

# PROGRAMME UPDATE



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

## ASIA PACIFIC SERVICE CENTRE – 2007 OUTLOOK

Appeal No. MAA50001  
15 December 2006

*The Federation's vision is to strive, through voluntary action, for a world of empowered communities, better able to address human suffering and crises with hope, respect for dignity and a concern for equity. Its mission is to improve the lives of vulnerable people by mobilizing the power of humanity. It is the world's largest humanitarian organization and its millions of volunteers are active in over 185 countries.*

### In Brief

**Programme Update no.2, Period covered: May – December 2006;**

**Appeal 2006-2007 target: CHF 2.78 million (USD 2.3 million or EUR 1.7 million); revised from CHF 3 million**

**Appeal coverage: 16%**

**Outstanding needs: CHF 2.3 million (USD 1.9 million or EUR 1.4 million).**

Click here for the [interim financial report](#) with the revised budget and income and expenditure until October 2006.

Click here for the [original APSC Appeal 2006-2007 \(MAA50001\) launched](#)

Click here for the [revised logical frameworks](#)

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

### Programme summary:

During the reporting period, there have been increasing signs of added value of the Asia Pacific Service Centre (APSC), reaffirming the regionalization approach. Requests from the regional delegations and national societies for various APSC services have increased, thanks to the growing awareness on the centre's role and functions and increasing confidence in its services. To meet these requests and at the same time strengthen human resource capacities, additional qualified and experienced staff have been recruited in various units.

Programmes	Original budget 2006-2007	Revised budget 2006-2007	Variance
Disaster management	312,086	1,407,898	351%
Logistics	475,080	89,512*	-81%
Organizational development	855,658	488,866#	-43%
Publicity and information	96,257	141,176	47%
Human Resources	79,572	0	-100%
Legal Affairs	80,427	0	-100%
Information Systems	336,684	0	-100%
Implementation and coordination	763,537	654,011	-14%
<b>Appeal Total</b>	<b>2,999,301</b>	<b>2,781,463</b>	<b>-7%</b>

\* Only 2006 delegate cost; relocation of logistics programme to tsunami appeal.  
# relocation of volunteering development project to the global OD appeal

As a whole, the APSC has continued 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 overall capacity-building initiatives in the region.

Currently, only three of APSC's units – finance, reporting and information systems - are core-funded. The DM, logistics and OD units received satisfactory funding but the unclear funding situation for the APSC administration and Information/Publicity pose a critical challenge for the further development of the service centre. The 2006-2007 budgets have been revised mainly due to funding constraints, scaling up of DM initiatives and relocation of certain projects (namely volunteering development and logistics) to the respective global appeals.

## Operational developments

A series of disasters during this reporting period, including the Yogyakarta earthquake in Indonesia, typhoons in the Philippines and Viet Nam, floods in East Asia, Pacific and South Asia has posed challenges as well as opportunities to show the added-value of the APSC. Units in the APSC, in particular the Regional Reporting Unit (RRU), Regional Finance Unit (RFU) and the Regional Logistics Unit (RLU) responded effectively to support the Federation regional and country delegations during these disasters.

During the period, the APSC has continued to implement planned Secretariat activities by consolidating and strengthening its effectiveness in providing quality services to regional delegations and national societies. Among the units, the Regional Logistic Unit (RLU) took significant steps to improve its human resources capacity to support logistics activities and strengthen logistics capacities in the region. Substantial progress has also been achieved in efforts to set up Kuala Lumpur as a regional logistics hub, which will provide the RLU with the capacity to deliver, track and report on relief items to 5,000 families within two days of request during an emergency and a further 15,000 families within 14 days.

The DM unit (DMU) is also gaining momentum now that has strengthened its human resources and developed a clear plan of action for the region following the Asia Pacific DM meeting in Tokyo.

The OD unit continued to actively engage in facilitating knowledge sharing and capacity building in the region and at global level. Major achievements include production of a folder of 35 capacity building fact sheets, the long-awaited Asia Pacific OD and volunteering CD-ROM that captures a wealth of OD and capacity building tools, participation in the Geneva "OD transition team" to improve the global OD and CB agenda and practices of the Federation, and the initiative to review volunteering in emergencies.

The RRU also streamlined existing reporting processes and standards to align them better with the Federation's Framework for Action, Global Agenda goals with focus on quality and accountability. Major achievements include a number of induction courses, technical visits and staff-on-loan arrangement to the unit to strengthen planning, monitoring, evaluation and reporting capacities of reporting and programme staff in the region.

The Information and Publicity unit also made great efforts to advocate and promote FedNet (Federation extranet) as a knowledge-sharing tool. This included the FedNet Editors Training Workshop in Kuala Lumpur in October for 19 FedNet editors from national societies and delegations.

A plan to support the IT and telecommunication needs of the Federation and its membership in the Asia Pacific region is being developed while the capacity of the Regional Information Systems Unit will be expanded to provide the necessary support to the delegations and membership in the region.

With the various units within the APSC moving towards a more or fully functional mode through recruitment of the required technical human resources, the APSC will soon have the capacity provide fast and effective support all regional delegations and national societies in the region.

*The following report highlights the major achievements, challenges and results of APSC's continental support during the reporting period, as well as the changes to the 2007 plans and logframes of its units. The core-funded units of reporting, finance and information systems, despite being outside the APSC appeal, remain integral to the APSC's functions and development. Update of the reporting and information systems units can be found in [Annex 1](#) and [Annex 2](#) respectively.*

**Asia Pacific Regional Logistics Unit** < [click here for revised logframe](#) >

### Overview

A major development during this period has been the recruitment and induction of additional human resources into the Regional Logistics Unit (RLU) team, including the following: logistics coordinator; logistics officer; administration Officer; procurement coordinator; procurement officer; fleet coordinator; and a short-term logistics delegate to cover certain specific needs within the unit. This has greatly increased the capacity of the RLU to

support logistics activities within the region, which is reflected in the increasing amount and quality of technical assistance provided to National Societies (NSs) and delegations.

Another area with substantial progress was in the identification of service providers for the set up of a regional logistics hub in Kuala Lumpur. This includes setting up a regional bonded warehouse to store pre-positioned emergency relief stock and fleet for the region. It will have, in the event of an emergency, the ability to import, customs clearance, transport and re-export to any country in Asia Pacific. A managed warehouse has been set up at Port Klang, the closest port to Kuala Lumpur. A contract for customs clearance (under bond), transport and storage of relief items has also been concluded. The first container of stock from a contributing NS has already been cleared, unloaded and stored in the warehouse. This is a significant achievement as it will provide the RLU with the capacity to deliver, track and report on relief items to 5,000 families within two days of request and a further 15,000 families within 14 days.

Increased capacity has further allowed the RLU to carry out an analysis of initial data from the logistics mapping exercise on NSs. Work has begun on setting up a template for the live database that is envisioned to be a key output of this exercise. The analysis clearly showed a wide variance of logistics capacities between different NSs in the region. The RLU aims to build up the capacity of societies lacking in logistics resources by establishing a peer support system, through which strong societies can share their expertise and resources. This will be complemented by support from the RLU.

Field missions were conducted to Indonesia (Yogyakarta), Thailand (Bangkok and Phuket), Pakistan and China to provide technical support and better understand future needs. In China, the mission included an evaluation of the possibility of creating sub-regional warehousing capacity for pre-positioned stocks.

The RLU has taken significant steps during this reporting period to improve its capacity to provide better services. Awareness in the region on what the unit can offer to NSs and delegations is increasing from month by month, indicated by the increasingly number of requests for RLU support in the form of technical assistance, advice and/or training.

The RLU has also reviewed and made slight amendments to the 2007 plan and budget. Due to limited donor response to APSC appeal, funding of the entire logistics plan will be resourced through the Federation's global logistics programme and on cost-recovery basis. The objectives at the different level have been reworded slightly to provide greater clarity on the direction of the programme in 2007 and beyond. However for continuity, progress will be reported against the objectives in the original logframe matrix in this update.

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

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

## **Progress/Achievements**

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

The training workshops in Bangkok (September) and Kuala Lumpur (November) helped to establish new logistics contacts and provide a better understanding of logistics human resource capacities within many of the NSs and delegations in the region. The RLU has also continued with efforts to identify and establish contacts in those NSs which did not respond to the logistics mapping questionnaire.

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

As mentioned earlier in the overview, the human resource capacity of the RLU has strengthened significantly, allowing it to move forward in providing technical and capacity building support in the region.

The RLU has provided technical support for training in Nepal (basic logistics workshop), Afghanistan (NS logistics workshop) and also conducted a specific logistics workshop in Bangkok covering issues around construction procurement. At the beginning of November, a logistics workshop was also conducted in Kuala Lumpur. It was well-attended by NS representatives and regional logistics staff, including representatives from a cooperating NGO (Oxfam).

Within the RLU, the Federation Humanitarian Logistics Software (HLS) was rolled out to staff members. This is a supply chain management tool to capture, track and report the logistics function from origin to destination. It is envisioned that this software could be customised and circulated to delegations and NS within the region in the future.

This training on HLS, along with the ongoing day-to-day training of the local logistics staff in RLU, will ensure that the RLU is well-equipped to provide the necessary support to build up logistics capacity in NSs and within the regional delegations.

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

Of the 36 NSs in the region, to date the RLU has received 23 responses to the logistics mapping questionnaire. Only two out of 12 NSs in the Pacific responded.

Initial analysis has identified some key logistics strengths and weaknesses in NSs, and areas where they would like support from the RLU, which include:

- general logistics training;
- preparation of logistics procedures / manuals;
- warehouse management;
- logistics in an emergency; and
- fleet management.

In some of the areas, the RLU will be able to provide a quick response. For example, from the survey, it was found that only 56% of respondents have a copy of the Federation logistics CD-Rom. This can, and will be easily resolved.

In the next reporting period, the RLU will continue to follow up with those NSs which have not responded to the logistics mapping questionnaire, and continue to work on the template which will be used to set up a database of logistics information within the region.

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

During the training workshops carried out, Federation logistics tools and standards were disseminated to all participants and their use and usefulness explained.

One area identified where there is a lack of capacity within the region is in procurement. With the appointment of a procurement coordinator and officer at the RLU, progress has been made in assisting NS and delegations in better understanding the tools and procedures involved in procurement.

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

With the appointment of a regional procurement coordinator in the RLU, work on a comprehensive supplier database has been initiated. This has included the collation of supplier databases from all the delegations in the

Asia Pacific region including DPRK, Indonesia, Pakistan, Maldives, Sri Lanka, and India. The next step is to begin identifying other suppliers within the region.

As part of the effort to create a logistics hub, international freight forwarders and transport companies in the region have been approached. This is to create a preferred list of providers who can transport freight by air and sea within the region to meet our requirements in the event of an emergency. This has already been used to the regions advantage as in the case of East Timor, where we were able to provide Dubai a freight supplier who offered freight services at a lower cost but with the same level of service as their traditional provider.

## Impact

The increased capacity within the RLU to provide logistics support in the region has already had a significant impact. This was demonstrated during the Yogyakarta operation where, RLU support facilitated much-improved timeliness of relief provided to beneficiaries. This is in contrast to the situation during the Pakistan earthquake and Indonesia tsunami operation as seen in table below:

	<i>Indonesia Tsunami</i>	<i>Pakistan Earthquake</i>	<i>Yogyakarta Earthquake</i>
<i>Time to activate supply chain</i>	18 days	10 days	3 days
<i>No. of families receiving full family pack within two months</i>	None	None	42,911
<i>Average no. of families served each day</i>	445	555	613

The setup and stocking of a regional logistics hub is expected to improve significantly the response time and assistance that can be provided in the event of an emergency in the region.

Participation in the logistics training workshops conducted by the RLU during this period has helped to increase the awareness of the NSs of the activities of the RLU and strengthen the logistics capabilities of the NSs. The workshops and the field missions provided further opportunities to build information sharing networks within the region.

## Constraints

While progress has been made on donor commitments to stock pre-positioning, it is still not entirely clear how this will work in reality. Nonetheless, with the increase in human resources in the RLU, the ability to respond to the logistics needs of the region has increased substantially. Clearly, some areas will need more support than others. Further, as awareness of the RLU and the services and support it can provide increases among NSs, it is likely more resources will be required.

## Asia Pacific Regional Disaster Management Unit < [click here for revised logframe](#) >

### Overview

Since the establishment of the Regional Disaster Management Unit (DMU) in Kuala Lumpur in April, the Unit's initial focus was the Asia Pacific Disaster Management Meeting in Tokyo in June, and the subsequent follow-up work leading to the Regional Conference in Singapore in November.

Three significant tasks were undertaken by the DMU during this period:

- Firstly, the DMU facilitated the formulation of a draft Asia Pacific Disaster Management Strategy to be submitted to the Singapore Conference for adoption. The drafting committee convened in Beijing at the end of September to finalize the strategy's text taking into consideration all of the comments received during the Tokyo meeting in June. Guided by the Federation of the Future and the Global Agenda, the strategy has been developed in line with the Federation's global disaster management policies and strategies.
- In October, the DMU hosted a follow-up meeting for representatives from national societies (who expressed interest in developing regional disaster response tools at the Tokyo meeting) and Secretariat staff to discuss

the proposed concept of a “Regional Rapid Response Network (RRRN)”, to complement existing systems and tools, while filling in gaps in the early phase of disaster response.

- Lastly, in further consultations with various stakeholders, the DMU has now identified its priorities for the Asia Pacific region. These include: maintaining a 24/7 disaster monitoring system; establishing and maintaining dynamic DM resource mapping and database; facilitating the establishment of country/sub-regional contingency plans; and developing further regional disaster response tools to enhance effectiveness of response. The DMU will seek confirmation and support for these at the Singapore Conference.

During the period, the DMU has been strengthened through the recruitment of a regional disaster response and disaster management delegate. A logframe for the DMU’s programme from 2007 onwards has also been developed, in consultation with various stakeholders. The drastic increase of 2006-2007 budget represents a robust plan to strengthen the disaster response capacities and coordination in the Asia Pacific region.

**Overall Goal: The International Federation disaster response in the Asia Pacific region is timely and sufficient**

**Programme Objective: National Societies in Asia Pacific and Federation Secretariat, with help from Movement partners, are well prepared to respond disasters collectively, by mobilizing more regional resources.**

## **Progress/Achievements**

**Expected Result 1: Federation relief operation support structure is established by mobilizing human and material resources regionally and globally on a timely manner.**

Among the core membership services that Federation Secretariat provides, the Secretariat is mandated to direct and coordinate an international disaster response with the host Society, providing information management and coordination leadership. To fulfil this task, the DMU will strive to ensure that Federation field structure is established adequately in a timely manner. The DMU, working with Federation’s structure, will maintain 24/7 disaster monitoring, create a resource mapping database with rosters of a “Start-up” stand-by team in each sub-region, and ensure sufficient relief stocks in the region in collaboration with Regional Logistic Unit.

**Expected Result 2: Host NS retains full ownership in disaster response in the international relief operation context**

In major disasters when media headlines cover across the globe, a host National Society is often overwhelmed by floods of international relief personnel and material. To keep the host national society in the driving seat with added capacity to direct and coordinate effectively an international relief operation is a challenge. The DMU will promote better understanding on global/regional tools, standing operation procedures (SoP) and standards of the operations to NSs. This will include the development of contingency planning for the preparation of receiving external support.

**Expected Result 3: Regional disaster response system is streamlined, further developed and well maintained.**

Over the past years, National Societies in the Asia Pacific region have demonstrated increasing capacity in responding to natural disasters by mobilizing rapid trans-border operations between national societies within the region. However, these actions were often carried out on a bilateral basis in a poorly coordinated manner. The DMU will facilitate development of regional response system in designing standard equipment and training, SoP as well as streamlining RDRT functions and training curriculum in collaboration with Regional Delegations.

**Expected Result 4: Coherent and focused in DM activities throughout AP region under the AP DM strategy**

The establishment of an Asia Pacific DM strategy, through a consultative approach initiated during the June Tokyo meeting is a significant achievement for the Federation. To support the NSs in the implementation of the

strategy, the DMU will facilitate the sharing of best practices and experience among national societies, and assist in the further development of sub-regional strategies in collaboration with the Regional Delegations.

Work to achieve the above expected results is expected to be fast-tracked following the Singapore Conference and the progress reported in the next programme update.

## Asia Pacific Regional Organizational Development Unit

[< click here for revised logframe >](#)

### Overview

A number of key achievements have marked the work of the AP OD and volunteering development unit since the last update as follows:

- Recruitment of a new volunteering development officer
- Production of a folder of 35 capacity building fact sheets to increase knowledge sharing on best practices of capacity building within programmes and services of the NS in the AP region
- Production of the long-awaited AP OD and volunteering CD-ROM to enhance peer learning and exchange through a wealth of practical tools
- The AP OD coordinator participated in the “OD transition team” which recommended improvements to the Federation’s global OD and CB agenda and practices
- The initiative to review volunteering in emergencies was finalized to enable a continued analysis and sharing of experiences of volunteering development in emergencies to improve global approaches to this in future.

The unit has also been extremely active in preparing for the Federation’s Asia Pacific Conference in Singapore to enable the AP and Middle East National Societies to set their four-year priorities in health, DM, and cross-cutting OD and CB issues that will make all programmes and services sustainable. The unit has maintained an intense series of technical country visits to contribute to more integrated and focussed programmes, services, and OD change processes of specific National Societies. These efforts continue to align with the Federation of the Future’s “performance and accountability framework” goal of “focussing on continuous learning and improvement in the network”. The AP OD programme has worked closely with the membership to build strategies towards systematized mechanisms for knowledge sharing and peer NS-NS support.

The Asia Pacific OD and volunteering unit is planning to evolve its roles further in 2007 with three new significant initiatives at a global and Asia Pacific level:

The first of these is the new Federation of the Future Goal 3 to “*increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability*”. This, together with the accompanying Framework for Action with its emphasis on “*Reinforced regional networks and structures; strengthened and improved cooperation, coordination and support mechanisms; a human resources strategy to strengthen the volunteer and staff base of the International Federation; and a global fund-raising strategy to increase resources for all parts of the International Federation*” encourage the AP OD and volunteering development unit to provide the membership with stronger mutual learning, sharing and support alliances across the region.

The second new global dimension is the growth of the “Membership Services” concepts which the Federation Secretariat structures are expected to deliver to further enhance NS capacities. The specific OD and CB membership services require coordination to maximize the access which National Societies have to culturally relevant resource materials, OD and CB resource persons and practitioners (from both within and outside the RC/RC Movement), and knowledge sharing systems to enable them to improve their services to vulnerable people in measurable ways.

The third new mandate for a more effective approach to coordinating OD, volunteering and capacity building work across the region comes from the AP membership’s decisions contained in their “Singapore Conference Declaration” which sets out an action plan for the next four years. The declaration contains the NSs’ collective targets across all programmes in the areas of “*Increasing the capacity of local communities through inter-agency co-operation*”, “*Scaling up human resources, youth and volunteering*”, and “*Resource generation and fundraising for capacity building*”.

To address these new mandates a new and slightly revised logframe for 2007 accompanies this programme update. In the meantime this report is being written against the original 2006 appeal narrative and expected results. The overall OD budget has been revised down as the volunteering development programme is now resourced through the global OD appeal.

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

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

### **.Progress/Achievements**

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

The AP OD coordinator contributed many aspects of learning on harmonized approaches to OD and CB learning from the AP region to the global OD transition team, including the specific areas of harmonized OD and CB support with ICRC; a continental/regional/country architecture that accompanies the OD and CB support needs of NS; a revised approach to definitions of OD and CB that clarifies work under each topic and the HR skills and competencies needed to deliver both; and the strengthening of regional networks so that federation structures can play more effective linking roles enabling the membership to support each other.

Although there has been a temporary suspension of the regular Asia Pacific OD email update, the intensive finalization of the capacity building folder of 35 fact sheets has been achieved, as has the AP CD-ROM. Both these tools organize all the Movement policies, guidelines and tools on OD and CB in the Movement, together with a specific section which contains all the OD, volunteering and CB tools and case studies produced by the National Societies. These folders and CD-ROMS will be distributed in a systematic and planned way to all National Societies, Federation, ICRC and partner national society delegations across the AP region with a tracking mechanism to monitor their use and impact.

Increased support was given to all Federation regional and country delegations to set and measure clear progress against their own OD plans in support of the national societies. In response to request for selected NS, an AP knowledge sharing forum based on peer NS-NS support will be held on the topic of “Finance development for NS – what have we learned from successful models and approaches to improve our future services to vulnerable people” has been organized for December 2006 to further harmonize finance development support to National Societies across the region.

***Expected Result 2: An Asia Pacific OD practitioner’s community has been activated and has been instrumental in the transfer of knowledge, skills and resource persons on OD and capacity building to enable selected NS to achieve better Characteristics of a Well Functioning NS***

The concept of the “OD and volunteering practitioners’ groups respectively” will also be shared with all 37 AP NS at the forthcoming AP Regional Conference in November 2006. The conference planning group has already prioritised the areas of “Scaling up human resources, youth and volunteering”, “Resource generation and fund raising for capacity building”, and “Increasing the capacity of local communities through inter-agency cooperation” as the three OD and CB topics the conference will focus on. If the conference adopts the OD practitioner support group strategy in keeping with the Federation of the Future’s focus on “reinforced regional networks and structures” and “strengthened and improved cooperation, coordination and support mechanisms”, the

OD mapping can be used as the key intelligence gathering tool to enable the peer NS-NS support mechanisms to develop into active partnerships.

The model of promoting more regular use of external OD practitioners to the Movement has met with appreciative feedback. With the support offered by the AP OD programme the Papua New Guinea and Nepal Red Cross societies have joined the growing number of Societies who have drawn on culturally appropriate consultants and many improvements have been made to their systems in the first few areas of support such as HR, for example. Following the outcomes expected at the Singapore Conference where many NS are expected to reflect on more specific OD and CB work and targets, a number of further requests are expected from NS wanting to benefit from this service which will be supported for the rest of 2006 and into 2007.

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

The postponement in April of the meeting on "Harmonized approaches to National Society Development to achieve measurable impact on programmes and services to vulnerable people" meant that it was not possible to consult the NS attending on their proposed approaches to working on integrity and leadership issues across the AP region in particular. However, discussions with ICRC and other stakeholders concluded that it may be possible to hold the postponed meeting in early 2007.

The frequently requested AP forum on finance development (FD) will be held in December 2006 with ten national societies already confirming attendance. It will focus on reviewing existing tools and, if needed, developing and delivering needed new tools in finance development which will assist NS moving up to better systems; creating a peer to peer support system for financial management development between NS; and developing an action plan for 2006 and 2007 including all NS in the region achieving the FD indicators of external financial audit, transparency and accountability.

The ongoing discussion on the future and sustainability of the Asia Pacific Youth Network (APYN) will be taken up in the Singapore Conference session on "scaling up human resources, youth and volunteering" after which a further update will be available in the next programme update on the APYN future and its linkages to existing sub-regional Youth Fora in at least Southeast and South Asia.

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

The AP OD coordinator has undertaken several briefings using the "impact spider tool" with national societies and Federation and PNS OD counterparts which have led to the tool being used to better set and measure OD impact. It will be further used as a key objective setting and impact monitoring tool at the forthcoming finance development forum in December 2006. Other work to encourage better measurement of the impact of OD and CB work has been undertaken while facilitating Movement meetings in Sri Lanka, and the DPRK cooperation agreement strategy (CAS) meeting in Beijing.

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

OD support has been provided to selected national societies as requested. These include facilitation of a Movement meeting to harmonize OD and CB support to Sri Lanka Red Cross Society; the Movement CAS meeting to align Movement support to the DPRK RC strategic plan; the Movement partnership meeting in Papua New Guinea to facilitate harmonized support for the PNG RC strategic plan; and forthcoming invitations to support strategic OD reviews in Nepal and DPRK. The AP OD coordinator conducted the joint ICRC/Federation assessment mission to the Maldives to support the NS in formation process there, and to link this to learning derived from the Movement support to the Timor Leste NS formation process as well.

The number of requests for advice and support has continued to grow in the second quarter of 2006, as has the diversity of OD resource support that has been made available to support societies in fulfilling their OD needs. More consultancies and short-term assignments have been some indicators of new directions. The outputs from these support assignments have been welcomed by other NS who have used them to inspire new OD directions and activities (eg the HR report from Mongolia has encouraged requests for the same HR consultant to work in later 2006 with the NS in Papua New Guinea).

There has also been briefing and debriefing of regional and country OD delegates, as well as involvement in the recruitment process of OD delegates. This kind of engagement results in a better consistency and quality in OD appointments and provides a very appreciated service to country and regional delegations.

The involvement in supporting new learning on integrating OD and CB perspectives in disaster response and recovery planning work has produced some important outcomes for continued work into the months ahead. In Sri Lanka the AP OD coordinator was invited to facilitate the Movement meeting to align support to Sri Lanka RC's new strategic plan, which allowed further discussions on the possible application of the recommendations and model proposed in a specific study on "*Tsunami response: Scaling up without harm – A reflection and a strategic model*" conducted by an external consultant on behalf of the global Geneva OD department.

**Expected Result 6: A consistent long-term based strategic support is provided for volunteering development in Asia Pacific promoting knowledge sharing and capturing the experience from the recent tsunami response (this project is funded through the global OD appeal)**

As a continental service, there has been a very active participation in forums and meetings that could bring benefits for the region in terms of linking with global initiatives and opportunities. There is increased acceptance and application of including volunteering development as a cross-cutting aspect of any programme, for example, in Southeast Asia's public health in emergency training to NS and IFRC practitioners.

Addressing the global challenges in volunteering development, the region is having a very active role in the implementation of VolunteerPLUS - the global plan approved at the Federation's General Assembly in Seoul in November 2005. The global meeting of volunteering delegates and focal points has been held in Geneva where the lessons learned from the first 18 months of this initiative in Asia Pacific as well as the plans and expected outcomes for 2007 were shared with other regions.

Support was also given to the preparation for the AP regional conference in drafting the declaration to address the needs and focus on NS volunteering development for the next four years in the region.

The joint work with the delegations counterparts will continue, as it was during the 2007 planning process, in order to implement their volunteer development plans and identifying the practitioners in the region. The OD and CB CD-ROM developed and presented during the AP conference include many outcomes of volunteering development work so far in the region. The information will be updated by mid 2007. The feedback has been promising in terms of usefulness for the membership. The priority in 2007 will be given to capture and analyze the knowledge and experience on volunteering in emergencies from some recent emergency operations as the basis for discussion with disaster experts at a DM meeting in 27-29 March 2007. The review will analyze volunteer management systems before and during the response.

Customized support in the four areas of volunteering development (1. legal base and policy, 2. volunteer management, 3. celebration of volunteerism and 4. volunteering in emergencies) has been provided to NS and delegations of Pakistan, Thailand, Nepal, Bangladesh, Myanmar among others. Around 23 NS (including Sri Lanka, Viet Nam, Maldives, Samoa, Cambodia, Laos, Pakistan, Thailand, etc) have requested volunteering development support in 2007. On-the-job training will continue for regional and national staff dealing with volunteering development in various different contexts.

Transfer of ownership of volunteering development to the NS continues while enabling new ways for peer support within the region in coordination with the regional and country OD delegates. However, mechanisms to make the practitioners and experts available in the region are still to be defined. This requires more knowledge of the region and commitment from the National Societies. A special contest for proposals would be launched in 2007 to

increase NS capacity in volunteering development. Also, as part of the exit strategy of the delegate, a volunteering development officer was recruited in September 2006 to support ongoing transfer of capacities and responsibilities from the APSC to the delegations and national societies. A continental focal point remains essential to ensure continental coordination, cross-sub regional support/knowledge sharing, and contribution to the global learning.

## **Impact**

Some impact can be observed at this early stage against the Federation of the Future's "Framework for Action" as follows:

### **(i) Setting a shared vision and direction for the future**

The unit's work to inspire harmonized approaches to OD and CB, share knowledge between NS through the capacity building fact sheets and AP OD and volunteering CD-ROM, and promotion of new governance and management development tools (such as the use of the Pacific governance training modules in other NS such as Myanmar RC) have all contributed to improved shared vision, values and resources across the Movement in the AP region.

### **(ii) Improving planning, performance and accountability**

The unit's work to facilitate country-level Movement meetings to improve NS as well as harmonized country strategic planning for the whole Movement (eg in DPRK and Sri Lanka), together with work to promote the "Impact Spider Tool" to better plan and measure the impact of OD and CB work, have improved the commitment in many stakeholders to plan with more appropriate vulnerability assessment processes and involvement of vulnerable people in programme planning, design, monitoring and feedback phases. The unit's promotion of effective vulnerability focused planning approaches (case studies of effective vulnerability and capacity assessments/VCA's leading to sustainable branch planning in the Pacific NS; promoting the learning case study of involving vulnerable people in programme design and volunteering and beneficiary satisfaction surveys in Mongolia) has improved planning processes and accountability focused work.

### **(iii) Delivering effective programmes and services**

The model developed and delivered by the unit to provide tailor-made services to all Movement stakeholders in a flexible and accessible form continues to be used to drive global learning and future planning. The acceptance of similar continental OD models for other regions is one example of impact in the Federation's decentralization plan using the AP model as a basis for planning. The approach to strengthening regional networks by connecting learning between regions and developing the concept of AP OD and volunteering practitioners to support mutual NS-NS capacity building support across sub-regions are also increasingly welcomed and will be further debated in the Singapore Conference.

### **(iv) Mobilizing resources to support our work**

As a result of the targeted support to selected National Societies they have received "consultancy type" support both from the unit, as well as from external consultants resourced by the unit. These consultancies have been focussed on strengthening NS capacities to manage and develop their human resource base including staff and volunteers. New HR policies and revised existing procedures for staff and volunteer systems are some of the areas of impact that are measurable at present.

The AP OD coordinator's role of coordinating and managing the AP NS applications to the Federation's Capacity Building Fund (CBF) for 2006 and 2007 once again resulted in the AP region receiving the largest portion of the global fund for OD and CB work, with the full amounts under the CBF also efficiently expended for 2004 and 2005. The unit is to establish a new fund to encourage and support volunteering development initiatives at a local level from NS who wish to apply in early 2007. The concept of the fund will be to measure impact in volunteering work after 18 months in those NS who are selected to receive grants.

## **Constraints**

Unfortunately the planned "Asia Pacific Forum on harmonized approaches to National Society development to achieve measurable impact on programmes and services to vulnerable people" had to be postponed till early 2007.

The involvement of the AP OD coordinator's role in the global OD transition team meant that the post holder was asked to devote three months of working time to achieve the terms of reference for the team. However, he tried to keep most other important AP focussed initiatives going at the same time.

Even though the integrated approach to programming is increasingly mentioned in meetings, there is still little initiative on behalf of core programme delegates and NS programme managers to take positive action to increase these perspectives in their work.

## **Asia Pacific Regional Information and Publicity Unit** < [click here for revised logframe](#) >

### **Overview**

A significant development since May was the FedNet Editors Training Workshop in Kuala Lumpur in October. Following the workshop, there are now 19 FedNet editors and 18 FedNet focal points in the Asia Pacific region (five from NSs and 13 from delegations). Half of those who attended the workshop have successfully designed their own structures and layouts based on the specific needs of their NSs or delegations, who have since taken responsibility for their own content.

Another significant development was the finalization and production of 5,000 copies of the OD and capacity building CD-ROM in a joint effort with the OD unit at APSC. The CD-ROM will be launched at the Singapore Conference.

FedNet Asia Pacific is increasingly being defined and outlined as a knowledge sharing tool with global standards to support the information needs of the Federation in the region. The May FedNet editors training workshop has helped to lay the foundation for knowledge sharing within the Federation. In 2007, the Information and Publicity Unit will intensify efforts to advocate FedNet as a knowledge sharing tool based on the needs and requirements of the various stakeholders. Among the activities, a "training of trainers" workshop will be conducted in March 2007 with technical assistance from other units at the APSC. The Unit will also initiate moves to integrate the service & operational side of FedNet using global standards, eg. ITIL, to make FedNet functional. It will also propose to the Geneva Secretariat to integrate the many platforms within the Federation using FedNet as a single gateway.

As FedNet develops as a knowledge sharing tool, the Information and Publicity Unit sees a greater need for travel to provide technical support to regional delegations and NSs. This is particularly urgent in the Pacific Islands where access to the internet and FedNet is slow or non-existent. The unit has been hampered so far by the lack of funds for this purpose. More funds will also be needed for several training, including training of FedNet editors, the prescribed Federation trainings and ITIL. For greater synergy, the Information Unit will work closely with the ICT Unit to improve connectivity and access to FedNet for the Pacific Islands.

There is also a need to improve overall programme planning and management skills of the publicity officer.

**Overall Goal: FedNet AP becomes a universally accessible extranet system that supports the information and communication, community needs of all components of the Federation and the Movement**

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

### **Progress/Achievements:**

**Expected Result 1: The Information and Publicity Unit will be a focal point for linkages, liaisons and message consistency within the Asia Pacific**

The Information and Publicity Unit is now in regular contact with 19 FedNet editors and 18 focal points in the region. There is increasing consistency in the sub-regional pages. As preliminary pages are being explored, a template for sub-regional pages will be developed in January 2007.

### **Expected Result 2: FedNet Asia Pacific has a new structure which is recognized as a reliable information bank in the Asia Pacific for the membership and for the secretariat**

FedNet Asia Pacific is growing as a knowledge sharing tool. It should be able to support the many platforms within the Federation as well as an information bank or library within the next few years. Increasingly, NSs are asking what kind of information the Federation would like them to post. However, they also ask if there are provisions to provide secure document hosting, and to allow documents on FedNet to be shared by different groups of people. The unit is strongly advocating FedNet as a knowledge sharing tool, but with a difference. Stakeholders will be identified first, followed by an end-user analysis and methodical processes with global standards.

There was also more coordinated and integrated planning between the Information and Publicity Unit and the ICT Unit. Further, the information officer received training on knowledge management using global standards.

### **Expected Result 3: Improved scope and depth of content in FedNet for Asia Pacific**

The depth of FedNet content continues to grow. The trained FedNet editors of NS and delegations are currently exploring the type of content and layout of their own pages on FedNet. Five NS pages have been populated while delegation pages are being created. For DM, the content for the pages is being explored.

### **Impact**

Asia Pacific pages on FedNet have recorded hits of more than 4,100, compared to 3,258 hits previously. The Viet Nam Red Cross Society and Afghanistan delegation see the potential of FedNet for resource mobilization and have requested for support to train local staff.

### **Constraints**

Efforts to promote and enhance the usage of FedNet as a communications and knowledge sharing tool are being hampered by the following:

- **Latency and upload difficulties** due to locality specific problems. During the FedNet Editors Training Workshop, uploading was a problem. Only 3 of the 21 PCs could upload, but still saw 30% of “timed out” messages. The issue was resolved only sometime after the workshop.
- **Lack of a global communications strategy** for the Federation with defined role of FedNet. The absence of such a strategy undermines efforts to advocate FedNet as a knowledge sharing tool within the Federation and its membership
- **Lack of appropriate tools to enhance its usage and effectiveness.** Presently, while data on visitors has improved, it is still inadequate to provide useful information and feedback on the impact of the web pages while addressing further end user needs. There is also a need to include more knowledge tools including collaborative tools such as communities of practice and action learning sets. Asian languages such as Chinese, Thai and Sanskrit should also be supported
- **Lack of funds** for travel, rolling out editors training and relocating FedNet server to Asia

## **Implementation and coordination**

### **Coordination, cooperation and strategic partnerships**

The APSC has proposed to carry out a joint planning exercise with the regional delegations to clarify the different roles and responsibilities, define priorities and identify relevant joint initiatives to support delegations and national societies. However due to schedule problems and other priorities, it was not possible to find an appropriate time for the proposed event. The APSC will continue to pursue this as the joint planning exercise is expected to reduce the confusion and uncertainties over the role and functions of the APSC and reduce overlaps. In the longer term, this will help to ensure that APSC and regional delegation activities have the greatest impact on the targeted beneficiaries.

Meanwhile, various units of the APSC have continued with their work in close coordination with their counterparts at the regional delegations. 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 is establishing a strong logistics unit in Kuala Lumpur. The APSC has also maintained efforts to improve coordination with all Movement partners operating in the Asia Pacific region.

### **International representation and advocacy**

Advocacy and communication of the added value of the APSC to regional delegations and national societies remains a priority for the APSC management. While there is increasing awareness and confidence in the added value of services provided by the APSC, a lot more needs to be done to clarify the role and functions of the APSC and promote it as a primary vehicle for supporting the main client base – the regional and country delegations/offices – in the effective delivery of programmes and services to the Federation's Asia Pacific membership and their partners. To address the uncertainties and confusion among the clients about the role of APSC, the centre has produced a new information leaflet/flyer which clearly states the kind of services and technical support delegations and national societies can expect to receive from the APSC. APSC staff are using this leaflet to promote the APSC and its services in different areas.

### **Service Centre Management**

**Human resources:** The APSC has expanded rapidly in the last few months. A number of new delegates and local supporting staff were recruited to build up the capacities of various units, notably administration, logistics, DM and OD. Staff have been regionally as part of the HR policy to ensure sustainability of the centre. As part of the ongoing effort to improve the skills and technical capabilities, several new and old staff members were provided training, including courses on PPP and budget holders training. RCRC induction courses were organised for new staff. To improve teamwork and strengthen the spirit among APSC staff, team building activities have been planned for the first quarter of 2007.

**Management meetings:** Such meetings have been held regularly for all unit heads to discuss common problems and issues, share knowledge and find ways to improve coordination and cooperation among the units.

**Funding:** The sustainability of the APSC remains in question as currently, only three APSC units – finance, information systems and reporting - are core-funded. The APSC is looking at ways to secure improved funding for the other units, in particular the Information and Marketing Unit which has the least budget. A marketing plan, including information and fundraising, is being developed as one possible means to generate income for the APSC.

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

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

### 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".

### Global Agenda Goals:

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

## Contact information

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

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## Annex 1 – Asia Pacific Regional Reporting Unit [<click here for revised logframe>](#)

### Overview

A series of disasters so far in 2006, including the Yogyakarta earthquake in Indonesia, typhoons in the Philippines and Viet Nam, floods in East Asia, Pacific and South Asia, volcanic eruptions in the Pacific as well as the increasing threats of avian influenza have once again reiterated the disaster-prone nature of the Asia Pacific region. The Regional Reporting Unit (RRU) has been coordinating closely with the respective delegations and departments in Geneva to ensure timely updates on the situation and needs, and to profile the Red Cross Red Crescent response to the outside world. The unit also helped mobilize and identify reporting/information specialists from and outside the region to respond to large-scale emergencies. The feedback from the delegations, Geneva and donors has been very positive.

Meanwhile, to enhance knowledge sharing and capacity building on planning, monitoring, evaluation and reporting (PMER), the unit has conducted a number of PMER induction trainings and workshops, particularly for new reporting focal points in the delegations and selected national societies (NSs). The unit also took on a number of initiatives including the FedNet reporting one-stop shop (<https://fednet.ifrc.org/sw85581.asp>), staff-on-loan, and streamlined existing reporting procedures, standards and formats to align better with the Federation's Framework for Action, Global Agenda goals and focus on quality and accountability. These efforts will continue in 2007 as planned.

The RRU also provided reporting and documentation support to the Asia Pacific Regional Conference in Singapore and the IDRL Conference in Kuala Lumpur.

The unit has, and will continue through 2007, to support the new PMER department in the Secretariat headquarters to identify PMER needs, gaps and good practices in the field, and determine appropriate field models to structure PMER functions to provide coherent and consistent support to delegations. The head of unit will depart in January 2007, and a national staff has been identified to assume the acting head's role until the field PMER structures are determined.

There are no significant changes to the 2007 plan. The main priorities for the unit remain as follows:

- Improving quality control, standards and procedures, and results-oriented reporting.
- Coordinating the Secretariat's planning and reporting in the region with the new PMER department and the extended reporting team.
- Strengthening reporting skills and capacities, and share knowledge in the region with focus on mapping capacities, resources and needs, development of standard training packages, staff-on-loan programme, and building a pool of reporting expertise for large-scale emergencies.

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

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

### Progress/Achievements

#### *Expected Results:*

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

During the reporting period, the quality and timeliness of reporting in the region has improved to a more acceptable and commendable level. Processing time for delegation reports have improved significantly and almost all appeals and updates have been posted within the datelines set. Reports on the Federation's programmes and

services are also now more focused on the outcomes rather than activities. They are increasingly based on better project planning and M&E, a process actively advocated by the RRU.

The 2007 planning, based on a two-year appeal cycle, has proceeded with minor snags. Following a request, the RRU visited the Pacific delegation and provided direct support to their planning revision process.

The regionalization of web-posting of information bulletins is working, with the SEARD and SARD now routinely doing their own posting. Further extension of this process is being reviewed, and will take into consideration PMER structures and capabilities within regional delegations.

On tsunami reporting, the contract of the local consultant has ended. A RRU staff has now assumed full coordination responsibility for the reporting of all Federation tsunami programmes, supported by other team members. The RRU is actively engaged with the new tsunami management team in Geneva in reviewing the current reporting systems and format for better analysis and reflection of quality and accountability adherence. The RRU is also supporting them in the production of the 24-month country and global tsunami reports.

In the Geneva PMER meeting in October, the RRU provided vital input into discussions on PMER challenges and possible solutions, and also on the role of the Geneva PMER department and future zone offices. Several RRU approaches to PMER were highly regarded and provided good reference for other regions.

The unit took the lead in sorting out the confusion with Geneva over the global avian flu appeal and reporting issues. Subsequent Asia Pacific updates on the issue compiled by the RRU received very positive feedback from the donors.

RRU has also recently taken over the posting of emergency appeals from the Geneva operations support department. With the consolidation of the Federation secretariat based on zone structures, it is expected that Geneva reporting functions will be increasingly decentralized to the RRUs.

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

The reporting period has been marked by an increasing number of initiatives to build reporting capacities within the Federation and its membership, either by RRU or the regional delegations, in particular the South Asia Regional Delegation (SARD). Feedback from the respective delegations and national societies has been very encouraging.

The initiatives include the following:

- A five-day PMER induction course in August, Kuala Lumpur for five reporting/DP officers (Sri Lanka, Delhi, Beijing, Nepal RC, Pakistan) and 2 RRU staff. The PPP part of the course also included four other staff from the APSC;
- Project planning process (PPP) training workshop, 25-29 September, Kuala Lumpur for 4 APSC staff to enhance planning skills;
- PMER induction course, 17-20 October, Kuala Lumpur for five delegation reporting staff (DPRK, Yogyakarta, Bangladesh and Vietnam);
- PMER training workshop, 4- 9 November, Dhaka, Bangladesh, organized by SARD;
- two-week staff-on-loan with reporting officer from Sri Lanka delegation;
- South Asia regional reporting development and training of trainers workshop, 4-9 December, Kathmandu, Nepal, organized by SARD

The unit's staff also made a number of field technical support visits to the delegations, including the Pacific regional delegation, Sri Lanka, Southeast Asia and Indonesia. In Indonesia, support was extended to the Yogyakarta earthquake operations in compiling operation updates and providing field support to the trainee reporting delegate. There is also a more regular exchange of experiences, best practices and training resources within the reporting network which was established following the April Reporting Development Meeting in Kuala Lumpur. Much of these have been posted on the RRU "one-stop shop" on FedNet to be shared among the wider network in the Federation. Work on the RRU "one-stop shop" is almost complete and will be ready to launch to delegations within the first quarter of 2007.

As another initiative, the RRU has continued to promote to delegations the Effective Writing Course jointly organized by the Commonwealth of Learning and the Federation.

### **Impact**

The work of the RRU has helped significantly to increase awareness on the importance of good planning and M&E to ensure accurate and timely reporting of Federation programmes, and the role of programme managers in these functions. The capacity building initiatives carried out by the unit have been effective in improving the quality and timeliness of reports, from the field as well as optimizing use of regional resources and expertise.

### **Constraints**

In the earlier stages of the tsunami management transition in Geneva, the RRU was not included in the tsunami appeal process or any related discussions either at Geneva level or between Geneva and the delegations. This limited the unit's input into PMER development in the three tsunami priority countries. A meeting in Geneva with Tsunami team in October helped resolve some of the issues but further follow up is needed.

Instructions on handling avian influenza project proposal and reporting lacked clarity, causing confusion among the delegations. This has improved with the new global avian flu programme coordinator in Geneva.

Despite having some tsunami funding, budgetary constraints as well as increasing workload towards the end of the year limited RRU's capacity to address increasing requests from regional and country delegations for capacity building support.

Work on the RRU "one-stop shop" on FedNet faced recurrent technical problems when uploading files, making this a tedious and time-consuming task. This problem is being looked into with the help of the APSC's information and publicity officer.

## Annex 2 – Asia Pacific Regional Information Systems Unit

[<click here for revised logframe>](#)

### Overview

Generally, the IT environment in the field is inconsistent. Some delegations invest in all the requisite systems (IT security, virus protection, backup, support arrangements etc) to provide a stable environment and maximise the productivity of staff. In other delegations little or no attention is paid to these issues and staffs are more likely to be affected by loss of data, slowness of applications or virus attacks. Often times, the hardware and software used and the IT methodology differ from the Federation standard in many of the delegations. This is as a result of programme managers making choices based on the local market and not relating to the support environment offered by the Federation.

Therefore, one of the main priorities of the APSC RISU will be the development of a plan to support the IT and telecommunication needs of the Federation and its membership in the Asia Pacific region. Some of the key deliverables are: improvement of procurement throughout the federation through establishment of local resources; implementation of consistent hardware, software and processes in alignment with recommended standards of the federation; implementation of optimized IT support to increase the productivity of delegations staffs; and the introduction of new IT and Telecommunications field budget coding system.

In the initial phase, a mapping exercise will be conducted to obtain data from delegations and input from the exercise will be vital for the development of this plan, which will be closely coordinated and synchronized with the OD, logistics and DM units. RISU will be expanded to enable it to have the capacity to provide the necessary support to the delegations and membership in the region. The scope of expansion will be decided after considering the funding resources available and issues of sustainability.

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

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

### Progress/Achievements

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

Currently, the following activities are being undertaken:

- IT assessment initiatives for Fiji RD and PNG CD
- Consultation services for SEA, SAR and EA RD
- Establishment of working relationship with IT delegates within AP region
- Development of IT and Telecommunications field budget coding
- Development of IT help desk service level agreement for Indonesia CD
- Ongoing evaluation on IT support, ISP and equipment vendors for APSC
- Ongoing technical evaluation of Aid Coordination Database for Tsunami Thailand
- Evaluation of GIS implementations in Thailand based on current practice in Banda Aceh
- Support to radio network implementation in East Timor CD
- Development of ICT field policies document
- IT and Telecommunications training for audience in RLU workshop
- Establishment of working relationship with Malaysian Red Crescent ICT committee
- Improvement of federation-based applications such as email and Fednet
- Proposal for IT and Telecommunications coordination workshop

- Fednet review and improvements recommendations with collaboration with media and publicity group APSC

The role of IT and Telecommunications within the region of Asia Pacific will be clearly defined during the proposed IT and Telecommunications coordination workshop in Kuala Lumpur in December 2006. With coordination roles and responsibilities in the region established, it is expected that at least 30 per cent of support during large scale operations will in fact be rendered from regional level and APSC.

In 2007, in accordance with the regionalization plans, most of the critical functions currently being carried out at the federation headquarters in Geneva will be transferred to the APSC through a coordinated field organization.

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

As the IT and Telecommunications unit in APSC is still in its establishment stage and lack the necessary resources, it is expected that the mapping of at least 50 per cent of the membership in the region will only be completed during the first quarter of 2007. Mapping has been completed for the Pacific delegations, East Asia regional delegation, South East Asia regional delegation and South Asia regional delegation. The mapping exercise was also completed for delegations with limited IT and Telecommunications resources like Mongolia and East Timor.

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

Recent developments include the upgrade of internet bandwidth to support additional new users, the introduction of redundant internet connectivity as a tool to mitigate internet outages, evaluation of new software to support human resource in APSC, periodical technological updates, directory structuring and monitoring, implementation of revised backup strategy and first or second level user support.

The APSC infrastructure has been improved to support new IT deliverables for year 2007, such as Active Directory and VoIP implementations.

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

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

## **Impact**

The IT and telecommunications resources mapping is already initiated with the delegations in the region. When completed, it will help to provide a clearer picture of how well the Federation and its delegations in the region are integrated into the global Federation response system. It will clarify the gaps and the needs with regard to their capacity to cope with medium to large-scale disasters. However, it is expected that the mapping exercise to be completed in entirety by quarter 1 2007, given the huge area of Asia Pacific region and inconsistent feedbacks from IT outsource companies contracted by delegations.

Through the proposed IT and Telecommunications coordination workshop in December 2006, it is envisioned that a more structured approach will be developed and implemented to support field users with more consistent systems and processes, thus rendering a high level of satisfaction among users with focus on enhanced disaster management support.

## **Constraints**

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

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

MAA50001 - ASIA PACIFIC SERVICE CENTRE

INTERIM FINANCIAL REPORT

Selected Parameters	
Reporting Timeframe	2006/1-2006/10
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
<b>Income</b>						
Cash contributions						
Australian Red Cross				14'496		14'496
British Red Cross				2'798		2'798
Malaysia - Private Donors					7'902	7'902
Norwegian Red Cross					5'120	5'120
Swedish Red Cross				135'856		135'856
C1. Cash contributions				153'150	13'022	166'172
Reallocations (within appeal or from/to another appeal)						
Australia - Private Donors		33'723				33'723
DFID Partnership				19'957		19'957
C3. Reallocations (within appeal)		33'723		19'957		53'680
Inkind Personnel						
British Red Cross				62'000		62'000
Japanese Red Cross Society		59'500				59'500
Norwegian Red Cross					121'267	121'267
C5. Inkind Personnel		59'500		62'000	121'267	242'767
C. Total Income = SUM(C1..C6)		93'223		235'107	134'289	462'619
D. Total Funding = B + C		93'223		235'107	134'289	462'619

**II. Balance of Funds**

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
B. Opening Balance		0		0	0	0
C. Income		93'223		235'107	134'289	462'619
E. Expenditure		-95'561		-155'524	-345'236	-596'322
F. Closing Balance = (B + C + E)		-2'338		79'583	-210'947	-133'702

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

MAA50001 - ASIA PACIFIC SERVICE CENTRE

INTERIM FINANCIAL REPORT

Selected Parameters	
Reporting Timeframe	2006/1-2006/10
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	
<b>BUDGET (C)</b>			1'407'898		488'866	884'699	2'781'464	
Land, vehicles & equipment								
Computers & Telecom	88'296					8'821	8'821	79'475
Office/Household Furniture & Equipment			2'898		1'512	2'353	6'763	-6'763
<b>Total Land, vehicles &amp; equipment</b>	<b>88'296</b>		<b>2'898</b>		<b>1'512</b>	<b>11'174</b>	<b>15'584</b>	<b>72'712</b>
Transport & Storage								
Storage	1'500				105	874	979	521
Distribution & Monitoring					168	169	337	-337
Transport & Vehicle Costs	71'800		532		878	11'523	12'933	58'867
<b>Total Transport &amp; Storage</b>	<b>73'300</b>		<b>532</b>		<b>1'151</b>	<b>12'566</b>	<b>14'248</b>	<b>59'052</b>
Personnel Expenditures								
Delegates Payroll	527'984		140				140	527'844
Delegate Benefits	427'412		64'306		103'353	194'297	361'957	65'455
Regionally Deployed Staff	438'900							438'900
National Staff	213'530		2'727		4'456	40'023	47'206	166'324
National Society Staff						502	502	-502
Consultants	120'091		791				791	119'300
<b>Total Personnel Expenditures</b>	<b>1'727'917</b>		<b>67'964</b>		<b>107'809</b>	<b>234'822</b>	<b>410'595</b>	<b>1'317'322</b>
Workshops & Training								
Workshops & Training	64'417		4'002		8'156	2'063	14'221	50'196
<b>Total Workshops &amp; Training</b>	<b>64'417</b>		<b>4'002</b>		<b>8'156</b>	<b>2'063</b>	<b>14'221</b>	<b>50'196</b>
General Expenditure								
Travel	406'709		9'782		13'142	14'348	37'272	369'437
Information & Public Relation	16'397		1'077		6'298	-11'885	-4'509	20'906
Office Costs	116'590		1'755		1'708	30'296	33'759	82'831
Communications	86'392		1'364		4'332	11'560	17'256	69'136
Professional Fees	185		185			4'373	4'558	-4'373
Financial Charges	12'000					11'640	11'640	360
Other General Expenses	8'466		10		126	2'323	2'459	6'007
<b>Total General Expenditure</b>	<b>646'739</b>		<b>14'173</b>		<b>25'606</b>	<b>62'655</b>	<b>102'435</b>	<b>544'304</b>
Program Support								
Program Support	180'795		5'960		9'847	21'928	37'735	143'060
<b>Total Program Support</b>	<b>180'795</b>		<b>5'960</b>		<b>9'847</b>	<b>21'928</b>	<b>37'735</b>	<b>143'060</b>
Operational Provisions								
Operational Provisions			32		1'443	28	1'503	-1'503
<b>Total Operational Provisions</b>			<b>32</b>		<b>1'443</b>	<b>28</b>	<b>1'503</b>	<b>-1'503</b>
<b>TOTAL EXPENDITURE (D)</b>	<b>2'781'464</b>		<b>95'561</b>		<b>155'524</b>	<b>345'236</b>	<b>596'322</b>	<b>2'185'143</b>
<b>VARIANCE (C - D)</b>			<b>1'312'337</b>		<b>333'342</b>	<b>539'463</b>	<b>2'185'143</b>	