

EMERGENCY APPEAL

REVISED OPERATIONAL STRATEGY

Tonga, Asia Pacific | Volcano & Tsunami



Tonga Red Cross Society staff and volunteers provide shelter support to those whose homes were destroyed or severely damaged by the volcano and subsequent tsunami. *Photo: TRCS*

Appeal No: MDRTO002	To be assisted: 17,000 people (2,833 HH)	Appeal launched: 21/01/2022
Glide No: VO-2022-000005-TON	DREF allocated: 430,666 Swiss francs	Disaster Categorisation: Orange
Operation Start date: 16/01/2022	Operation End date: 24/01/2024	
Operational Strategy Revision	Revision #: 1	Date: 24/07/2022

IFRC funding requirement: 4.0 million Swiss francs
Federation-wide funding requirement: 4.4 million Swiss francs
To assist: 17,000 people (2,833 households)



Amidst the devastation in Kanokupolu, Tongatapu, the erection of a Red Cross tent stands as a small beacon of hope. *(Photo: TRCS)*

TIMELINE

- 15 January 2022:** The Hunga-Tonga-Hunga-Ha'apai erupted and was followed by a tsunami.
- 16 January 2022:** TRCS commenced needs assessments and worked with the Government of Tonga to commence water distribution. In-kind distributions also commenced.
- 18 January 2022:** The Tongan government declares a state of emergency effective 16 January.
- 20 January 2022:** CHF 430,666 is allocated from the IFRC's Disaster Relief Emergency Fund (DREF).
- 21 January 2022:** An Emergency Appeal for CHF 2.5 million is launched to support the TRCS in providing assistance to 2,833 households for two years.
- 6 April 2022:** The Emergency Appeal is revised to CHF 4.0 million covering a two-year period, enabling the TRCS to increase its focus on resilience and recovery activities and supporting National Society development.

OPERATIONAL STRATEGY REVISION

After the launch of the appeal, planning and discussions continued with various stakeholders, including donors. In these discussions, this response operation was also identified as an opportunity to invest in risk management and risk reduction approaches, particularly in this context, which is disproportionately affected by the effects of climate change. Accordingly, a revised Emergency Appeal was launched on 6 April 2022 with additional resource

requirements while enabling a holistic Disaster Risk Management approach to this operation. The operation funding requirement currently is fully covered by hard and soft pledges.

The additional pledges will make it possible to strengthen the response and recovery programme and will support in-country partners with response and recovery activities, e.g., relating to resettled communities. Additional human resources within the Tonga Red Cross Society (TRCS) and the IFRC Country Cluster Delegation Suva will enable the programme to include a stronger community engagement component and to incorporate "green response" principles. There is also an opportunity to work towards increasing disaster risk reduction and resilience, both at the National Society and community levels. As the TRCS has not previously engaged in CBDRR activities, and a pilot programme in 2-3 communities was proposed. In addition, the increase in the Emergency Appeal will make it possible to expand National Society development activities and assist in enhancing long-term National Society sustainability. The appeal is expected to assist the National Society in rebuilding their National Headquarters and repairing/replacing EOC buildings, enabling the National Society to further develop its first aid programme, and investigate/pilot a new source of income generation. It will also assist in strengthening the volunteer programme. The plan includes significant capacity building components.

This operational strategy also reflects the achievements during the response and recovery programme to date, such as:

- Distributions of Red Cross shelter and WASH NFIs to affected populations on the Tongatapu, Ha'apai and 'Eua island groups.
- Supporting NEMO distribution of water during the initial emergency response.
- Between 16-26 January, 163 Tongan households made "safe and well" calls to family overseas using Tonga Red Cross satellite phones. In addition, enquiries were received from 42 international family members seeking news of Tongan relatives.
- Distributions of other gifts received in kind, such as water, food, books, clothing, family kits, hand sanitizer.
- Provision of nine hired portaloos in two affected communities on Tongatapu.
- Distribution of COVID-19 prevention messaging to 46 businesses/government offices, and other messaging on social media.
- Up to 15 June 2022, the TRCS has also provided 830 special purpose hygiene kits and 106 blankets to the Ministry of Health for use by repatriates in quarantine.
- Support for the households of children who attend the school, including the provision of water, food, family kits and school stationery.
- In order to support recovery activities, TRCS has conducted a number of capacity building activities since April, including relating to PGI, First aid, psychological first aid, logistics, and data collection.
- During May, TRCS conducted stock takes as a precursor to stock replenishments ahead of the 2022-23 cyclone season which is due to commence in November.

The plan below is wide-ranging, and some activities are expected to extend beyond the two-year appeal timeframe and incorporated into ongoing TRCS plans.

DESCRIPTION OF THE EVENT

On 20 December 2021, an eruption was observed at Hunga Tonga and Hunga Ha'apai, two sister volcanic islands in an uninhabited area approximately 65 km north of Nuku'alofa, Tonga's capital. There was further volcanic activity on 14 January.

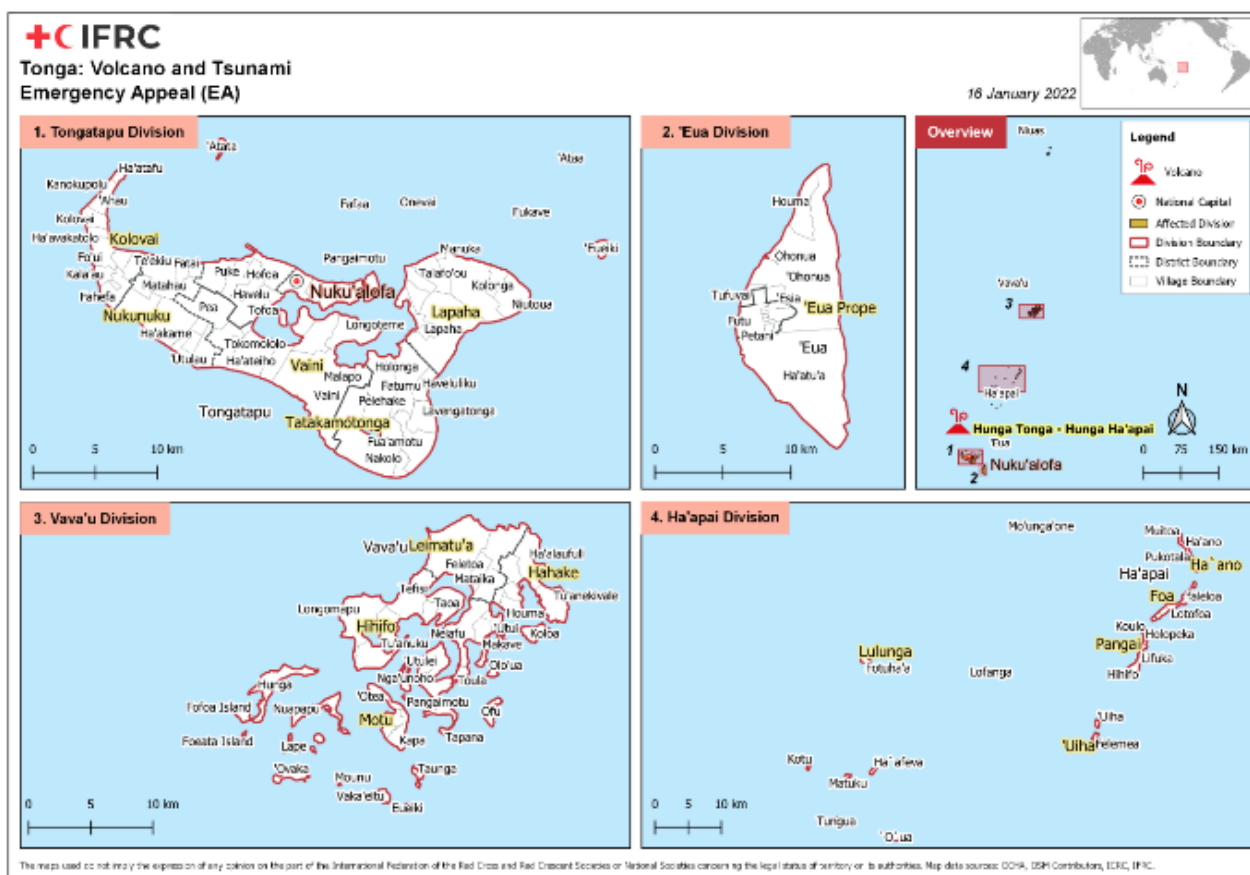
The eruption of the Hunga-Tonga-Hunga-Ha'apai (HTHH) volcano on Saturday, 15 January 2022 resulted ash cloud reaching 15 km and covering an area of 5 km. It was followed by a tsunami with waves reaching up to 15 metres in some parts of Tonga. The Tonga National Emergency Response Office (NEMO) estimated the population affected by the volcanic eruption and ashfall to be 84,776 people (84 per cent of the population of Tongatapu, Ha'apai and 'Eua. The most affected areas were the western and central areas of Tongatapu

(Kanokupolu, Kolomatu'a, Tukutonga and Siesia), the Ha'apai island group and parts of the west coast of 'Eua. The underwater volcano eruption is believed to be the largest volcanic event in the past 30 years.

On 18 January, the Prime Minister of Tonga declared a state of emergency effective from 16 January. The state of emergency was subsequently extended to 10 April. Both the Tongan government and the TRCS requested international assistance. Four deaths have been attributed to the eruption and tsunami.

Two undersea internet cables were damaged, disrupting international and domestic communications. The international undersea cable was reinstated on 22 February. The break in the domestic undersea cable was extensive (110 km). As of April 2022, repairs to the domestic undersea cable were ongoing, and expected to take several months. Initially, satellite phones were not operational due to the volcanic ash cloud. Limited satellite phone communications were re-established around 72 hours after the eruption. The cell phone network was initially unstable but subsequently restored in Tongatapu.

Fua'amotu international airport was initially closed but reopened on 20 January once ash had been manually cleared from the runway.



Severity of the humanitarian conditions

1. Impact on accessibility, availability, quality, use and awareness of goods and services

Access to water was a key need during the initial response due to the combined impacts of infrastructure damage, contamination from ashfall, and inundation by seawater following the tsunami. In Tonga, many households are dependent on rainwater harvesting, and water is often stored in household water tanks. Some household water tanks were damaged, and some were contaminated with ash in the immediate aftermath of the eruption and tsunami. Underground water has been assessed as safe.

As at the end of May, some families remained without access to toilet facilities. Electricity was initially disrupted but by 19 January, electricity had been restored to 90 per cent of Tongatapu.

Many homes in coastal areas were inundated with seawater. The Tongan National Emergency Management Office (NEMO), in conjunction with others, conducted Initial Damage Assessments (IDA). NEMO reported that a total of 284 household shelters had been severely damaged or completely destroyed, while a further 182 household shelters suffered minor or moderate damage.



Tonga Red Cross staff and volunteers assessing a home in Pangaimotu. (Photo: TRCS)

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



Following the volcano and tsunami, 167 homes were assessed as completely destroyed and a further 117 homes were assessed as being seriously damaged. (Photo: TRCS)

Residents in some coastal areas relocated to limited higher ground areas following the eruption. Some small islands in the Ha'apai group were completely flooded by the tsunami waves. Residents were evacuated from some badly affected islands to Tongatapu. Initially, around 3,000 people were staying in evacuation centres. As of 10 March, NEMO reported that 46 households displaced from the Fonoifua, Nomuka, and Mango islands remained on Tongatapu. Red Cross contact with affected households from the outer islands as at the end of May

suggests a large proportion of these families have still not returned to the islands and are waiting news from the government regarding possible long-term relocation.

More than 80 per cent of Tongan households are involved in their own food production. There has been some damage to crops, which has impacted food security for some households. The impact of COVID-19 has further increased vulnerabilities in relation to food security. Due to the restrictions on inter-island travel, it was necessary for air drops to be carried out to some of the outer islands. Livelihoods have been affected, though ongoing livelihoods assessments continue. Around 200 fisherfolk reportedly lost their boats during this disaster event. Livelihoods for relocated communities are a concern with communications regarding the government's rebuild plans to date showing minimal access to land and a change in livelihood sectors required for many.

A field hospital was set up on Nomuka by the Ministry of Health as the health centre was badly damaged. As a result of the combined impacts of the tsunami and heavy rainfall, some cases of dengue were reported on Tongatapu. The Ministry of Health responded by spraying the affected communities.

2. Impact on physical and mental well-being

Between 20-30 people were reportedly injured during the initial event. This relatively small number partly reflects Tonga's preparedness. Previous disaster events have included cyclones, earthquakes and tsunamis and there are a handful of active volcanos. Government messaging has raised awareness of the steps to be taken in the event of a possible tsunami. TRCS has also co-led disaster preparedness activities with the Tongan government in numerous communities.

The disruption to telecommunications systems has had a significant impact on the well-being of the affected population. Tonga has a large diaspora and many people approached the Red Cross and other agencies in order to try to contact family and friends overseas and on other islands. There were 154 successful calls by Tongan households to people overseas, eight unsuccessful calls, and one call for which the outcome is not known. In addition, enquiries were received from 42 international family members seeking news of Tongan relatives.

There have been significant impacts on physical and mental well-being. The Regional Protection Cluster, coordinating with local agencies present in Tonga, including the TRCS, previously reported the need for psychosocial support and psychological first aid (PFA). As at the end of May, the Chair of the Tongan Civil Society Forum, also the Acting President of the TRCS, reported on the high need for psychosocial support to outer island households staying on the mainland in church halls and with relatives. These affected households see themselves as being "in limbo" while reconstruction and relocation decisions are made.

Following the tsunami and heavy rainfall in the weeks following the eruptions, residual standing water in low-lying areas increased the risk of diarrhoea and vector-borne diseases. The government responded to the increased risk and small number of cases of dengue fever by conducting spraying in the affected communities. The TRCS initially reported an increase in rodents, also capable of spreading diseases such as leptospirosis. Clean up work has helped reduce the risk of infectious diseases, although as indicated elsewhere, COVID-19 remains a risk.

Initially, ashfall caused irritation to the eyes, skin and breathing for some people, with a small number being admitted to hospital. However, the impacts on air quality were largely short-term. Ashfall also contaminated personal belongings and water supplies.

3. Risks & vulnerabilities

(a) COVID-19

Two cases of COVID-19 (Omicron variant) were detected during routine testing of port workers on 2 February 2022. As of 30 May, there had been a total of 11,636 reported COVID-19 cases, and 11 deaths had been officially attributed to COVID-19.

Following identification of the first cases of COVID-19, the Tongan government established a set of COVID-19 restrictions on various island groups, including a rolling lockdown, a curfew, school and business closures and restrictions on events and gatherings. Some of the restrictions were subsequently eased.

As of 28 May 2022, the Ministry of Health reported over 98 per cent of Tonga's eligible population (18 years and over) had received at least one dose of COVID-19 vaccine, 91 per cent had received two doses and 58 per cent had received booster shots. Vaccinations of children aged 5 to 11 years has commenced and as of 28 May, 43 per cent of children in this age group had received at least one dose of the vaccine.

The COVID-19 outbreak and its associated restrictions on movement have had significant impacts on the response. Government-led controls have included a requirement to quarantine relief items on arrival in Tonga and to conduct distributions in a contactless manner. Ministry of Foreign Affairs of Tonga approval is required for all people entering the country and there is a 14-day quarantine period. Combined with the limited number of available flights, this has delayed the entry of humanitarian workers to Tonga. Many people involved in the response, including some from the TRCS have either contracted COVID and been unable to work or have been required to isolate due to contact with cases. There have been protracted lockdown restrictions in place across large periods of the response to date. In addition, to slow the spread of COVID-19, travel to outer islands has been restricted. While the TRCS has been able to access government approvals to undertake humanitarian response during this period, approvals have been limited and not extended to outer island travel. While travel to the Ha'apai Island group opened up at the end of May, travel to 'Eua is still not possible.

(b) Vulnerable demographic groups

The most vulnerable include those with disabilities, the elderly, single-headed households, pregnant women, young mothers, young children and people of diverse SOGIESC. There are also around 100 families living in informal settlements close to coastal areas who relocated early in the response. Those who have been displaced from their homes/islands have needed support, and both government and humanitarian agencies have been providing assistance.

Prevailing social norms within Tonga also mean that existing tensions in relations can increase the likelihood of violence against women and girls and gender-based violence. While the last decade in Tonga has seen a number of initiatives to raise the status of women and girls and to promote equality and inclusion, between five and ten thousand women are estimated to be survivors of intimate partner violence every year in Tonga, with 68 per cent of women reporting that they had experienced physical violence by someone other than a partner since they were 15 years old (National Study on Domestic Violence on Women in Tonga 2009, Nofo 'a Kainga). The TRCS is also acutely aware of the dangers present in the community for those with diverse sexual orientation, gender identity and expression and sex characteristics (SOGIESC) after their long-time staff member and Chair of the Pacific Red Cross Protection, Gender and Inclusion (PGI) Network was murdered in 2021 in what has been identified as a hate crime. The TRCS will use gender sensitive approaches across the response and particularly in community assessment and distribution of cash and relief items.

Tonga's 2018 National Disability Survey suggests that approximately 4,000 people are identified as persons with disabilities (PWD), who are often at increased risk following disaster events. The TRCS runs a school for children with disabilities, which was temporarily closed following the outbreak of COVID-19 but is expected to reopen in the coming weeks. In May 2022, the TRCS team conducted a survey of households with PWD, to identify needs and to prepare for a cash distribution supporting these households. The TRCS has also been providing support to the households of children who attend the school, including the provision of water, food, family kits and school stationery.

(c) Further volcanic activity

While further eruptions could cause additional damage and disrupt the response and recovery activities, geological investigations since the eruption suggest the risk is low.

CAPACITIES AND RESPONSE

1. National Society response capacity

1.1 National Society capacity and ongoing response

As of 30 May, the TRCS has 15 staff (excluding personnel working in the 'Ofa Tui 'Amanaki (OTA) school for disabled students adjacent to the national headquarters) and about 80 volunteers, of whom around 35-40 participated in the early phase of the response on Tongatapu and a number of them have continued to support the response. A small number of volunteers on other island groups participated in the initial response, although the numbers are not known.



Flooding at the Tonga Red Cross National Headquarters in Tongatapu. (Photo: IFRC)

The TRCS headquarters, in Nuku'alofa in Tongatapu, are in a low-lying area and some parts of the premises were flooded as a result of the tsunami. The TRCS also has active branches in Ha'apai, 'Eua and Vava'u.

While the TRCS does not have a widespread base of community programming to scale up from, its programmes currently include disaster preparedness and response, first aid, health promotion (including COVID-19 prevention messaging), and support for people living with disabilities (including a school for disabled children). The TRCS has experience in responding to disaster events, including several cyclones, although for some newer staff, this is their first large scale response.

The TRCS, established as an auxiliary to the public authorities by an Act of Parliament in 1981, coordinates with multiple government departments, particularly, the National Emergency Management Office (NEMO) and the Tonga Meteorological Service (under the Ministry of Meteorology, Energy, Information, Disaster Management, Environment, Climate Change and Communications (MEIDECC)) and the Ministry of Health.

The government's national disaster plan recognises the TRCS as a provider of relief and recovery assistance in emergency and recovery. The National Society is represented on the National Emergency Management Committee (NEMC), the leading coordinating body for disasters in Tonga, is recognised in national plans as the leading disaster response agency in Tonga, and supports the government's response plan in damage assessments, and distributions, specifically, in shelter, essential household items and water provisions. While this recognition is important and the relationship the National Society has with the government is sound, new organisations with a larger community presence such as the Mainstreaming of Rural Development Innovation (MORDI) Tonga Trust have built an excellent reputation with the government, donors and civil society partners due to their reach. MORDI and the TRCS do work together to share information – however, it is the case that the organisation is operating in spaces traditionally occupied by the Red Cross.

Preparedness activities enabled the TRCS to immediately engage an effective locally led response following the volcano and tsunami. The TRCS undertook a Preparedness for Effective Response (PER) simulation in 2021 to identify organisational strengths and weaknesses, which resulted in strengthening actions, including refresher trainings for emergency response and contingency planning. Sufficient essential household items to support approximately 1,200 households were prepositioned at national headquarters and in 14 containers around Tonga.

Since the commencement of this response, and particularly due to COVID restrictions, the National Society has been actively building the capacity of the team to respond in ways they may not have experienced previously or for some time. Recent trainings for staff have included: first aid, community engagement and accountability (CEA), logistics and procurement, Kobo Toolkit, post-distribution monitoring, and Microsoft Office.

National Society Response

Following the eruption on 15 January, the TRCS supported evacuations of people to higher ground and to evacuation centres. On 16 January, NEMO, the Water Board, and the TRCS commenced distribution of water and water purification tablets in affected communities on Tongatapu. Water was also distributed by boat to some communities in the Ha'apai island group. Also on 16 January, the TRCS commenced distribution of relief items to affected households on the west coast of Tongatapu. NEMO and the TRCS commenced joint initial damage assessments on 17 January.



The TRCS delivers relief items to Nomuka island by boat. To reduce the risk of COVID-19, the relief items were unloaded onto the beach for subsequent distribution arranged by local leaders. **(Photo: TRCS)**

The Tonga Red Cross was granted an order from the National COVID-19 Lockdown Restrictions Directions issued on 2 February, which enabled it to carry out a limited amount of critical response activities during lockdowns.

The eruption and subsequent tsunami created significant telecommunications challenges across Tonga, including for the TRCS. Due to the ash cloud, the TRCS satellite phones were not operational in the immediate aftermath of the volcano and tsunami. Once operational, between 20 and 26 January, the TRCS (with support from the ICRC) supported Tongan households in making "safe and well" calls to family members overseas and processed enquiries from international family members seeking news of Tongan relatives. Additional satellite and radio telecommunications capabilities and capacity could increase the resilience of the TRCS in the event of any future disruptions to national telecommunications systems.

During the early phase of the response, the TRCS hired nine portable toilets for use in Kanopolou and Patangata. The toilets were served by an external provider. The last of the portaloos were returned to the hiring agency in April 2022.

The table below summarises the distribution of relief items by the TRCS between 16 January and 9 April 2022:

Division/ Village	HH	Ind	Immediate Needs assisted with Distribution (NFIs)									
			Shelter Tarps	Tent	Shelter Toolkit	Kitchen Set	Blanket	Solar Lamp	Hygiene Kit	Bucket	Water container	Mosq. Net
Tongatapu	282	1,683	280	72	62	176	567	156	141	14	34	3
Ha'apai (including evacuees to Tongatapu)	68	293	84	-	48	57	140	50	73	48	68	86
Eua	40	260	-	-	-	39	-	-	-	-	29	-
Sub-total	390	2,236	364	72	110	272	707	206	214	62	131	89
Distributed by MORDI on Tongatapu											40	

Distributed by NEMO in Ha'apai								207				
Police stations/other			7	5	1	5	20	4	20			
TOTAL	390	2,236	371	77	111	277	727	417	234	62	171	89

The TRCS has also distributed water, dry biscuits, family kits, books, toilet paper, hand sanitiser and other gifts in-kind provided by generous donors including MBF Bank and the Red Cross Society of China. Up to 15 June 2022, the TRCS has also provided 830 special purpose hygiene kits and 106 blankets to the Ministry of Health for use by repatriates in quarantine.

Between 25 May and 1 June 2022, the TRCS distributed 270 basins to 134 households on three islands in the Ha'apai island group. The TRCS has also distributed gifts in-kind sent by donors in Fiji and Hawai'i, which have included food, bottled water, clothing, books, toilet paper and other items.

Early recovery to date

While the TRCS is continuing to distribute donated gifts in-kind, the emergency response phase has largely ended and there has been a move into early recovery. The TRCS has been engaging with the government and other actors with a view to coordinating recovery activities. However, some coordination challenges remain.

A survey was conducted of households with people living with a disability (PWD) with a provision of cash distributions to targeted PWD households expected in and around June.

During the last week of May, household water filters donated by the Red Cross Society of China arrived in Tonga. The TRCS is engaging with the government of Tonga and other agencies regarding distribution and installation. In the second week of June, several of these water filters were taken with a TRCS team on an initial post-COVID visit to the outer islands and used as demonstration models. Demonstrations will be used for training purposes and to assess both the need and viability of the filters in this environment.

The TRCS has received TOP 250,000 from Digicel for the purpose of building two "pilot" houses for vulnerable families – one on Nomuka Island and the other on Tungua Island. Planning is underway, and building is expected to commence once some legal matters have been addressed. Lessons from the construction of the pilot houses will be collected and a feasibility exercise undertaken, assessing the viability of the plans for a scaled response.

In May, the TRCS conducted stock-taking as a precursor to stock replenishments ahead of the 2022-23 cyclone season which is due to commence in November.

1.2 Capacity and response at the national level

Since the eruption, NEMO has distributed over 1.4 million litres of drinking water, much of which was desalinated by naval vessels in the harbour. The Tonga Red Cross has supported NEMO with some water distribution activities. In addition, there have been aerial drops of drinking water to Vava'u island.

Infrastructure damage has also impacted sanitation. The combined impact of the eruption and the COVID-19 travel restrictions initially contributed to shortages of food supplies in some of the outer islands.

The tsunami resulted in standing water in some locations. Accordingly, the Ministry of Health has sprayed areas in targeted communities to reduce the risk of dengue fever.

Tonga has experienced a number of disaster events in recent years, though the National Emergency Operations Centre (NEOC) is experienced in disaster response. There is a tsunami early warning system in place in some of the most densely populated high-risk coastal areas. On 14 January, the Tonga Meteorological Service issued a marine warning to the public for a possible tsunami. The warning was subsequently cancelled on the morning of 15 January. Despite this, it is likely that these warnings played a part in the relatively small number of casualties.

The NEMC met on 15 January. A full national inter-cluster meeting was held on 18 January 2022 chaired by NEMO. The TRCS attended this meeting and participated as a leading agency within the National-Level Emergency Shelter and non-food items (NFI) cluster, the WASH cluster and the Safety & Protection Cluster. The standing coordination mechanism in place for shelter is led by the National Emergency Management Office and co-led by the TRCS. With support from a WASH surge delegate deployed to Tonga in April and the CCD Preparedness and Response Manager deployed to Tonga since March, the TRCS has been working closely with the government and other WASH actors, in particular, to create a more cohesive and responsive coordination mechanism, however, the TRCS is still finding a number of challenges in identifying specific communities where response and recovery efforts are underway, supported by a variety of agencies.

A number of INGOs have programmes in Tonga. UN agencies operating in Tonga include UNDP, UNICEF, UNOCHA, UN Women, WFP, WHO and WMO. There are a number of local CSOs partnering with INGOs that are active during the response. Key organisations include Mainstreaming of Rural Development Innovation (MORDI), the Women and Children's Crisis Counselling Centre, the Talitha Project, an NGO dedicated to empowering young women and the Tonga Leitis Association (LTA) – Tonga's sole LGBTIQ+ organisation. Many Tongans belong to churches, and some have been providing support to its members.

On 14 March, it was reported that four of the worst affected communities were being relocated to lands owned by the Royal Family, who were also providing support.

2. International capacity and response

2.1 Red Cross Red Crescent Movement capacity and response

IFRC Membership

The IFRC Pacific Country Cluster Delegation (CCD), based in Suva, Fiji, provides support to eleven Pacific Islands National Societies including the TRCS. The IFRC CCD provides support in disaster risk management, resilience, disaster response law, community-based climate risk reduction, shelter, health, PGI and support services in National Society Development (NSD), Planning, Monitoring, Evaluation and Reporting (PMER), and finance and logistics. The IFRC CCD also facilitates networking amongst the Pacific National Societies and supports capacity building initiatives such as the Pacific Emergency Responder Capacity Initiative (PERCI) and the Preparedness for Effective Response (PER) to improve the National Societies readiness to respond.

The majority of Pacific National Societies currently rely on support from the CCD to manage response and programming contracts and multilateral funding. NSD support to the TRCS and other Pacific National Societies is focused on increasing policy and procedural capacities to access and manage complex funding arrangements and contracts over the long-term, as well as volunteer management, and governance.

Due to the magnitude of the eruption, this disaster and the Red Cross response has been highly visible in the media. The IFRC has also been supporting the TRCS with communications, including extensive media engagement. While the TRCS has received bilateral funding from the Red Cross Society of China, the activities relating to that funding have not yet commenced.

The New Zealand Red Cross and Australia Red Cross continue to support the TRCS largely remotely on an ongoing basis (e.g. New Zealand Red Cross supports ICT activities). However, there are no PNSs with a physical presence in the country at this time.

Red Cross Red Crescent Movement

The TRCS, with support from the IFRC, ICRC and partners in the region (the New Zealand RC and Australian RC), has prioritised establishing family links for Tongan citizens through their satellite phones and through the mobilisation of the global Anxious for News network with National Societies around the globe, already

connecting over 150 families. They will focus on the outer islands where communications still remain fully cut-off.

The ICRC maintains a regional delegation in Suva and supports National Societies in the Pacific with their public communication work, to implement RFL, ensure safer access, promote international humanitarian law (IHL) and raise humanitarian issues with governments, security forces, academic circles, the media and civil society. Coordination between the ICRC and the TRCS occurs daily to set up the necessary communication channels and support to establish RFL.

2.2 International Humanitarian Stakeholder capacity and response

Several governments, including Australia, New Zealand, China, Japan, and France (from New Caledonia), the United States and Fiji have deployed assets to Tonga via sea or air. The New Zealand government sent a vessel capable of carrying 250,000L of water and producing 70,000L of water per day, and also sent a hydrological survey team. The Australian government sent a ship with water and relief items. Due to the risk of COVID-19, early international humanitarian activities were as contactless as possible. International personnel were not able to land in Tonga but supported activities from offshore. Goods received were held in quarantine for 72 hours prior to release to humanitarian agencies.

Several international agencies with a local presence have been supporting distribution of water, food, and other relief items to meet essential needs, e.g., MORDI. Coordination of civil society organisations is being done in-country by the Civil Society Forum of Tonga (CSFT) amongst its members: Tonga National Youth Congress, Caritas, TFHA, NATA, TNVIA, Community Development, TTI, TLA, MFI, and Tonga Red Cross in partnering with the Pacific Island Association of Non-governmental Organisations (PIANGO). The CSFT is the secretariat to the CSO and has been ensuring that information/issues are gathered and compiled from CSO humanitarian groups and community informants on the ground to be widely shared. The cluster system was activated following the volcano and tsunami. The Pacific Humanitarian Team (PHT), under the leadership of the UN Resident Coordinator, is facilitating collaboration at the regional level of UN agencies, the Red Cross, regional and bilateral organisations, national and international NGOs, and CSOs.

3. Gaps in the response

In the immediate aftermath of the volcano and tsunami, some of the most urgent needs included access to sufficient water, food, emergency shelter (including tents), safe sanitation, psychological first aid, protection, gender and inclusion specific needs, and restoring family links. NEMO and other government agencies, the TRCS and response agencies have been responding to these needs. Some of these needs continue to be unmet due to the difficulties in accessing some of the affected areas and the scale of the needs.

The TRCS has carried out distributions using prepositioned items and items donated by partners. Planning is underway for the replenishment of relief items so that the National Society will be well placed to respond to any further disaster events.

Both government and non-governmental organisations are participating in the recovery activities. The TRCS is conducting assessments in Ha'apai and 'Eua island groups which will assist in identifying further recovery needs. Additional needs are anticipated, particularly for WASH and cash grants, and the IFRC/TRCS are seeking to coordinate with other organisations regarding these activities.

OPERATIONAL CONSTRAINTS

Response planning and early response activities were impacted by the challenges associated with telecommunications to Tonga. The impacts on the community also resulted in demand for RFL services.

Initially, there were challenges associated with travel and the transport of relief items between/within islands arising from the impacts of the volcano and tsunami, e.g., ashfall closing airports and tsunami damage to wharves.

The COVID-19 outbreak on 1 February 2022 has had significant and varied impacts on the operation including:

- Restrictions on the movement of people and relief items within and between islands.
- The need to quarantine relief items arriving into Tonga, and also items transported between island groups.
- Some TRCS staff and volunteers have been sick, and others have been required to quarantine for 14 days due to contact with someone who has tested positive for COVID-19.
- Delays in bringing international technical assistance into Tonga. Some technical support has been provided remotely.
- The health/WASH programme now also includes components relating to COVID-19 prevention.
- All activities need to be carried out in a COVID-safe manner.



Tonga Red Cross staff and volunteers visited 46 businesses, putting up COVID-19 prevention messaging posters in 90 locations. (Photo: TRCS)

This response commenced in the context of the cyclone season. There has been significant rainfall and flooding which impacted low lying areas, including those affected by the tsunami. A storm also delayed the transport of goods to the Ha'apai island group.

The TRCS is a relatively small National Society, with just 15 staff and up to 80 volunteers spread across four island groups. The National Society has a national headquarters and three active branches spread across a large geographic area. While the National Society does not have a broad base of community programming to scale up from, it has relevant experience in responding to a range of disaster events, and there are pre-positioned items which enabled support to be provided for up to around 1,200 households before additional items arrived in the country. As detailed below, this Emergency Appeal will assist in building the capacities of the TRCS.

FEDERATION-WIDE APPROACH

The Emergency Appeal is part of a Federation-wide approach, based on the response priorities of the National Society and in consultation with all Federation members contributing to the response. The Federation-wide funding requirement for this Emergency Appeal comprises all support and funding to be channelled to the Operating National Society in the response to the emergency event. This includes the fundraising ask of supporting the TRCS (bilateral contributions currently CHF 0.4 million) and the fundraising ask of the IFRC secretariat (CHF 4.0 million).

The IFRC is supporting the coordination of donor support for the operation and will work with partners to coordinate multilateral support. There have been significant multilateral contributions from donors including the British Red Cross, Canadian Red Cross (government), Danish Red Cross, French Red Cross (New Caledonia), Japanese Red Cross, New Zealand Red Cross, Red Cross Society of China, the Hong Kong branch of the Red Cross Society of China, Singapore Red Cross, ECHO, Nestlé, USAID, Government of Ireland, UNDP Chile (Chilean government), Italy and Korea.

The estimated total amount based on the bilateral items from IFRC membership contributions is CHF 0.9 million including in-kind and cash donations from the China Red Cross, Australian Red Cross and New Zealand Red Cross. Gifts in-kind received from the IFRC Membership are noted in the below table:

Funding Modality	Donor	Items	Quantity
Bilateral	Australian Red Cross	Mosquito nets	900
Bilateral	Australian Red Cross	Solar lanterns	1,092
Bilateral	Australian Red Cross	Tarpaulins	1,305
Bilateral	Australian Red Cross	Jerry cans	2,520
Bilateral	Australian Red Cross	Shelter toolkits	164
Bilateral	New Zealand Red Cross	Blankets	1,746
Bilateral	New Zealand Red Cross	Kitchen sets	398
Bilateral	New Zealand Red Cross	Mosquito nets	700
Bilateral	New Zealand Red Cross	Solar lanterns	500
Bilateral	New Zealand Red Cross	Tarpaulins	705
Bilateral	New Zealand Red Cross	Jerry cans	1,088
Bilateral	New Zealand Red Cross	Buckets	932
Bilateral	Red Cross Society of China	Family kits	3,000
Multilateral	Danish Red Cross	Kitchen sets A	487
Multilateral	Danish Red Cross	Shelter tool kits	1,000
Multilateral	Danish Red Cross	Tarpaulins	595
Multilateral	Red Cross Society of China	Household water filter	260
Multilateral	French Red Cross	Family tent	100

The family kits received from the Red Cross Society of China contained a blanket, towels, moisture proof pad, toilet paper, nail scissors, slippers, laundry soap, perfumed soap, toothbrushes, toothpaste, bowls, spoons, chopsticks, a flashlight, an umbrella, and a folding bucket.

The Australian, New Zealand and Canadian Red Cross Societies have also provided dedicated international surge assistance, including in the areas of disaster management, WASH, communications and PMER/IM.

In addition to in-kind gifts received from Movement partners, the TRCS has received in-kind gifts from Tongans living in other countries, including containers of food and water.

The Red Cross Society of China has made a bilateral pledge of USD 400,000 which the TRCS is expecting to use for construction of the NHQ building.

The IFRC is supporting accountable and transparent appeal management procedures and effective tracking and monitoring of relief items and interventions, and supporting reporting to international stakeholders, including through Federation reporting systems such as the GO platform.

Alignment of this operational strategy will continue with Red Cross partners that support the Tonga Red Cross on a regular basis over the coming two years to ensure coherence.

OPERATIONAL STRATEGY

Vision

The operation intends to enable approximately 17,000 people (2,833 households) affected by the Hunga-Tonga-Hunga-Ha'apai volcano and tsunami to meet their essential needs in a safe and dignified manner, to participate in their own recovery from the crisis and to strengthen their resilience to future shocks. The operation also intends to strengthen the ability of the TRCS to respond to future disasters and crises in a safe, timely and effective manner.

This will be done by:

- Analysis of damages, inclusive needs assessments and the subsequent distribution of water and relief items (including primarily WASH and emergency shelter items) to those who have been most significantly affected by the disaster and have not yet received support from other agencies.
- Provision of psychological first aid integrated into assessment, distribution and community recovery activities and processes when engaging with affected communities.
- Supporting sustainable community recovery and resilience by focusing on increasing knowledge and best practices on a green response, community preparedness and response planning, disaster-resilient building techniques and safe shelter awareness for communities and local counterparts.
- Strengthening continued engagement through the shelter cluster for an effective coordinated response and recovery, including integrated and community-based medium and long-term solutions, supporting the most vulnerable families.
- Engaging with communities to monitor and reduce the potential adverse health impacts of the eruption and tsunami.
- Supporting early recovery through the implementation of integrated community-based recovery interventions including shelter, WASH, and livelihoods, using cash as a modality to support the recovery and strengthen resilience. Enhancing the capacity of the TRCS to respond to future disaster events by enhancing digital capacity, increasing transportation capacity, increasing capabilities in cash and voucher assistance programming, ensuring that prepositioned stocks are replenished, and ensuring a safe, functional workplace to function as an Emergency Operation Centre.
- Ensuring a stronger, more financially sustainable TRCS – able to respond to emergencies at scale in all its territories.

The operation will ensure that:

- The needs of those who have been identified as vulnerable are considered using mainstreaming and focused actions.
- Inputs and feedback are obtained from affected communities and responded to/acted upon to ensure that the response is accountable, appropriate, effective, and safe.
- All efforts are undertaken to carry out the response and recovery operation in a COVID-safe manner.

At the end of the operation, any remaining activities which are still required will be incorporated into the ongoing plans of the IFRC Country Cluster Delegation Suva and/or the TRCS.

Anticipated climate-related risks and adjustments in the operation

The World Bank Group Climate Change Risk Profile identifies the key climate-related risks for Tonga as including an increased prevalence of heat waves, intensified cyclones, seawater intrusion, wave-related floodings, and permanent inundations in some low-lying areas. Tonga is prone to cyclones between November and April.

The TRCS is experienced in managing cyclone responses with prepositioned stocks. Some staff and volunteers are trained in the operation of EOCs and the conducting of more emergency response training is expected. SOPs for disaster responses are expected to be revised as part of this operation.

The TRCS is planning to pilot Community-Based Disaster Risk Reduction (CBDRR) activities in 2-3 communities as part of the recovery operation, while Vulnerability and Capability Assessment (VCA) training is also planned. The training provided to assist with wider disaster risks, such as in WASH-related activities, logistics, first aid and psychological first aid will also be relevant for disasters associated with climate-related risks.

Security/Business Continuity

The National Society's security framework will be applicable for the duration of the operation to their staff and volunteers. The IFRC's security plans will be applicable should there be a need for the deployment of personnel under the IFRC security's responsibility, including surge support. The IFRC must, and Red Cross Red Crescent staff and volunteers are encouraged to complete the IFRC Stay Safe e-learning courses. Staff and volunteers must be aware of the security situation and briefed on reactions in an emergency before deployment in the

operational area. Any field missions undertaken by IFRC personnel will be undertaken following the current IFRC travel approval process, current health advisories and business continuity planning (BCP) guidance regarding COVID-19.

Targeting

1. People to be assisted:

The current estimates state that approximately 85,000 people (14,166 households¹) have been affected which accounts for 84 per cent of the total population of Tonga.² The west coast of Tongatapu suffered the worst damage. Based on satellite images, an estimated 25 per cent of Tongatapu was the most affected, and 14,891 people (2,482 households) require support. The outer islands closest to the volcano suffered the worst damage. The islands of Ha'apai (5,419 people/903 households) include Fonoifua, Mango, and Tungua which suffered massive destruction, and Nomuka which suffered 50 per cent destruction. Information from the other outer islands is still pending. Based on these figures, an estimated 75 per cent of the 'Ha'apai' islands and 'Eua' have been damaged. In total, 22,723 people (3,772 households) are in the highest need of assistance.

The TRCS will support approximately 17,000 people/2,833 households with water provision which will focus on the affected areas and most vulnerable households of Tongatapu and the Ha'apai outer islands. Of these people, around 11,500 people/1,916 households will also receive additional support according to need in WASH, health, shelter, essential household items, basic needs, livelihoods, and protection, gender and inclusion (PGI). Geographic target areas in addition to Tongatapu and the outer islands will also include 'Eua. As the TRCS responds to these community needs through community engagement approaches, they will also provide psychological first aid as required and address key preparedness messaging to mitigate the impact of possible approaching cyclones in particular. CEA approaches will also be incorporated with response and recovery interventions.

Interventions by the TRCS will target vulnerable and marginalised communities and households, including those with disabilities, the elderly, single-headed households, and young mothers. The main island has families living in informal settlements along the coastline, which are occupied by individuals who have come from the other islands to work, but have no home to live in. It is likely that there will have been significant damage to the homes of these internal migrants. Assessments will also identify any internally displaced people that have become stranded on the main island with no support or ability to return home, and consideration will be given to the needs of this group.

2. Considerations for protection, gender and inclusion (PGI) and community engagement and accountability (CEA):

The TRCS will be supported to ensure the integration of IFRC minimum standard commitments to gender and diversity in emergencies within their response and Movement-wide commitments and minimum actions for CEA. IFRC technical teams will support the technical reviews and quality assurance of emergency operations of the TRCS, including ensuring that the approach of dignity, access, participation and safety is incorporated in all IFRC supported interventions and that the diverse insights of community members will lead plans and adaptation of the operation. The insights of marginalised members and groups will be also included and addressed. Sex and age disaggregated data will be collected and monitored to ensure that the most vulnerable are being reached by IFRC supported interventions.

Where possible, the TRCS will work with the local and Regional Protection clusters to investigate opportunities to add value to protection and inclusion initiatives – including providing support to a rapid gender and inclusion assessment to provide data for better targeting of service provision. A 'do no harm' approach will also be promoted and elaborated throughout operations and long-term programming in anticipation of similar disasters in the future. Referral pathways to agencies working to end gender-based violence while providing counselling

¹ The average household size is 5.7 people/HH, therefore, response planning uses six people per household in calculations.



² 100,209 people according to the 2021 census, and 16,702 households.

will be provided for all responders to ensure adequate protection and information for affected communities. In noting this, there will be a need for TRCS staff and volunteers to be kept abreast with key safeguarding policies, such as the Prevention of Sexual Exploitation and Abuse with further adherence to the 'Survivor Centred Approach'.

Operations will ensure there is adequate, accessible, and inclusive information and messaging available for affected communities, using multiple trusted channels and formats. This includes the feedback and referral mechanisms and relevant information of a range of essential service providers under the National Protection Cluster of Tonga, incorporating community questions, suggestions, and concerns (feedback). TRCS staff and volunteers will undertake refresher training in key safeguarding practices and policies such as the Prevention of Sexual Exploitation and Abuse and using a 'Survivor Centred Approach' if the need arises to respond to complaints or allegations of misconduct or abuse.


PLANNED OPERATIONS


INTEGRATED ASSISTANCE

	Shelter, housing & settlements,	Female: 5,851	Funding Requirement: CHF 384,000
		Male: 5,613	Total target: 11,464 individuals
Objective:	Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions.		
Priority Actions:	<ol style="list-style-type: none"> 1. Distribute emergency shelter assistance and essential household items to meet immediate lifesaving needs of the targeted populations, such as tents, tarpaulins, shelter tool kits, blankets, kitchen sets, and solar lanterns. 2. Support shelter recovery activities for repairs and rebuilding through the provision of shelter assistance (e.g., tool kits or materials) accompanied by technical support if needed). 3. Support the TRCS and affected communities as needed with shelter software activities to increase knowledge on safe shelter awareness and support community self-recovery and resilience processes, e.g., Build Back Safer, PASSA. 4. Coordinate with government agencies and the shelter cluster on the provision of emergency shelter assistance and on mid to long-term solutions for those in need with a special focus for those displaced or in informal settlements. 5. Contribute to the building/rebuilding/improvement of community infrastructure as agreed, e.g., evacuation centre, safe homes, or housing. 6. Shelter training for staff and volunteers. 		
	Multi-purpose Cash	Female: 2,904	Funding Requirement: CHF 250,000
		Male: 2,754	Total target: 5,658 individuals
Objective:	Households are provided with unconditional multipurpose cash grants to address their basic needs and to restore and strengthen livelihoods. There will be a particular emphasis on targeting people with disabilities and other marginalised groups in cash distributions.		
Priority Actions:	<ul style="list-style-type: none"> • Coordinate with government and other agencies, such as women's groups and PWD organisations regarding CVA programming. • Conduct training • Carry out assessments • Target population selection • Distribute cash grants 		

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

(MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT / COMMUNITY HEALTH)



	Health & Care	Female: 8,725	Funding Requirement: CHF 105,000
		Male: 8,275	Total target: 17,000 individuals
Objective:	Strengthen the health of individuals and communities in the population impacted by the eruption through community level interventions.		
Priority Actions:	<ol style="list-style-type: none"> 1. Mental health and psychosocial support. <ul style="list-style-type: none"> • Provide Psychological First Aid to those affected as required. • Provide Psychological First Aid training/refresher training to staff/volunteers. • Establish referral pathways for MHPSS needs. • Integrate psychosocial activities targeting the well-being of staff and volunteers. 2. Community health: <ul style="list-style-type: none"> • Reduce the spread of infectious diseases by providing health messaging (leptospirosis, typhoid, dengue, diarrhoea and COVID-19), conduct other health promotion activities and support referrals to health facilities. • Epidemic control for volunteer training. • Support the clean-up of household properties. • Distribute masks to targeted households to reduce the risk of COVID-19. • Provide health training to staff/volunteers as needed. • Develop/adapt/print and disseminate/broadcast health promotion messages. 3. First aid: <ul style="list-style-type: none"> • Provide first aid training/refresher training to staff/volunteers as needed. • Purchase/replenish staff/volunteer first aid materials. • Support the first aid programme. 		

	Water, Hygiene and Sanitation	Female: 8,725	Funding Requirement: CHF 394,000
		Male: 8,275	Total target: 17,000 individuals
Objective:	Ensure safe drinking water, proper sanitation, and adequate hygiene awareness of communities during the relief and recovery phases of the operation.		
Priority Actions:	<ul style="list-style-type: none"> • Distribution of water in conjunction with the government authorities. • Distribution of jerry cans and buckets to transport and store water. • Support safe, sufficient household water, e.g., through the distribution of tarpaulins to enable households to cover water tanks, distribution/installation of water filters in community settings, the provision of information to households regarding safe water, distribution of water purification tablets, and the restoration/enhancement of community water infrastructure. • Provision of portable toilets/latrines for use by households whose sanitation has been impacted by the disaster. • Distribution of hygiene kits (including items to address menstrual hygiene management needs). Review of hygiene kit components prior to procurement. • Water, sanitation and hygiene promotion, including the provision of IEC materials. • Assess WASH needs at the OTA school and develop local WASH interventions to assist students as needed. 		


	<ul style="list-style-type: none"> • Support government agencies with WASH activities targeting the disabled, e.g., policies and evacuation centre support. • Engage with the Ministry of Lands and Water Resources regarding Integrated Water Resource Management Plans (IWRM), and provide support as agreed within available resources.
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PROTECTION AND PREVENTION

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

	Protection & Gender Inclusion	Female: 8,725	Funding Requirement: CHF 16,000
		Male: 8,275	Total target: 17,000 individuals
Objectives:	Communities and community-based organisations identify the needs of the most at risk and, particularly, disadvantaged and marginalised groups, due to inequality, discrimination, and the lack of recognition of human rights and address their distinct needs.		
Priority Actions:	<ul style="list-style-type: none"> • Provide Restoring Family Links (RFL) services based on need. • Engage with the Protection Cluster and with organisations supporting persons with disabilities and other groups representing marginalised groups. • Support the National Society in organising and facilitating national and branch level training for staff and volunteers on protection, gender, and inclusion and to also identify gender champions at the branch level. • Develop a referral pathway for survivors of SGBV by engaging with relevant organisations and agencies and provide training for staff and volunteers on the Survivor Centred Approach. • Assess and ensure that minimum PGI standards are mainstreamed throughout technical sectors, and that PGI is incorporated into assessments. • Provide support for the frail elderly/disabled to affected households, e.g., provision of mobility aids, diapers, materials for OTA students who are required to remain at home due to the disaster/COVID-19. • Provide support for TRCS teachers seeking to upgrade their teaching qualifications, e.g., short courses. • Review/disseminate the Child Protection policy with staff/volunteers. • Ensure that any new TRCS facilities are accessible to people living with a disability. 		
	Disaster Risk Reduction	Female: 8,725	Funding Requirement: CHF 1,964,000
		Male: 8,275	Total target: 17,000 individuals
Objectives:	The response contributes to the reduced risk of further impacts of the volcano and tsunami, strengthens the capacity and capability of the TRCS to respond to future disasters and crises and builds a strong foundation of community-based programming following community recovery support.		

Priority Actions:	<ol style="list-style-type: none"> 1. National Society Disaster Management capacity: <ul style="list-style-type: none"> • National Society Preparedness for Effective Response (PER) capacity building. • Develop/approve EOC/response structures for future emergencies. • Update and disseminate disaster response procedures/SOPs and train personnel, e.g., EOC training, Kobo, assessments, and RFL. • Contribute to the rebuilding of a national headquarters and rebuild/repair warehouses and branch EOCs. • Logistics capacity building, strategic pre-positioning, warehousing, and fleet management protocols and procurement processes. • Procure truck(s) and boat(s) to support future distribution activities. • Finance in Emergencies – review/develop/train on mechanisms to ensure that funds are available where needed in a timely manner following a disaster event. 2. Disaster and Crisis Response: <ul style="list-style-type: none"> • Mobilise staff and volunteers to support disaster crisis and response activities. • Logistics activities to support the crisis response. • Monitoring and Evaluation of programme activities. 3. Community risk reduction/resilience: <ul style="list-style-type: none"> • Conduct Vulnerability and Capacity Assessment (VCA) training for TRCS personnel. • Plan and conduct pilot CBDRR activity in three communities, including community-based recovery and DRR offerings, including community-based first aid.
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	Community Engagement and Accountability	Female: 8,725	Funding Requirement: Integrated with other sectors
		Male: 8,275	Total target: 17,000 individuals
Objective:	Develop and deploy standardised approaches for community engagement and accountability for meaningful community participation throughout the operation, collection and use of community feedback data to better understand community perspectives and act on their needs.		
Priority Actions:	<ol style="list-style-type: none"> 1. Ensure that approaches enable communities to be involved in needs assessments, programme planning, implementation, and evaluation. 2. Provide staff and volunteers with CEA orientation/training. 3. Establish a community feedback mechanism. 4. Share information with affected communities about progress on the response. 		


	Environmental Sustainability	Female: 8,725	Funding Requirement: CHF 89,000
		Male: 8,725	Total target: 17,000 individuals
Objective:	Ensure that the recovery phase of the operation is conducted in a manner which does not have long-term adverse environmental impacts, and which explores sustainability opportunities for the TRCS and local communities.		

Priority Actions:	<ol style="list-style-type: none"> 1. Review all recovery interventions to ensure they are conducted in a manner which is consistent with a “green response”. 2. Explore opportunities to link-up with community-based and private sector sustainability projects in implementing TRCS activities.
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Enabling approaches

	Coordination and Partnerships	Female: 8,725	Funding Requirement: CHF 231,000
		Male: 8,275	Total target: 17,000 individuals
Objective:	Strengthen coordination and partnerships within the Movement and with relevant external actors.		
Priority Actions:	<ol style="list-style-type: none"> 1. Membership Coordination - Engage with members as required, respond to any Participating National Society enquiries, and handle reporting as needed. 2. Engagement with external partners - Coordinate with various government and non-government agencies, and participate in cluster or working group meetings. Movement Cooperation - Coordination of Movement members, including through Movement Coordination Meetings and the ongoing management of contributions and operational planning adjustments with the ICRC and partner National Society.		

	Shelter Cluster Coordination	Female: 11,614	Funding Requirement: Integrated with other sectors
		Male: 11,018	Total target: 22,632 individuals
Objective:	Ensure a coordinated and integrated approach to the shelter response following the Hunga-Tonga-Hunga-Ha’apai volcano and tsunami, including support for self-recovery through the provision of appropriate tools, materials, and complementary technical assistance to promote an early recovery and complement the existing resilience in the affected population.		
Priority Actions:	1. Participation in the emergency shelter and NFI cluster in Tonga.		

	National Society Strengthening	Funding Requirement: CHF 464,000
Objective:	Capacity building and organisational development objectives are facilitated to ensure that the National Society has the necessary foundations, systems and structures, competencies and capacities to plan and perform National Society functions	
Priority Actions:	1. Enhance ICT systems, including procurement of tablets for data collection and enhancements to telecommunications equipment, and associated training in order to timely conduct assessments and implement the planned activities.	

	<ol style="list-style-type: none"> 2. Training for TRCS personnel regarding media communications. 3. Develop/update a media communications policy. 4. Develop the TRCS website. 5. Review HR policies as required, e.g., volunteer policy, health and safety policy –e.g. to facilitate onboarding of new volunteers. 6. Establish and implement a contingency plan to ensure HR back-up for mission critical roles, e.g., provision of training and preparation of notes. 7. Organisational capacity assessment and certification – assessment and planning. 8. Develop a volunteer programme, e.g., volunteer policy, induction package, youth committee. 9. Following research, develop and implement a plan to establish at least one new income stream, such as a first aid shop and/or a kaikai house. 10. Develop and implement a plan to enhance the net surplus from first aid activities.
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	Secretariat Services	Funding Requirement: CHF 103,000
Objective:	<ol style="list-style-type: none"> 1. Strengthen secretariat services to the operation to ensure the TRCS provides relevant, timely, and accountable services to those affected. 2. The IFRC ensures that the TRCS is stronger and more capable after this operation. 	
Priority Actions:	<ol style="list-style-type: none"> 1. Enhance the technical capacities of the TRCS by providing human resources support as needed. Support is expected to include WASH, logistics, communications (including media engagement), PMER/IM, finance, construction project management, environmental sustainability and disaster risk management expertise. 2. Provide logistics support for the TRCS including procurement (together with replenishment), customs clearance, fleet, storage and transport in accordance with the operation's requirements and aligned with the IFRC's logistics standards, processes and procedures. 3. A Federation-wide approach will be maintained in planning, implementation, monitoring, reporting and evaluation. Reporting, monitoring and evaluation of the operation will be conducted in accordance with the IFRC's monitoring and reporting standards. 4. The IFRC will provide the necessary finance and administration support, including budget reviews, fund transfers, acquittal support and technical assistance to the National Society. 	







Risk management

Risk	Likelihood	Impact	Mitigating steps
Further eruption(s) and/or tsunami causing further harm to the population and/or impacting the response.	Low	High	<ul style="list-style-type: none"> Monitoring information relating to the volcano's status, public health and other matters. Ensuring relief items are received in Tonga as soon as possible. Ongoing communications to the extent possible, to help in meeting the most critical needs.
Health and safety risks to response team, e.g., ash causing health issues, travel risks.	Medium	Medium	<ul style="list-style-type: none"> Provision of PPE to the response team. Briefing with the best available information. Use of technology to minimise unnecessary travel.
Lack of situational information/communications challenges impacting planning and implementation.	Medium	Medium	<ul style="list-style-type: none"> Regular times have been established for efforts to communicate with the TRCS. Operations update modified when the situation changes significantly.
Issues affecting the well-being of dislocated populations at evacuation centres, e.g., overcrowding, SGBV.	Low	Medium/High	<ul style="list-style-type: none"> Assist the government in possible relocation to other identified evacuation centres. Online messaging and support on safety, protection, psychosocial support and community and household preparedness and referrals given.
COVID-19	High	High	<ul style="list-style-type: none"> The TRCS has previously prepositioned personal protective equipment (PPE). The TRCS will implement COVID-safe programming to limit the spread of communicable diseases. The TRCS has been promoting good hygiene practices and awareness raising on COVID-19. Compliance with government requirements on COVID-19 protocols for people and relief items is critical. Staff and volunteers have been encouraged to receive COVID-19 vaccinations.
Cyclones or other disaster events during the response adversely affects the volcano and tsunami response.	Medium	Medium/High	<ul style="list-style-type: none"> The TRCS is experienced in responding to cyclone events and has trained staff and volunteers, and SOPs in place. The replenishment of relief items will progress as soon as possible.
Insufficient training of personnel to implement a response plan of this magnitude, impacting implementation timeframes and/or resulting in burnout of personnel.	High	High	<ul style="list-style-type: none"> The TRCS has experience in disaster preparedness, including using the PER approach. The response plan was prepared with consideration for the likely resources needed. Surge support has been offered to support the TRCS.
Coordination risks	High	Medium	<ul style="list-style-type: none"> Participation in cluster activities where possible.

			<ul style="list-style-type: none"> Engagement with other agencies, both bilaterally and multilaterally.
Supply chain issues delay implementation, (e.g., shelter materials) or impact feasibility of CVA activities.	High	Medium	<ul style="list-style-type: none"> Monitor markets to ensure that distribution of shelter tool kits will be effective in helping restore safe shelters. Conduct a market assessment prior to implementing CVA activities.
Systems/processes do not meet the needs of a very large response, potentially delaying implementation.	Medium	Medium	<ul style="list-style-type: none"> A PER simulation exercise was conducted in 2021 and contributed to identifying weaknesses which were addressed as part of this plan with the aim of strengthening the National Society by going through this response. Consideration has been given to the lessons learned during the TC Gita response. Surge support has been agreed to with the TRCS.

Quality and accountability

Monitoring will be carried out throughout the operation. The following are the key indicators that will be tracked and reported on:

Sector	Sub-Sector	Indicators
 Health & Care	Health & Care	# of households provided with insecticide treated mosquito nets # of staff and volunteers trained in First Aid # of staff and volunteers trained in PFA/PSS
 Water, Sanitation and Hygiene	Water, Sanitation and Hygiene	# of litres of water distributed # of households receiving buckets, water containers and/or jerry cans # of households receiving hygiene kits # of quarantine-specific hygiene kits provided # of communities receiving support for safe and sufficient water supplies # of people using portable toilets supplied by the TRCS # of people reached through hygiene promotion
 Integrated Assistance	Shelter, Housing and Settlements	# of households provided with emergency shelter assistance (tents, tarps and toolkits) # of households provided with essential household items (blankets, solar lanterns, kitchen sets)
	Livelihoods	# of households receiving livelihood support
	Multi-purpose Cash	# of households provided with multipurpose cash grants to address their basic needs
 Protection and Prevention	Protection, Gender and Inclusion	# of people accessing RFL services
	Disaster Risk Reduction	# of new TRCS procedures revised/developed Real-time PER and/or after-action PER conducted # of communities participating in CBDRR activities # of EOC facilities enhanced
 Community Engagement and Accountability		# of staff and volunteers trained on CEA # of community feedback messages received
 National Society Strengthening		# of volunteers mobilised and protected

A lessons learned activity was held for the operation using the Preparedness for Effective Response (PER) approach. A mid-term review and a final evaluation will be conducted as well as a financial audit. Reporting, monitoring and evaluation of the operation will be carried out in accordance with the IFRC's monitoring and reporting standards.

Federation-wide funding requirement

Secretariat Funding Requirement	Partner National Society Funding Requir...
CHF 4.0 million	CHF 0.4 million



OPERATING STRATEGY

MDRTO002 - Tonga - Hunga-Tonga-Hunga-Ha'apai Volcano and Tsunami

FUNDING REQUIREMENTS

Planned Operations	3,202,000
Shelter and Basic Household Items	384,000
Multi-purpose Cash	250,000
Health	105,000
Water, Sanitation & Hygiene	394,000
Protection, Gender and Inclusion	16,000
Disaster Management, Risk Reduction, Climate Adaptation and Recovery	1,964,000
Environmental Sustainability	89,000
Enabling Approaches	798,000
Coordination and Partnerships	231,000
Secretariat Services	103,000
National Society Strengthening	464,000
TOTAL FUNDING REQUIREMENTS	4,000,000

All figures in CHF

Contact information

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

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- Alice Ho, Partnership in Emergencies Coordinator; email: partnershipsEA.AP@ifrc.org

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

- At the IFRC Asia Pacific Regional Office: Alice Ho, Head of PMER and Quality Assurance; email: alice.ho@ifrc.org

Reference



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