their immediate needs in the evacuation center in Radda and Mella village. Two months after the emergency period, follow up assessment were carried out and according to the report in Radda and Meli evacuation center and transitional shelters, identified needs remain such as household items (clothes, blankets, matts, cleaning items, hygiene items and other consumable items), food items, shelter materials (shelter tools, plywood, tarpaulins etc). In general, needs identified were immediate/short-medium needs to replace lost items or repair damaged house).

PMI NHQ deployed one trained and experienced staff to conduct basic training for cash assessment (needs, response analysis and implementation) and Kobo collect training for recipient registration since PMI South Sulawesi and North Luwu are not experienced in cash distribution activity. The trainings were conducted in August 2020, with 13 volunteers attended the trainings.

In parallel, PMI NHQ also led the discussion with the potential Financial Service Provider (FSP), that is Indonesian Post Service or *Pos Indonesia*. Based on the assessment report, response analysis and earlier money order cash distribution experience with *Pos Indonesia* in Sunda Strait, money order distribution through *Pos Indonesia* was selected as suitable delivery mechanism in North Luwu. With the support and guidance from IFRC logistics staff, PMI

submitted an exception of bid to speed up the administration process. Exception of bid was applied considering the nature of DREF support that has limited the implementation timeframe. Exception of bid was approved in late December 2020 and contracted between PMI and *Pos Indonesia* signed by mid-January 2021.

Even though the contract was signed in January 2021, all preparation on the field was set and ready by December 2020. Final recipient lists were verified and approved by local authority in December. In addition, PMI conducted a formal meeting with the Regent of North Luwu in December. In the meeting, PMI explain and inform the mayor that PMI would fill the gap by providing support to the communities since the scheduled shelter support/social protection in January 2021 were postponed due to the Governor transitional period.



Distribution and encashment process. (Photo: PMI)

The distribution and encashment period took place from 26 January 2021 until 5 February 2021. By the end of the distribution and encashment period, 1,468 out of 1,475 registered households received and encashed their money order. Following the distribution and encashment period, post-distribution monitoring (PDM) was conducted to evaluate the program and the support distributed to the recipients. PMI interviewed 401 people (204 men and 197 women). Based on the PDM report, the households spent the support for:

- Food items - 83.79% respondents spent the support for food items as their top priority.
- Household items or non-food consumable items (kitchen sets, mattresses, blankets, hygiene items, etc.).
- 47.15% respondents spent on household items or non-food consumable items.
- House repair materials – 28.57% respondents spent the support for shelter repair materials and tools (plywood, nails, saw, hammer, etc.).
- The rest was spent to cover school fees, debt, medical expenses, fertilizers and seeds.

### Challenges

Limited trained and experienced staff available in North Luwu hampered the assessment at the beginning of the operations. PMI NHQ had to support by deploying their staff to support the district/province implement. This includes IT/IM resources mobilizations such as phone or tablet from Lombok Operations to South Sulawesi.

Prior to the cash distribution, PMI has to sign a Service Agreement with FSP, in this case is *Pos Indonesia*. The lengthy process of agreement review and approval process caused delays to the implementation in the field. On the other hand, PMI is not the only partner who chose *Pos Indonesia* as distribution partners. The Government of Indonesia through the Ministry of Social Affairs, distributed COVID-19 support across the nation through *Pos Indonesia*. Therefore, even though *Pos Indonesia* are very well experienced in cash distribution, they also had a very tight and busy schedule at the time.

### Lessons Learned

Pre-disaster framework agreement between PMI and FSP is vital. By having pre-disaster framework agreement in place, several preparation steps can be expedited such as tender processes or service agreement review/approval processes to save time.



### Health

People reached: 183,382

Male: 93,213

Female: 90,169

Indicators:	Target	Actual
# of people who are directly reached to lessen immediate risk to the health	16,000	183,382
# of people reached with health promotion activities	16,000	178,888
# of people who receive first aid support through mobile clinics	1,440	948

# of people who are assisted to reach safety through evacuation	1,440	292
# of households that are supported to recover and bury a family member	100	5
# of dead bodies that are successfully handled using the DBM protocols	100	5
# of households that are reached with dengue prevention messaging	1,440	1,441
# of people reached through psychosocial support activities	1,440	6,239
# of volunteers attending debriefing sessions	120	426

### Narrative description of achievements

#### Emergency response

Besides assessment, distribution and evacuation, PMI Melawi also deployed a mobile clinic team to the field. At the time, PMI Melawi had very limited capacity for mobile-clinic and trained first aiders. Therefore, for the two activities PMI relied on local health authority staffs to conduct thorough health services with PMI providing the referral services to the communities. Responding to the initial floods in July 2020, PMI Melawi managed to help nine people (two children below the age of 17, five adults and two elder people) in Kayan sub-district. The activity then stopped due to the limited capacity and then continued again in September 2020 when the second flood hit the area. For the second response, PMI Melawi managed to help 92 people in two villages. Based on PMI's report, skin-disease (skin rash and irritation), stomach-ache and diarrhea were the common issues reported by communities who visited the mobile clinic.



PSS Activity for children in Melawi, West Kalimantan. (Photo: PMI)

Along with the mobile clinic services and distributions activity, PMI Melawi also conducted PSS session to the affected communities. To lessen the risk of Covid-19 transmission and to limit social-gathering, PSS session were conducted in several different locations at a time or simultaneously. From July - August 2020, PMI Melawi conducted nine PSS session and reached 2,725 people.



Health service at emergency tent/shelter in North Luwu. (Photo: PMI)

Similar to PMI Melawi, as soon as the flash flood was reported in the area, PMI North Luwu deployed one ambulance and set up a mobile clinic in Masamba and Baebunta sub-district. In the emergency response period from July – September 2020, 843 people benefitted from the mobile clinic and ambulance services. After the emergency response ended, PMI stopped the mobile clinic activities since health facilities were fully operating in the area. However, PMI however, continued the ambulance service to the communities. Post-emergency response period, PMI received four ambulance service requests and served four people.

At the evacuation centre, PMI also conducted PSS sessions with the communities. Children were the main target of PSS activities since children were considered as the most affected mentally and physically by the flash flood. The flash flood forced them to live in a communal area with limited space available in the emergency tents. In addition, they also lost their belongings such as books, toys or contact with their friends. Therefore, PMI conduct 48 PSS sessions and reached 106 children under five years old, and 429 children age between 5-17 years. Activities such as playing games, storytelling and prayers were conducted together in the emergency centre. Similarly, PSS sessions were also conducted targeting adults in the evacuation centre. From the activity, PMI reached 84 adults and seven elderly people by conducted praying/religious activity and discussion session.

To support search and rescue activities, PMI deployed eight personnel and one hagglund to the affected area. PMI managed to evacuate five dead bodies (two in Baebunta sub-district and three in Masamba sub-district). Related to health services, almost all health services were conducted only in the emergency response phase in North Luwu except for Health promotion, mosquito net distribution and dengue prevention campaign and ambulance services. To lessen the transmission of COVID-19, PMI also distributed facemasks at the locations. In total, PMI distributed masks to 3,931 people in Melawi and PMI North Luwu distributed 369 boxes of surgical masks to the communities

### Post-emergency phase

Three months after the disaster, PMI Melawi decided to not continue the mobile clinic due to the limited resources available to support the activity. On the other hand, local health authority could cope with the needs in the area and PMI did not identified additional gaps or health need in Melawi district. However, PMI continued PSS with health promotion as additional activities. From August - January 2021, PMI Melawi conducted 24 PSS sessions and reaching 2,868 people. In total, PMI Melawi conducted 33 PSS sessions and reached 5,594 people from the services.

Besides PSS activities, PMI Melawi also conducted health promotion with two delivery methods, the first via face-to-face sessions with the communities, the second via campaigns through radio shows and social media. PMI conducted 18 face-to-face sessions in 15 villages across four sub-districts in Melawi. In addition to the face-to-face sessions, PMI also distribute IEC material from door-to-door and distribution at public facilities such as markets, mosque, schools and community centre. Contents included in the IEC and disseminated to the community such as COVID-19 preventions, 3M/new normal campaign, and post-flood health risk awareness. PMI Melawi reached 8,688 people through promotion sessions and IEC distributions.



PMI distributing Covid-19 prevention kit and explained 3M policy in North Luwu. (Photo: PMI)

On the other hand, PMI Melawi also disseminated health promotion materials through radio shows and radio jingle that could reach not only Melawi area but across Central Kalimantan area. With support from PMI NHQ communications and CEA division, PMI Melawi own a set of radio jingles with health and hygiene materials in the local language. The jingles were aired by one local radio station in Melawi from November 2020 until January 2021 and were able to reach 169,000 people in Sintang, Ketapang, Sekadau districts and even to East Waringin district which located in Central Kalimantan province. Besides the jingles, PMI Melawi also conducted one radio session talk show on the importance of personal and environmental hygiene post-disaster and the risk of post-disaster diseases. In the show, PMI Melawi invited one of their board members who is educated and working as a doctor, as the main speaker and one health staff from a local health facility. As mentioned previously, the show aired and reached not only the Melawi districts but also other districts in West Kalimantan and Central Kalimantan.

Three months after the disaster, ambulance services were available by request. PMI ambulance effectively supported the communities from July - October 2020. Health promotion sessions were conducted by face-to-face session with the communities. Unlike in Melawi, PMI did not manage to identify suitable radio station that could reach the six affected sub-districts. In additions, since most of the affected communities had lost their belongings or damaged due to the flash flood, PMI concluded that it wouldn't be effective to deliver the health message or campaign through radio.

PMI North Luwu conducted 12 health promotion sessions reaching 1200 people. Additionally, PMI distributed mosquito nets, provided information on how to properly wash and use the mosquito nets and disseminated dengue prevention messages to 1441 households. The mosquito net distribution activities took place in November - December 2020 whilst the health promotion activities were conducted in December 2020 to early January 2021.

### Challenges

Even though mass-gathering activities were implemented in several simultaneous but separate sessions, it was hard to control the mass-movement from one session to other session especially for children. In addition, public awareness to wear face mask to lessen Covid-19 transmission are relatively low in the area. PMI continued to distribute face masks every time they saw community members without masks attending the session. However, volunteers had to keep reminding individuals to wear the mask properly when interacting with others.

Due to the Covid-19 screening stigma at the time, people were reluctant to visit PMI mobile clinic because they were afraid it is intended for covid-19 screening and that when tested positive, they will get transported to quarantine hospitals.

### Lessons Learned

To raise the communities' awareness and knowledge especially for health awareness, PMI has to meet and conduct the promotion services regularly in the communities. This is to ensure that the community understands the message and extends the practice of it in their daily lives. By disseminating the health message through local languages, it proved effective for the local context and was easily understood by the community.



## Water, sanitation and hygiene

People reached: 28,602

Male: 14,536

Female: 14,066

Indicators:	Target	Actual
# of households provided with safe water services that meet agreed standards according to specific operational and programmatic context	6,396	28,602
# of assessments/monitoring visits undertaken and shared (assessment reports/monitoring reports)	3	4
# of people have access to safe water	22,360	30,762
# of liters of safe water distributed	n/a	6,173,925
# of beneficiaries able to access adequate sanitation facilities	5,760	8,734
# of people reached by hygiene promotion activities	22,360	180,765
# of volunteers involved in hygiene promotion activities	120	20
# of households provided with hygiene kits	2000	4,152

### Narrative description of achievements

#### Emergency response

Based on initial assessment, PMI identified that the affected and evacuated communities were in dire need of clean water. This was due to the flood contaminated water resources in the area such as the river, household wells and pipeline into the area. In July 2020, PMI addressed the needs by distributing bottled water to the communities because PMI Melawi did not have water trucks available for deployment. By distributing bottled water transported by boat, PMI could provide sufficient water to the evacuated and affected communities.

The DREF support enabled PMI Melawi to respond to the second flood emergencies in September 2020. Learning from the previous flood event, PMI coordinated and communicated with PDAM in Melawi. From the coordination, PMI could support PDAM by operating eight water trucks owned by PDAM to distribute water to three locations namely Juang street, public elementary school no. 6 and Islamic boarding school. At the time, PDAM was short in human resources to operate all the trucks to respond to the needs. On the other hand, with the support from volunteers, PMI Melawi could offer workforce to operate the trucks and to cover their operational costs. Distribution lasted for a month and PMI distributed clean water twice a day every day. From the activities, PMI distributed 120,000 litre of water and benefitted 2,035 people in three different locations.

As mentioned above, prior to the flash flood, North Luwu was inundated by flood waters several times. Each time flash floods occurred in the area, not only did the flash flood damage the area, it also contaminated and destroyed water resources and water pipelines in the area. With access to water resources undermined due to mud and debris, PDAM struggled to address the needs and to rehabilitate the damaged pipeline. To fill the gap, PMI had to deploy significant water purification equipment with the supporting structure. Therefore, PMI deployed four water treatment plants, five water bladders and two water trucks to help meet the water needs. 47 personnel were deployed to manage the facilities and support distribution to the affected communities. It was estimated that PMI provided water from July to September 2020 (three months in the emergency response phase). It was agreed with PDAM that within three months they could operate and provide water to the affected communities.



PMI Providing clean water at emergency camp locations in Radda sub-district, North Luwu. (Photo: PMI)

However, by September 2020, PDAM requested PMI to continue the water treatment plan and water trucking activities until December 2020. The request was due to the extensive damage of PDAM pipeline and water purification facilities in the area. Hence, PMI continued providing water throughout the whole operation. As a result, PMI provided water to people in six affected sub-districts in North Luwu for six months by distributed 6,053,293 litres of water.

PMI North Luwu also supported environmental cleaning activity in six sub-districts with 30 different locations namely emergency camp/tent and/or public facilities in the area such as bus stations, markets, schools, local authority offices, local community health centres and community/communal halls. From the activities, public facilities can be accessed and restored to full benefiting approximately 7,046 people around the facilities and premises.



PMI supporting post-flood cleaning activities in North Luwu. (Photo: PMI)

At the emergency camp, PMI North Luwu constructed five emergency latrines equipped with washing stations in an evacuation camp area in Kampal village where it can be accessed by 49 households (approximately 192 people). The government constructed latrines and drilled boreholes at the transitional area. PMI did not construct additional latrines at the transitional shelter since it was covered by other stakeholders.

Items	North Luwu		Wajo		Melawi		Total	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Hygiene kit	1,440	2,515	150	74	1500	1,563	3,090	4,152
Cleaning kits		204	150	74	2,000	1000	2,150	1,278

### Post-emergency activity

As evacuated households started to return to their respective houses, PMI Melawi shifted their activity focus from targeting people in the evacuation centres and the ones who remained in their inundated houses, to focusing on supporting all communities returning to their normal lives. When the floods started to recede, water was not only needed for daily consumption but also to clean the affected environment. Roads, bridges, houses, mosques and other facilities were covered by mud, housing materials, wood and any other debris dragged by the floods and flash flood. Heavy equipment such as excavators, bulldozers, and trucks were deployed and operated by the police and military, while PMI and PDAM provided water to clean the environment. In total, PMI Melawi supported environmental cleaning activities in 12 different villages with 29 different locations and or public facilities in the area such as bus stations, markets, schools, local authority offices, local community health centres and community / communal halls. From the activities, public facilities could be accessed and restored to full operation and benefited approximately 56,353 people around the facilities and premises.



PMI rehabilitating damaged water line in Melawi. (Photo: PMI)

Whilst cleaning the environment, PMI also supported the communities by rehabilitating their water sources such as wells that were contaminated by the flood. In August 2020, PMI managed to rehabilitate seven household wells in Tanjung Niaga and Sidomulyo village. However, flood inundated the area again in September 2020 and the wells got contaminated again by the flood. Therefore, PMI Melawi decided to discontinue well rehabilitation efforts but to set up additional communal water tanks whilst rehabilitating damaged pipeline/water line in the area.

PMI distributed and set up six communal water tanks at communal locations located in six villages. The water tanks could serve the needs of 5,604 people around the area. Even though PMI concluded their water trucking activities in September 2020, PDAM committed to providing water to the newly established water tanks while linking the village through pipeline construction. To speed up the process, PMI with the permission from PDAM and the communities, managed to rehabilitate the damaged pipeline in Tanjung Lay and Nusa Pandau village. By rehabilitating the pipeline, PDAM was able to provide water to affected villages with less costs (considering water trucking is not a sustainable solution) and benefitted 1,760 people in Nusa Pandau and 1,370 people in Tanjung Lay.

To complement the activities, hygiene promotions were implemented through two delivery methods, that is face-to-face sessions with the communities and through aired radio jingle and talk shows. Face-to-face sessions were implemented throughout September 2020 to early January 2021 with a total of 19 sessions conducted. Most of these sessions were conducted at schools, community halls, and were implemented together with the distribution of hygiene kits. Hygiene IEC materials were distributed, on topics such as how to wash hands, the importance of personal and environmental hygiene, do not litter and household waste management. From the 19 sessions and IEC distributions, PMI reached 11,765 people in Melawi districts.

Since hygiene promotion/message aired together with health messages, PMI managed to reach 169,000 people in Sintang, Ketapang, Sekadau districts and even to East Waringin district located in Central Kalimantan province. The jingle for hygiene messaging, however, was only aired in December 2020 whilst the talk show took place in January 2021.

Additionally, PMI North Luwu continued providing water to the affected communities in six sub-districts. This was also complemented by the distribution and set up of 71 communal water tanks. Besides the household water tanks, PMI distributed water to communal water tanks and to public facilities such as markets, bus stations and mosque. PMI north Luwu also conducted hygiene promotions to 550 people on how to wash hands, the importance of personal and environmental hygiene and household waste management.



Hygiene promotion demonstrating how to properly wash hands. (Photo: PMI)

### Challenges

The COVID-19 strict policy and restrictions hampered mass-gathering activities such as hygiene kits and water distribution, post-flood clean-up efforts and hygiene promotions sessions. Several planned hygiene kits distributions activities had to be organised through the head of the village since the local authority did not permit any mass-gathering activities.

Water distribution was also found to be a challenge, especially in Melawi, where PMI had to rely on PDAM water trucks since there are no water trucks available in the area. Additionally, water trucking could not reach remote or flood-isolated locations due to the limited access to the area.

### Lessons Learned

As mentioned in the health sections, promotions and disseminations should be followed up or delivered through constant and regular session with the communities.

From the PDM activities PMI reported that all communities received hygiene kits in full, received items were reported as received in good condition, and that the kits and items are sufficient for two months of hygiene need.



## Protection Gender and Inclusion

Indicators:	Target	Actual
The operation demonstrates evidence of addressing the specific needs to ensure equitable access to disaster response services.	Yes	Yes
The operation demonstrates evidence of compliance with IFRC minimum standard commitment to gender and diversity in emergency programming.	Yes	Yes

### **Narrative description of achievements**

From the beginning until the end of the operations, PMI Melawi and North Luwu ensured that all recipient lists were sex and age segregated. However, due to strict COVID-19 prevention policy and social restrictions, several direct interactions to gather information with the communities were limited, this included distributions, socialization meetings and in feedback and reporting mechanisms that ensured the issues reached the decision makers and become concrete actions. Hence, there were some activities, mostly distribution-related activities, that had to be conducted based on secondary sources of gender data in the affected locations.

The PGI component was considered throughout the implementation of all activities. This included targeting of vulnerable households, socialization in communities, adaptation of distribution plans to accommodate different needs, and strict observance of child protection and sexual abuse prevention policies of PMI and IFRC. Overall, the PGI component was ensured by the CEA team through monitoring of feedbacks from communities which were gathered via multiple channels. No incident of abuse, exploitation or discrimination was reported. Related to community feedback, in total, PMI received 42 feedbacks from the communities in Melawi and 12 feedbacks from the communities in North Luwu. From the community feedback, communities could inform or request to be evacuated. As an example, PMI Melawi received one report from the community on pregnant woman that needed to be evacuated. With the report, PMI deployed their evacuation team and responded to the report.

### **Strengthen National Society**

<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of volunteers who receive training through the operation	120	86
# of volunteers who are insured through the operation	120	119
A Lessons Learned undertaken at the end of the operation	Yes	2
# of staff and volunteers participating in lessons learned workshop	130	86
Complementarity and strengths of the Movement enhanced"	Yes	Yes
Operation is 100% compliant with IFRC procurement procedures	Yes	Yes
Site specific security assessments completed	Yes	No

### **Narrative description of achievements**

In total, PMI deployed 426 volunteers and staffs to respond to disaster in North Luwu and Melawi. There are 25 branches and provinces involved in the two disasters response operations. All deployed staff and volunteers from neighbouring branches received training and held specific specializations prior to mobilizations. Therefore, additional training was not required, and they were able to go straight to the field and conduct services.

86 local volunteers received orientation and briefing since most of them were recruited shortly after the immediate relief phase was over. This recruitment was also part of one of the exit strategies, just before mobilized personnel from outside of the affected area ended their mission and returned to their base. Throughout the operation, 119 volunteers and staffs who were actively involved in the operations were insured.

By the end of the operations, each of the provinces conducted a lessons learned workshop. PMI invited local authorities, recipients, volunteers, staffs and other relevant stakeholders to the workshop. The workshop was conducted to evaluate PMI services for the past six months. In general, PMI received positive feedback from the communities and local authorities. As a result of the operations, communities now understand the role of PMI and why PMI is present in the communities. Because of the active engagement from both PMI branches, they received more volunteering applications from the communities than before the disaster happened.

### **Challenges**

It has been proven that even though the affected PMI branch may have limited capacity to respond to a disaster, support and resources are able to be deployed from neighbouring branches. This was reflected in North Luwu and Melawi flood/flash flood operations. In the first two week of the disaster, both of the branches received additional resources not only from neighbouring districts but also from other provinces. However, in several cases, additional support from neighbouring branches or provinces were not communicated to the local/affected branch. This caused an overlap of support received/dispatched to the affected area especially for relief items, demonstrating that

coordination in such circumstances is vital to such operations NHQ and province play a vital role to coordinate the operation and to liaise within movement.

Further challenges were found in the limited capacity in terms of reporting. This caused programmatic reporting delay especially for the financial reporting.

### Lessons Learned

Close supervision and guidance from PMI NHQ are needed to ensure the quality of implementation and reporting of the operation. In addition, with the experience they received by implementing the operations, further technical trainings could add more value to the volunteers and increased their portfolio.

The field coordinator in Luwu, who previously has no prior experience in cash but now due to the cash implementation in Luwu is an asset and has been deployed to West Sulawesi to support cash implementation in Mamuju and Majene. This proves that maintaining and managing experienced staff from DREF operations could be beneficial to other provinces or districts who are also implementing DREF.

## D. Financial Report

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

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	117,983	151,884	-33,901
AOF3 - Livelihoods and basic needs	98,736	97,361	1,375
AOF4 - Health	44,964	32,854	12,110
AOF5 - Water, sanitation and hygiene	159,569	124,374	35,195
AOF6 - Protection, Gender & Inclusion	3,408	1,409	1,999
AOF7 - Migration			0
<b>Area of focus Total</b>	<b>424,660</b>	<b>407,883</b>	<b>16,777</b>
SFI1 - Strengthen National Societies	2,386	1,219	1,166
SFI2 - Effective international disaster management	1,544	465	1,080
SFI3 - Influence others as leading strategic partners	22,610	18,729	3,881
SFI4 - Ensure a strong IFRC	16,827	17,670	-843
<b>Strategy for implementation Total</b>	<b>43,367</b>	<b>38,083</b>	<b>5,283</b>
<b>Grand Total</b>	<b>468,027</b>	<b>445,966</b>	<b>22,060</b>

In total, CHF 468,027 was allocated to respond to the humanitarian needs of household affected by the flood and flash flood in North Luwu, South Sulawesi province and Melawi, West Kalimantan province. From the six-months implementation period, total expenditures reported are CHF 445,996 with the balance of CHF 22,060 to be returned to DREF pot.

There are several underspend budgets within this DREF operation, mainly related to health. The underspend occurred due to the mobile clinic activity and ambulance in Melawi only operating for two weeks. As explained in the narrative, due to PMI's limited resources and more specifically the needs on the field which were addressed by the local health authority, mobile clinic and ambulance services were stopped earlier than the planned. Consequently, operational costs to support these activities were far lower than expected. In addition, search and rescue activities, especially for dead body management, were conducted for a shorter period than initially planned. This was also due to BASARNAS, Military and Police which led and managed the search and rescue process. This was reflected by the number of bodies recovered or people evacuated by PMI volunteers in the narrative report. This was also a key contributing factor to the underspend in health.

Referring to the narrative report, water trucking activities in Melawi were only planned to last two weeks. Based on the initial plan, water trucking activities in Melawi were budgeted to cover a three-month distribution period. Due to the limited access to the affected area and PMI's identification of more efficient solutions to provide water to the communities, water trucking activities stopped and changed to pipeline rehabilitation and water tank distributions. Majority of the allocated budget was spent in North Luwu to support the six-month operations of four water treatment plans.

PMI also deployed and implemented activities in parallel or simultaneously. For example, while distributing water, volunteers were also deployed to distribute household items or to conduct further assessments (coordination, CEA and monitoring). While conducting PSS sessions, another team of volunteers were also deployed to conduct health promotion/hygiene promotion, household items distribution and assessment. As a result, the bulk of the operational costs, especially for transport (rent or fuel) and meals were charged under the WASH and Health sectors. Consequently, operational cost under PGI or livelihood activities remain untouched.

There was an overspend on shelter caused by two key factors:

- Unit price for family kits were over the allocated budget. Allocated budget per kit was CHF 20. However, the family kits procured for this operation were priced at CHF40.30. This was due to items being added to the kits such as 10-ply of facemasks, two bottles of hand-sanitizer, additional soaps and additional hand-towel to accommodate COVID-19 household prevention items.
- Due to the limited funds available at PMI NHQ, logistics were dispatched in two separate delivery periods. The first batch was delivered one week after the disaster happened and the second batch was delivered after DREF support was confirmed by the IFRC. Hence, there were also additional shipment fees.

Detailed expenses are outlined in the attached Final Financial Report at the end of this 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 PMI, would like to extend thanks to all for their generous contributions.

## Contact information

Reference documents



Click here for:

- DREF Operation

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

**In Indonesian Red Cross (Palang Merah Indonesia), Jakarta:**

- Sudirman Said, Secretary General; Email: [sudirman\\_said@pmi.or.id](mailto:sudirman_said@pmi.or.id)
- Arifin Muhammad Hadi, Head of Disaster Management Division; email: [arifin\\_mhadi@pmi.or.id](mailto:arifin_mhadi@pmi.or.id)

**In the IFRC Country Cluster Delegation, Jakarta:**

- Jan Gelfand, Head of CCST and Representative to ASEAN; email: [jan.gelfand@ifrc.org](mailto:jan.gelfand@ifrc.org)
- Ruth Lane, programme coordinator; email: [ruth.lane@ifrc.org](mailto:ruth.lane@ifrc.org)

**In the IFRC Asia Pacific Regional Office, Kuala Lumpur**

- Alexander Matheou, regional director; email: [alexander.matheou@ifrc.org](mailto:alexander.matheou@ifrc.org)
- Gwendolyn Pang, deputy regional director; email: [gwendolyn.pang@ifrc.org](mailto:gwendolyn.pang@ifrc.org)
- Andreas Von Weissenberg, head of DCC a.i.; email: [andreas.weissenberg@ifrc.org](mailto:andreas.weissenberg@ifrc.org)
- Christie Samosir, operations coordinator; email: [opscoord.southasia@ifrc.org](mailto:opscoord.southasia@ifrc.org)
- Siokkun Jang, logistics manager; email: [siokkun.jang@ifrc.org](mailto:siokkun.jang@ifrc.org)
- Antony Balmain, communications manager; email: [antony.balmain@ifrc.org](mailto:antony.balmain@ifrc.org)

**In IFRC Geneva**

- Nelson Castano, manager, operations coordination, email: [nelson.castano@ifrc.org](mailto:nelson.castano@ifrc.org)
- Eszter Matyeka, senior officer, DREF; email: [eszter.matyeka@ifrc.org](mailto:eszter.matyeka@ifrc.org)
- Karla Morizzo, senior officer, DREF; email: [karla.morizzo@ifrc.org](mailto:karla.morizzo@ifrc.org)

**For IFRC Resource Mobilization and Pledges support**

- Alice Ho, partnership in emergencies coordinator; email: [PartnershipsEA.AP@ifrc.org](mailto:PartnershipsEA.AP@ifrc.org)

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

- Audrey Seetho, acting PMER manager; email: [audrey.seetho@ifrc.org](mailto:audrey.seetho@ifrc.org)

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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	2020/7-2021/3	Operation	MDRID017
Budget Timeframe	2020/7-2021/1	Budget	APPROVED

Prepared on 27/Apr/2021

All figures are in Swiss Francs (CHF)

## MDRID017 - Indonesia: West Kalimantan & South Sulawesi Floods

Operating Timeframe: 22 Jul 2020 to 31 Jan 2021

### I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>468,027</b>
DREF Allocations	468,027
<b>Expenditure</b>	<b>-445,966</b>
<b>Closing Balance</b>	<b>22,061</b>

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

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			<b>0</b>
AOF2 - Shelter	117,983	151,884	<b>-33,901</b>
AOF3 - Livelihoods and basic needs	98,736	97,361	<b>1,375</b>
AOF4 - Health	44,964	32,854	<b>12,110</b>
AOF5 - Water, sanitation and hygiene	159,569	124,374	<b>35,195</b>
AOF6 - Protection, Gender & Inclusion	3,408	1,409	<b>1,999</b>
AOF7 - Migration			<b>0</b>
<b>Area of focus Total</b>	<b>424,660</b>	<b>407,883</b>	<b>16,777</b>
SFI1 - Strengthen National Societies	2,386	1,219	<b>1,166</b>
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<b>Strategy for implementation Total</b>	<b>43,367</b>	<b>38,083</b>	<b>5,283</b>
<b>Grand Total</b>	<b>468,027</b>	<b>445,966</b>	<b>22,060</b>

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/7-2021/3	Operation	MDRID017
Budget Timeframe	2020/7-2021/1	Budget	APPROVED

Prepared on 27/Apr/2021

All figures are in Swiss Francs (CHF)

## MDRID017 - Indonesia: West Kalimantan & South Sulawesi Floods

Operating Timeframe: 22 Jul 2020 to 31 Jan 2021

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>371,442</b>	<b>330,595</b>	<b>40,847</b>
Shelter - Relief	27,360	19,091	8,269
Construction Materials		47	-47
Clothing & Textiles	42,092	28,858	13,234
Food		62	-62
Water, Sanitation & Hygiene	95,730	101,180	-5,450
Medical & First Aid	9,350	1,158	8,192
Teaching Materials	6,000		6,000
Other Supplies & Services	101,000	92,230	8,771
Cash Disbursement	89,910	87,970	1,940
<b>Logistics, Transport &amp; Storage</b>	<b>25,050</b>	<b>26,255</b>	<b>-1,205</b>
Distribution & Monitoring	22,800	18,430	4,370
Transport & Vehicles Costs	2,250	7,825	-5,575
<b>Personnel</b>	<b>37,720</b>	<b>49,428</b>	<b>-11,708</b>
National Society Staff	30,880	21,905	8,975
Volunteers	6,840	27,522	-20,682
<b>Workshops &amp; Training</b>	<b>2,000</b>	<b>2,117</b>	<b>-117</b>
Workshops & Training	2,000	2,117	-117
<b>General Expenditure</b>	<b>3,250</b>	<b>10,353</b>	<b>-7,103</b>
Travel	450		450
Information & Public Relations		2,060	-2,060
Office Costs	2,000	3,527	-1,527
Communications		1,929	-1,929
Financial Charges	800	2,837	-2,037
<b>Indirect Costs</b>	<b>28,565</b>	<b>27,219</b>	<b>1,346</b>
Programme & Services Support Recover	28,565	27,219	1,346
<b>Grand Total</b>	<b>468,027</b>	<b>445,966</b>	<b>22,060</b>