

21 January 2022 – 21 January 2024



Tonga Red Cross Society staff and volunteers have been providing shelter support to those whose homes have been 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	Date published: 4/02/2022

IFRC funding requirement: 2.5 million Swiss francs
Federation-wide funding requirement: 3.1 million Swiss francs
To assist: 17,000 people (2,833 households)

FUNDING REQUIREMENT

Federation-wide funding requirement

Secretariat Funding Requirement	Partner National Society Funding Requirement
2.5 million CHF	600,000 CHF






Breakdown of secretariat plan

Risk reduction, climate adaptation and recovery	National Society Strengthening	Shelter
571,000CHF	413,000CHF	335,000CHF
WASH	Secretariat Services	Multi-purpose cash grants
426,000CHF	286,000CHF	214,000CHF
		Coordination and Partnerships
		162,000CHF
		Health
		46,000CHF
		30,000CHF
		12,000CHF



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: Volcano and tsunami event.**
-  **16 January 2022:** TRCS commenced needs assessments and worked with the Government of Tonga to commence water distribution.
-  **18 January 2022:** Tongan government declares a state of emergency effective from 16 January.
-  **20 January 2022:** 430,666 CHF allocated from the IFRC's Disaster Relief Emergency Fund (DREF).
-  **21 January 2022:** An Emergency Appeal was launched for 2.5 million CHF covering a two-year period.

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, resulting in tsunami waves of 30cm. These initial eruptions in 2021 gave little warning of the unimaginable eruption that would occur in the coming weeks.

An eruption of historic proportion occurred at 17:20 on 15 January 2022 and sent ash more than 20km into the air in a 5km plume. The eruption triggered an unprecedented Pacific-wide Tsunami, with waves causing damage and casualties as far away as Chile and Peru. Locally, the subsequent tsunami waves of up to 15m struck the west coasts of Tongatapu, 'Eua and Ha'apai, and it is estimated that waves of 1.5-2m reached the capital, Nuku'alofa. Ash cover was reported to be 1-2cm by the following morning, and subsequently reached up to 4-5cm in some areas. The ash cloud grew on Sunday, 16 January 2022, but subsequently dissipated. The underwater volcano eruption is believed to be the largest volcanic event in the past 30 years.

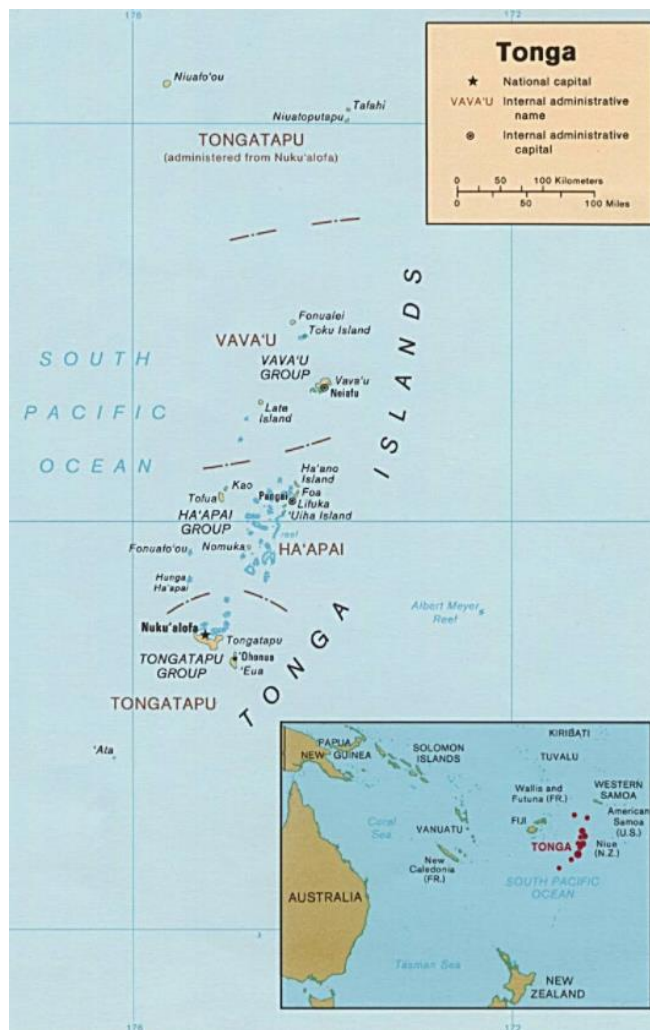


Image: Orangesmiles.com

On 18 January, the Prime Minister of Tonga declared a state of emergency effective from 16 January. Both the Tongan Government and the Tonga Red Cross (TRCS) have requested international assistance. As of 28 January 2022, only three deaths have been officially recorded in Tonga, though authorities still anticipate this number could rise as better contact is established with the low-lying atolls.

A very high percentage of Tongans have been impacted by the airborne ash, with a smaller percentage suffering breathing difficulties as a result

Two undersea internet cables were damaged, disrupting international and domestic communications. It is reported that the damage may take one month to repair. Satellite phones were initially not operational, due to the thick ash cloud. Limited satellite phone communication was re-established around 72 hours after the eruption. The cell phone network, which is dependent on the power supply, was initially unstable, but has subsequently been restored in Nuku'alofa. Despite the restoration of basic communications, it is still very difficult to have in-depth conversations to hear in detail about damage or concrete plans of action. Phones are currently operating like radio handsets and there are limited internet options with two VSAT locations in operation, servicing the entire operation and international coordination efforts.

New Zealand Defence Force and Australian Defence Force surveillance flights on 17 January showed significant damage to houses, roads, water tanks and other infrastructure on the west coast of Tongatapu, the Ha'apai island group and the west coast of 'Eua.

As soon as it was safe after the eruption, the Tongan Government sent a naval ship on a reconnaissance mission to outer islands in the Ha'apai group, accompanied by Red Cross volunteers with essential supplies such as tents, drinking water and hygiene kits. The round trip to the islands usually takes a week from Tongatapu. The

assessment team found devastating scenes of destruction, with all infrastructure and housing on three out of four islands completely destroyed.

The Fua'amotu international airport was initially closed but reopened on 20 January once ash had been manually cleared from the runway. Markets on Tongatapu are operating. School infrastructure has been impacted, but the level of damage is still unknown.

Severity of humanitarian conditions

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

Access to water is a key need during the initial response due to the combined impacts of infrastructure damage, contamination from ashfall, and inundation by sea water following the tsunami. In Tonga, many households are dependent on rainwater harvesting, and water is often stored in household water tanks. Underground water has been assessed as safe.

There are significant hygiene needs due to the infrastructure damage. Some families are without access to toilet facilities, and many will need support with hygiene supplies. Electricity was initially disrupted but has largely been restored on Tongatapu. However, some outer islands remain without power.

Ashfall has had significant impacts on shelter. Many homes in coastal areas have also been inundated with seawater. Although the assessment process is ongoing, the number of homes on Tongatapu which have been destroyed is estimated to be in the low hundreds, and additional have been damaged. An evacuation centre has been set up to house those that have lost their homes. Residents were evacuated from the smaller islands like Mango and Fonoifua, and an evacuation centre set in Nomuka, as well as a field hospital to support those affected in the remote Haa'apai islands. Some of these small islands in the Ha'apai group were completely flooded by the tsunami waves, and residents had to wait on high ground to be rescued.

Initially, both domestic and international telecommunications were not operational. As of 24 January, the domestic mobile phone network was largely operational on Tongatapu, although there continued to be challenges in communicating with other island groups. Tonga has a large diaspora and some people have approached INGOs and other agencies in order to try to contact family and friends overseas and on other islands. It is likely to take weeks to repair the internet, and solutions are still being sought to improve communications.

More than 80 per cent of households are involved in their own food production. There has been some damage to crops, which is expected to have medium term impacts to food security when crops were due to mature. The full impacts on food security and livelihoods (crops, fisheries, livestock) are yet to be determined.

The medical needs and impact on health systems on the outer islands is still also largely unknown. A field hospital has been set up on Nomuka by the Ministry of Health as the health centre had been washed away. Nutrition is a concern and may need additional supplies in the future.

2. Impact on physical and mental well being

It has been reported that 20-30 people were injured during the initial event. This relatively small number partly reflects Tonga's preparedness for disaster events. 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.

Nevertheless, it is expected that there will be significant impacts on physical and mental wellbeing and the Regional Protection Cluster, coordinating with local agencies present in Tonga, including TRCS, reports the need for psycho-social support and psychological first aid (PSA). There is also a need to support connections between

the affected Tongans and their loved ones throughout the world. It is anticipated that there will be ongoing mental health effects.

Residual standing water in low-lying areas is expected to increase the risk of diarrhoea and vector-borne diseases and TRCS reports a rapid increase in rodents, also capable of spreading diseases such as leptospirosis; clean-up work required to reduce the risk of infectious diseases is likely to continue for some time.

Ongoing ashfall may cause further irritation to eyes, skin and breathing. Immediately following the eruption, WHO expressed concern regarding air quality, however, the impacts on air quality are expected to be short term. Nevertheless, ashfall has contaminated personal belongings, and this will present a risk to the population as they seek to recover household items and clean-up properties. The affected population will need access to effective masks.

This response will need to further investigate the impact this disaster on social relations within affected communities, as it is known that such experiences can leave those traditionally marginalised even more vulnerable to risks. This disaster will have displaced many from their homes and systems of protection and support. Prevailing social norms within Tonga also mean that existing tensions in relations, when exacerbated, 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% of women reporting that they had experienced physical violence by someone other than a partner since they were 15 years old. The distribution of relief items and most particularly cash in this response will need to utilise available guidance from IFRC and Humanitarian community on the promotion of gender equality through cash distribution.

Tonga's 2018 National Disability Survey suggests that approximately 4,000 people are identified as persons with disabilities. Guidance from the Pacific Disability Forum also reminds response agencies that it is likely persons with disabilities (PWD) may have been particularly at-risk during the tsunami and also, when rapid assessments and distributions can inadvertently overlook the needs of marginalised groups during the initial response phase. Challenges with the changed physical environment have perhaps also introduced multiple new physical and social barriers or may have exacerbated existing challenges of access for PWD. With TRCS running a facility for PWD, the team will have the ability to further investigate access needs and facilitate the inclusion of PWD in the design, implementation and monitoring of both targeted and general response interventions.

3. Risks & vulnerabilities

It is important to note that this emergency is unfolding within the complex context of the global pandemic – a disaster that Tonga has, to date, been strategic enough to avoid due to a low-risk tolerance for exposure and some of the most stringent entry procedures in the world. Deliveries of aid to date have been achieved in a "contactless" process, and all aid items will be quarantined for disinfecting before distribution. It is as yet unknown if the Government of Tonga will allow any humanitarian personnel to enter the response. The distribution of items entering Tonga will be slightly delayed initially due to quarantining of supplies and in the event technical surge support needs to be provided remotely, the effectiveness and efficiency of the response may be diminished, especially with ongoing communication difficulties to navigate.

Although there are no active cases of COVID-19 in Tonga at this time, it will be important to continue to share COVID-19 messaging during the response and follow COVID-19 protocols, as the COVID-19 situation could change during the response. TRCS will need to develop protocols for enabling their response to continue in the event the Pandemic reaches Tonga and to ensure all response activities need to occur in a COVID-safe manner.

The most vulnerable include those with disabilities, the elderly, single-headed households, pregnant women, young mothers, young children and people of diverse sexual orientation, gender identity and sex characteristics (SOGIESC). There are also around 100 families living in informal settlements close to coastal areas who may be vulnerable. In addition, it is expected that those who have been displaced from their homes, and in some cases,

their islands, will need support. Very little information on where and how many people may require special assistance is known at this time.

The government has been providing warning messages to the people in Tonga around the risk of further eruptions and continues to monitor the situation with the scientific community. Professor Shane Cronin of Massey University, an expert in this particular volcano, has shared that there is a lack of monitoring equipment around this site generally to monitor seismic and gas activity which would give a better indication of the likelihood of a further eruption. Some of the existing monitoring and early warning systems may have been damaged in the eruption and following tsunami. Ashfall has also covered solar panels affecting their ability to transmit data to a monitoring network, however the collection of data is largely manual. The enhancement of Red Cross and Tongan response capability in early warning systems will work with the scientific community to explore cost-effective options for ongoing monitoring. Further eruptions could cause additional damage, set back communications restoration, and further disrupt the clean-up, response and recovery activities.

CAPACITIES AND RESPONSE

1. National Society response capacity

1.1 National Society capacity and ongoing response

TRCS has 14 staff and around 80 volunteers, of whom 24 are already participating in the Tongatapu response. Information about numbers participating on other islands are yet to be confirmed.

The TRCS headquarters are in Nuku'alofa on Tongatapu, where the Disaster Management unit is based. The TRCS headquarters premises are low lying and some parts have been flooded as a result of the tsunami. Further damage may be identified once ash has been cleared. TRCS also has active branches in Ha'apai, 'Eua and Vava'u. TRCS programmes include disaster risk reduction and response, first aid, health promotion (including COVID-19 prevention messaging), and support for people living with disabilities (including a school for disabled children). TRCS has experience in responding to disaster events, including several cyclones, although for some newer staff, this will be their first large scale response.

TRCS was established as an auxiliary to the government by an Act of Parliament in 1981. TRCS 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 eruption and subsequent tsunami created significant communications challenges across Tonga, including for TRCS. Satellite phones in the TRCS headquarters were not operating initially, mainly due to the high volume of ash in the air. However, all four TRCS satellite phones are now operating to support RFL calls and operational communications.

Following the restoration of electricity in most of Tongatapu, and the restoration of the 2G network, limited cell phone communications have been re-established, although there continue to be issues with the 3G network. New Zealand Red Cross has been providing remote technical support to get ICT up and running.

TRCS does have access to IT in a box with support from NZRC, and NZRC has provided training to TRCS. However, there is a need for enhanced satellite and radio telecommunications capability and



TRCS staff and volunteers restocking containers with relief items in October and November 2021. (Photo: TRCS)

capacity in order to increase resilience and better prepare TRCS for situations where national communications systems are disrupted.

Disaster preparedness training and the strengthening of response mechanisms and processes have positively impacted the ability of TRCS to immediately enact an effective locally-led response in the aftermath of this volcano and tsunami. TRCS had undertaken a Preparedness for Effective Response (PER) simulation in 2021 to identify the organizational strengths and weaknesses. Remedial actions were undertaken such as refresher trainings for the emergency responders and contingency planning. Thanks to thriving partnerships, essential household items for 1,200 households were prepositioned in 14 containers around the country. As of 29 January, it was not yet known whether all containers on the outer islands survived the tsunami and whether there have been any impacts on the condition of stock in the containers.

Following the eruption on 15 January, TRCS supported evacuations of people to higher ground and to evacuation centres. On 16 January, following an initial situation assessment, TRCS provided relief items to the west coast of Tongatapu. NEMO and Tonga Red Cross commenced joint initial damage assessments on Monday, 17 January. NEMO, the Water Board, and TRCS have been distributing water in affected communities on Tongatapu and have also sent water by boat to some communities in Ha'apai. Relief distributions have continued delivering shelter toolkits, tarps, kitchen sets, blankets, jerry cans, buckets, hygiene kits and solar lanterns. Distribution data is pending from TRCS once the internet is more stable.

1.2 National capacity and response

The government's national disaster plan recognizes TRCS as a provider of relief and recovery assistance in emergency and recovery. TRCS is represented on the National Emergency Management Committee (NEMC), the leading coordinating body for disasters in Tonga. It is recognized 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. In addition, TRCS is relied upon to deliver first aid and psychological first aid.

There have been a number of disaster events in Tonga in recent years, and the National Emergency Operations Centre (NEOC) is experienced in disaster response. There is a tsunami warning system in place in some of the most densely populated high-risk coastal areas. Alerts had been sent on 14 January 2022, i.e., prior to the major eruption on 15 January due to the smell of Sulfur. At 11:12 on 14 January, Tonga Meteorological Service had 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.

NEMC met on 15 January. A full National Inter-cluster meeting was held on 18 January 2022 chaired by NEMO. TRCS attended this meeting and participated as a leading agency within 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 TRCS. IFRC has been supporting this co-leadership the cluster with a focus on both preparedness and response. 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 CSO's partnering with INGO's and active during the response – though as yet good communication with their INGO counterparts has been difficult to achieve. 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 these are also likely to be active in providing support following the disaster event. The Royal family are also supporting relief activities.

Desalination unit for 5,000 people has been provided by the WASH cluster partners. NEMO and partners (including TRCS) have distributed 60,000 litres of water. The cluster is also working with a Fiji company to retrofit latrines and have distributed hygiene kits.

2. International capacity and response

2.1 International Red Cross and 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 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), 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 multi-lateral funding. NSD support to TRCS and other Pacific National Societies is focussed on increasing policy and procedural capacities to access and manage complex funding arrangements and contracts in the long-term, as well as volunteer management, and governance.

Given the magnitude of the eruption, this disaster event and the Red Cross response has been highly visible in the media. IFRC has also been supporting TRCS with communications, including extensive media engagement, while the National Society has been unable to speak to the world about their experience and the response due to the very limited communication coming out of Tonga.

Red Cross Red Crescent Movement

TRCS, with support from IFRC, ICRC and partners in the region (New Zealand RC and Australian ARC), has prioritized establishing family links for Tongan citizens through their satellite phones and through the mobilization 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 International Committee of the Red Cross (ICRC) maintains a regional delegation in Suva. It 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 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), United States and Fiji have deployed assets to Tonga via sea or air. The New Zealand government is sending a vessel that is able to carry 250,000L of water and produce 70,000L of water per day. The government is also sending a hydrological survey team. The Australian government has sent a ship with water and relief items. Due to the risk of COVID-19, both activities are contactless. fifteen combined military flights and eleven ships have arrived in Tonga as of 28 January.

Several international agencies with a local presence have been supporting distribution of water, food, and other relief items to meet essential needs. Coordination of civil society organizations 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 PIANGO (Pacific Island Association of Non-governmental Organizations). The CSFT is the secretariat to the CSO and has been ensuring that information/issues are gathered & compiled from our CSO humanitarian groups and community informants on the ground to be shared widely. The cluster system is active and the Pacific Humanitarian Team (PHT) under the leadership of the UN resident Coordinator is ensuring collaboration at the regional level of UN agencies, Red

Cross, regional and bilateral organizations, national and international NGOs, and CSOs. The Government of Tonga Clusters are active and coordinating with the Regional PHT Clusters in Tonga as follows (OCHA Sit Rep #3, 3 January).

Government of Tonga Clusters	Pacific Humanitarian Team Regional Clusters
Economic and Social Recovery: Ministry of Finance	Early Recovery: UNDP
Education: Ministry of Education and Training	Education: UNICEF and Save the Children
Emergency Telecommunications: Ministry of Meteorology, Energy, Information, Disaster Management, Environment, Climate Change and Communications	Emergency Telecommunications: WFP
Food Security and Livelihoods: Ministry of Agriculture, Food and Forests	Food Security: FAO and WFP
Health, Nutrition and Water, Sanitation and Hygiene: Ministry of Health	Health and Nutrition: WHO and UNICEF
	Water, Sanitation and Hygiene: UNICEF
Logistics and Coordination: National Emergency Management Office	Logistics: WFP
Safety and Protection:	Protection: UN Women, UNFPA and UNICEF
Emergency Shelter and Non-Food Items: National Emergency Management Office	Shelter: IFRC
Responsible for emergency management, operations and recovery*: National Emergency Management Office	Coordination*: OCHA

* Not a cluster.

The PHT has been meeting regularly and is sharing regular situation reports. A CERF request is in progress.

The Pacific Community (SPC) has been providing scientific and research support. They are also providing support to those affected in Tonga through seeds and 1.5 tonnes of maize to the Ministry of Agriculture, Food and Forests. SPREP (Secretariat of the Pacific Regional Environmental Programme) has offered to support with environmental assistance, issues and to mitigate further damage.

The Pacific Disability Forum (PDF) is supporting 250 people with disabilities with specialized items, diapers, dignity kits, etc.

3. Gaps in the response



Tonga Red Cross Society staff and volunteers have been carrying out assessments and distributing essential relief supplies to affected communities. (Photo: TRCS)

At this time, the most urgent needs include sufficient access to water, emergency accommodation (including tents), safe sanitation. TRCS and other agencies are working to address these needs as quickly as possible. However, these needs continue to be unmet due to the difficulties in accessing some of the affected areas and the scale of the needs.

TRCS has been carrying out distributions using prepositioned items and partners are/have sent additional relief stocks. These are obviously very much needed. However, until the damage assessments have been

completed later this week, it is not possible to assess whether there will be significant need for further relief items in the immediate future. Replenishment will need to occur in a timely manner due to the risk of further eruptions.

There are also needs related to supporting ongoing Early Warning Systems (EWS). IFRC are currently in discussions with SPREP (South Pacific Regional Environment Programme), who through the EU ClimSA project have earmarked resource to support the procurement of weather, ocean, and climate equipment for Tonga. Since it is still cyclone season in the South Pacific, there are concerns a tropical depression or cyclone would seriously hamper recovery efforts and worsen vulnerable peoples' current situation further, especially if warning systems are not optimally functioning. There are plans to also connect with Tonga Meteorological Services as soon as possible so any damaged stations can be repaired or reinstalled. Long-term reliable ICT is also still a need, particularly telecommunications.

There are pending needs for Psychological First Aid, Restoring Family Links, and Protection, gender and inclusion specific needs (the specifics of these are still unknown). Food security and nutrition needs are still unknown, and the specifics on the scope of short, medium, and long-term shelter needs is also not known, until damage assessment data is released. Accordingly, it is anticipated that the Operational Strategy and budget will need to be reviewed at a later date once more information is available.

OPERATIONAL CONSTRAINTS

Response planning and early response activities have been impacted by the challenges associated with telecommunications to some parts of Tonga, and globally. The impacts on the community have also resulted in considerable demand for RFL services. These may need to continue if there are further eruptions. This risk of further eruptions and possible tsunamis could potentially affect the operation and impact the wellbeing of the response team.

It is anticipated there will be challenges associated with travel and transporting relief items both between and within islands, particularly while there remains a risk of further volcanic activity. Only large ships are able to travel to the Ha'apai islands which sometimes causes delays in access. It is anticipated that, in the event of a COVID-19 outbreak in Tonga, there may be restrictions on movement within Tonga.

TRCS is a relatively small National Society, with just 14 staff and 80 volunteers. The National Society has a national headquarters and three active branches spread across a large geographical area. The National Society has good general experience in responding to a range of disaster events, and there are pre-positioned items which will enable support to be provided to up to around 1,200 households before additional items arrive in country. However, it will be necessary for the National Society to focus on key areas of need, and areas that align with their long-term programming to ensure sustainability. Also, it is anticipated that international technical assistance will be required for quality implementation, including in the areas of WASH, Cash and Voucher Assistance (which will be a new activity for TRCS), logistics (due to the complex operation) and ICT. Communications support will be required given the global media attention and limited access. Community Engagement and Accountability expertise will be provided, as well as PMER and Finance to ensure accountability. Surge support planned based on these needs for this operation. It will be important for programme activities to be well-coordinated and spread out over the two-year response period to ensure that personnel are not overburdened.

Surge support is being offered for the operation. The Tongan government has adopted a cautious approach in light of the COVID-19 pandemic, and any personnel arriving in Tonga are required to quarantine in their countries of origin for one week, and for a further three weeks in Tonga. Hence short-term surge positions will be carried out remotely and only longer surge roles will be carried out in country. Options will be explored for the safe deployment of international personnel. COVID-19 protocols will also require items to be stored in quarantine for three days prior to distribution.

The small number of staff and volunteers within the National Society is one reason for the decision to extend the operations over two years. Another is that it is expected that the needs of the affected population will change over this time from relief to early recovery and ultimately to improved preparedness for future disaster events.

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 Red Cross and Red Crescent National Societies and the fundraising ask of the IFRC secretariat.

IFRC is supporting the coordination of donor support for the operation and will work with partners to emphasise the importance of flexible, multilateral support which balances the different needs of the affected population and those of TRCS to enable an adaptive and effective response, particularly in light of communication issues and the evolving situation on the ground. To date, there have been significant interests and contributions from donors including Australian Red Cross, Red Cross Society of China, Singapore Red Cross, Danish Red Cross, French Red Cross (New Caledonia), Japanese Red Cross, Hong Kong Red Cross, British Red Cross, New Zealand Red Cross, ECHO, USAID, Nestle, Government of Ireland, Chilean Government, and Korean Government. The support has included offers of relief items, some of which have already reached Tonga, surge support personnel and funding. Specifically, the Australian Red Cross has contributed in-kind essential household items: 900 mosquito nets, 1,092 solar lanterns, 1,305 tarps, 2,520 jerry cans and 164 shelter toolkits immediately following the disaster as part of the Australian governments support. New Zealand Red Cross has also provided in-kind items: 1,746 blankets, 398 kitchen sets, 700 mosquito nets, 500 solar lanterns, 704 tarps, 1,088 jerry cans, and 932 buckets. French Red Cross support the French Government to provide relief items to the Tonga Government. A mobilization table will be released alongside this Operational Strategy identifying any remaining relief item needs once the official damages assessment information has been released.

IFRC will support the establishment of accountable and transparent appeal management procedures and effective tracking and monitoring of relief items and interventions, as well as support with 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 have long-term programming with 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 self-recover from the crisis and to strengthen their resilience to future shocks. The operation also intends to strengthen TRCS to enable them to respond to future disasters and crises in a safe, timely and effective manner.

This will be done by:

- Analysis of damage and inclusive needs assessment and 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 and distribution processes when engaging with affected communities.
- Supporting community recovery and resilience by focusing on increasing knowledge and best practice on disaster-resilient building techniques and safe shelter awareness to 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 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 recovery and strengthen resilience. Enhancing TRCS capacity to respond to future disaster events by enhancing digital capacity, increasing transportation capacity, increasing capability in cash grant programming, ensuring that prepositioned stocks are replenished, and ensuring a safe, functional workplace to function as an Emergency Operation Centre.

The operation will ensure that:

- The needs of those who have been identified as vulnerable are considered, considering 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.

Anticipated risks and adjustments in operation

The environmental conditions arising from the volcano and tsunami are likely to increase the risk of adverse health impacts for the affected population, including as a result of ash, debris and standing water. The operation aims to reduce the risk of an increase in infectious diseases, such as through the provision of mosquito nets, portable toilets, and health and hygiene messaging. The provision of masks for affected populations, tarpaulins for covering water tanks, and/or household water filters is expected to reduce the risk of adverse health impacts arising from ash, while rodent minimisation seeks to address adverse impacts of increase in rodent population due to food scarcity and habitat disruption.

The geographical spread of the island groups in Tonga has the potential to contribute to delays in disaster responses. In major events, it is critical that affected populations, including those in remote islands, can be reached with essential supplies in a timely manner. Investment in additional transport for TRCS, including a boat and vehicle, will assist in building TRCS' capacity to respond to future events.

This event has highlighted the risks presented to telecommunications in Tonga following major disaster events. It is planned to increase the digital capacity and capability of TRCS, including through the acquisition of radio and satellite communications technology.

Given we are in the midst of cyclone season and Tonga was forecasted to be at risk of one to two cyclones, and climatic risk is increasing the frequency and magnitude of tropical cyclones, it is important to be prepared for future disasters. It is understood, several EWS were activated and provide much needed early warning for communities during this recent Tsunami event. Early warning and preparedness underpin community resilience and sustainable development. They provide Governments with the instruments and skillsets to enhance early preparation and risk reduction for local communities, as such they are critical to ensure they are in place and operational. TRCS will take the opportunity of increased community engagement during the response to provide key messaging around cyclone preparedness, ensuring the general clean-up and shoring up of shelter meets guidelines for preparedness. Across the lifetime of the response and recovery, TRCS and community-preparedness activities will be incorporated – strengthening overall community resilience to emergencies, the ability to act on key preparedness messages and put mitigation strategies in place, and the ability to act quickly within communities to respond to diverse disaster hazards.

While Tonga does not currently have any active cases of COVID-19, notwithstanding the stringent precautions currently in place, there is a high risk that an outbreak could occur in the next two years. TRCS has stocks of PPE. Staff and volunteers are trained in COVID-safe protocols. Nevertheless, a major outbreak could require a review of the response plan.

Security/Business Continuity

The National Society's security framework will be applicable for the duration of the operation to their staff and volunteers. In case of need for deployment of personnel under IFRC security's responsibility, including surge support, IFRC security plans will be applicable. All IFRC must, and Red Cross Red Crescent staff and volunteers are encouraged to complete the IFRC Stay Safe e-learning courses. Staff and volunteers to 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 Tonga². The west coast of Tongatapu has suffered the worst damage. Based on the satellite images, it is estimated 25 per cent of Tongatapu have been the most affected, and 14,891 people (2,482 households) require support. The outer islands closest to the volcano have 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 this, it is estimated that 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.

2. National capacity and response

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'api 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 outer islands will also include 'Eua'. As 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.

TRCS interventions 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 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.

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

TRCS will be supported to ensure the integration of IFRC minimum standard commitments to gender and diversity in emergencies within their response and the Movement-wide commitments and minimum actions for CEA. IFRC technical teams will support technical review and quality assurance of emergency operations of TRCS, including ensuring that the approach of dignity, access, participation and safety is incorporated in all IFRC supported interventions and diverse community members' insights will lead plans and adaptation of the operation, ensuring that also insights of marginalized members and groups will be included and addressed.

¹ Average household size is 5.7 people/HH, therefore response planning uses 6 people per household in calculations

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


SADD information will be collected and monitored to ensure that the most vulnerable are being reached by IFRC supported interventions.

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 future. Referral pathways to agencies supporting Gender Based Violence and counselling 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.


The main island has an estimated 100 families living in informal settlements along the coastline, which are occupied by individuals who have come from outer 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 identify any internally displaced people that have become stranded on the main island without sufficient support.


PLANNED OPERATIONS


	Shelter, housing & settlements,	Female: 5,851	335,000 CHF
		Male: 5,613	
Objective:	Communities in disaster and crisis affected areas restore and strengthen their safety, wellbeing 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 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 (for the quality assurance of the construction works and assistance on security of tenure if needed).3. Support TRCS and the affected communities with shelter software activities to increase knowledge on safe shelter awareness and support community self-recovery and resilience processes (i.e., through the delivery of trainings focused on CVA and Shelter, All Under One Roof, Build Back Safer, HLP – as necessary) and provision of technical assistance and labour support in communities (focused on the most vulnerable including persons with disabilities).		


	4. Coordinate with 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.
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	LIVELIHOOD	Female: 2,904 Male: 2,754	30,000 CHF
Objective:	The most affected households are supported with re-establishing livelihoods.		
Priority Actions:	1. Provide seedlings, tarpaulins, and community trainings to support households regrowing damaged gardens.		

	Multipurpose Cash Grants	Female: 2,904 Male: 2,754	214,000 CHF
Objective:	Households are provided with unconditional multipurpose cash grants to address their basic needs.		
Priority Actions:	Assuming an assessment indicates that cash grants are appropriate, conduct training, market assessments, and distribute multi-purpose cash grants to households which have been most impacted, e.g., those displaced and/or have had their homes completely destroyed/damaged and/or livelihoods significantly impacted. The plan is to provide one disbursement, with two grant values: one for destroyed/displaced, and one for damaged.		

	Health & Care	Female: 8,725 Male: 8,275	46,000 CHF
Objective:	Strengthening individual and community health of the population impacted by the eruption through community level interventions.		
Priority Actions:	<ol style="list-style-type: none"> 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. Community Health: <ul style="list-style-type: none"> Reduce the spread of infectious diseases by providing health messaging (LTDD and COVID19). Epidemic Control for volunteer training. Support the clean-up of household properties (the tools in the shelter toolkits and the buckets provided will assist with this). Distribute masks/other PPE to households to reduce the adverse health impacts of ash/acid rain. Provide health training to staff/volunteers as needed. First aid: <ul style="list-style-type: none"> Provide first aid to affected populations as required. Provide first aid training/refresher training to staff/volunteers as needed. Purchase/replenish staff/volunteer first aid kits. 		


	Water, Hygiene and Sanitation	Female: 8,725	426,000 CHF	
		Male: 8,275		
Objective:	Ensure safe drinking water, proper sanitation, and adequate hygiene awareness of the communities during relief and recovery phases of the operation.			
Priority Actions:	<ol style="list-style-type: none">1. Distribution of water in conjunction with the government authorities.2. Distribution of jerry cans and buckets to transport and store water.3. Support safe, sufficient household water supplies e.g., through installation of household water tanks, distribution of water filters, distribution of water purification tablets.4. Acquisition and maintenance of desalination units and bladders to provide clean water.5. Distribute tarpaulins to enable targeted households to cover water tanks.6. Provision of portable toilets/latrines for use by households whose sanitation has been impacted by the disaster on the outer islands.7. Distribution of hygiene kits (including items to address menstrual hygiene management needs).8. Hygiene promotion, including provision of IEC materials.			

	Protection & Gender Inclusion	Female: 8,725	12,000 CHF
		Male: 8,275	
Objectives:	Communities and community –based organizations identify the needs of the most at risk and particularly disadvantaged and marginalized groups, due to inequality, discrimination, and lack of recognition of human rights and address their distinct needs.		
Priority Actions:	<ol style="list-style-type: none">1. Provide sensitization in PGI and Sexual and Gender Based Violence (SGBV) for staff and volunteers.2. Develop a referral pathway for survivors of SGBV through engaging with relevant organizations and agencies and provide training for staff and volunteers on the Survivor Centred Approach.3. Continue to engage with the Protection Cluster.4. Engage with organizations supporting persons with disabilities and other groups representing marginalized groups. Ensure that communications and services are accessible and inclusive for all.5. Incorporate SADD disaggregated data into needs assessment tools across the sectors6. Contribute to Gender, protection, and Inclusion assessments. Assess and ensure that PGI minimum standards are mainstreamed throughout technical sectors.7. Support the National Society in organizing and facilitating national and branch level training for staff and volunteers on protection, gender, and inclusion and also to identify gender champions at branch level.8. Quarterly follow up visits from HQ to Branch level to monitor PGI activities at branch level.9. Printing and dissemination of PGI IEC materials.		


	Disaster Risk Reduction	Female: 8,725	571,000 CHF
		Male: 8,275	
Objectives:	The response contributes to reduced risk of further impacts of the volcano and tsunami and strengthens the capacity and capability of TRCS to respond to future disasters and crises.		

Priority Actions:	<ol style="list-style-type: none"> 1. In collaboration with SPREP repair and installation of Early warning and monitoring climate, weather, and hazard systems. 2. Update and disseminate disaster response procedures/SOPs. 3. NS Preparedness for Effective Response (PER) capacity building and technical support. 4. Logistics capacity building, strategic pre-positioning, warehousing, and fleet management protocols and procurement processes. 5. Set up of branch Emergency Operation Centres (EOC). 6. Establishment of an HQ EOC and training centre. 7. Boat to travel within Ha-apai islands for search and rescue, pre-positioning and TRCS community activities. 8. Truck for water provision.
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Enabling approaches


	Community Engagement and Accountability	Female: 8,725 Male: 8,275	Integrated with other sectors
Objective:	Develop and deploy standardized 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 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 community feedback mechanism. 4. Share information with affected communities about response progress. 		

	Coordination and Partnerships	Female: 8,725 Male: 8,275	162,000 CHF
Objective:	Strengthen Coordination and Partnerships within the Movement and with relevant external actors.		
Priority Actions:	<ol style="list-style-type: none"> 1. Membership Coordination 2. Engagement with external partners – Coordinate with various government and non-government agencies. Participate in various clusters and working groups. IFRC leads the Shelter Cluster. 3. Movement Cooperation – Coordination of Movement members, including through Movement Coordination Meetings and ongoing management of contributions and operational planning adjustments with ICRC and partner NS. 		

	Shelter Cluster Coordination	Female: 11,614 Male: 11,018	Integrated with other sectors
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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 early recovery and complement the existing resilience in the affected population.
Priority Actions:	<ol style="list-style-type: none"> 1. Coordination of the emergency shelter and NFI cluster in Tonga at the request of the National Shelter Cluster lead, ensuring coordinated provision of emergency shelter, essential household items and technical assistance by shelter partners to people whose houses have been partially damaged or destroyed. 2. Development of a shelter strategy for the response in coordination with NEMO. Regular coordination meetings taking place, providing a platform for coordination and technical support to humanitarian shelter partners. 3. Development, as necessary, and dissemination of technical guidance, tools and standards that are useful for the response (such as existing EICs in Tongan, the HLP profile, detailed shelter response profile, etc.).

 National Society Strengthening	413,000 CHF
Objective:	National Society capacity building and organizational development objectives are facilitated to ensure that the National Society has the necessary foundations, systems and structures, competences and capacities to plan and perform.
Priority Actions:	<ol style="list-style-type: none"> 1. Upgrade ICT systems, including enhancements to satellite and radio telecommunications 2. Finance development, including finance systems and policies are robust and effective, including during emergencies.

 Secretariat Services	286,000 CHF
Objective:	<ol style="list-style-type: none"> 1. Strengthen Secretariat services to the operation to ensure TRCS provides relevant, timely, accountable services to those affected. 2. IFRC ensure that TRCS is stronger and more capable after this operation.
Priority Actions:	<ol style="list-style-type: none"> 1. Human Resource support will enable TRCS to access appropriate personnel to support the operation. Surge support will be provided as needed, and likely include WASH, logistics, communications, PMER/IM, finance, CEA and Disaster Risk Management expertise. 2. A Federation-wide approach will be maintained in planning, implementation, monitoring, reporting and evaluation. Reporting, monitoring and evaluation of the operation will be carried out in accordance with the IFRC monitoring and reporting standards. 3. Support provided for logistics including procurement (including replenishment), customs clearance, fleet, storage and transport in accordance with the operation's requirements and aligned to IFRC's logistics standards, processes and procedures. 3. The IFRC will provide the necessary finance and administration support including budget review, fund transfers, acquittal support and technical assistance to the National Society. 4. Support the National Society including in the areas of media engagement and social media.



Risk management





Risk	Likelihood	Impact	Mitigating steps
Further eruption(s) and/or tsunami causing further harm to population and/or impacting the response.	Medium	High	<ul style="list-style-type: none"> Monitoring information relating to the volcano status, public health and other matters Ensuring relief items are received in Tonga as soon as possible Ongoing communication to the extent possible, to help in meeting most critical needs In cooperation with SPREP repair and establishment of EWS
Health and safety risks to response team, e.g., ash causing health issues, travel risks.	High	Medium	<ul style="list-style-type: none"> Provision of PPE to response team Briefing with best available information Use of technology to minimize unnecessary travel
Lack of situation information/communications challenges impacts planning and implementation.	High (short term)	Medium	<ul style="list-style-type: none"> Regular times have been established for efforts to communicate with TRCS While the appeal is based on the best information available, it is recognized that additional assessment information may result in the need for an operations update
Issues affecting wellbeing of dislocated populations at evacuation centres, e.g., overcrowding, SGBV.	Medium (short/medium term)	Medium/High	<ul style="list-style-type: none"> Assist 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"> TRCS has previously prepositioned personal protective equipment (PPE) TRCS will implement COVID-safe programming to limit the spread of communicable diseases TRCS has been promoting good hygiene practices and awareness raising on COVID-19 Compliance with government requirement on COVID-19 protocols for people and relief items is critical Staff and volunteers have been encouraged to receive COVID-19 vaccinations.
Cyclone or other disaster event during response adversely affects volcano and tsunami response.	Medium	Medium/High	<ul style="list-style-type: none"> TRCS are experienced in responding to cyclone events and have trained staff and volunteers and SOPs in place.

			<ul style="list-style-type: none"> • Replenishment of relief items will be progressed as soon as possible.
Insufficient trained personnel to implement a response plan of this magnitude, impacting implementation time frames and/or resulting in burnout of personnel.	High	Medium	<ul style="list-style-type: none"> • TRCS has experience in disaster preparedness, including using the PER approach • The response plan has been prepared with consideration for the likely resources • Surge support has been offered to support TRCS
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 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 has recently been carried out in 2021 and has contributed to identification of weaknesses which have been addressed as part of this plan with the intent the NS will be stronger by going through this response. • Consideration has been given to the lessons learned during the TC Gita response. • Surge support has been agreed with 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 people provided with first aid. # of households provided with insecticide treated mosquito nets. # of people reached with health messaging regarding disease prevention. # of people provided with direct psychological first aid support. # of masks provided to health facilities/community members.
 Water, Sanitation and Hygiene	Water, Sanitation and Hygiene	# of litres of water distributed. # of households receiving WASH relief items (buckets, jerry cans, hygiene kits). # of communities receiving water tanks and filtration units. # 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). # of households provided with safe and adequate shelter and settlements recovery support. # of households provided with technical support or guidance on safer shelter awareness appropriate to the type if shelter assistance given.
	Livelihood	# of people 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. # of households receiving special support and/or referrals.
	Disaster Risk Reduction	# of EWS repaired or established. # of new TRCS procedures revised/developed. PER results reviewed with a Realtime PER and/or after-action PER.
 Community Engagement and Accountability		# of staff and volunteers trained on CEA. # of community feedback messages received.
 National Society Strengthening		# of volunteers mobilized and protected.

A real time review will be conducted within the first four to six months of the operation and after-action reviews at HQ and operating branches will be held, using the Preparedness for Effective Response (PER) approach with a learning focus and forward planning will occur during the response. 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 monitoring and reporting standards.

Contact information

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

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For IFRC Resource Mobilization and Pledges support

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

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

- In IFRC Asia Pacific Regional Office: Fadzli Saari, PMER Manager a.i; email: fadzli.saari@ifrc.org

Reference



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- [Emergency Appeal](#)