

# Operations update



International Federation  
of Red Cross and Red Crescent Societies

## Viet Nam: Floods and typhoons

Emergency appeal n° MDRVN006  
GLIDE n° **FL-2009-000207-VNM**  
Operations update n° 10  
18 November 2010

**Period covered by this operations update:** 1 August – 31 October 2010

**Appeal target (current):** CHF 4,464,332 (USD 3.9 million or EUR 3.22 million);

**Appeal coverage:** To date, this appeal is 103 per cent covered. [<view the attached financial report, or contact details>](#)

### Appeal history:

- A [second revised emergency appeal](#) was launched on 12 June 2010 for CHF 4,464,332 (USD 3.9 million or EUR 3.23 million) to assist 60,000 families (approximately 270,000 people) for 12 months.
- The [initial revised emergency appeal](#) was launched on 19 October 2009 for CHF 5,571,176 (USD 5.47 million or EUR 3.67 million) to assist 60,000 families (approximately 270,000 people) for 12 months.
- This [emergency appeal](#) was initially launched on a preliminary basis on 2 October 2009 for CHF 4,939,626 (USD 4.75 million or EUR 3.25 million) to assist 50,000 families (approximately 210,000 people) for 12 months.
- Disaster Relief Emergency Fund (DREF): CHF 314,064 (USD 324,167 or EUR 214,633) was allocated from IFRC's [DREF to support the national society](#) in its initial emergency response.



Dak Ro Nga commune,  
Kon Tum province



Duy Vinh commune,  
Quang Nam province



Dak To Ruong commune,  
Kon Tum province



Tho Binh commune,  
Thanh Hoa province



Nghia Ha commune,  
Quang Ngai province



Binh Son commune,  
Thanh Hoa province

Several of the houses built during the reporting period under the Shelter component of this appeal.  
(Photos by DWF)

Now, just a month away from the close of its timeframe, this operation has completed the majority of its objectives. Building on the recommendations from the June/July evaluation of the relief phase, agreements among VNRC, IFRC and partner national societies were made during this reporting period to improve coordination and response mechanisms in disaster response.

This completion and evaluation of the relief phase is now complemented by the conclusion of the recovery phase under which all houses planned under the Shelter component have been built, and all livestock under Livelihood Support have been allocated to their respective new owners.

The construction of shelter which began in the latter half of July was completed by mid-October 2010. While most of the 650 houses were finished by end-September according to the original schedule, heavy rain coupled with limited access to some remote communes caused a slight delay. Given the short construction timeframe, however, this entire endeavour is a considerable achievement as strict attention to technical specifications and quality standards, was not compromised.

Also in October, a widespread awareness campaign on safe housing was organized by VNRC chapters. This campaign included the distribution of 1,000 VNRC calendars for the year 2011 displaying the storm/flood resistant house designs developed for the seven provinces under this programme; a children's play to further the understanding of basic principles of safe construction; posters for different communes publicizing the various safe housing techniques used in each commune; and, an atlas highlighting typical houses in each of the seven provinces and their characteristics with technical specifications and drawings.

In terms of livelihood support, livestock purchased by VNRC was sent to the selected provinces and distributed to their respective new owners in early October. With the approved final list of beneficiaries in early September, the 300 cows were selected by beneficiaries themselves, with support and advice from VNRC and the government department of agriculture and rural development (DARD). Training by VNRC and DARD on cow husbandry at district level was also carried out.

What presently remains is the finalization of standard operating procedures (SOPs) for the national disaster response team (NDRT) and the establishment of an emergency protocol for VNRC in order to provide better service delivery in the event of disaster. VNRC, IFRC and Spanish Red Cross are working together in this respect with the SOPs expected to be completed by end-November 2010, and the emergency protocol by the end of 2010. Spanish Red Cross will continue to work with VNRC on this beyond the timeframe of this operation.

Capacity building for the national society continues as a priority for IFRC and partner national societies. As part of this operation, IFRC supports VNRC in the development of its overall strategy for 2011-2015, including identifying core areas for VNRC intervention; and establishing plans of action and programme approaches within the scope of each component.

In terms of the appeal budget, fluctuations of currency exchange rates from the time of planning the shelter programme and the actual transfer of funds to VNRC garnered the operation a significant amount of savings<sup>2</sup>. This savings, coupled with a contingency CHF 100,000 set aside for unpremeditated expenses in the shelter and livelihood components, now leaves the remaining balance of funds at some CHF 500,000 at this time of reporting. Technical consultancy budgeted under the shelter component, and the workshops and training under the emergency appeal budget have been revised to comply with IFRC finance regulations<sup>3</sup>.

Upon completion of this operation with the projected surplus, VNRC seeks the transfer these un-earmarked funds to the Viet Nam [country plan 2011](#) in two areas: organizational development and disaster management. The actual transfers would depend on the closing balance. This transfer of funds will continue the capacity building components of this appeal through the ongoing long-term programmes in disaster preparedness to improve the speed and quality of service delivery by the national society, especially in times of emergency. Together with pre-disaster season planning and consistent organizational development in this respect, disaster risk reduction and preparedness programmes will have a large and direct influence on the capacity of VNRC in response to future disasters in Viet Nam.

IFRC is in the process of contacting donors for permission to reallocate the balance of funds. Other partners

<sup>2</sup> Exchange rates during time of planning were calculated at CHF 1.00 to VND 15,000; whereas payments were made on an exchange rate of CHF 1.00 to VND 20,000.

<sup>3</sup> IFRC finance regulations state that technical assistance (such as was provided by DWF) be reported under "distribution and monitoring", which made it necessary to revise the budget lines, though the appeal total itself was not changed.

and donors who have any questions regarding this reallocation are kindly requested to [contact](#) IFRC for further information within the next 30 days.

This will be the final operations update for this emergency appeal; the final report will be issued by 28 February 2011.

To date, support to this appeal has been received from American Red Cross, Australian Red Cross/Australian government, Austrian Red Cross, Belgian Red Cross/Belgian government, British Red Cross, Canadian Red Cross/Canadian government, Finnish Red Cross, Hong Kong branch of Red Cross Society of China, Japanese Red Cross, Republic of Korea Red Cross, Monaco Red Cross, Netherlands Red Cross/Netherlands government, New Zealand Red Cross/New Zealand government, Norwegian Red Cross/Norwegian government, Singapore Red Cross, Swedish Red Cross/Swedish government, and United Arab Emirates Red Crescent. Contributions to this appeal have also been received from the Italian government, South African government and USAID. Bilateral support and contributions have been received from American Red Cross, French Red Cross, German Red Cross, Netherlands Red Cross, Singapore Red Cross, Spanish Red Cross, and Swiss Red Cross.

On behalf of Viet Nam Red Cross, IFRC would like to thank all partners and donors for their timely response to and generous support of this appeal.

## The situation

Typhoon Ketsana struck central Viet Nam on 29 September 2009, sweeping through the 13 provinces of Binh Dinh, Da Nang, Dak Lak, Gia Lai, Ha Tinh, Kon Tum, Lam Dong, Phu Yen, Quang Binh, Quang Nam, Quang Ngai, Quang Tri and Thua Thien Hue. The typhoon caused widespread destruction, especially in the provinces of Quang Nam and Quang Ngai, forcing some 356,790 people (some 103,120 households) to evacuate the area.

Typhoon Mirinae followed in the footsteps of Ketsana on 2 November 2009, striking nine provinces in central Viet Nam including Binh Dinh, Phu Yen, Dak Lak, Quang Nam, Quang Ngai, Kon Tum, Gia Lai, Khanh Hoa and Ninh Thuan. Of these, seven had already suffered the force of Ketsana, with Binh Dinh and Phu Yen the worst-hit. This served to worsen the existing situation, and posed a significant setback in gains already made in relief and recovery efforts in response to Ketsana.

According to the central committee for flood and storm control, the combined forces of Ketsana and Mirinae resulted in 293 deaths and 1,005 people injured. Houses completely destroyed totalled some 23,500, with a further 580,000 or so, sustaining major damage. Agricultural losses amounted to some 172,000 hectares of crops damaged, and approximately 40,000 tonnes of rice harvest lost.

## Coordination and partnerships

Less than a month away from the close of this operation, IFRC continues to work closely with VNRC and partner national societies and non-Movement partners. Regular formal meetings and informal information exchanges continue as important platforms upon which coordination among all parties is facilitated. In-country partners include Swiss Red Cross, Spanish Red Cross, Norwegian Red Cross, Netherlands Red Cross, Italian Red Cross, German Red Cross, French Red Cross, and American Red Cross, and cover operational and ongoing programmes and activities.

IFRC maintains constant contact and exchange of information with the national society, particularly with the disaster management department; with UN agencies, and other international non-governmental organizations in-country.

## Red Cross Red Crescent action

### Progress towards objectives

Progress in the recovery phase during this reporting period was gradual but consistent, and was mostly completed by mid-October. The shelter programme advanced swiftly with technical training sessions for VNRC staff, beneficiaries and local builders; field surveys with beneficiary households; and the selection of house designs; all of which culminated in construction itself being completed by mid-October. In two-and-a-half months, 650 houses were fully constructed in seven selected provinces. Livelihood support was also completed by early October with VNRC and IFRC working with the government department of agriculture and rural development

(DARD) to ensure livestock quality, supplier reliability and training on livestock husbandry for beneficiaries. On the disaster risk reduction front, standard operating procedures (SOPs) have been refined and tied in with a pre-typhoon season meeting among Red Cross Red Crescent partners in-country.

As mentioned in the previous operation update, an evaluation was carried out from 14 June to 5 July 2010 on the overall relief distribution conducted by VNRC with support from IFRC and partner national societies in response to Typhoons Ketsana and Mirinae. In order to further utilize the findings of this evaluation, its lessons learned and recommendations had a very solid application at the pre-season meeting which took place on 5 and 6 August 2010 in order to prepare for the typhoon season. The evaluation report has been used as the base for VNRC, IFRC and partner national societies to form common and concrete agreements to further improve coordination and response mechanisms in the event of disaster.

Several outcomes of the meeting and its related activities show that:

- Resources available in-country for VNRC, IFRC and partner national societies during or several days after a disaster, have been identified;
- Priority response areas as well as related activities and timeframes based on VNRC existing mandates and experience have been identified; and,
- Based on this disaster, agreement on the coordination mechanisms between VNRC, IFRC and partner national societies will be completed and signed by all parties in November 2010.

The objectives under the relief phase of this operation are completed, whereby relief distributions of food and non-food items to selected communities have been made as planned; water and sanitation support has been completed through deployment of a water treatment unit and distribution of water purification tablets; and the distribution of cash to assist in livelihood rehabilitation. (See [details here.](#)) Also completed during this reporting period were components that contributed to the recovery of communities struck by the typhoons: the completion of 650 houses for affected families; and the distribution of livestock and relevant training to 300 families to assist in income-generation activities.

Presently, all that remains to be concluded is under the disaster risk reduction component whereby standard operating procedures and the equipping of the national disaster response team are expected to be completed by end-November 2010, while the emergency protocol into which these procedures will fit, is scheduled to be ready by end-2010.

| <b>Shelter</b>   |  |
|--|--|
| <b>Objective:</b> Up to 650 families who have lost their homes after Typhoon Ketsana are supported through cash grants in order for them to rebuild storm/flood resistant houses to better prepare for future disasters. |  |
| <b>Expected results</b>  | <b>Activities planned</b>  |
| By the end of September 2010, 650 families (around 2,730 people) from several of the most affected provinces, who have lost their houses, will have rebuilt storm/flood resistant houses.                                | <ul style="list-style-type: none"> <li>• Provide training on selection of beneficiaries and cash grant distribution for VNRC staff;</li> <li>• Identify beneficiaries through criteria agreed upon between the national society and the local communities;</li> <li>• Produce storm-/flood-resistant house designs for each province based on traditional patterns and materials;</li> <li>• Organize training for communities, VNRC, local authorities and local builders on <i>build-back-better</i> techniques;</li> <li>• Organize public awareness campaigns in communities and schools;</li> <li>• Distribute conditional cash grants to beneficiaries;</li> <li>• Construct storm/flood resistant shelters;</li> <li>• Carry out technical monitoring;</li> <li>• Carry out evaluation and reporting</li> </ul> |

### **Progress towards objectives**

June 2010 saw VNRC chapters at province-level train staff and government representatives from selected provinces, districts and communes in the allocation of shelter, cash grant distribution and related guidelines. Subsequently, community meetings among commune members for beneficiary selection took place. VNRC, with technical support from Development Workshop France (DWF), carried out field surveys on beneficiary families, their housing needs and the resources available to construct the new houses. Ethnic minorities in Kon Tum and Gia Lai provinces were given particular attention in terms of cultural norms in their shelter

needs. Based on information garnered, house designs were made, also taking into account how disaster-prone each province was to particular hazards.

In July, beneficiary lists were finalized, information cross-checked, designs selected and adapted, and the availability of resources established. These were followed by training on safe housing construction techniques for local builders, VNRC staff and beneficiaries to ensure building was done according to technical specifications and the staff and beneficiaries knowledgeable enough to understand and monitor the daily building processes.

With technical support from DWF engineers, VNRC approved the different stages of construction as well as ensured that parts that were not up to standard were re-done in order to ensure the storm/flood resistance of the houses.

Construction itself began during the second half of July in the seven selected provinces. As agreed, beneficiaries received the first half of their conditional cash grants once quality foundations by local builders were laid according to designs provided by DWF. Immediately following the cash distribution at the distribution site, material suppliers could collect payment from the beneficiaries. It is important to note here that, thanks to the solid reputation of VNRC in Viet Nam, all material suppliers did not hesitate to agree on deferred payment for the materials, the contract signed between the beneficiaries and VNRC being sufficient for such transactions.

Most of the 650 houses were completed by the end of September 2010 as planned in the original construction schedule, even though the two-month construction timeframe was considered tight. In some provinces, the final stages of construction had to be delayed a little, due to transportation problems to less accessible communes, and heavy rain. However, delay was no later than mid-October 2010, and is still a considerable achievement in terms of construction work. Houses built were as in the table below:

| Province     | Number of houses built |
|--------------|------------------------|
| Thanh Hoa    | 50                     |
| Nghe An      | 50                     |
| Ha Tinh      | 50                     |
| Quang Nam    | 150                    |
| Quang Ngai   | 150                    |
| Kon Tum      | 150                    |
| Gia Lai      | 50                     |
| <b>TOTAL</b> | <b>650</b>             |

The month of October was mainly dedicated to an awareness campaign around the theme of *safe housing* organized by VNRC chapters with technical support from DWF.

1. A total of 1,000 VNRC 2011 calendars displaying storm/flood resistant house designs were developed for the seven selected provinces and distributed to the programme beneficiaries as well as VNRC chapters.
2. Performance of a play for children in the provinces of Quang Nam and Quang Ngai told the story of a family who keeps rebuilding its home after consecutive disasters until they finally find shelter with another family whose home was built by VNRC. This play aimed to build further understanding of the basic principles of safe construction among children.
3. Posters with pictures of houses rebuilt under this programme in each VNRC commune have been distributed in the respective commune chapters to publicize storm/flood resistant house construction techniques used in the framework of this shelter programme.
4. Currently under preparation is an atlas displaying typical houses from the seven selected provinces, their respective vulnerabilities, and the main natural hazards for each area. Also included in this atlas will be appropriate solutions and technical specifications for each province using two to three models for each province, with drawings for each part of the house.

Thanks to reasons detailed below, the shelter programme conducted by VNRC has been a success judging from beneficiary feedback. These include the high quality of the storm/flood resistant houses, and the

consideration and respect shown by VNRC, IFRC and DWF towards individual family needs.

It is also important to emphasize that this shelter programme was designed to empower beneficiaries at every step of its implementation.

To begin with, families not only decided on the house design they found most suitable for them, but were also given the space to work with VNRC/DWF to adjust their design choice according to their individual needs and situations. Through the conditional cash grant approach, these families were able to select local suppliers and builders whom they trusted, while benefitting from quality technical advice. Finally, beneficiaries also gained knowledge from technical training and were able to follow each step of the construction work. At the same time, they were also supported by DWF engineers and VNRC staff who provided necessary technical monitoring throughout the entire construction phase. Through this participatory approach, beneficiaries have not only rebuilt storm/flood-resistant houses, but possess an essential sense of ownership of and [pride in their own homes](#).

Local builders also benefited from this programme through training by VNRC supported by DWF on safe housing techniques provided prior to construction proper.

The special attention given to ethnic minorities was also appreciated, given the feedback from Kon Tum, Gia Lai and Nghe An. Members of these groups have shown their appreciation for both the technical strength of the houses as well as the respect shown for their customs and traditions.

The programme also built capacities of VNRC chapter staff by providing them with appropriate training in the technical monitoring of house construction, immediately enabling them to apply their new-found knowledge by supporting the beneficiaries during the construction of their houses.

| Livelihood support   |   |
|--|---|
| <b>Objective:</b> 300 families (around 1,260 people) in the areas worst affected, who have lost their livelihood, will have a viable source of income. |   |
| Expected results   | Activities planned  |
| 300 households (some 1,260 people) have restored or improved their means of income   | <ul style="list-style-type: none"> <li>• Train VNRC chapters and people’s committee staff in the selection of beneficiaries and on the basics of livestock distribution programme management;</li> <li>• Select beneficiaries based on vulnerability criteria and lists of poor families provided by the government department of labour, invalids and social affairs;</li> <li>• Deliver training on livestock rearing techniques to beneficiaries with technical support from the government department of agriculture and rural development (DARD);</li> <li>• Beneficiaries themselves choose their livestock with assistance and official approval from DARD;</li> <li>• VNRC chapters procure livestock after which local suppliers deliver livestock to beneficiaries;</li> <li>• Carry out monitoring and evaluation of the programme.</li> </ul> |

The VNRC decision to distribute livestock under the framework of the recovery phase was expanded in the [revised emergency appeal](#).

Building upon strategies, mechanisms and processes developed by VNRC with technical support from IFRC in July 2010, the first half of August saw VNRC provincial chapters facilitate community meetings for beneficiary selection in the selected provinces of Gia Lai, Quang Nam and Binh Dinh. This selection was made based on several criteria such as vulnerability of households, loss of income-generation means, and availability of cow husbandry conditions.

By early September, the final list of beneficiaries and criteria for livestock selection was officially approved, allowing beneficiaries to choose their own cows from local suppliers. This selection was made with the support and advice from VNRC and veterinarians from the government department of agriculture and rural development (DARD). All cows chosen fulfilled the prescribed technical requirements (i.e. age, minimum

weight and vaccinations) and were then certified by DARD. Only once this certification was awarded did the VNRC chapters proceed to pay the suppliers.

In early October 2010, once purchased by VNRC chapters, all 300 cows were transported to communes in the three provinces and distributed to their respective new owners. During the same period, VNRC, with support from DARD, organized training for beneficiaries on cow husbandry at district level. According to monitoring reports, these training sessions have been much appreciated by beneficiaries and have proven an essential complement to the distribution.

As planned, 300 cows were distributed according to the needs in the three provinces as follow:

| Province         | District          | Commune   | Livestock allocation |                  |                  |
|------------------|-------------------|-----------|----------------------|------------------|------------------|
|                  |                   |           | Total (commune)      | Total (district) | Total (province) |
| <b>GIA LAI</b>   | <b>Ia Pa</b>      | Ia Broai  | 50                   | 50               | 50               |
| <b>BINH DINH</b> | <b>Phu My</b>     | My Trinh  | 15                   | 50               | 100              |
|                  |                   | My loi    | 20                   |                  |                  |
|                  |                   | My Cat    | 15                   |                  |                  |
|                  | <b>Tay Son</b>    | Binh Hoa  | 20                   | 50               |                  |
|                  |                   | Tay Thuan | 13                   |                  |                  |
|                  |                   | Binh Nghi | 17                   |                  |                  |
| <b>QUANG NAM</b> | <b>Dong Giang</b> | Ating     | 20                   | 70               | 150              |
|                  |                   | Jo Ngay   | 20                   |                  |                  |
|                  |                   | Ba        | 30                   |                  |                  |
|                  | <b>Tay Giang</b>  | Anong     | 20                   | 80               |                  |
|                  |                   | Bhalee    | 30                   |                  |                  |
|                  |                   | Avuong    | 30                   |                  |                  |
| <b>TOTAL 3</b>   | <b>5</b>          | <b>13</b> | <b>300</b>           | <b>300</b>       | <b>300</b>       |



Delivery of several of the 300 cows in the provinces of Gia Lai, Quang Nam and Binh Dinh. All livestock were selected with the aid of VNRC and veterinarians from the department of agricultural and rural development. (Photo: Le Xuan Tho/IFRC)

## Disaster risk reduction

**Objective:** Viet Nam Red Cross capacity to provide disaster response assistance to affected people in a timely, effective and coordinated manner is increased.

| Expected results  | Activities planned   |
|---|--|
| By end-September 2010, VNRC will develop contingency planning, procedures and concrete tools to further expand its capacity to respond in future disasters. | <ul style="list-style-type: none"> <li>• Update contingency planning for VNRC;</li> <li>• Review and update VNRC current disaster response guidelines and policies;</li> <li>• Review VNRC human and material resources available for disaster response activities such as damages and needs assessments for relief, health, shelter and water and sanitation.</li> <li>• Develop logistics, and water and sanitation emergency response capacity</li> <li>• Strengthen the VNRC national disaster response team (NDRT)</li> <li>• Develop standard operation procedures (SOPs) to be validated by VNRC with support from IFRC and partner national societies;</li> <li>• Provide training, refresher workshops, equipment and related maintenance to the NDRT.</li> </ul> |

VNRC is currently working together with IFRC and Spanish Red Cross on standard operating procedures (SOPs) in order to establish, train and equip the national disaster response team (NDRT) accordingly. It has also been decided that an emergency protocol for VNRC be developed as both the SOPs and NDRT are linked and essential for VNRC to provide better service delivery.

It is also important to mention that this is a long-term programme that extends beyond the timeframe of this operation. Once the SOPs and equipping of the NDRT are completed, be it by the end of this emergency appeal period or not, more work and training will be needed in order for these tools and the emergency protocol to be smoothly implemented in times of disaster. As such, Spanish Red Cross, which has an office in-country, has taken up the longer-term role with VNRC in this overall capacity building in disaster preparedness which should be completed by the end of 2011.

The NDRT aims to have a ready pool of trained national society staff that can be mobilized in immediate response to disaster. The team will carry out functions that include:

- Collection and analysis of information to determine needs
- Development of the action plan
- Provision of initial assistance as needed
- Coordination with local authorities
- Monitoring, evaluation and reporting
- Recommendations for programmes to be developed

In this respect, the Federation country office in Hanoi received support from the Southeast Asia regional disaster management unit from the regional office in Bangkok. In addition, an experienced external consultant was also hired to support this process. Since early October, VNRC, IFRC, Spanish Red Cross and this consultant have been working closely together on the development of an SOP for the NDRT and on the VNRC emergency protocol. With significant progress being made, SOPs and equipping the NDRT will be completed by end-November 2010. The emergency protocol is expected to be completed by the end of 2010.

Just prior to the full onslaught of the annual typhoon season, VNRC and the IFRC country office organized a pre-disaster meeting on 5-6 August 2010, with support from the Asia Pacific zone disaster management unit. Based on the recent evaluation [findings and recommendations](#), VNRC, IFRC and partner national societies discussed and decided on concrete action to be taken before, during and after a disaster. By doing so, VNRC together with its Red Cross Red Crescent partners clearly identified their common objective: *to be better prepared to cope with future disasters, and be able to provide a more efficient, faster and even better coordinated support to those affected by such events in Viet Nam.*

The pre-disaster meeting activities and group exercises enabled all partners to have a clearer picture of the most important issues in order to prepare for the typhoon season, such as:

1. A proposal that coordination mechanisms between VNRC, IFRC and partner national societies culminate in a pre-disaster agreement signed by all parties in November 2010;
2. Definition of priority response areas as well as related activities and timeframes based on VNRC existing mandates and experience;
3. Identification of human, technical and/or financial resources available, and how to mobilize these efficiently and in a timely manner during the next typhoon season.
4. Establishment of a list of [criteria](#) based on previous emergency operations to guide VNRC in taking the decision whether or not to call for international assistance in case of disaster.

In addition to these activities, coordination mechanisms have been thoroughly discussed and analysed for quicker and more effective emergency response. These coordination mechanisms between VNRC, IFRC and PNS are currently being consolidated in a pre-disaster agreement (as mentioned in the [Principles and rules in emergency response](#)) which will be completed and signed by all parties in November 2010.

Recent flooding from 1 October 2010 has reached disaster levels in central Viet Nam, affecting more than 600,000 people, for which a [new emergency appeal](#) was launched on 18 October. The efficacy of the emergency response as well as the launching of this new appeal strongly benefited from this preparation between partners (particularly from the activities listed earlier) and have allowed VNRC to support affected people in a timely and effective manner. Having a clear idea of the resources available enabled VNRC to provide a significant amount of food, water and relief items immediately after the disaster. Once needs assessments had been conducted, the previous definition of *priority response area* and related activities helped VNRC, with support from IFRC, to develop an appropriate plan of action in a timely manner and, together with the list of criteria mentioned, helped move forward the decision for IFRC to launch the emergency appeal on behalf of VNRC.

Water and sanitation in emergencies is also a priority action area for VNRC and as such, specialized training in this field was held for selected VNRC staff and volunteers on 23-27 August 2010. This training sought to strengthen water and sanitation preparedness and response capacity; improve technical skills and knowledge for deployment and operation of related equipment; and develop a database of trained team members to feed into the NDRT.

Concrete application of this training was highly tangible during the current emergency response in the flooded areas: as soon as access was available to the most affected communes of Quang Binh province, one of the VNRC teams who had participated in the said training was able to deploy the water treatment unit and provide some 37,000 litres of drinking water to 1,326 people in the first three days following the disaster.

Apart from the original disaster risk reduction component objectives, the shelter programme too has contributed to broader goals by providing flood- and typhoon-resistant housing, skills and training for beneficiaries and craftsmen as well as raised awareness in schools through drama projects.

### **National Society capacity building**

IFRC's commitment towards organizational development of the national society continues, now supported by an IFRC organizational development officer who works directly with VNRC in implementing long-term organizational development programming. Support of the organizational development officer will continue under the country plan 2011.

The evaluation of the overall relief phase in June/July this year allowed VNRC, IFRC and partner national societies to take a step back and review their efforts under this operation. Recommendations and lessons highlighted from the evaluation provided a platform from which to increase VNRC service delivery through clear procedures, roles and responsibilities, as well as to encourage cross-province support in disaster response. These activities, as a whole, constitute a vital link between disaster response and longer-term capacity building for VNRC; providing an opportunity for further application and the maintenance and enhancement of knowledge, skills and competencies gained from this operation.

As part of this floods and typhoons emergency appeal, IFRC also supports VNRC in the development of its overall strategy which includes identifying the core areas which reflect VNRC's scope of intervention in the country; and working together with VNRC in establishing related plans of action and programme approaches for each of these.

In the development of VNRC's Strategy 2011-2015, several stages of development were carried out with support from IFRC:

***I. Consultation between national headquarters and provincial branches***

From December 2009, VNRC began a review of the implementation of Strategy 2005-2010 as well as several meetings held internally for the development of the draft for strategy 2011-2015 among key departments at headquarters. This draft was also sent to chapters for comments and feedback. More work is still required in finalizing the present document. Three key meetings were planned for the finalization including:

- On 12 October, a one-day internal meeting with key staff at headquarters to decide on a final outline for the Strategy
- On 9 November, a one-day meeting with chapters in the south of Viet Nam to set priorities for the Strategy; and,
- On 15 November, a meeting similar to the previous one, held with the northern Red Cross chapters

The expected outcome of these three meetings/workshops is a highly detailed outline and further progress on the new draft of the Strategy. Simultaneously, an operational plan for the strategy with annual timelines will also be developed.

***II. Participatory workshops with partners***

VNRC will conduct two workshops with IFRC, partner national societies, and government representatives to garner feedback and recommendations for the draft Strategy. This consultation process with all partners aims to facilitate an even and smooth transition of corresponding activities both from the previous Strategy as well as among partner activity in the field both in annual programming and emergency operations.

***III. Approval and dissemination***

Final approval of the Strategy is expected to be made through a leadership meeting. Once approval is given, dissemination of the Strategy will be done through several media: print copy, video clips and participatory workshops in which VNRC staff and volunteers are trained to circulate the Strategy and its main premise. Implementation of the strategy throughout the VNRC chapters nationwide will be reviewed through a workshop one year after the roll-out of the Strategy.

## **Logistics**

Logistics capacity in VNRC has already undergone significant development with the assistance of the Federation logistics delegate. Stock inventory, warehousing capacity, conditions and management; and the reinforcement of Federation standards have been carried out with the direct intervention of VNRC.

Currently, VNRC and IFRC are working on linking logistics with disaster preparedness activities to ensure that logistics will be an integrated part of VNRC's disaster response plan. Following the pre-disaster season meeting in August, mapping of relief stocks has been developed in accordance with meeting outputs and decisions taken by VNRC and its partners. IFRC continues to support VNRC in developing its own logistics strategy and procedures, and ultimately setting up a logistics unit to tackle these related issues and meet both IFRC and other international standards in that area.

During the period covered by this operations update, VNRC, with support from IFRC, has made tangible progress towards this objective through the following activities:

- A logistics working group including representatives from all VNRC technical departments has been established to discuss activities and tasks from the logistics development plan of action, made together with VNRC.
- Standard procurement and warehouse forms are now in use to facilitate the procurement process and improve the warehouse management system.
- Specifications for some of the main relief items have been agreed on and will be used for procurement purposes. A decision has also been made to purchase essential equipment for loading, unloading and repacking relief items, and ultimately, speed up activities in the warehouse, especially during times of disaster.
- The IFRC warehouse procedure has been translated into the Vietnamese language. Discussions are ongoing among the logistics working group to adapt this procedure for varying requirements at chapter level, and to the real situation and its existing constraints on a case-by-case basis.

- Inventory control software for warehouse management is currently being implemented. In November 2010, a training session will be organized by VNRC, with IFRC support, for logistics staff on the use of this software.

Also in November, a final restocking of relief items and physical stock-take of the warehouses will be conducted in order to provide exact data for the mapping of relief stock.

In December 2010, a logistics workshop is planned to further enhance existing skills of VNRC chapter staff responsible for logistic issues in provinces located in disaster-prone areas.

The VNRC procurement procedure is currently being developed and, once finalized, will be further discussed and refined among the logistics working group.

## **Communications – advocacy and public information**

The 9-12 August visit of the Southeast Asia regional communications delegate to VNRC focused to four main points:

1. Analyse the present structure of communication departments/units in VNRC and possibly suggest improvements.
2. Analyse (as far as language skills permit) the communication outputs – magazines, membership information, branch communication and involvement, TV and video productions, media relations, and possibly suggest improvements.
3. Present and discuss new communication initiatives for management and communication i.e. a zone-wide programme for communication capacity building, global campaign plans for World Red Cross Red Crescent Day and beneficiary communication.
4. Discuss international cooperation and expectations for communication outputs from Ketsana – and from future disasters.

Presentations included capacity building, photography, the international volunteer campaign, and media production. A number of meetings were also held with the VNRC secretary general, and the communications, youth, fundraising and media departments. Among the aims of this visit were to encourage ideas on how to increase coordination among the youth, fundraising, and media departments of VNRC with the communications department. Input by VNRC staff was candid and to the point with frank opinions and active participation in all discussions.

Presently, there is no overall strategy or plan for the VNRC's communication unit, nor sufficient coordination or cooperation mechanisms to facilitate contact between the related departments with communication. While many departments are involved, there is little financial support for the communications unit. This disconnect appears to have evolved from historical circumstances.

Recommendations made included:

- Development of a communication strategy and plan, especially when planning for the upcoming national strategy
- A new structure for communications in the national society, and the possible merging of different departments
- Reassessment of national society publications, including target audience, circulation, finance and resources
- Review of the national society's TV programmes and how these can be improved to better utilize air time
- A fresh budget to increase necessary skills of communications staff, and the possibility of working with other national societies to enhance such skills and knowledge
- Use of existing publishing expertise to invest in a publishing arm separate from the national society in order to raise funds for VNRC

The upcoming 2011-2015 plan of action which feeds into the 2020 Strategy provides a golden opportunity to enhance coordination of communication activities as well as optimize use of the rich pool of human resources and potential within VNRC. IFRC is prepared to support and assist VNRC in implementing its activities to improve the communications structure as and when needed.

## How we work

*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 \(NGOs\) in Disaster Relief](#) and is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.*

IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

IFRC's work is guided by [Strategy 2020](#) which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of nonviolence and peace.

## Contact information

For further information specifically related to this operation please contact:

- Viet Nam Red Cross: Mr. Doan Van Thai, secretary general, phone +84 913 216 549, email: [doanvanthai62@yahoo.com.vn](mailto:doanvanthai62@yahoo.com.vn)
- Federation country office, Viet Nam: (phone: +844 39 422 980)
  - Pascal Bourcher, operations manager, email: [pascal.bourcher@ifrc.org](mailto:pascal.bourcher@ifrc.org)
  - Bhupinder Tomar, head of country office, email: [bhupinder.tomar@ifrc.org](mailto:bhupinder.tomar@ifrc.org)
  - Dang Van Tao, disaster management programme manager, email: [tao.vandang@ifrc.org](mailto:tao.vandang@ifrc.org)
- Federation Southeast Asia regional office, Bangkok (phone: +662 661 8201, fax: +662 661 9322):
  - Anne LeClerc, head of regional office, email: [anne.leclerc@ifrc.org](mailto:anne.leclerc@ifrc.org);
  - Patrick Fox, head of regional disaster management unit, mobile: +668 1855 7683, email: [patrick.fox@ifrc.org](mailto:patrick.fox@ifrc.org)
  - Lasse Norgaard, communications delegate, mobile: +668 4752 6441, email: [lasse.norgaard@ifrc.org](mailto:lasse.norgaard@ifrc.org)
- Federation Asia-Pacific zone office, Kuala Lumpur:
  - Heikki Väättämoinen, operations coordinator, phone: +603 9207 5729, mobile: +6012 230 7895, email: [heikki.vaatamoinen@ifrc.org](mailto:heikki.vaatamoinen@ifrc.org)
  - Alan Bradbury, head of resource mobilization and PMER, phone: +603 9207 5775, fax: +603 2161 0670, email: [alan.bradbury@ifrc.org](mailto:alan.bradbury@ifrc.org)  
Please send all pledges of funding to [zonerm.asiapacific@ifrc.org](mailto:zonerm.asiapacific@ifrc.org)

[<financial report and annexes attached below; click to return to title page>](#)

**MDRVN006 - Vietnam - Floods and typhoon**

Appeal Launch Date: 02 oct 09

Appeal Timeframe: 29 sep 09 to 30 nov 10

**Interim Financial Report**

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| Appeal              | MDRVN006        |
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**I. Consolidated Funding**

|   | Disaster Management | Health and Social Services | National Society Development | Principles and Values | Coordination | TOTAL            |
|---|---------------------|----------------------------|------------------------------|-----------------------|--------------|------------------|
| <b>A. Budget</b>  | <b>4,464,332</b>    |                            |                              |                       |              | <b>4,464,332</b> |
| <b>B. Opening Balance</b>   | <b>361,287</b>      |                            |                              |                       |              | <b>361,287</b>   |
| <b>Income</b>   |                     |                            |                              |                       |              |                  |
| <b><u>Cash contributions</u></b>  |                     |                            |                              |                       |              |                  |
| American Red Cross  | 463,350             |                            |                              |                       |              | 463,350          |
| Australian Red Cross (from Australian Government)                               | 372,280             |                            |                              |                       |              | 372,280          |
| Austrian Red Cross  | 15,076              |                            |                              |                       |              | 15,076           |
| Belgian Red Cross (French speaking community) (from Belgian Federal Government) | 387,503             |                            |                              |                       |              | 387,503          |
| British Red Cross   | 121,971             |                            |                              |                       |              | 121,971          |
| Canadian Red Cross  | 371,608             |                            |                              |                       |              | 371,608          |
| Canadian Red Cross (from Canadian Government)                                   | 238,736             |                            |                              |                       |              | 238,736          |
| China Red Cross, Hong Kong branch   | 39,540              |                            |                              |                       |              | 39,540           |
| Finnish Red Cross   | 75,919              |                            |                              |                       |              | 75,919           |
| Italian Government Bilateral Emergency Fund                                     | 303,951             |                            |                              |                       |              | 303,951          |
| Japanese Red Cross  | 163,000             |                            |                              |                       |              | 163,000          |
| Monaco Red Cross  | 30,216              |                            |                              |                       |              | 30,216           |
| Netherlands Red Cross (from Netherlands Government)                             | 151,676             |                            |                              |                       |              | 151,676          |
| New York Office (from Motorola Foundation)                                      | 21,057              |                            |                              |                       |              | 21,057           |
| New Zealand Red Cross   | 39,100              |                            |                              |                       |              | 39,100           |
| New Zealand Red Cross (from New Zealand Government)                             | 373,400             |                            |                              |                       |              | 373,400          |
| Norwegian Red Cross   | 38,326              |                            |                              |                       |              | 38,326           |
| Norwegian Red Cross (from Norwegian Government)                                 | 344,930             |                            |                              |                       |              | 344,930          |
| On Line donations   | 2,369               |                            |                              |                       |              | 2,369            |
| Republic of Korea Red Cross   | 61,500              |                            |                              |                       |              | 61,500           |
| Republic of Korea Red Cross (from Republic of Korea - Private Donors)           | 4,992               |                            |                              |                       |              | 4,992            |
| Singapore Red Cross   | 153,268             |                            |                              |                       |              | 153,268          |
| South Africa Government   | 70,458              |                            |                              |                       |              | 70,458           |
| Swedish Red Cross   | 51,320              |                            |                              |                       |              | 51,320           |
| Swedish Red Cross (from Swedish Government)                                     | 269,189             |                            |                              |                       |              | 269,189          |
| United Arab Emirates Red Crescent   | 10,168              |                            |                              |                       |              | 10,168           |
| United States Government - USAID  | 343,730             |                            |                              |                       |              | 343,730          |
| VERF/WHO Voluntary Emergency Relief   | 1,500               |                            |                              |                       |              | 1,500            |
| <b>C1. Cash contributions</b>   | <b>4,520,132</b>    |                            |                              |                       |              | <b>4,520,132</b> |
| <b><u>Outstanding pledges (Revalued)</u></b>                                    |                     |                            |                              |                       |              |                  |
| Canadian Red Cross  | 47,764              |                            |                              |                       |              | 47,764           |
| Canadian Red Cross (from Canadian Government)                                   | -47,223             |                            |                              |                       |              | -47,223          |
| <b>C2. Outstanding pledges (Revalued)</b>                                       | <b>541</b>          |                            |                              |                       |              | <b>541</b>       |
| <b><u>Inkind Personnel</u></b>  |                     |                            |                              |                       |              |                  |
| Swedish Red Cross   | 15,694              |                            |                              |                       |              | 15,694           |
| <b>C5. Inkind Personnel</b>   | <b>15,694</b>       |                            |                              |                       |              | <b>15,694</b>    |
| <b><u>Other Income</u></b>  |                     |                            |                              |                       |              |                  |
| Services  | -1,053              |                            |                              |                       |              | -1,053           |
| Voluntary Income  | -314,064            |                            |                              |                       |              | -314,064         |
| <b>C6. Other Income</b>   | <b>-315,117</b>     |                            |                              |                       |              | <b>-315,117</b>  |

**International Federation of Red Cross and Red Crescent Societies**

MDRVN006 - Vietnam - Floods and typhoon

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|                                      |                  |  |  |  |  |                  |
|--------------------------------------|------------------|--|--|--|--|------------------|
| <b>C. Total Income = SUM(C1..C6)</b> | <b>4,221,250</b> |  |  |  |  | <b>4,221,250</b> |
| <b>D. Total Funding = B +C</b>       | <b>4,582,537</b> |  |  |  |  | <b>4,582,537</b> |
| <b>Appeal Coverage</b>               | <b>103%</b>      |  |  |  |  | <b>103%</b>      |

**II. Movement of Funds**

|   | Disaster Management | Health and Social Services | National Society Development | Principles and Values | Coordination | TOTAL             |
|---|---------------------|----------------------------|------------------------------|-----------------------|--------------|-------------------|
| <b>B. Opening Balance</b>               | 361,287             |                            |                              |                       |              | <b>361,287</b>    |
| <b>C. Income</b>                        | 4,221,250           |                            |                              |                       |              | <b>4,221,250</b>  |
| <b>E. Expenditure</b>                   | -3,989,037          |                            |                              |                       |              | <b>-3,989,037</b> |
| <b>F. Closing Balance = (B + C + E)</b> | <b>593,500</b>      |                            |                              |                       |              | <b>593,500</b>    |

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### III. Consolidated Expenditure vs. Budget

| Account Groups                              | Budget           | Expenditure         |                            |                              |                       |                  | TOTAL            | Variance |
|---|------------------|---------------------|----------------------------|------------------------------|-----------------------|------------------|------------------|----------|
|   |                  | Disaster Management | Health and Social Services | National Society Development | Principles and Values | Coordination     |                  |          |
| A   |                  |                     |                            |                              |                       |                  | B                | A - B    |
| <b>BUDGET (C)</b>                           |                  | <b>4,464,332</b>    |                            |                              |                       |                  | <b>4,464,332</b> |          |
| <b>Supplies</b>                             |                  |                     |                            |                              |                       |                  |                  |          |
| Construction Materials                      | 1,223,750        | 937,956             |                            |                              |                       | 937,956          | 285,794          |          |
| Clothing & textiles                         | 164,217          | 164,217             |                            |                              |                       | 164,217          | 0                |          |
| Food  | 1,448,650        | 1,448,687           |                            |                              |                       | 1,448,687        | -37              |          |
| Seeds,Plants                                | 131,250          | 106,355             |                            |                              |                       | 106,355          | 24,895           |          |
| Water & Sanitation                          | 32,790           | 32,790              |                            |                              |                       | 32,790           | 0                |          |
| Utensils & Tools                            | 196,814          | 196,812             |                            |                              |                       | 196,812          | 2                |          |
| Other Supplies & Services                   | 15,000           |                     |                            |                              |                       |                  | 15,000           |          |
| <b>Total Supplies</b>                       | <b>3,212,471</b> | <b>2,886,815</b>    |                            |                              |                       | <b>2,886,815</b> | <b>325,656</b>   |          |
| <b>Land, vehicles &amp; equipment</b>       |                  |                     |                            |                              |                       |                  |                  |          |
| Computers & Telecom                         | 29,000           | 7,440               |                            |                              |                       | 7,440            | 21,560           |          |
| Office/Household Furniture & Equipm.        | 10,000           | 4,004               |                            |                              |                       | 4,004            | 5,996            |          |
| Others Machinery & Equipment                | 15,000           | 1,075               |                            |                              |                       | 1,075            | 13,925           |          |
| <b>Total Land, vehicles &amp; equipment</b> | <b>54,000</b>    | <b>12,519</b>       |                            |                              |                       | <b>12,519</b>    | <b>41,481</b>    |          |
| <b>Transport &amp; Storage</b>              |                  |                     |                            |                              |                       |                  |                  |          |
| Storage                                     | 52,000           | 13,926              |                            |                              |                       | 13,926           | 38,074           |          |
| Distribution & Monitoring                   | 130,000          | 86,760              |                            |                              |                       | 86,760           | 43,240           |          |
| Transport & Vehicle Costs                   | 45,000           | 20,822              |                            |                              |                       | 20,822           | 24,178           |          |
| <b>Total Transport &amp; Storage</b>        | <b>227,000</b>   | <b>121,507</b>      |                            |                              |                       | <b>121,507</b>   | <b>105,493</b>   |          |
| <b>Personnel</b>                            |                  |                     |                            |                              |                       |                  |                  |          |
| International Staff                         | 220,000          | 199,949             |                            |                              |                       | 199,949          | 20,051           |          |
| Regionally Deployed Staff                   | 11,000           | 1,656               |                            |                              |                       | 1,656            | 9,344            |          |
| National Staff                              | 80,000           | 76,975              |                            |                              |                       | 76,975           | 3,025            |          |
| National Society Staff                      | 100,000          | 93,278              |                            |                              |                       | 93,278           | 6,722            |          |
| Consultants                                 | 37,000           | 26,474              |                            |                              |                       | 26,474           | 10,526           |          |
| <b>Total Personnel</b>                      | <b>448,000</b>   | <b>398,332</b>      |                            |                              |                       | <b>398,332</b>   | <b>49,668</b>    |          |
| <b>Workshops &amp; Training</b>             |                  |                     |                            |                              |                       |                  |                  |          |
| Workshops & Training                        | 57,390           | 45,096              |                            |                              |                       | 45,096           | 12,294           |          |
| <b>Total Workshops &amp; Training</b>       | <b>57,390</b>    | <b>45,096</b>       |                            |                              |                       | <b>45,096</b>    | <b>12,294</b>    |          |
| <b>General Expenditure</b>                  |                  |                     |                            |                              |                       |                  |                  |          |
| Travel                                      | 40,000           | 34,587              |                            |                              |                       | 34,587           | 5,413            |          |
| Information & Public Relation               | 48,000           | 40,066              |                            |                              |                       | 40,066           | 7,934            |          |
| Office Costs                                | 20,000           | 15,302              |                            |                              |                       | 15,302           | 4,698            |          |
| Communications                              | 15,000           | 12,335              |                            |                              |                       | 12,335           | 2,665            |          |
| Financial Charges                           | 20,000           | 30,005              |                            |                              |                       | 30,005           | -10,005          |          |
| Other General Expenses                      | 50,000           | 39,949              |                            |                              |                       | 39,949           | 10,051           |          |
| <b>Total General Expenditure</b>            | <b>193,000</b>   | <b>172,244</b>      |                            |                              |                       | <b>172,244</b>   | <b>20,756</b>    |          |
| <b>Programme Support</b>                    |                  |                     |                            |                              |                       |                  |                  |          |
| Program Support                             | 272,471          | 248,181             |                            |                              |                       | 248,181          | 24,290           |          |
| <b>Total Programme Support</b>              | <b>272,471</b>   | <b>248,181</b>      |                            |                              |                       | <b>248,181</b>   | <b>24,290</b>    |          |
| <b>Services</b>                             |                  |                     |                            |                              |                       |                  |                  |          |
| Services & Recoveries                       |                  | 161                 |                            |                              |                       | 161              | -161             |          |
| Services & Recoveries                       |                  | 21,590              |                            |                              |                       | 21,590           | -21,590          |          |
| <b>Total Services</b>                       |                  | <b>21,752</b>       |                            |                              |                       | <b>21,752</b>    | <b>-21,752</b>   |          |
| <b>Operational Provisions</b>               |                  |                     |                            |                              |                       |                  |                  |          |
| Operational Provisions                      |                  | 82,591              |                            |                              |                       | 82,591           | -82,591          |          |
| <b>Total Operational Provisions</b>         |                  | <b>82,591</b>       |                            |                              |                       | <b>82,591</b>    | <b>-82,591</b>   |          |
| <b>TOTAL EXPENDITURE (D)</b>                | <b>4,464,332</b> | <b>3,989,037</b>    |                            |                              |                       | <b>3,989,037</b> | <b>475,295</b>   |          |

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**III. Consolidated Expenditure vs. Budget**

| Account Groups          | Budget | Expenditure         |                            |                              |                       |              | TOTAL            | Variance |
|-------------------------|--------|---------------------|----------------------------|------------------------------|-----------------------|--------------|------------------|----------|
|                         |        | Disaster Management | Health and Social Services | National Society Development | Principles and Values | Coordination |                  |          |
|                         | A      |                     |                            |                              |                       |              | B                | A - B    |
| <b>BUDGET (C)</b>       |        | <b>4,464,332</b>    |                            |                              |                       |              | <b>4,464,332</b> |          |
| <b>VARIANCE (C - D)</b> |        | <b>475,295</b>      |                            |                              |                       |              | <b>475,295</b>   |          |

### Quang Ngai province, Binh Son district, Binh Dong commune, Son Tra hamlet

When Typhoon Ketsana struck in 2009, Nguyen Quy and his family were living in tiny lodgings that had not been renovated in years. A war veteran himself, Mr. Nguyen, now 67, who suffered injuries in his past military duties has not been able physically able to work since then.

The family's children have always supported their parents through their own small income from fishing, but this has always been limited as they have their own families to feed.

Under the shelter component of the IFRC emergency appeal in support of the Viet Nam Red Cross (VNRC), this family was selected as one of the recipients of assistance to rebuild their home which was occupied by their parents and the youngest brother.



Interviews were held with Mrs. Nguyen during the process of rebuilding the new house. The family participated in the entire process of rebuilding from the selection of design, adaptation and construction of the building itself. (Photo: DWF)

All the grown sons returned home to help with the construction. During this process, they acquired the guidance and technical support from VNRC and its partners to build their parents' new storm- and flood-resistant home. The doors and windows were installed by a professional carpenter.

This family was one of the 650 families to receive a new house after being struck by Typhoon Ketsana. The family received a house grant of VND 30 million (some CHF 1,520 or USD 1,500) while the children chipped in a further VND 12 million (CHF 608 or USD 500) to add the finishing touches to the building.

Now, for the first time in their lives, the family can enjoy peace of mind when the annual typhoon season arrives.



**The new family home of Nguyen Quy as it stands today. With the support of VNRC under the IFRC emergency appeal, the family home is now better equipped to face the annual typhoon season. (Photo: DWF)**