

PROGRAMME UPDATE



International Federation of Red Cross and Red Crescent Societies
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

ASIA PACIFIC SERVICE CENTRE

Appeal No. MAA50001
10 July 2006

The Federation's vision is to strive, through voluntary action, for a world of empowered communities, better able to address human suffering and crises with hope, respect for dignity and a concern for equity. Its mission is to improve the lives of vulnerable people by mobilizing the power of humanity. It is the world's largest humanitarian organization and its millions of volunteers are active in over 183 countries.

In Brief

Programme Update no. 1, Period covered: 1 January 2006 to 15 May 2006;
Appeal 2006-2007 target: CHF 3 million (USD 2.3 million or EUR 1.9 million);
Appeal coverage: 11%
Outstanding needs: CHF 2.6 million (USD 2.1 million or EUR 1.7 million).

(click here for the interim financial report with the latest income and expenditure)

Related Appeals: [Organizational Development Appeal 2006-2007 \(MAA00006\)](#),
[Revised Tsunami Plan of Action 2005-2010 \(28/2004\)](#)

Programme summary:

The added value of the Federation's Asia Pacific Service Centre (APSC) is being demonstrated by the increasing number of requests and invitations from the Federation and partner national societies' delegations and national societies to provide capacity building support in organizational development, logistics, finance and reporting. During the reporting period, the APSC has organized a number of pan regional workshops/meetings, developed and disseminated new tools, piloted integrated approach to capacity building, and facilitated the establishment of regional networks to allow for peer-to-peer support and sharing of resources, knowledge and best practices. All these measures have had the net effect of helping to strengthen technical capacities in the region.

Despite increasing recognition of its added value, the reporting period also highlighted the need to better disseminate the role and functions of certain units in the APSC to the regional delegations in order to optimize cooperation and coordination. Efforts are being stepped up to promote awareness and complementarity among the stakeholders in the region.

Implementation of the planned APSC structure has slowed down due to funding and human resource constraints. In particular, support units that are not core funded still require contributions from donors. The establishment of the legal and human resource units is put on hold due to ongoing reprioritization process of tsunami funding within the Federation secretariat. With the low appeal coverage to date, the APSC is developing a marketing strategy to help strengthen the financial situation. The centre will also seek core funding for the planned human resources and legal units. Expenditure is shown to be higher than income received to date as some possible funding sources for the APSC have not yet been booked as income.

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Operational developments

A key precept in the International Federation's *Global Agenda* is bringing the skills and added value of the Secretariat closer to the membership and thus expanding Red Cross and Red Crescent service delivery to people in need. Established with this purpose in mind, the Kuala Lumpur-based Asia Pacific Service Centre (APSC) offers expertise in a number of core areas, including financial management, reporting, organizational development, IT & telecommunications, communications, logistics and disaster management, to help strengthen the capacities of the region's Red Cross and Red Crescent societies to plan, manage, measure and report on measures which will create a positive and sustainable impact in the lives of vulnerable people.



The success of a pilot approach to integrate finance, reporting and organizational development training in DPRK has prompted the different units in APSC to explore further avenues to provide more cohesive support to delegations and national societies in the region.

The first few months of 2006 have continued to provide positive indications that the regionalization approach is working, with national societies and Federation delegations in the region benefiting from enhanced levels of financial and operational reporting capacity building, as well as readily available guidance and advice on institutional development and related imperatives. The APSC has successfully organized a number of capacity building activities, including a pan regional logistics training workshop as well as a pan regional reporting development meeting in Kuala Lumpur. In the spirit of the "Strategy for the International RC/RC Movement" several initiatives have also been carefully coordinated with wider RC/RC Movement stakeholders such as PNS and ICRC delegations at regional and country levels.

The South Asia earthquake and the multi-country tsunami recovery programmes continue to be the main focus of Federation Secretariat's support in the region during the reporting period. In support the country and regional delegations in various technical areas, the APSC has given technical support to both operations, sending technical staff members as requested.

The highly disaster-prone nature of the region highlighted the need for international relief organizations to be better prepared for a similar large-scale event in the future.

The development of a disaster management unit in Kuala Lumpur will be given priority. A DM meeting in Tokyo in the beginning of June with the member societies in the region and the Asia Pacific Conference in Singapore in November will discuss and approve the DM strategies for the region as well as the roles and responsibilities of the DM unit. Work will also be explored in the next phase to integrated approaches to capacity building in DM approaches, such as the initiative on volunteering in emergencies which will be further explored in the November Asia Pacific conference.

The Asia Pacific logistics unit has expanded both in its structure and activities during the first months of 2006. A lot of work has been put into the establishment of a new warehouse which will be stocked with vital emergency aid items, such as blankets, tents, medical supplies and water containers to prepare for emergency needs at times of emergencies.

Working closely as a team, the APSC's OD, finance and reporting units also successfully piloted a new integrated approach to capacity building during a training workshop in the Democratic Peoples' Republic of Korea. The success of this approach has prompted the different units in the APSC to continually explore further means and avenues to work cohesively and effectively together.

Replacement of the head of IT and telecommunications unit position (left vacant since the departure of the staff on loan from the Secretariat headquarters in Geneva in April) and additional personnel to strengthen the DM unit will be put in place in the second half of the year. With hopefully the needed technical human resources available soon within the APSC structure, the centre could move forward with its plan to become a training ground for future technical delegates, including providing coaching and mentoring opportunities for specialized personnel from national societies who wish to further develop their technical skills. Training of Federation delegates and national societies staff (budget holders, reporting responsibilities etc) will continue. More and more delegates and national society staff members are visiting the APSC for knowledge-sharing and discussions areas of common interest and concerns. The recruitment of additional local staff is an example of extending this coaching and mentoring facility to a wider set of stakeholders.

The following report highlights the major achievements, challenges and results of the APSC continental support in organizational development, logistics, IT/telecommunications, and publicity and information. The two core-funded units of reporting and finance, despite being outside the APSC appeal, remain integral to the APSC's functions and development. Update of the reporting and finance units can be found in [Annex 1](#) and [Annex 2](#) respectively.

Asia Pacific Regional Organizational Development Unit

Overview

With the generous support of the Swedish, British and Australian Red Cross Societies, both the Asia Pacific organizational development (AP OD) and volunteering development (VD) programmes respectively are fully funded for 2006 and are thus enabled to provide a full support service to all OD and capacity building (CB) counterparts in the national societies (NS), Federation, ICRC and partner national society (PNS) delegations in the Asia Pacific region.

The first phase of the AP OD programme in 2004 and 2005 listened to NS and OD counterparts in all Movement components to develop a needs-based agenda focussed on: mapping, documenting and disseminating OD and CB excellence while also identifying gaps and solutions; exploring alternatives to delegate-based models by identifying potential OD practitioners from NSs of the region which could provide mutual NS-NS OD and CB support; developing a pool of skilled and culturally sensitive external resource persons to meet the OD support needs of the AP membership; and challenging OD counterparts in all Movement components to better measure the impact of all OD and CB work on the vulnerable.

Guided by the Federation of the Future (FoF) and the Global Agenda which were adopted at the Seoul General Assembly in November 2005, the current second phase is building on the results of the first phase to enable the Asia Pacific NS to meet their objectives of "making better use of National Societies' resources and expertise" and building "strong national Societies and strong regional networks...focussing on strategic issues which build cohesion". To support the third goal of the Global Agenda of "increasing local community, civil society and RC/RC capacity to address the most urgent situations of vulnerability", the AP OD programme is promoting an approach which stresses on measuring the impact of OD and CB work in all programmes and services, as shown in the graphic on the right.



The aim is to see if and how OD and CB activities and inputs ultimately have an impact on the targeted vulnerable people. To achieve this, work has begun to assist selected NSs in pilot learning environments to track and measure the impact of their OD and CB work. While this work to "change the mindset" continues, the AP OD and

Volunteering development programme has also worked to meet the FoF aims of “focussing on ensuring high-quality services in key areas such as strategic planning, governance support, and coordination of capacity building” to demonstrate the Movement’s collective impact. To meet the FoF “performance and accountability framework” goal of “focussing on continuous learning and improvement in the network”, the AP OD programme is consolidating its work with the membership to build strategies to systematise mechanisms for increased knowledge sharing and strengthened peer NS-NS support.

Overall Goal: Strengthened capacity in Asia Pacific national societies leads to measurable achievements to meet the *Federation of the Future* and *Strategy 2010* targets for improvements in the lives of vulnerable people.

Programme Objective: A coherent and coordinated Federation organizational development support strategy is in place to ensure access of all Red Cross and Red Crescent Movement organizational development counterparts to shared knowledge for maximized use of local and regional resources, regional peer-to-peer support mechanisms, expert volunteers, and specialized consultants to improve services to vulnerable people.

Progress/Achievements

Expected Result 1: A clear, comprehensive and unifying Federation approach to national society OD and capacity building, using systems that document and share successful OD and capacity building practices, have led to more NS demonstrating the characteristics of well-functioning NS and to measurable impact on vulnerable people.

To meet the FoF objectives in the “Framework for Action”, several activities have been undertaken to deliver a more harmonized approach to NS development. To build this approach, the AP OD programme has focussed on those aspects of the “Ten areas for improvement” which offer a practical framework for working with multiple stakeholders such as “reinforced regional networks and structures” and “strengthened and improved cooperation, coordination and support mechanisms”. The mechanisms developed include: the regular Asia Pacific OD email update which has been used to circulate OD and CB tools, guidelines and case studies to 154 OD and CB focal points in national societies, Federation, ICRC and PNS delegations; and the development of a knowledge sharing CD Rom on best practice culturally sensitive tools generated by NSs in the region, in the areas of OD and volunteering, development (the draft is to be shared with the Federation’s global Development Commission in May to explore the relevance to other regions).

Examples of excellence developed by NSs in one part of the region have been actively shared with others – for example the valuable piloting of NS Board Action Plans based on the Characteristics of a Well Functioning NS, and peer monitoring systems in the Pacific region (where the regional Secretary General’s Meeting monitors the progress and impact of OD work annually against their collectively agreed Board Action Plan format for the 14 NS). Other sharing has included the experiences of NSs who have used the “Impact Spider” tool for better measuring the impact of OD and CB work on vulnerable communities, as inspirational material for others to follow. For example, the Cambodia Red Cross Society circulated a presentation “on “OD input, output, outcome and impact” which tracked the ultimate impact of OD and CB activities carried out, on vulnerable communities.

The second half of 2006 will see increased support to ensure that all Federation regional OD plans work with NSs to set and measure progress against their own OD plans. In response to requests from selected NSs, an AP-wide knowledge-sharing forum based on mutual peer support between NSs will be held on the topic of “Finance development for NS – what have we learned from successful models and approaches to improve our future services to vulnerable people” in late 2006. The meeting will enable NSs to share success stories and plan a more unified approach with clear measurement indicators using the characteristics of a well-functioning NS to monitor their progress against for the future.

Expected Result 2: An Asia Pacific OD practitioner’s community has been activated and has been instrumental in the transfer of knowledge, skills and resource persons on OD and capacity building to enable selected NSs to achieve better characteristics of a well-functioning NS.

In order to identify and document existing good OD and CB practices and successful “OD practitioners” who can assist peer NSs in their OD and CB coaching and mentoring roles, the updated AP OD mapping of targets for 2006-2008 has been completed and disseminated. The concept has been widely welcomed. For example, if eight NS fulfill their targets to improve and upgrade their HR systems in 2006, theoretically they can provide at least eight personnel as skilled OD practitioners to the proposed AP OD practitioners’ community in the field of HR, which other NSs could call upon for assistance in 2007. The AP OD budget includes an allocation to support such NS-NS mentoring and coaching work in 2006.

The concept of the OD practitioners’ group will be shared with all member NSs at the AP regional conference in November 2006. The conference planning group has already prioritized the areas of HR development and scaling up, resource generation and fundraising for capacity building, and inter-agency cooperation and coordination as the three OD and CB topics the conference will focus on. If the conference adopts the OD practitioner support group strategy in keeping with the FoF’s focus on “reinforced regional networks and structures” and “strengthened and improved cooperation, coordination and support mechanisms”, the OD mapping can be used as the key intelligence gathering tool to enable the peer NS-NS support mechanisms to develop into active partnerships.

The model of promoting regular use of external OD practitioners to the Movement has met with appreciative feedback. With support from the AP OD programme, the Mongolia, Sri Lanka, and Afghanistan RC/RC societies have all drawn very positively on some culturally-appropriate consultants. Improvements have already been seen in HR and resource mobilization. Two pre-conditions for these consultancies, which have proved to be very effective, are the setting in advance of targets for measurable OD and CB outcomes and products, and the linkage between these pre-agreed targets and the NSs’ own strategic plans. A number of other NSs have also requested for this service.

Expected Result 3: Region-wide strategies are developed to meet the Federation governing board’s priorities for the development of integrity, leadership, volunteers and financial management systems, together with youth and gender policy development and implementation.

The proposed April meeting on “Harmonized approaches to National Society Development to achieve measurable impact on programmes and services to vulnerable people” has been postponed to late 2006. This meant that it was not possible to consult the NSs directly on their proposed approaches to working on the issues, particularly on Integrity and Leadership. Despite the postponement, work has progressed in some areas to introduce a new “measurement culture” at the NS Board level.

As mentioned earlier, the widely requested AP forum on finance development (FD) will be held in late 2006. It will: review existing tools and, if needed, develop new tools in finance development to assist NSs in developing better systems; create a peer to peer support system for financial management development between NSs; and develop an action plan for 2006-2007, which will include all NSs in the region achieving the FD indicators of external financial audit, transparency and accountability.

The ongoing discussion on the future and sustainability of the Asia Pacific Youth Network (APYN) will be taken up in detailed discussions in June with existing convenors hosted in the Australian Red Cross. Decisions on the future of the APYN and its linkages to existing sub-regional youth Fora, at least in Southeast and South Asia, will be published in the next programme update.

Expected Result 4: Impact indicators are used that demonstrate integrated OD and capacity building components in all health, disaster management, and humanitarian values programmes lead to improvements in the lives of the vulnerable through piloting, documentation and dissemination of best practices.

To meet the FoF objectives of “scaling up and increasing the quality and reach of programming” and “focussing on continuous learning and improvement in the network” four specific activities were undertaken to work with a wide range of Federation and NS stakeholders on better integration of OD and CB indicators within core programmes and services. The AP OD coordinator co-facilitated meetings in DPRK with the delegation and the NS, and in New Delhi and Beijing with the regional delegations. The AP VD delegate facilitated a similar session with the Federation Southeast Asia regional delegation in Bangkok. The aim of these sessions was to work with core programme delegates and where available NS counterparts to promote tools, examples of excellence and approaches to integrating CB activities and indicators in all programmes. These exercises have improved the use

of Federation CB indicators in planning and monitoring at country and regional levels (eg use of HR indicators in Mongolia, branch development indicators in Sri Lanka, and volunteering and finance development indicators in selected Pacific NS).

The “Impact Spider” tool was promoted at each of the above events, as were other local tools for improving local indicators of improved capacity in all programmes. The AP OD programme will now track the impact of these exercises on trends in improved impact reporting over the next programme phases in these selected environments. There are already many positive examples of improved reporting on impact of OD and CB work, some of which are given in the “impact” section below in this report.

Expected Result 5: Targeted OD support is provided to national societies and Federation regional and country delegations, including engagement in strategic reviews and evaluations of OD impact

Targeted OD support to selected NSs which requested it has been provided. These include: joint facilitation of the integrated reporting, finance and OD training in DPRK; support to Mongolia RC on finalizing their approaches to an upgraded HR system and new approach to resource mobilization and fundraising respectively; the review of OD and its relationship to a cooperation agreement strategy (CAS) process in Cambodia; and the invitation to join the OD and strategic planning review in Papua New Guinea. All these NS have expressed satisfaction with the support and have adopted clearer approaches to measuring the impact of OD and CB processes. It has helped to generate learning for other NSs as well.

There has been an increase in the number of requests for advice and support in the first quarter of 2006. The diversity of OD resource support that has been made available to societies in fulfilling their OD needs has also grown. More consultancies and short-term assignments are some indicators of these new directions. The outputs from these support assignments have been welcomed by other NSs who have used them to inspire new OD directions and activities. For example, the HR report from Mongolia encouraged requests for the same HR consultant to work in late 2006 with the NSs in Nepal, Afghanistan and the Maldives.

There has also been a significant increase in the number of requests from NSs, Federation and PNS OD delegates to visit the APSC to have more detailed discussions on future OD strategies while reflecting on cross-regional experiences and learning available on specific OD issues available in the APSC. As examples: the NS and delegation’s OD counterparts from Sri Lanka spent four days discussing aspects of their OD review and forward looking strategy; the Maldives Federation OD delegate visited to share plans on the OD issues in the “NS in formation process”; and DPRK RC have requested an opportunity for the new OD programme officer to spend between 4-8 weeks in the APSC in a mentoring and mutual knowledge sharing programme.

Involvement in supporting new learning on integrating OD and CB perspectives in disaster response and recovery planning work has produced some important outcomes for continued work in the months ahead. In Sri Lanka and Indonesia, discussions have been held on the possible application of the recommendations and model proposed in a specific study on “*Tsunami response: Scaling up without harm – A reflection and a strategic model*” conducted by an external consultant for the Secretariat’s OD department in Geneva. It is possible that more detailed discussions will follow in the coming months on how this new model could assist Sri Lanka Red Cross to draw up a more effective internal OD strategy in the middle of a high impact disaster recovery programme to ensure that all programming builds sustainable capacities in the national society.

Expected Result 6: A consistent long-term based strategic support is provided for volunteering development in Asia Pacific promoting knowledge sharing and capturing the experience from the recent tsunami response.

To support the FoF’s ten area for improvement related to “a human resource strategy to strengthen the volunteer base” in the Movement, a wide consultation has been conducted with both national societies and Federation counterparts. This resulted in an agreed approach that recognizes volunteering development as four extremely connected dimensions, which will allow NSs and their branches to deliver more effective volunteer services to vulnerable communities. The dimensions are:

- a) Legal base, specifically related to national policies, recognition of volunteers in the NS statutes and constitutions, national legislation on volunteering, and insurance;

- b) Systems and procedures, with a focus on management systems, planning for recruitment, motivation and monitoring, with special emphasis on promoting sharing of experiences and best practices, and enabling new ways to access tools;
- c) Celebration of volunteerism, including collecting and disseminating the profile of devoted volunteers and promoting more volunteer investment value audits (VIVA) in the on-going programmes as a way of valuing the volunteer contribution to the Red Cross Red Crescent mission; and
- d) Volunteering in emergencies, with the intention of finding solutions and better ways to engage volunteers in disaster response and recovery programmes, minimizing the negative effects of programmes which are not prepared to incorporate them well.

As a continental service, there has been a very active participation in forums and meetings that could bring benefits for the region in terms of linking with global initiatives and opportunities. In February, as a result of the participation in a meeting in Madrid with Vodafone Foundation, a new project for collection of beneficiaries and volunteer information through voice data and transformation into text was discussed together with Vodafone's research and development department and Federation colleagues in Sri Lanka. The project is now in the phase of scope definition and agreements. During the same forum, the possibility to develop the Asia Pacific section of the United Nations Volunteers (UNV) World Volunteer Web was identified. The agreed approach to volunteer development was also shared in meetings with Swedish Red Cross desk officers and Federation colleagues in Southeast Asia and Sri Lanka. It is encouraging that many areas of integration have been identified, particularly in international disaster response law, health in emergency and disaster management.

In some cases, discussions around the cross-cutting perspective of VD progressed into wider discussions to find better ways of integration of programmes. Based on the mandate to promote regional capacities and resources, support was provided to the Federation Southeast Asia regional delegation to improve the VD capacity of two regional OD officers. There is also an ongoing exercise to identify volunteering practitioners in NSs who could, in the future, provide peer NS to NS support.

To increase awareness and recognition of volunteers, several articles from the Asia Pacific were included in the global newsletter "Volunteers" (eg the Nepal VIVA, and Sri Lanka and Pakistan volunteer profiles). Furthermore, a study on female volunteers carried out by the South Asia regional delegation and its recommendations are being disseminated and shared throughout the region and globally. Targeted support has also been provided to NSs, such as supporting the development of guidelines for volunteer involvement within the tsunami recovery plan in Sri Lanka and extended support for their efforts to develop a national volunteering policy and defining the priorities for a national volunteer development plan.

Finally, as part of the contribution to address the global challenges in volunteering development, the region is playing a very active role in the implementation of VolunteerPLUS, the global plan approved during the last Federation General Assembly in Seoul in November 2005. This links with the potential follow-up on the activities and opportunities mentioned earlier by supporting membership planning processes for the preparation of discussions which have been identified as priorities for the AP regional conference to be held in Singapore in November. The joint work with the delegations counterparts will continue in order to implement their plans regarding volunteer development and identifying together the practitioners in the region. During the next quarter the development of a VD toolkit is planned, the first version of which is expected to be ready by the end of the third quarter of 2006 for further consultation and discussion at the forthcoming AP regional conference.

For the next reporting period, the most important activity will be the in-depth study of volunteering in emergencies within the major disaster response and recovery operations. This is planned for between July and September. It is expected that this study will provide the basis for discussions and development of solutions for volunteer engagement and management in disaster response later this year. The customized support to NS and delegations that have requested it will also be addressed in the form of technical advisory missions to, among others, Viet Nam RC for the development of their volunteer policy, Nepal RC to assess the inclusion of volunteer management system in their programmes, Pakistan RC to analyze options for volunteering development with some selected branches, and Malaysian Red Crescent to identify areas for volunteering development within their programmes.

Impact

Some impact has been observed at this early stage against the overall programme objective. The AP OD email update, CB fact sheets, AP OD updated mapping of NS OD targets, growing lists of OD practitioners available to support NS-NS peer support work, and new culturally sensitive consultants register have all been widely appreciated, measured by the increased uptake of these services and requests for knowledge that exists and has now begun to be more systematically documented. The production of the CD-ROM and web-enabled “search engine” tool will add to the ease with which all stakeholders working on OD and CB in the Movement in future will be able to access this knowledge.

As a result of the work to support measures to improve the scaling up and increasing quality and reach of programming by introducing measurement culture to track and more clearly articulate the impact of CB and OD work on vulnerable communities, the impact has become increasingly evident, as reflected in many OD and CB reports. See examples in the table below.

The initial focus for VD support was in tsunami-affected countries. However to address the increasing needs and requests for support from the membership, the scope of this initiative has been widened to all NSs in the region. A VD officer will be in place in September to share specific aspects of the growing workload of the VD delegate.

Constraints

The proposed work on improved FD support strategies was delayed due to the unexpected departure of the Federation’s FD personnel in the Southeast Asia, East Asia and Pacific. However, new appointments are foreseen and the work with NSs will hopefully build up during the rest of 2006 towards the planned AP FD forum in late 2006 to create a more coordinated and coherent finance development strategy among selected NSs in the region. If this is successful, the aim is to model excellence in this area with other NSs.

The issue of whether “youth” and “volunteering” should continue to be supported on parallel paths or in an integrated approach in future remains an area of debate. Many NS and Movement partners are concerned that given the fact that volunteers are mostly young people, the overlapping and programmatic aspects between youth and volunteers should be better defined in order to give a more coherent message and support to the membership, and to minimize confusion over communications and resources allocation. This issue will be further explored in forthcoming regional fora, such as the Southeast Asia youth summit planned for June, and discussions with the existing convenors of the Asia Pacific youth network.

Even though the integrated approach to VD is being more and more accepted and applied within the Movement in the region, there is still a need to increase the opportunities to involve a wider number of stakeholders in the definition of areas for integration and indicators to measure this aspect. It is still very difficult to get involvement of practitioners from health and DM to work together in VD as the issue is very much seen as an OD activity with little relation to service delivery. There is much support needed in this regard. Addressing this and the other constraints mentioned earlier remain key priorities for the overall AP OD and VD programme in the coming months.

“As result of capacity building at all levels by CBF and partner’s contribution, staff and volunteer capabilities was increased and directly contributed to the improvement in the services delivered to vulnerable people,....”
(Cambodia RC report March 2006)

“Identified priority needs and services have led to new approaches in services provided to the vulnerable. The activity coverage in relation to the vulnerable has increased, while volunteer activities have been sustained and volunteers more motivated. Through the home care service provided to the vulnerable elders, 25% of the beneficiaries were provided with glasses, 10% with sticks, 5% with wheelchairs, 20% with the medical check-ups and 20% with necessary documents”
(Mongolia RC report January 2006)

As a result of the integrated support work with reporting, finance and OD in DPRK to improve the impact of programmes and services, the commitment of DPRK RC and Federation delegation to further improve impact reporting including on the lives of those receiving RC services is a model which will be followed elsewhere. In particular, the sharing of the Mongolia RC social care programme experience which contains a holistic approach to community and institutional level joint planning, monitoring and feedback has resulted in new planning approaches in both DPRK and other NS. This is an excellent example of facilitating NS-NS knowledge sharing and inspiration and is in line with the FoF’s Global Agenda goals of community empowerment and civil society capacity building.

Asia Pacific Regional Logistics Unit

Overview

The major activities for the regional logistics unit (RLU) during this period have been the field missions, which focused on providing support and training to strengthen the logistics capacity of the staff of both Federation delegations and national societies in the region. Initial activities have also been carried out to develop a regional network of logisticians for better information and knowledge sharing.

The work of reinforcing the unit with stronger operational capacities has seen good progress with the approval to recruit additional human resources for the unit. This will have a positive effect on both the quantity and quality of the support that the unit can offer to different partners.

However, with slow donor response, the funding situation for the unit is far from satisfactory and needs to be improved. To this end, some practical steps have already been taken, while others will be initiated soon. As one possibility, the RLU will seek cost recovery from sources, such as programmes and delegations, which request the RLU for support. However, dependence on cost recovery alone will severely limit the RLU's capacity and flexibility to provide support to a wide group of partners. As such, a diversified funding base is extremely important.

There is a clear and urgent need to strengthen the Federation's logistics capacity in the region as well as the capacity of the national societies, including undertaking a mapping exercise and coordination of the resources that already exist. This will contribute to more effective logistics support to ongoing operations and better logistics preparedness for, and in response to, disasters. The RLU has a vital role to play in this context. Given adequate financial resources, it can contribute to a much improved logistics capacity in the region and ultimately Federation's capacity to effectively provide assistance to those in need.

Overall Goal: Sustainable logistics capacities are in place within the Federation structures and membership in Asia Pacific that support the effective delivery of assistance programmes and services to the vulnerable.

Programme Objective: Logistics preparedness in delegations and national societies in Asia Pacific is strengthened in the areas of regional networks, human resources (HR), standards and systems, resource mobilisation and information management for better logistics response and support.

Progress/Achievements

Expected Result 1: Network of logisticians is established throughout the region for better information and knowledge sharing

Logistics contacts have been identified in national societies which responded to the logistics mapping questionnaire. In addition, the regional logistics workshop in December 2005 gathered some of the Federation's and national societies' logistics focal points in the region. A system for information sharing with national societies, and between the national societies, has been initiated.

Expected Result 2: Logistics human resources are strengthened in both the Federation and national societies in the region

Logistics HR in the region have been provided training during field visits (see also Expected Result 4). The regional logistics workshop in December 2005 provided training to ten participants from nine national societies (including the Philippines National Red Cross), and delegates from three country delegations and one regional delegation. The training has helped strengthen national and regional capacities, especially PNRC in getting better prepared to deal with the mudslide disaster that wiped out an entire village in the southern Philippine province of Leyte. One of the participants, the Federation delegate from Bangladesh, will serve as a regional resource person at a coming logistics training workshop in Nepal.

In April, the RLU also facilitated logistics training during the Southeast Asia regional disaster response team (RDRT) training workshop in Thailand.

At the APSC, a detailed HR plan for the RLU was developed in January. A regional logistics coordinator has joined the unit end of April. A regional procurement coordinator has been recruited and will begin work in July. The recruitment process for a regional fleet coordinator and a regional logistics officer has been initiated. These recruitments are also linked with the secretariat's global logistics development programme.

Expected Result 3: Basic logistics mapping is conducted of national societies in the region and a more comprehensive mapping for selected national societies

There has been continuous effort, in cooperation with country and regional delegations, to encourage national societies to complete the logistics mapping questionnaire sent out last year. Out of seven national societies in South Asia, six have responded; out of eight national societies in South-east Asia, five responses were received; and out of six national societies in East Asia, five responded (including Hong Kong branch of the Chinese Red Cross). No national societies from the Pacific region have so far responded.

In the next reporting period, the RLU will follow up with the national societies which have not responded to the logistics mapping exercise. The focus will be national societies in the Pacific region.

The RLU will also review the ones that have been received in order to determine further follow up actions needed in areas like supplier information sharing, and details on logistics infrastructure and preparedness capacities (in close linkage with the DP and DM activities).

Expected Result 4: Federation logistics tools and standards are disseminated to the national societies, adapted as appropriate and demonstrate increased services/supplies to vulnerable people

Following up on requests from national societies arising from the logistics mapping exercise, the RLU distributed Federation logistics tools and systems to the interested parties. During field visits to Timor-Leste, the Philippines, China and DPRK, the tools and systems were promoted and training conducted for Federation and national societies staff. A logistics assessment of the Cruz Vermelha de Timor-Leste (CVTL - Timor Lest Red Cross) was carried out in February and recommendations were made based on the Federation's logistics systems, procedures and tools, and on how they could be adapted to the CVTL organizational structure.

In February, during a one-week mission to the Philippines to assist in the mobilization, an assessment of the PNRC's logistics capacity was carried out in relation to an ongoing operation. The assessment indicated that the PNRC were capable of handling the greater part of the logistics of the operation but needed some Federation assistance in overall coordination.

In March, a briefing and training was conducted for the newly appointed Federation logistics assistant in East Asia regional delegation as part of a mission to assess the present logistics systems in the Federation delegation in DPRK. Logistics support needs for the programmes in DPRK in 2006 were identified and recommendations made on how best to provide this support.

A regional logistics workshop will be organized by the RLU during the October/November 2006.

Expected Result 5: Comprehensive supplier data base and regional framework agreement with suppliers are established

A few suppliers have been identified in the region and this information has been sent to the logistics and resource mobilization department (LRMD) in Geneva. The establishment of a proper supplier database and the development of a regional framework agreement with suppliers will commence as soon as the regional procurement coordinator is in place at the APSC in July. The establishment of this position, originally scheduled April 2006, has been delayed as the person recruited - currently working in the LRMD in Geneva - is heavily involved in preparing for the roll-out of the humanitarian logistics software which will be used in the procurement process.

Impact

The mission to the Philippines assisted the PNRC to set their priorities and identify needs for which resources could be mobilized internationally. The PNRC is better aware of the regional and global logistics resources available. This knowledge will benefit the national society in future operations.

The changes in the Federation delegation in DPRK necessitated a review of the logistics set-up and how best to provide logistics support within the new structure for the activities carried out by the national society. The recommendations, if implemented, will ensure that adequate logistics support will be provided.

Improved communication between the RLU and the rest of the Federation secretariat in the region, as well as the national societies, has led to a better understanding of the role of the RLU. Conversely, the RLU has now a better understanding of logistics support needs in the region. By providing regular day-to-day advice, the RLU is able to contribute to an overall improvement in the logistics capacities in the region.

Recommendations from the logistics assessment of the CVTL, when implemented, are expected to improve the logistics tools and systems in the CVTL, and consequently improve the logistics support to the programmes and the accountability of the logistics activities.

Constraints

Up till now, limited human resources in the RLU have been a major constraint to its capacity to provide logistic support and capacity building in the region. The RLU has been careful not to commit beyond available resources. However, the situation is expected to improve with the strengthening of human resources within the RLU over the next few months.

Logistics mapping of the national societies did not progress as planned. The departure of the head of Pacific regional delegation and the regional DM coordinator last year, with no replacements well into 2006, was a major constraint. The RLU will undertake initiatives with the Pacific regional delegation to explore how best the RLU can support and further strengthen existing logistics-related activities.

Asia Pacific Regional IT and Telecommunications Unit

Overview

The unit was set up in October 2005, headed by a staff member on loan from the Secretariat headquarters' information systems department (ISD). With only one staff, the unit initially concentrated on upgrading the information systems and capacity of the APSC. Efforts in this direction were extended in the early part of 2006. Along with this, the unit provided targeted support to the OD and DM units within the service centre.

One issue which has been identified is the lack of appropriate and permanent technical personnel in Federation delegations and offices. As requested, the unit carried out several missions and provided relevant advice and technical support to delegations and national societies. The head of unit ended his stint with the APSC for personal reasons, earlier than planned, in April. A new head has been appointed but will only begin work in mid-July 2006.

One of the main priorities of the new head will be the development of a plan to support the IT and telecommunication needs of the Federation and its membership in the Asia Pacific region. Input from the mapping exercise, which will be closely coordinated and synchronized with the OD, logistics and DM units, will be vital for the development of this plan.

It is expected that the unit will be expanded to include more technical expertise so that it will have the capacity to provide the necessary support to the delegations and membership in the region. The scope of expansion will be decided after considering the funding resources available and issues of sustainability.

Overall Goal: Sustainable IT and telecommunications capacities are in place within the Federation structure and membership in Asia Pacific, supporting the effective delivery of assistance programs and services to the vulnerable.

Programme Objective: IT and telecommunications preparedness in delegations and national societies in Asia Pacific is strengthened in the areas of regional network, human resources, standards and systems, resource mobilization and information management for better response and support.

Progress/Achievements

Expected Result 1: The IT and telecommunications capacity of the Federation and its membership is improved, ensuring at least 30 per cent of support during large-scale operations is provided from the region by the end of 2006.

The unit received a total of 52 requests for advice or technical support, ten of which were from outside the APSC.

Two missions were undertaken:

- Southeast Asia regional delegation in Bangkok - to review the set-up, provide suggestions on emergency equipment (IT and telecommunications emergency kits) and discuss technical and organizational issues with the local technician.
- East Asia regional delegation in Beijing - to help the delegation to identify their needs and subsequently to organize and procure local IT support.

The unit also provided IT and telecommunication support to the OD unit and DM unit of the APSC.

The following activities were carried out with the DM unit:

- procurement of one Mini-M and 2 BGAN satellite communication equipment; and
- training on the use of the satellite communications equipment for nine members of the APSC staff

Expected Result 2: During 2006, the IT and telecommunications capacity of Federation's delegations and 50 per cent of the membership in the region are mapped.

The mapping of IT and telecommunications resources has been initiated, beginning with IT and telecommunications suppliers in Kuala Lumpur. A list of suppliers with contact persons has been compiled.

The issue of format and appropriate storage location has also been addressed. While HTML seems to be the best option for file formats, there does not seem to be an appropriate storage location or mapping data. Frequently, this information is stored on the delegate's laptop and may be lost if it is not backed up. This is a serious issue of information management which needs to be resolved globally. In the meantime, it has been proposed to store this information in the APSC pages in FedNet.

One of the main issues which has been identified is the lack of appropriate technical support in Federation delegation and offices, with the absence of permanent IT and telecommunications technicians. This is evident even in countries where the IT and telecommunications sector and industry is well developed and advanced, and well-trained and experienced IT and telecommunications engineers and technicians are available in the market. Delegations and national societies should be encouraged to take full advantage of and benefit from available local resources.

In the Pacific (with the exception of Australia and New Zealand), economic and political constraints have placed IT and telecommunications infrastructure development and education at a low level. In some cases, communication becomes a challenge due to the large geographical distances.

To address the above and other issues, the unit has begun work to develop an IT and telecommunications strategy for the region. The strategy will also focus on improving the federation's IT and telecommunications response during disaster operations.

Expected Result 3: Asia Pacific Service Centre infrastructure is improved, with access to IT services similar to those in Geneva by 2007.

Much of the work of the unit has focused on upgrading the APSC's IT system. To date, the following improvements have been instituted:

- two servers have been purchased and the disk storage architecture set up;
- network switches have been changed to complement CISCO switches;
- connection to the Internet and the Linux box firewall has been modified by adding a CISCO router with built-in firewall;
- a new image, similar to the Federation standard laptop, has been created for all computers used in the APSC;
- some older computers have been replaced by standard models;
- a login batch file with automatic update has been set up; and
- a backup strategy has been put in place.

Expected Result 4: Contribution is made in support of Federation's global efforts in IT and telecommunications, including two Federation-wide projects and two guideline documentation.

A paper "A Better IT and Telecom Support for Federation Delegations and Offices" has been developed. This details a proposal which aims to improve the IT and telecommunications support for Federation delegations and offices, following lessons learned in Kuala Lumpur. While the proposal was developed in consideration of the situation in the Asia Pacific region, it is also applicable to other parts of the world where a similar situation exists.

Impact

The IT and telecommunications resources mapping is already initiated within the national societies and the delegations in the region. When completed, it will help to provide a clearer picture of how well the Federation and national societies in the region are integrated into the global Federation response system. It will clarify the gaps and the needs with regard to their capacity to cope with medium to large-scale disasters.

Constraints

Countries in the Asia Pacific region are culturally very different. There is no common language. This is an issue in regional coordination and training. It is difficult to find good English speakers in many of the countries. As such, some national societies send the same person to all regional workshops because he/she is the only person who understands and speaks English, even though the person may not have the appropriate technical skills.

Asia Pacific Regional Disaster Management Unit

Overview

The regional disaster management unit (RDMU) is not fully operational yet. The head of the unit was only appointed in April. His initial task has been to prepare for the Tokyo DM meeting in June and to develop a plan of action for the unit up to the end of 2007.

As background, the formation of the RDMU at the APSC has been guided by the following events:

An evaluation carried out in 2004, validated the concept of the Federation's Pan-American disaster response unit (PADRU), which was created in Panama in 2001 following the review of the Federation's response to major disasters in the Americas in the late 1990s. The evaluation, among other things, recommended the establishment of similar structures in other regions.

In Asia Pacific, the Tokyo meeting in 1996, held at the initiative of the Japanese Red Cross and involved 29 national societies from the region, recommended the establishment of an "Asia and Pacific Relief Network". This was in line with meeting's declaration to use human and material resources from within the region itself to meet immediate relief needs. This declaration was subsequently reaffirmed by the Federation's Hanoi Regional Conference in 1998 and Manila Action Plan of 2002, resulting in the emergence of sub-regional disaster

management mechanisms, such as the regional disaster management committee (Southeast Asia) and the emergency management core group (Pacific), both with strong involvement of the membership.

In 2005, a major review of Federation DM programming, in the light of the experience of the Chad refugee operation and subsequently the Indian Ocean tsunami of 2004, further recommended the creation of a disaster management centre in each region. This proposal was included in the 2006-2007 Secretariat's plan and budget and subsequently approved at the Seoul General Assembly, as part of an overall framework of decentralization.

Following this, DM practitioners in Asia Pacific met together in Kuala Lumpur in September 2005 to examine the potential role and functions of a regional disaster management unit. The meeting endorsed a consultation process with the national societies in the region, leading up to a gathering in Tokyo from 11 -13 June 2006 at which the framework of a regional DM strategy would be agreed and the role of the DMU within that strategy more precisely defined. A consultant engaged to facilitate this process in March 2006 undertook a documents review and talked to over 130 informants from national societies, the Federation and the ICRC.

The June Asia Pacific DM meeting in Tokyo will be a pivotal one as it will set the future directions of the RDMU at the APSC. The recommendations from the meeting will be tabled at the 7th Regional Conference in Singapore in November.

Once fully operational, it is expected that the DMU will work very closely with all other units within the APSC, in particular the regional logistics unit. The planned joint initiative with the AP volunteering development delegate on "volunteering in emergencies" will be another pioneering global initiative which will be strengthened in the second half of 2006 onwards.

Asia Pacific Regional Publicity and Information Unit

[<Click here for the revised logframe of the Asia Pacific regional publicity and information unit>](#)

Overview

The unit has concentrated in initial months of 2006 on clarifying the role, the directions and scope of work of the publicity and information officer in relation to the task of developing Federation's intranet - *FedNet* - Asia Pacific page into a useful and beneficial tool for the delegations and membership.

Implementation of the programme has been slow due to inconsistent response and expectations from the delegations and the membership of the unit. Nevertheless, there have been some achievements particularly in the development of a new *FedNet* Asia Pacific structure. The new structure will be managed and expanded continuously to ensure its user-friendliness and relevance to the needs of the Federation delegations and national societies. Efforts will be made to enrich its content. The *FedNet* homepages of the Asia Pacific reporting and OD units were developed. Support has also been given to the development of a CD-ROM with OD and volunteerism tool which is at its final stage. This is a fun and simple software tool, designed for use by old computer models – which are prevalent in many national societies in the Asia Pacific. The tool is also being made available on the *FedNet* Asia Pacific page. It has been widely welcomed and is likely to be replicated as a global knowledge sharing tool on OD and capacity building in other regions of the world.

Following the participation of an in-house training of trainers workshop in April, the officer has developed a curriculum to train *FedNet* editors. The training programme will be carried out during the second half of the year. It is expected to provide the region with trained and competent editors to drive *FedNet* together – as a team.

Overall Goal: A fully integrated communications unit catering professionally to information strategy, information management, and the delivery of quality content, acting as a marketing and resource mobilization reference point for the delegations and the membership

Programme Objective: A foundation is set up for knowledge building and sharing in the region, with focus on training, information management, and the promotion of *FedNet* as a valuable resource for the Movement.

Progress/Achievements

Expected Result 1: The publicity and information unit will be a focal point for linkages, liaisons and message consistency within the Asia Pacific

The publicity officer spent most of the initial months of 2006 in getting herself familiar with the systems and structure of the Federation and *FedNet*. The officer also worked with the ODU and RRU to create their relevant home page as above highlighted. Work was also carried out to develop a new basic structure for *FedNet* AP. The new AP pages were established toward the end of February. These pages will be developed to accommodate the constantly increasing volume of information and to ensure consistency of information management across the region.

The Federation Asia Pacific management meeting hosted by the APSC in January was used as a platform for liaison and networking with relevant delegation stakeholders. The publicity and information officer has also established dialogues with Southeast Asia regional information delegate and some national societies to map out their current needs, internet accessibility and capacities, and to identify how the APSC could add value to their communication work. A number of national societies in the region, such as New Zealand Red Cross and Australian Red Cross, have requested the officer to assist in uploading information onto the *FedNet*.

In March the officer went to Geneva to complete her *FedNet* training.

Planned activities in the next reporting period are:

- *FedNet* training targeting information personnel of delegations and NSs as well as and others in the region who need to post and disseminate important information
- Establishing a regular coordination and communication mechanism with the information personnel in the delegations and national societies for regular input into the *FedNet* and to better understand and address their net capacities.

Expected Result 2: FedNet on AP has new structure to be recognized as a reliable information bank in the Asia Pacific for the membership and for the secretariat

During the period the information officer worked closely with the Geneva Secretariat to create a basic logic tree for proper information management on the *FedNet*. This logic tree is able to meet the current needs but it is expected to evolve to meet increasing demands and needs from the delegations and membership in the future. New structures will be essential to place *FedNet* Asia Pacific on-line with a communication objective.

Much work was done with the reporting and OD units to develop their knowledge-sharing initiatives. The RRU landing site will serve as a one-stop reporting shop, with information on all matters related to reporting. The ODU's interest in a CD-ROM application tool was seen as an opportunity for APSC to provide production services, "requirement for proposal" services, and most importantly, an indirect role where we can engage in capacity building. It is a tool for the membership at all levels, leaders to volunteers and vice versa. It is a tool that is expected to strongly engage communities and volunteers. (please refer to the Asia Pacific OD unit section for details)

After discussion with the Secretariat headquarters health and care department, an Asia Pacific health and care link was created on *FedNet* AP to provide a vital source of information to the membership in this region, especially to address the emerging threat of avian influenza. The *FedNet* AP has now comprehensive links for avian influenza. The health and care link has become increasingly visited by the national societies and serves as a vital opportunity to share with membership's health officers directly other health information such as severe acute respiratory syndrome (SARS), mother and child care, and public health in emergencies. There are also requests from regional and country delegations to help upload essential documents. This clearly indicates the importance of *FedNet* Asia Pacific.

Activities planned for the next reporting period include:

- A new *FedNet* Asia Pacific landing page with regular updates
- Production of OD CD-ROM and integration of the tool on the *FedNet*

- Collection of weekly updates from delegation and NS information officers in the region
- Further improve the scope and depth of content in *FedNet* for Asia Pacific.

Impact

The *FedNet* health and care link has enabled smooth sharing of vital information between the Indonesian and Philippines national societies. With increasing interest from regional delegations in sharing material on-line with their membership, there is a demand for the *FedNet* AP to expand in scale and in scope. Upon more *FedNet* editors being trained, the information officer's role will shift from web-mastering to more of coordination and project management.

The unit is relatively new and has taken the steps relevant to grow an information base for knowledge sharing in the region.

Constraints

The current internet connectivity at the APSC is not fast enough to support the increasing demand of uploads into the Geneva-based *FedNet* server. Uploading a 400kb document can take ten minutes, for example. Constant structuring and re-structuring of *FedNet* AP seems needed to ease the situation. Limited budget is restricting the officer from visiting delegations to identify specific needs for Asia Pacific. Therefore, initial focus will be on East Asia and Southeast Asia sub regions. Discussions have also started with Malaysia Red Crescent and proposal is underway.

Implementation and coordination

Coordination, cooperation and strategic partnerships

In *Strategy 2010*, there has been an increasing focus on coordination, which has been forcing the Federation to define it at different levels in the organization. The Federation coordination responsibilities have clearly reflected the “added values” of the Secretariat for national societies. For the APSC, the added value is about striving to ensure effective and cohesive service to the Federation regional and country delegations in Asia Pacific as well as to national societies. Building up the accountability of the service centre as an important service provider for the Red Cross and Red Crescent Movement in Asia Pacific region will be given priority.

During the reporting period, APSC has provided support services to each of the four Asia Pacific sub-regional delegations as well as country delegations and national societies in Asia Pacific region. The services are based on local needs and in close coordination with the regional delegations. The different units have tried their best to address the needs with the available but limited resources. Lack of awareness of the services available at the APSC and limited funding have been the main constraints for the APSC to achieve the planned targets.

The APSC represents a Federation Secretariat's strategy to bring highly needed support and service closer to the Red Cross and Red Crescent Movement in Asia Pacific. This demands both time and resources. The centre has taken forward the implementation of the Federation's global agenda and will provide further support the delegations and membership in this area when more resources become available.

APSC is planning to develop a sustainable partnership with the UN family. Efforts in this regard will be intensified in the next reporting period. Coordination between all Movement partners operating in Asia Pacific has improved. However, the establishment of new units in Kuala Lumpur means more work needs to be done to enhance the coordination.

Effective representation and advocacy

It is a priority for the APSC management to identify and then communicate the full contribution and added value of the APSC as a primary vehicle for supporting the main client base – the regional and country delegations/offices – in the effective delivery of programmes and services to the Federation's Asia Pacific membership and their partners. A concept paper was developed and distributed among stakeholders to strengthen

its image. To address the confusion emerged among the clients about the role of APSC, the centre has produced a leaflet and all APSC staff visiting delegations or national societies have used the opportunity to disseminate the APSC and its support services. A marketing plan, including information and fundraising, is being developed. Although the Federation's legal base in Malaysia is acceptable, but the management will continue working in close cooperation with Malaysian Red Crescent to improve APSC's existing legal base.

Service Centre Management

Regular management meetings are organized among all the units of the APSC to discuss common issues particularly in refining the development strategies of APSC and enhancing better coordination with individual units' counterparts in the regional and country delegations. The sustainability of the APSC is based on sustainable funding. Currently, only two APSC's units - finance and reporting - are core funded, and only the OD unit received satisfactory funding during the reporting period. The unclear funding situation is the most critical challenge for the further development of the service centre.

The Asia Pacific Service Centre is almost entirely regionally recruited; a policy which is important for the sustainability of the centre.

It is apparent that more has to be done to develop common methodologies between the units (regional mapping is an obvious example of potential read across), sharing skills and strengths to achieve enhanced service delivery to the regional/country delegations and through them an increased impact for the membership. Coordination and cooperation between different APSC units will continue towards achieving these common goals.

[Interim financial report below; click here to return to the title page and contact information.](#)

The International Federation undertakes activities that are aligned with its Global Agenda, which sets out four broad goals to achieve the Federation's mission to "improve the lives of vulnerable people by mobilizing the power of humanity".

Global Agenda Goals:

- *Reduce the numbers of deaths, injuries and impact from disasters.*
- *Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.*
- *Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.*
- *Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.*

All International Federation assistance seeks to adhere to the [Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations \(NGO's\) in Disaster Relief](#) and is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering quality and accountable assistance to the most vulnerable.

For support to or for further information concerning Federation programmes or operations in this or other countries, or for a full description of the national society profile, please access the Federation's website at <http://www.ifrc.org>

International Federation of Red Cross and Red Crescent Societies

MAA50001 - ASIA PACIFIC SERVICE CENTRE

INTERIM FINANCIAL REPORT

Selected Parameters	
Reporting Timeframe	2006/1-2006/5
Budget Timeframe	2006/1-2007/12
Appeal	MAA50001
Budget	APPEAL

All figures are in Swiss Francs (CHF)

I. Consolidated Response to Appeal

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
A. Budget		312'086		855'658	1'831'558	2'999'302
B. Opening Balance		0		0	0	0
Income						
Cash contributions						
Australian Red Cross				14'496		14'496
Malaysia - Private Donors					7'902	7'902
Swedish Red Cross				135'856		135'856
C1. Cash contributions				150'352	7'902	158'254
Reallocations (within appeal or from/to another appeal)						
Australia - Private Donors		33'723				33'723
DFID Partnership				19'957		19'957
C3. Reallocations (within appeal)		33'723		19'957		53'680
Inkind Personnel						
British Red Cross				31'000		31'000
Japanese Red Cross Society		17'000				17'000
Norwegian Red Cross					78'767	78'767
C5. Inkind Personnel		17'000		31'000	78'767	126'767
C. Total Income = SUM(C1..C6)		50'723		201'309	86'669	338'701
D. Total Funding = B + C		50'723		201'309	86'669	338'701

II. Balance of Funds

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
B. Opening Balance		0		0	0	0
C. Income		50'723		201'309	86'669	338'701
E. Expenditure		-27'043		-67'206	-390'449	-484'698
F. Closing Balance = (B + C + E)		23'680		134'103	-303'780	-145'997

International Federation of Red Cross and Red Crescent Societies

MAA50001 - ASIA PACIFIC SERVICE CENTRE

INTERIM FINANCIAL REPORT

Selected Parameters	
Reporting Timeframe	2006/1-2006/5
Budget Timeframe	2006/1-2007/12
Appeal	MAA50001
Budget	APPEAL

All figures are in Swiss Francs (CHF)

III. Budget Analysis / Breakdown of Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation		
A							B	A - B
BUDGET (C)		312'086			855'658	1'831'558	2'999'302	
Land, vehicles & equipment								
Land & Buildings	7'500							7'500
Computers & Telecom	102'500					21'831	21'831	80'669
Office/Household Furniture & Equipment						703	703	-703
Total Land, vehicles & equipment	110'000					22'534	22'534	87'466
Transport & Storage								
Storage					105	874	979	-979
Transport & Vehicle Costs	52'888					8'852	8'852	44'036
Total Transport & Storage	52'888				105	9'726	9'831	43'057
Personnel Expenditures								
Delegates Payroll	960'000					39'506	39'506	920'494
Delegate Benefits	602'640		20'159		56'744	157'244	234'146	368'494
National Staff	237'800		-1'935		-3'014	55'373	50'424	187'376
National Society Staff						1'838	1'838	-1'838
Consultants	80'000		791				791	79'209
Total Personnel Expenditures	1'880'440		19'014		53'730	253'960	326'704	1'553'736
Workshops & Training								
Workshops & Training	170'400		932		334	1'698	2'964	167'436
Total Workshops & Training	170'400		932		334	1'698	2'964	167'436
General Expenditure								
Travel	206'800		6'645		7'025	17'441	31'111	175'689
Information & Public Relation	20'000		-16		-28	857	813	19'187
Office Costs	182'820					24'967	24'967	157'853
Communications	147'400		333		3'442	5'833	9'608	137'791
Professional Fees			185			816	1'000	-1'000
Financial Charges	3'600					10'859	10'859	-7'259
Other General Expenses	30'000		-1'736		-2'704	16'712	12'272	17'728
Total General Expenditure	590'619		5'411		7'734	77'484	90'630	499'990
Program Support								
Program Support	194'955		1'686		4'237	25'046	30'970	163'985
Total Program Support	194'955		1'686		4'237	25'046	30'970	163'985
Operational Provisions								
Operational Provisions					1'066		1'066	-1'066
Total Operational Provisions					1'066		1'066	-1'066
TOTAL EXPENDITURE (D)	2'999'302		27'043		67'206	390'449	484'698	2'514'603
VARIANCE (C - D)			285'042		788'452	1'441'109	2'514'603	

Annex 1 – Asia Pacific Regional Reporting Unit

Overview

During the reporting period, the Asia Pacific region saw a number of small to large-scale disasters including typhoons in Vietnam, Southeast Asia and East Asia, mudslides in the Philippines, floods in Afghanistan, Timor Leste and PNG, as well as the increasing threats of volcanic eruption in Indonesia and of avian influenza to humans throughout Asia. The Regional Reporting Unit (RRU) has been coordinating closely with the respective delegations and departments in Geneva to ensure timely update on the situation, needs and Red Cross Red Crescent response.

Meanwhile, the unit also focussed on knowledge sharing, capacity building and streamlining existing reporting procedures and formats together with its extended reporting team in the delegations to align better with the Federation's Framework for Action and focus on beneficiary-level impact reporting. The unit has worked closely with other APSC units and the now much enhanced reporting team in the delegations to promote integrated approach to reinforcing capacities and responsibilities of programme managers' in project cycle management. The integrated reporting and finance training in DPRK and the Asia Pacific reporting development meeting have been highlights of the reporting period.

The formation of a new planning, monitoring, evaluation and reporting (PMER) department in the Secretariat headquarters will hopefully soon ease the challenges facing the unit by providing coherent and consistent planning and reporting guidance and support to emergency and long-term programmes.

For the remainder of the year and 2007, the unit will continue to focus on the following:

- Improve quality control, standards and procedures, particularly on further regionalization of RRU functions and strengthening beneficiary-level impact reporting.
- Coordinate Secretariat's planning and reporting in the region with the new PMER department and the extended reporting team.
- Strengthen reporting skills and capacities, and share knowledge in the region with focus on mapping (capacities, resources and needs), development of standard training package, staff-on-loan programme, and building a pool of reporting expertise for large-scale emergencies

The budget for 2006 is only 90% covered by the core allocation. Some of the planned field support activities need to be scaled down or on a cost recovery basis to align with this reality.

Overall Goal: Sustainable reporting excellence is in place in the Federation's Asia Pacific structures, enhancing donor satisfaction and funding opportunities for Federation programmes and services to the vulnerable.

Programme Objective: Federation programmes and services in Asia Pacific are effectively reported on and profiled through improved quality control, standards and procedures, and intensified knowledge sharing and reporting capacities.

Progress/Achievements

Expected Result 1: The quality and process of planning and reporting are efficiently and effectively coordinated in the region.

The Federation's reporting capacities in the Asia Pacific region has been further strengthened during the first quarter of the year with new and competent regional reporting delegates being put in place in South Asia, Southeast Asia and East Asia sub regions. The unit has provided briefing and back-up support to the delegates. For efficiency and efficacy purposes, the unit has initiated regionalization of some of the RRU functions to these sub regions, allowing web-posting of information bulletins closer to where disaster takes place. Nonetheless, the unit continues to provide immediate support to emergency situations in the region, including the avian flu preparedness. Regionalization of other operational reports will follow in phases based on the capacities at the regional delegation level, particularly with regards to ensuring compatibility between finance and narrative.

Given the new operating model within the Secretariat structures in the Asia Pacific region, a standardized procedure was disseminated to the delegations to streamline and standardize the flow of appeals and reports with better clarity on roles and responsibilities. The Asia Pacific reporting development meeting, organized by the unit on 19-21 April, also provided all reporting staff in the region with information-sharing, consultation, networking and clarification opportunities on such processes.

Since end of March, the unit has contracted a local consultant - a former Federation reporting delegate – to replace the Geneva-based tsunami reporting coordinator, securing continuity of tsunami reporting commitments. The reporting meeting in April provided an opportunity for the tsunami reporting staff in the delegations to exchange experience and to clarify pertinent issues.

On behalf of the Southeast Asia regional delegation, an RRU officer made a presentation on “reporting” at a Malaysian Red Crescents branch secretaries meeting in Kuala Lumpur in early April.

With combined efforts in monitoring and complying with reporting requirements and standards, the overall quality and timeliness of reports from the region have improved and backlogged reports cleared off substantially. The unit has been working closely with the Regional Finance Unit to promote ‘programme manager’ concept, disseminate and supplement existing tools and resources to enable programme managers to fulfil their reporting responsibilities.

In consultation with relevant departments in Geneva and the extended reporting team, the unit initiated revision of the existing reporting templates to provide better guidance to programme managers in ensuring better impact measurement and analysis (e.g. incorporating human interest dimensions), alignment with the Federation’s Global Agenda and the Framework for Action, as well as participation of beneficiaries, communities and volunteers.

In early May, the head of RRU attended the Federation’s extended management meeting in Geneva, met with other RRU heads and subsequently initiated meetings with several other technical departments in Geneva, following up on the new planning and reporting guidelines and sharing views and recommendations in tackling programme management, finance and reporting issues facing the delegations and national societies in the region.

Expected Result 2: Reporting skills and capacities in the region are strengthened, sustained and knowledge is widely shared

As planned for 2006, the unit recruited a regional reporting development officer to intensify reporting capacity building support to delegations and national societies. The officer was sent to Bangkok in April for orientation on Federation’s field structure and operations. He organized an in-house training of trainers workshop from 3-5 April for the local staff of the Asia Pacific Service Centre who are and will be implementing training activities.

At the request of the DPRK delegation, the head of RRU organized from 22-24 February together with OD and RFU a new training model for 18 programme staff from the DPRK Red Cross and the country delegation who were to assume increased management responsibilities. Using logical framework as the basis, the workshop consolidated the linkages between planning, monitoring, finance management, reporting in a wider OD context. The workshop also explored possible measures and follow-up actions to tackle the challenges to participatory approach in project cycle management, learning from the Mongolia Red Cross social welfare programme. The workshop summary report was shared with other delegations and concerned departments in Geneva. Some delegations have expressed interest in the unit’s support to roll out similar initiatives.

From 19-22 April, the unit organized an Asia Pacific reporting development meeting in Kuala Lumpur – the first such gathering since November 2004. Twenty eight participants from eleven delegations and five national societies in the region attended the meeting and shared their experiences in building reporting capacities within the delegation and the national society. A number of national societies and delegations are adopting integrated approach already to building programme managers’ capacities in planning, monitoring, evaluation and reporting (PMER). The ECHO grant reporting officer in Geneva was invited to facilitate a section on ECHO Framework Partnership Agreement and its reporting requirements and standards. The main outcomes of the meeting were also shared with the delegations and concerned departments in Geneva. Key follow-up actions for RRU are to activate

a reporting network for wider knowledge sharing. The recently piloted ‘RRU reporting one-stop shop’ on the FedNet (<https://fednet.ifrc.org/sw85581.asp>) will be used as the forum to share best practices, training material and opportunities on PMER, and to facilitate networking.

With the arrival of the new head of disaster response unit in APSC, discussions have initiated on possible joint efforts to build a pool of reporting specialists from the existing RDRT trained human resources database to respond to large-scale emergencies.

The unit has also funded six programme/reporting staff from three national societies and three delegations in the region to participate in Federation’s distance course on “writing effectively” which is designed to improve participants reporting writing skills.

Impact

- There is better clarity, understanding and compliance among programme managers with Federation’s planning and reporting processes in the region. This has resulted in decrease of backlogged donor reports. While heavy pledge-based reporting load remains in some sub-region, such as South Asia, the overall improvement in the timeliness and quality of appeal-based report (e.g. better beneficiary-level impact analysis and anecdotes as in the annual report 2005) is hoped to attribute for further decrease of specific donor reporting requirement. Statistics over the last few years show that contribution from the traditional donors to the programmes in the region has increased to around 40% (excluding tsunami and Pakistan earthquake operations) and generally less pledge-based reporting requirement as donors gain confidence in Federation’s reporting systems.
- East, Southeast and South Asia regional delegations have now the capacity to post information bulletin on the Federation’s website. External information sharing on emergencies has become more timely and efficient.
- The added value of RRU was recognized at the Federation’s Asia Pacific management meeting held in Kuala Lumpur in January, particularly for its coordination and field support to the delegations.
- Both the integrated reporting/finance/OD training in DPRK and the Asia Pacific reporting meeting in Kuala Lumpur have raised awareness among Federation’s programme managers in reinforcing their responsibilities throughout the entire project cycle management, and that reporting development should be part of an OD process in national societies. The integrated training in DPRK also marked a significant step for the APSC to take on more integrated training and coordination roles in the region.
- The reporting “one-stop” shop and the regional reporting network have provided a platform for wider knowledge sharing among reporting peers in the region.
- A number of Secretariat’s planning, budgeting and reporting issues, raised by the unit, are now being addressed by the Secretariat headquarters.

Constraints

- Sustainability of the enhanced reporting capacities at delegations remains questionable. Certain HR capacities need to be maintained at RRU to provide timely back-up and top-up support particularly at times of emergencies. A trainee reporting officer may be recruited to ease the stretched capacity at the unit and to enable existing team to give more field support. Meanwhile, further regionalization of reporting process will be studied to optimize use of resources and division of labour.
- Some programme managers are yet to fully understand the “programme manager concept”. The unit will collaborate with the RFU and the extended reporting team to pursue more finance and reporting integrated “programme manager” training and ensure a briefing and debriefing system on planning, monitoring and reporting is in place at country levels.
- Support and guidance from Geneva on planning and reporting continue to be ad hoc and incoherent. The new PMER department will hopefully provide more holistic approach, better follow-up with other departments and leadership for all RRUs.

Annex 2 – Asia Pacific Regional Finance Unit

Overview

Overall the regional finance unit (RFU) was able to provide the requested support and assistance to the delegation in Asia Pacific region during the reporting period. This includes continual technical support to the delegations' finance staff, validation of all delegation's request for delegates and providing technical input in finance staff recruitment and appraisal.

The unit has organized a number of finance training in Kuala Lumpur as well as in the delegations for different target audiences such as the newly recruited finance staff and programme managers. Briefings were also provided to new heads of delegation and finance presentations were also made at other events or training workshops in the region.

The unit continues to monitor and review the monthly accounts and supporting documents of Federation's programmes and operations in the region, ensuring compliance with the International Accounting standards. Monthly analysis and financial report are prepared and shared with senior managers to highlight any financial risk and concern for management actions.

Overall Goal: Sustainable goodwill and effective financial management are in place in the Asia Pacific region, maximizing the accountability and impact of Federation programmes and services on the vulnerable.

Programme Objective: Professional and technical support is provided to the Federation delegations in improving the standard of financial management in the region.

Progress/Achievements

Expected Result 1: Technical support is provided to field finance staff in ensuring timeliness and accuracy of monthly returns, and compliance with financial procedures.

Regular communication is established with the finance team in the 23 country delegations in the region to ensure the monthly deadline set by Secretariat finance department for field financial closure is met and accounts of the previous month are closed timely and accurately.

The RFU then performs different control checks in coordination with the finance department in Geneva to ensure efficient cash flow and proper management of funds by the delegations in line with the Federation standards.

Expected Result 2: Financial management information and support are provided to technical managers periodically and when deemed necessary.

RFU prepares monthly financial analysis report for management and programme managers. This report helps the managers to follow up on pending financial issues and to take early measures to avoid deficit in their respective projects.

RFU analysts continuously provide assistance and training to field finance staff to enable them to prepare financial reports which portray their respective delegation financial situations. Mission reports are prepared by analysts for their visit to the delegation, highlighting areas of improvement and follow-up actions. The reports are shared with the heads of delegations.

The unit also works closely with the RRU in consolidating and validating appeal-based and pledge-based reports for donors of all Asia Pacific appeals and operations.

Expected Result 3: The level of financial awareness in the Asia Pacific region is continuously raised and financial management support is given to operations without the Secretariat's in-country presence.

Main activities carried out under this expected result during the reporting period include:

- Taipei earthquake operation – finance support was provided by RFU since there was no country delegation.

- Timor Leste – training provided to the new finance manager and guidance given to the national society's finance officer with reconciliation and clearance of national society working advance.
- Maldives – training provided to the new finance officer, cover-up for the finance delegate for seven weeks during his leave and at the same time support to the audit.
- Indonesia – provided 40 programme managers finance training in Aceh and Medan.
- DPR Korea – provided finance training to national society staff.
- Pacific regional delegation and Papua New Guinea delegation – provided support during absence of finance manager, facilitated recruitment of new finance staff and provided on-job training for them.
- Pakistan – assisted and supported the delegation on finance matters for the earthquake operation. Five visits which involved briefing for new finance delegate, finance training for six new finance staff and support to the revision of appeal.
- Sri Lanka – three visits to support the delegation and finance delegate on scale-up programme, UN Habitat/World Bank cash disbursement proposal and audit.
- Philippines – support the newly opened delegation following the floods/landslide emergency, recruited new finance staff, prepared the budget, support the opening of bank account, provided facilitation to the national society on working advance and finance reporting.

Impact

By having the above support and control in place, RFU is able to improve the quality and control of the overall financial management of Federation programmes in Asia Pacific. This is proven in 2005 where by Asia Pacific region had zero deficit, clean audit reports with no significant risk, spending within the approvals, maintained and improved financial infrastructure, smooth transfer of funds to delegation and enhanced financial skills of delegation personnel.