

Programme Update 2007



International Federation
of Red Cross and Red Crescent Societies

Asia Pacific Service Centre

Appeal No: MAA50001
Programme Update No.3

This report covers the period 1/1/07 to 31/5/07 of the 2006 -2007 Appeal

In a world of global challenges, continued poverty, inequity, and increasing vulnerability to disasters and disease, the International Federation with its global network, works to accomplish its Global Agenda, partnering with local community and civil society to prevent and alleviate human suffering from disasters, diseases and public health emergencies.



Programme managers from Myanmar Red Cross and Federation delegation undergo finance training. International Federation

In brief

Programme Summary:

As a whole, the Asia Pacific Service Centre (APSC) has continued its efforts to facilitate the establishment of regional networks to allow for peer-to-peer support and sharing of resources, knowledge and best practices, as part of the centre's overall capacity-building initiatives in the region. The centre continued to seek ways to enhance service delivery to Federation delegations and national societies. Much time and attention was also focused on clarifying issues on the decentralisation process and establishment of the zone structure by July.

The Organisational and Volunteering Development Unit consolidated its position as an in-house advisory and consultancy service to national societies and delegations, while serving as a centre for piloting innovative peer support mechanisms and linking the Asia Pacific region to global learning. The first half of 2007 saw an increase by 70% in the services requested and provided by the unit. The Disaster Management Unit was actively engaged in internal discussions within the Federation Secretariat on the role and function of the unit in disaster response under the new operating model. The unit also focused its attention on response preparedness activities prioritised in the 2007 plan of action. The Knowledge Sharing Unit has focused its resources on developing a group of FedNet trainers and pushing for more end user needs as part of its efforts to increase information literacy within the membership as well as the delegations. Interest among national societies on the potential of FedNet as a knowledge sharing platform has grown.

Needs: Total 2006-2007 budget: CHF 2.78 million (USD 2.3 million or EUR 1.7 million) out of which 37.5% covered. Outstanding needs are CHF 1.74 million (USD 1.4 million or EUR 1.05 million).

[Click here to go directly to the attached interim financial report.](#)

No. of people we help: 22 national societies

Our Partners: 33

Organisational and Volunteering Development Unit

Progress towards objectives

Objective

Improved sharing of knowledge and resources among Red Cross Red Crescent (RCRC) Movement organisational development, volunteering and capacity building counterparts.

Achievements

The Asia Pacific Organisational and Volunteering Development Unit has consolidated its position as an in house advisory and consultancy service to national societies (NSs) and delegations, while remaining a centre for piloting innovative peer support mechanisms, and linking Asia Pacific (AP) region to global learning. The first half of 2007 saw a 70% increase in services requested and provided, with 19 NSs receiving direct support.

There was very appreciative feedback from 15 NSs, as well as many partner national societies (PNSs), Federation and International Committee of the Red Cross (ICRC) stakeholders on the practical usefulness of the Asia Pacific Folder of 35 Capacity Building Fact Sheets, as well as the Asia Pacific organisational development (OD) and volunteering CD Rom with its 94 culturally adapted tools, policies and guidelines generated by the 37 NSs in the AP region. The CD Rom will be uploaded onto FedNet in June to allow online access to these knowledge sharing materials. Twenty-four new similar materials have been offered by NSs across the region to be added to the next annually-updated version. Many national society OD counterparts have shared examples of these best practice materials to improve statutes revision processes, finance development standards, branch development activities, as well as volunteering and gender sensitisation.

The second in a series of Asia Pacific OD forums for NSs to share practices, develop collective tools and agree on mutual NS-NS peer support strategies was held, this time on the topic of "Finance Development", in Kuala Lumpur in February. Fourteen NSs participated.

A potential pool of practitioners from NSs to provide targeted peer support on specific OD and volunteering issues across the region has been identified, with consultation on the draft terms of reference and monitoring and evaluation processes in place. A "counterpart relations" training will be organised in late 2007 to develop the capacity of the selected NS practitioners to work with culturally diverse counterparts and contexts.

Activities towards the achievements of the Global Agenda Goals 1 and 2 included: providing support for planning joint OD/Disaster Management (DM)/Health forums to undertake effective cross-programme capacity building in NS and Federation strategies; developing standard operating procedures (SOPs) for volunteering management in emergencies; two training/sensitization modules for DM and health in emergencies practitioners; and one sensitization module to be included in the current ERUs training package.

The APSC hosted three more senior leadership visits (from Myanmar, Mongolia, Pakistan) and discussion sessions. This is another indicator of growing confidence in the quality of the added value of OD support which selected NSs have been receiving on their wider OD plans.

As volunteering remains one of the main civil society participation and empowerment mechanisms throughout the world, the ongoing work towards the development of a more inclusive and volunteer friendly organization in national societies is, without doubt, a critical contribution to the Goals 3 and 4 of the Global Agenda.

A meeting of 23 Federation OD delegates and officers in March in Kuala Lumpur: shared best practices; collectively analysed gaps in OD support to NSs; mandated the Asia Pacific OD and Volunteering Development Unit plan and strategies to build linkages between OD work across the AP region; and developed collective action plans to increase the synergy of OD support across the region. Increased learning on community empowerment

and branch development, focusing on new tools, approaches, and ways of measuring impact, will contribute to achieve the Global Agenda Goal 3.

The integrated approach with DM (on issues such as learning on OD in emergencies) and health accelerated with the facilitation of sensitization sessions on OD and volunteering in the health in emergencies trainings for South East Asia (Bangkok) and East Asia (Beijing); and facilitation of the Federation OD and programme coordination meetings in Indonesia and Maldives to support tsunami recovery planning.

The unit has responded to increased requests for support from PNSs, which included: the facilitation of the Canadian RC tsunami learning meeting; leading the Australian RC OD review team in Tibet RC; a request to undertake a Netherlands RC review of their East Asia regional OD and capacity building programme to lead to their future strategic planning; and American RC requests for guidance on their Asia OD strategy for delivering support and funding.

Real time OD support to targeted NSs in response to requests from Federation regional and country delegations provided opportunities to share tools and approaches to improve measurable impacts.

Initial indicators from the mapping exercise with NSs of the four dimensions of volunteering development (legal base, management systems, celebration of volunteerism and volunteering in emergencies) show that various NSs have improved their approaches and awareness on volunteering issues compared to the same period in 2006. A demonstration of this is the increase in the number of requests to the Asia Pacific Volunteering Unit to 23 support missions for 2007. The NSs in Thailand and Sri Lanka, having received direct support in 2006, have now developed and are now using volunteer management tools in 2007. Policies have been approved or are being developed in Sri Lanka, India, Pakistan, Thailand.

Strengthening integrated volunteering work with DM counterparts has included the “143” disaster preparedness project in Philippines which has been targeted as a pilot learning process for volunteering development; and the participation of the NSs from Papua New Guinea, Philippines, Pakistan and Indonesia in the “Volunteering in Emergencies” review that identified best practices and solutions regarding the management and involvement of volunteers before, during and after an emergency operation, with the collective validation of 22 NSs from Asia Pacific, Americas and Europe of the recommendations and implementation plan until 2009.

At a global level, the Volunteering Development Initiative has actively participated in the development of a “coaching of volunteers” module to be included in the new revitalised Community-based First Aid (CBFA) and Malaria keep-up programme in coordination with the American Red Cross and the Health Department in Geneva.

The Federation Insurance Scheme for volunteers has been disseminated and three NSs have expressed their interest in this scheme.

Constraints or challenges

The innovative approach of providing a continental in-house consultant approach to National Societies and Delegations has challenged our counterparts with the development and agreement of individual results-oriented ToRs for each aspect of support requested. This methodology is now showing the benefits of clear expected outcomes and follow-up responsibilities across the Federation OD and wider programme support structures in the field.

Diversification of financial support for both the AP OD and Volunteering Development programmes continues to provide a challenge.

Working in partnership

The unit has developed wider partnerships within and outside the RC/RC Movement with the following stakeholders: UN Volunteers (UNV) coordinating with representatives in Beijing and Bonn (during UNV AP meeting held in KL); Hanseo University of Republic of Korea on Volunteering research; 4 National Societies directly involved in the “Volunteering in Emergencies” review; 22 National Societies (2 Europe, 2 Americas and

20 Asia Pacific) in the validation of “Volunteering in Emergencies”; 5 PNS; as well as 3 ICRC regional and 3 country cooperation delegates.

Contributing to longer-term impact

Many NSs have strengthened their capacity to measure the impact of OD and capacity building work on vulnerable communities. In addition, the practical use of both the AP OD and Volunteering CD Rom and Capacity Building Folders by NS and other Movement stakeholders is leading to more common qualities in a range of OD and capacity building initiatives. As Philippines National RC stated in a letter “We are guaranteeing that these fact sheets will be shared and disseminated to our chapters, and we will encourage them to give feedback and contributions of other case studies for forthcoming editions”.

Looking Ahead

Issues to address for the rest of the year will include: the smooth transition to a zonal structure with increased technical management aspects over the recruitment, induction and appraisal of regional and country OD roles; consolidating work to harmonise understanding and alignment to the Federation Global OD department's new definitions and approaches to "Capacity Development" across all Movement components in the AP region at all levels; discussing with the Asia Pacific ICRC Cooperation counterpart in GVA and across the region the possibility of a "Harmonised approach to Capacity Development" meeting for all Movement CD counterparts in two sub-regions of AP in early 2008; and preparing an integrated AP Forum for AP NS (hosted by Malaysian RC) proposed for early 2008 on the topic of "Use of ICT to improve scaling up of NS services and programmes for vulnerable people".

The Volunteering Development Initiative will continue to provide targeted support to NSs in the region and coaching opportunities for volunteering practitioners. In preparation for the side event on volunteering to take place in the forthcoming General Assembly, a staff on loan from the region will be sent to Geneva and 10 volunteering representatives from NS in Asia and Pacific will be specially invited to share their experiences in this forum.

As an outcome of the review on Volunteering in Emergencies, a discussion paper on financial compensation to volunteers in the onset of an emergency will be presented for further discussion.

Disaster Management Unit

Progress towards objectives

Objective

National societies in Asia Pacific region and the Federation Secretariat, with help from Movement partners, are well prepared to respond disasters collectively, by mobilizing more regional resources.

Achievements

The focus during the first half of the year has been on response preparedness activities prioritised in the 2007 plan of action. These include the setting up of a disaster management (DM) resource mapping database, disaster response and contingency planning, standardisation of Rapid Disaster Response Team (RDRT) terms of reference and training curriculum, volunteers in emergency and emergency shelter.

Throughout the period, the Disaster Management Unit (DMU) has engaged in round-the-clock disaster monitoring and disaster responses, notably for the Solomon Islands earthquake/tsunami operation in April and the Bangladesh floods in June. The operation in Solomon Islands turned out to be a test case for the DMU, with the DMU deploying a staff to the operational area as Federation team leader while the office in Kuala Lumpur maintained constant support to the field.

Through participation in the Emergency Management Committee Group in Pacific (March), the Regional Disaster Management Committee meeting in Southeast Asia (April) and the Disaster Management Working Group meeting in South Asia (May), the DMU actively advocated the Asia Pacific DM strategy and supported planning processes for coherent DM programming in each sub-region.

The DMU also provided technical support in various training courses and workshops, such as the disaster contingency planning workshop in Nepal, Volunteering in Emergency workshop in KL, Public Health in Emergency workshop in Beijing and the ERU training course in New Zealand.

Following the contingency planning exercise in Nepal, the DMU took the lead in developing a global contingency plan for a specific disaster – earthquake in Kathmandu valley. This will be the first exercise of its kind - to plan the mobilization of resources at national, regional and global level to prepare for a massive earthquake in Kathmandu valley.

In close coordination with the Geneva Shelter Department and the Regional Delegation in Bangkok, the DMU has begun the ground work for rolling out the Federation's global commitment in emergency shelter in the Asia Pacific region. Activities are being carried out to enhance the Federation's regional capacity in delivering shelter and providing a coordination function as a cluster lead in major disasters.

To ensure that the regional disaster response system is streamlined, enhanced and well maintained, the DMU, in collaboration with the South Asia Regional Delegation, organized a RDRT and Response/contingency planning standardization technical meeting in May in Delhi, India.

Constraints or challenges

Delays in defining the Terms of Reference for the DMU put the unit in a rather ambiguous position within the Federation structure. Coupled with the uncertainty during the transition period to the Federation's new operating model, this has adversely affected the inflow of funds from traditional donor national societies.

Working in partnership

The DM programme has facilitated the establishment of good working relations among sub-regional DM delegates and national societies in the Asia Pacific region and helped to increase dialogue on ways to enhance collaboration within the region. On the shelter agenda, the unit has established relations with the OCHA regional office as well as Federation shelter department in Geneva in order to roll out the shelter issue in the Asia Pacific region. The DMU also made a significant contribution toward the deliberations on community-based approach in the Intergovernmental Coordination Group for the Indian Ocean Tsunami Warning and Mitigation system, Working Group 6.

Contributing to longer-term impact

Working with regional delegations on disaster monitoring and enhancing preparedness for disaster response, including contingency planning, the DMU is contributing to efforts to ensure timely Federation disaster response, thus contributing to achieving the aims of the Global Agenda. The DMU's support in regional training courses and workshop, with emphasis on coherent programming on global standards, has had significantly positive effects on human resource development in the Federation system.

Looking Ahead

With the zonal structure set up from 1 July, it is expected that the DMU's role and relations with the field as well as Geneva will become clearer. Also the unit's activities will focus more on the operational aspects, while continuing to implement important response preparedness activities. In the coming months, the DMU's capacity and resources are expected to increase to full strength to allow the unit to fulfil its mandate within the Federation structure.

Knowledge Sharing Unit

Progress towards objectives

Objectives

They are:

- To make the Knowledge Sharing Unit a focal point of linkages and liaisons for information sharing.
- Improved scope and depth of content
- Bringing connectivity and FedNet usage to the Asia and Pacific

Achievements:

FedNet Asia Pacific has continued to push for more end user needs that will address the increase in information literacy with the membership as well as with the delegations. This effort has led to an agreement from Geneva to appoint a consultant by 11 August 2007 to ensure that FedNet is redesigned as a true knowledge sharing tool (which it is not at the moment).

The achievements during the first half of the year include:

- Training of Trainers Workshop in March 2007 which trained a group of FedNet Editors as FedNet trainers
- Inclusion of Asia Pacific in FedNet's restructuring process as a knowledge sharing engine which gives voice to the end users in Asia and Pacific
- Links with national societies in Philippines, Myanmar, Malaysia, Taiwan, Cambodia and China maintained while encouraging use of FedNet as the knowledge sharing tool for the Federation of the Future
- There is considerable interest from Taiwan RC, Hong Kong RC and Macau RC in the potential of FedNet as a knowledge sharing platform. FedNet will be able to provide security hosting for best practices and other movement documentation.
- A Service Desk for FedNet has been implemented following the directive from Geneva. This allows the Federation to track the problems end users have on FedNet. It also provides end users with an existing knowledge database from which to draw upon.
- No. of hits on FedNet Asia Pacific pages has steadily increased at about 25 hits per month since the end of the last quarter of 2006.
- There were 3,700 hits on FedNet Asia Pacific pages during the reporting period, translating into about 3.2 hits per day.

Constraints or challenges

There is increasing interest in FedNet training but delegations suggest that core funds should be used to sponsor participants and not use delegation funds meant for OD. A global communication strategy to include FedNet as a major knowledge sharing tool with its role highlighted for the Federation of the Future has yet to make its appearance

For knowledge sharing to take place, it is imperative that the Knowledge Sharing (KS) officer has sufficient funds to work closely with national societies on their home ground in order to integrate the already existing databases. Currently, there are enough funds to do that.

FedNet will be moving over to another content management system; but this will take time. When this actually occurs, data migration is expected to become an issue unless it is properly organized now (this also includes the scalability issue of stray pages).

A major challenge will be the joint Knowledge Sharing Summit next year with Regional OD and Volunteering Unit and Regional Information Systems Unit. It is very likely that the KS officer would need additional human resources and also training in PRINZE2 in order to manage the summit and follow up on the outcomes. There is also the challenge to move end users from Synkron into a new content management system. This may require the KS officer to travel around the region or the development of a new CD ROM to instruct end-users.

Looking Ahead

The uncertainty surrounding the APSC due to the zonal restructuring process, slowed down the implementation of FedNet training. It is expected that two more trainings will be carried out in the second half of the year - the second FedNet Training Workshop and the second FedNet Editors Training of Trainers Workshop. Priorities will also include the participation of the KS Officer at the RDRT workshop in Malaysia at the end of 2007 to acquire a better understanding of disaster mechanisms of the Federation, and also to consider the role FedNet can play during disasters. With the expected appointment of the FedNet knowledge management consultant in Geneva in August, a basic restructuring to determine content organization and content needs will be carried out. Finally, efforts will also focus on preparing for the KS Summit.

With the restructuring of FedNet and the new content management system moving away from Synkron, delegations and NSs will find it easier to use FedNet, thereby making it a truly knowledge sharing engine. The training scope of the KS Officer will increase to include Information Literacy on top of FedNet Training and FedNet Training of Trainers.

Implementation and Coordination

Coordination, cooperation and strategic partnerships

The APSC has continued to pursue a joint planning exercise among its various programme and support units to reduce the confusion and uncertainties over the role and functions of the APSC. In February a joint meeting discussed and agreed on an integrated approach based on each unit's logframes and plans for 2007. In the longer term, this joint planning will help to ensure that APSC activities have the greatest impact on the targeted beneficiaries.

Overall coordination between the various units of APSC and the regional delegations have continued and improved in first half of 2007. Due to this close coordination, there has been improved mutual understanding and cooperation, and the APSC units have been effective in providing technical support and guidance to delegations and national societies.

At a higher level, the APSC has continued to pursue the development of a sustainable partnership with the UN family. Close cooperation is being developed with the World Food Programme (WFP) which has established a strong logistics unit in Kuala Lumpur.

International representation and advocacy

Advocating and communicating the added value of the APSC to its main clients - Federation delegations and the national societies in Asia Pacific region - remains a priority for the APSC management. There has been increased awareness and confidence in the services provided by the centre. The role of APSC as a technical resource centre is becoming more and more understood by Federation delegations and national societies. APSC staff are using all possible opportunities to advocate and increase awareness of the technical support and services available at the centre. Despite the progress made however, more needs to be done to clarify the role and functions of the APSC in a more decentralized Federation structure in the Asia Pacific region.

Service Centre Management

Human resources: The APSC has continued to expand in 2007. One of its targets has been to secure adequate human resources to allow it to be able to provide services in line with needs in the region. The number of local staff has increased to build up the capacities of the various units, notably administration, logistics, DMU and Information Systems. Local staff are being recruited as part of the HR policy to ensure sustainability of the centre. Also, as part of the ongoing efforts to improve the skills and technical capabilities, several new and older staff members were provided with technical training during the first quarter of 2007. A planning and teambuilding outing was organised at the end of January to improve team spirit and joint planning for the 2007 programme.

Management meetings: Monthly management meetings were held to discuss common challenges and issues, share knowledge and find ways to improve coordination among the units. Staff meetings were held regularly to keep all APSC staff informed about current issues, in particular the decentralisation process and establishment of zone offices.

Sustainability: The sustainability of the APSC remains as a question in the new Zone structure. Only three units, the Regional Reporting Unit, Regional Finance Unit and Information Systems Unit are currently core-funded. The APSC is expected to become part of the new Zone Office to be established from 1 July. The programme units - DMU, OD and Volunteering, Knowledge Sharing and the new health in emergencies unit - are looking at different ways to secure improved funding for the units. The Regional Logistics Unit will operate on a cost recovery basis to secure funding.

[Annex: Core-funded Programmes and interim financial report below](#)
[Click here to return to the title page](#)

How we work	
<p><i>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 assistance to the most vulnerable.</i></p>	
<p>The Federation's Global Agenda The International Federation's activities are aligned with under a Global Agenda, which sets out four broad goals to meet the Federation's mission to "improve the lives of vulnerable people by mobilizing the power of humanity".</p>	<p>Global Agenda Goals:</p> <ul style="list-style-type: none"> • 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.
Contact information	
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Annex: Core-funded Programmes

Regional Finance Unit

Objective

Sustain the goodwill that is already in place and at the same time continue to provide more value added and efficient financial support services which will lead to effective financial management for operations.

Achievements

In the first five months of the year, the unit ably provided the mandated technical support to delegations on financial management and accounting. Accounting and processing activities were streamlined with month-end closing consistently accomplished before the deadline.

Much tighter financial control is being applied in all delegations, with areas of risk regularly highlighted, financial analysis enhanced and comprehensive feedback provided to country delegations. Potential deficits are being highlighted at an early stage and this has reduced outstanding deficits in the first quarter of this year within the Asia Pacific region.

There were also significant efforts by RFU to improve the timely submission of general and specific donor financial reporting.

Through a series of training workshops for Programme Managers, overall understanding of financial project management among delegates and within national societies has improved significantly. The workshops were:

- 5 to 8 February in Pacific. 11 Suva regional delegation participated.
- 6 to 8 March in Nepal. 22 Nepal Red Cross Society participated
- 10 to 12 April in Islamabad, Pakistan. 9 Federation staff, 7 Pakistan Red Crescent staff and 1 PNS participated.
- 23 to 27 April in Yangon, Myanmar. 14 Myanmar Red Cross and 6 Federation staff participated.

The RFU also provided initial support during the emergency phase of the Solomon Island Earthquake and Tsunami operation in April.

Constraints or challenges

There were no major constraints during the period. A constant challenge has been the maintenance of adequate human resources in the field due to regular and high staff turnover. Another issue is that often it is not the most qualified and experienced who are appointed to fill vacant positions in the field. Positions are sometimes filled by appointees from partner national societies who are willing to bear the full cost of these appointees. For expediency, national societies in the region who do not have the necessary resources accept these appointments. This causes disruptions to the work as these appointees need quite a bit of training before they can perform the required tasks.

Regional Reporting Unit

Progress towards objective

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.

Achievements

Following the departure of the former head, the RRU has continued its work with a reduced workforce under an acting head. This position will be maintained until a head has been appointed for the zone PMER unit, which will subsume the RRU under the new zone structure.

During the first half of the year, the unit successfully dealt with the appeals for the series of disasters which hit the Asia Pacific region, including the Solomon Islands earthquake & tsunami, and the floods in Indonesia (Jakarta and Sumatra). The unit also had to grapple with the guidance and templates for the new 2008-09 planning system and process from the Geneva to facilitate planning within the region. Unfortunately the whole process so far has not proceeded smoothly, with sometimes unclear and confusing guidelines. There were also some problems with the new reporting templates provided by the PMER unit in Geneva.

During the period, the unit completed the following:

Processing of appeals and reports

- processed and posted the 2006 annual reports on schedule;
- developed and launched joint avian flu update for East and South East Asia. Also facilitated the collection and consolidation of target beneficiaries from Asia Pacific projects for the Global AI Appeal;
- supported appeals for floods in Jakarta and Sumatra, measles outbreak in the Democratic Peoples' Republic of Korea and the Solomon Islands tsunami;
- consolidated and posted the Federation secretariat tsunami annual report 2005-06 in close collaboration with the Geneva Tsunami team, as well as the country tsunami reports;
- developed and disseminated the narrative template for tsunami annual report, as well as the performance indicators spreadsheet;
- consolidated and updated the reports-due list for the Asia Pacific region;
- processed and posted a large number of programme and operations updates, information bulletins as well as pledge-based reports.

2008-09 planning

- liaised with the PMER unit in Geneva to develop the 2008-09 planning guidance and templates;
- facilitated the development of the national society programme support plans as well as the planning and resources summary matrices.

Awareness and capacity building

As part of capacity building to build the PMER expertise in the region, the unit:

- identified and sponsored 6 participants from delegations and national societies for the Federation's Effective Writing Course;
- conducted logframe training for the staff of delegations and national societies in Bangladesh and Afghanistan, in cooperation with the SARD PMER focal point;
- provided regular feedback and advice to the reporting focal points in the field on the common errors in their reports and the overall quality of reports sent to the RRU;
- carried out off-site capacity building with delegations such as the Viet Nam delegation on reporting and planning issues;
- carried out orientation programmes for new PMER delegate and officers;
- provided plan and appeal briefings to new delegates;
- sent two regional reporting officers from the RRU for two-week attachments to country delegations, one in Philippines and another in India, to enhance their understanding of reporting processes and systems in these countries.

Direct support

The RRU also provided support in the following:

- Helped consolidate the Pacific Appeal (MAA55001) Report 06-07, using rough inputs from regional programme delegates. Direct support to the Pacific was needed due to their overstretched capacity and lack of HORD in Suva and delegates in PNG.

Working with other programmes

In collaboration with other programmes, the unit:

- provided M&E input into the Regional Health Forum in Bangkok in March;
- worked with the Knowledge Sharing Unit to develop the programme and facilitated in the FedNet training of trainers' workshop in March in Kuala Lumpur;
- provided planning input into the March meeting in Kuala Lumpur of OD delegates and officers from national societies;
- participated in the APSC cross-planning meeting to consider how the units within the APSC could work more synergistically and effectively together;
- provided planning and logframe advice to other programmes within the APSC as well as regional programmes.

Others

Among other things, the unit also:

- helped to review CVs of applicants for reporting delegate positions in Maldives, Philippines and Indonesia;
- carried out debriefing of outgoing reporting delegates from East Asia Regional Delegation and Afghanistan

Constraints or challenges

With the number of staff within the unit reduced from five to four beginning January this year, the RRU has struggled to maintain its performance in processing reports and appeals. However, although processing took a longer time and there were slightly more delays than normal, in general, the unit was able to discharge all its responsibilities in a timely manner.

Another challenge was the increasing number of requests for planning and M&E training from the field, which the unit worked closely together with regional delegations, in particular the South Asia office, to meet. This meant that unit had to do more than in previous years, and unit's staff had to work longer than usual hours to complete the processing and posting of reports.

Maintaining the reports-due list as up-to-date as possible and ensuring that the list was as complete as possible was another major challenge. When compiling the list, a number of problems were detected, including the fact that many reports were reflected in the BO (Business Object) but not the FMR. Also, tsunami pledges were not disaggregated according to the country receiving the pledge. This made it difficult to work out which pledge was for which country. It had to be done manually by going into the PMN to see which country was the recipient and updating the reports-due list manually. There were one or two cases of "missing" PMNs, ie. there were no records of the PMN/s on either the BO or FMR. Compiling the list was as such very tedious and pains-taking work, and needed much coordination between the RRU, reporting focal points in the field and as well as the desks in Geneva.

Working in partnership

The RRU is working closely with regional and country delegations to build PMER capacity and ensure that the quality and timeliness of reports. In capacity building, the unit has worked very closely with the South Asia Regional Delegation PMER focal person in particular to conduct training on logframes in several countries in South Asia.

The RRU is also coordinating with other programmes within the APSC like the OD programme to consider ways to enhance planning with delegations and national societies.

Contributing to longer-term impact

The RRU plays a major role in the planning, development and timely launching of appeals to raise funds for the Federation's development and emergency operations. These funds allow the Federation to deliver vital services and provide relief to vulnerable and disasters-affected groups, thus helping to reduce sufferings, hardships and fatalities.

The RRU also works to ensure that programmes and services are profiled and reported effectively and in a timely manner to major stakeholders. This is to enhance accountability within the Federation.

Looking Ahead

In the second half of the year, the unit will continue to focus on the revised planning process for 2008-09 and ensure that the Federation's appeals will be completed according to Federation standards and requirements. The unit will also work closely with the Head of Zone and PMER unit in Geneva to ensure a proper transition to the new Zone PMER structure.

Regional Information Systems Unit

Set up in October 2005 and headed by a regional coordinator, the unit expanded to include a network administrator in early 2007. It initially concentrated on upgrading the information systems and capacity of the APSC. Efforts in this direction were extended in the early part of 2007 to provide regional IT and Telecommunications support throughout the region.

Progress towards objectives

Objective

The primary objective of the unit is to ensure Asia Pacific zone centre experience the same high quality Information and Communications technology as provided in Geneva

Achievements:

To achieve the objective, the primary tasks of the unit are to ensure:

- Federation delegations receive consistent and quality IT support
- IT enabled systems and processes are consistent for all field offices within the region.
- IT enabled systems and processes are appropriate and effective in all Federation field offices
- IT costs across the region is identified and tracked
- IT and telecommunications capacity of Federation's delegation and membership of the region are mapped.
- 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.
- Establishment of a working relationship with IT related personnel or outsource companies who are providing services to Federation field offices.

Several methodologies have been employed to ensure an organized approach with selective missions and inter delegations cross functional coordination work forming an integral part in the delivery process. Having recognized the importance of disaster preparedness and disaster response, the unit regularly contributes on IT and Telecommunications related matter with integration work involving disaster management, knowledge sharing and organizational development units.

Based of needs assessments carried out, expectations and requests from the Federation delegations and National Societies, the unit has provided consultancy, technical support, project management and monitoring & control across various IT and Telecommunications projects and initiatives.

Key achievements include:

- Completion of IT and Telecoms procedures guidelines documentation for field offices. The document among others includes basic procedures on setting up IT infrastructure, trouble shooting guides, frequently asked questions and recommendations. The document is also tailored for each delegation offices to include information on vendors, contracts and equipment specifications. Besides that, the document also includes mapping information and general overviews of IT network.
- Development of IT field budget coding to track IT and Telecommunications field spending. It is an important achievement given the fact that with a revised IT cost coding, the unit and ISD in general can analyse the trend in IT spending and provide recommendation on how to ensure cost effective solutions and forecast for future needs.
- Improvement of IT infrastructure in Asia Pacific zone centre, East Asia Regional delegation and Timor Leste delegation. Based on statistical analysis and market research, the unit has made various recommendations on IT improvements, such as switchover of Internet plan and appointment or replacement of IT support companies. The unit ensures that Federation obtains the best service by ensuring contract administration proper and quality of service. In Timor Leste, a VHF radio network has been set up for the use of the NS.
- Continuous supports to Disaster Management function by providing technical assistance in IT and Telecommunications, which include technical evaluation of satellite based solutions (BGAN) for quick deployed communications, maintenance of emergency telecommunications stock in the bonded warehouse, procurement of IT and Telecommunications equipment and consultancy.
- Continuous support for Knowledge Sharing, Logistics and OD units by providing IT and Telecommunications presentations and training.
- Daily operational supports to all Federation offices within the region, either through direct liaisons with IT support companies or coordination with Federation IT staffs in the field.

Constraints or challenges:

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. Also, funding is a major problem whereby at some National Societies, the state of IT infrastructure is deplorable and in desperate need of improvement. Due to unavailability of standards or poor enforcement, IT equipment in several countries are loaded with illegal software and are not readily protected from security issues. Another key issue is the competencies of staffs that are required to maintain IT or Telecommunications network. One example is CVTL (Timor Leste national society) which does not have the capacity to maintain or expand the radio network which Federation recently implemented for them.

Working in partnership

The unit has worked with the following partners:

- i) Malaysian Red Crescent Society: to establish an IT training syllabus; revamp MRCS IT architecture and set up of IT infrastructure pursue; and joint effort in organizing regional ICT forum
- ii) DTRAC to establish Federation standards in GIS systems and provide assessment and selection of coordination database
- iii) New Zealand Red Cross & PICISOC on internet and ICT initiatives in the Pacific

In response to the recently-concluded global Federation IT summit in Geneva, the unit is gearing itself to organize a regional level forum to enhance services and programmes through improved ICT technologies. In preparation for the forum, the unit has begun to start formal discussion with Malaysia National Society to identify, organize and develop the frame work for the forum. The unit is also part of the Asia Pacific ITIL charter that encourages the use of best practises of IT service management.

The partnership has generated further opportunities that the unit will be keen to explore, namely on ensuring continuous support and coordinated approach. In the case of Pacific initiatives, the unit finds the participation of

NZRC, PICISOC & SOPAC as the driving factor in an integrated approach whereby recourses can be optimized. The obstacles are mainly due to individual organization objectives and how the objectives are aligned with the IT and Telecommunications goals of the Federation.

Contributing to longer-term impact

The setting up of Service Desk in the zone IT centre will provide immediate technical support to users throughout the region and consequently, it will become an important tool in enhancing IT and Telecommunications standards. In the long run, it is within the unit's objective to implement the same standards within the network of National Societies. One example is the ITIL training that was given during Federation Fednet training in Kuala Lumpur. Also, recognizing the need of capacity building, the unit provides technical assistance through remote coordination to local IT staffs in the national societies and Federation offices with hopes that the information if further disseminated to the membership in general.

Looking Ahead

A major task for the unit in the coming months is to continue of the IT and Telecommunications mapping, and the establishment of a functional working relationship with all NSs. There is an important need to facilitate and coordinate ICT initiatives amongst various entities to ensure optimum results and knowledge sharing.

As the level of resource and services varies widely between operations in different Federation offices and National Societies, the Zone centre IT unit will adopt an incremental approach implement standards and monitor IT and Telecommunications spending. The best way to achieve this is for the unit to visit each Federation field offices and perform a thorough assessment and training and the similar method can be employed on National Societies depending on the availability of funding.

International Federation of Red Cross and Red Crescent Societies

MAA50001 - ASIA PACIFIC SERVICE CENTRE

INTERIM FINANCIAL REPORT

Selected Parameters	
Reporting Timeframe	2006/1-2007/5
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		1,407,898		488,866	884,699	2,781,464
B. Opening Balance		0		0	0	0
Income						
<u>Cash contributions</u>						
<i>Australian Red Cross</i>				14,496		14,496
<i>British Red Cross</i>				8,273		8,273
<i>Malaysia - Private Donors</i>					8,006	8,006
<i>New Zealand Red Cross</i>		76,934				76,934
<i>Norwegian Red Cross</i>					193,939	193,939
<i>Swedish Red Cross</i>				189,046		189,046
C1. Cash contributions		76,934		211,815	201,945	490,695
<u>Outstanding pledges (Revalued)</u>						
<i>Australian Red Cross</i>				50,500		50,500
C2. Outstanding pledges (Revalued)				50,500		50,500
<u>Reallocations (within appeal or from/to another appeal)</u>						
<i>Australia - Private Donors</i>		33,723				33,723
<i>DFID Partnership</i>				19,957		19,957
<i>Norwegian Red Cross</i>					0	0
C3. Reallocations (within appeal or		33,723		19,957	0	53,680
<u>Inkind Personnel</u>						
<i>British Red Cross</i>				105,400		105,400
<i>Japanese Red Cross</i>		119,000				119,000
<i>New Zealand Red Cross</i>		42,160				42,160
<i>Norwegian Red Cross</i>					180,767	180,767
C5. Inkind Personnel		161,160		105,400	180,767	447,327
<u>Other Income</u>						
<i>Miscellaneous Income</i>					341	341
C6. Other Income					341	341
C. Total Income = SUM(C1..C6)		271,817		387,672	383,052	1,042,542
D. Total Funding = B + C		271,817		387,672	383,052	1,042,542

II. Balance of Funds

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
B. Opening Balance		0		0	0	0
C. Income		271,817		387,672	383,052	1,042,542
E. Expenditure		-241,116		-292,579	-334,237	-867,931
F. Closing Balance = (B + C + E)		30,702		95,094	48,815	174,611

International Federation of Red Cross and Red Crescent Societies

MAA50001 - ASIA PACIFIC SERVICE CENTRE

INTERIM FINANCIAL REPORT

Selected Parameters	
Reporting Timeframe	2006/1-2007/5
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)		1,407,898					488,866	884,699	2,781,464
Land, vehicles & equipment									
Computers & Telecom	88,296						-8,131	-8,131	96,427
Office/Household Furniture & Equipm.					1,512	3,795	5,307	-5,307	
Others Machinery & Equipment					794	-4,169	-3,375	3,375	
Total Land, vehicles & equipment	88,296				2,306	-8,505	-6,199	94,495	
Transport & Storage									
Storage	1,500		-5,706		105		-5,602	7,102	
Distribution & Monitoring					168		168	-168	
Transport & Vehicle Costs	71,800		-431		1,972	6,830	8,371	63,429	
Total Transport & Storage	73,300		-6,137		2,245	6,830	2,938	70,362	
Personnel Expenditures									
International Staff Payroll Benefits	527,984		202,407		167,623	198,013	568,043	-40,059	
Delegate Benefits	427,412							427,412	
Regionally Deployed Staff	438,900							438,900	
National Staff	213,530		-1,778		260	52,011	50,493	163,037	
Consultants	120,091		791		5,400		6,191	113,900	
Total Personnel Expenditures	1,727,917		201,420		173,284	250,023	624,727	1,103,190	
Workshops & Training									
Workshops & Training	64,417		6,819		42,235	10,146	59,200	5,217	
Total Workshops & Training	64,417		6,819		42,235	10,146	59,200	5,217	
General Expenditure									
Travel	406,709		20,288		24,375	556	45,219	361,490	
Information & Public Relation	16,397		-564		5,029	339	4,803	11,594	
Office Costs	116,590		1,655		4,799	33,649	40,102	76,488	
Communications	86,392		2,303		13,216	10,885	26,405	59,987	
Professional Fees	185		185			2,065	2,249	-2,064	
Financial Charges	12,000		4		0	29,087	29,091	-17,091	
Other General Expenses	8,466		153		6,518	-32,342	-25,671	34,137	
Total General Expenditure	646,739		24,023		53,937	44,239	122,199	524,540	
Depreciation									
Depreciation						10,021	10,021	-10,021	
Total Depreciation						10,021	10,021	-10,021	
Program Support									
Program Support	180,795		14,992		18,572	20,957	54,521	126,274	
Total Program Support	180,795		14,992		18,572	20,957	54,521	126,274	
Operational Provisions									
Operational Provisions						525	525	-525	
Total Operational Provisions						525	525	-525	
TOTAL EXPENDITURE (D)	2,781,464		241,116		292,579	334,237	867,931	1,913,533	
VARIANCE (C - D)			1,166,783		196,288	550,462	1,913,533		