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Annual Report

Asia Pacific zone office

 International Federation
of Red Cross and Red Crescent Societies

MAA50001

30 April 2012

**This report covers the
period January to
December 2011**

Tropical Cyclone Pat in the Cook Islands (2010) completely destroyed many homes on the outer island of Aitutaki. The Cook Islands responded with sturdy tents for temporary shelter, household equipment and food. The National Society continues to support vulnerable families as they recover from the disaster.

Photo credit: Jess Letch / Australian Red Cross



Programme outcome

The International Federation of Red Cross and Red Crescent Societies (IFRC) Asia Pacific zone office continues to support its regional and country offices as well as the 37 national societies in the zone in building stronger and more resilient communities, improving and assisting in preparedness, knowledge-sharing and response to disasters as well as health and care challenges.

In 2011, heavy monsoon rains, coupled with typhoons have produced higher than average hydrological events over Asia, resulting in a number of supporting actions from IFRC and Movement partners. Support for recovery programming was provided to a number of countries while operation procedures, manuals and contingency planning actions were further developed in China, Fiji, Indonesia, Mongolia, Philippines, Sri Lanka. Longer-term initiatives include the further development and piloting of the resource mapping system (RMS) as well as the assessment data analysis tool (ADAT) is expected to improve information management, planning and implementation for both national societies and IFRC in the future. The health and care unit

continues to provide support to national societies through regional and country offices in emergency health (EH) in close collaboration with DMU and in public health programmes, including water and sanitation and hygiene promotion. Efforts to further strengthen emergency health preparedness and response capacity in the zone through technical inputs and facilitation support in basic health care emergency response unit (ERU) trainings in the zone. Feedback was also consolidated based on the piloting and review of community-based health and first aid (CBHFA) manuals and trainings used in the field, and shared for further fine-tuning and revision at global level.

To continue to build the capacity of national societies in water and sanitation response, support was provided by the Asia Pacific zone to five water and sanitation emergency response trainings, four at national level and one at the regional level. A report on the suitability of the NORIT water treatment unit in emergencies was finalized following the experience of these trainings as well as plans for supporting three national societies to continue to increase their capacity in water and sanitation in emergencies and what equipment is suitable for these contexts.

Meanwhile, the Asia Pacific zone organizational development (OD), volunteering and youth unit continues to meet demand-driven support requests from the Asia Pacific membership while also meeting the new targets for the zone set under the “flagship deliverables” of the National Society Knowledge Development (NSKD) department. In this reporting period, a wide range of activities has led to measurable new capacities in national societies as set out under the unit’s original 2011 objectives. In the run up to the General Assembly, the unit actively encouraged volunteering focal points from national societies to submit applications for the 2011 Volunteering Development Awards, of which two were awarded to national societies in the Asia Pacific zone. In addition, the Asia Pacific Youth Network completed some activities as per their action plan developed in the Asia Pacific Youth Summit in November 2010 such as circulation of the outcome of the Asia Pacific Youth Summit in 2010, refining its structure, and supporting YABC implementation. Furthermore, the Asia Pacific mentoring programme has been launched with the invitation to 12 prospective mentors from nine national societies in a number of areas for increased peer-sharing in the zone.

Collectively the work of the Asia Pacific national societies, assists millions of people each year. While the most visible part of this work is the numerous and extensive disaster response related activities under emergency appeals, equally important are the countless longer-term risk reduction, public health, and humanitarian programmes that are implemented on an ongoing basis by national society volunteers and staff working at community level across the entire zone.

Financial situation

The total 2011 budget was CHF 3.97 million, of which CHF 5.32 million (134 per cent) was covered during the reporting period. Overall expenditure during the reporting period was CHF 3.4 million (85 per cent) of the budget.

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

No. of people we have reached

The Asia Pacific zone office provides support to the 37 national societies, four IFRC secretariat regional offices and 15 country offices in the Asia Pacific region, to help strengthen their capacity to deliver more extensive and effective humanitarian services to vulnerable groups.

Our partners

Within the Red Cross Red Crescent Movement, there is close cooperation with many partner national societies and with the International Committee of the Red Cross (ICRC) supporting national societies throughout the Asia Pacific region. In addition, there are partnerships with many external organizations at all levels (community, national and regional levels), community-based, national and international organizations, UN, and other developmental agencies.

The zone office would like to especially thank the following partner national societies which have contributed this year to the Asia Pacific zone appeal: American Red Cross, Australian Red Cross/Australian government, British Red Cross, Finnish Red Cross, Hong Kong branch of the Red Cross Society of China, Irish Red Cross, Japanese Red Cross, Netherlands Red Cross, New Zealand Red Cross, Spanish Red Cross and Swedish Red Cross/Swedish government; the Red Cross Red Crescent Climate Centre/Netherlands government, USAID and the DFID partnership grant.

Context

Asia and the Pacific continues to experience economic growth, or at least stability, despite the slow pace of economic recovery in other parts of the world. This is due in large part to internal growth of both China and India. The capacities of states, national societies and of many communities have likewise been strengthened across the zone.

Unfortunately however, despite the significant economic development, the levels of threat and vulnerability remain significant, with the pressure of a rapidly growing population forcing an increasing number of vulnerable people to live in expanding urban centres and marginal areas exposed to natural disasters.

In addition, the flip side of the economic boom over recent years has been the increasing disparity, between and within countries, and among various communities, which has led to significant political and social instability in some parts of Asia Pacific.

With some of the lowest lying countries in the world such as the Maldives, Pacific Island nations and parts of Bangladesh, the Asia Pacific zone is already amongst the hardest hit by climate change and the increasing scale and number of hydro-meteorological disasters and impending sea level rise will seriously challenge the capacities of national societies in the coming years.

Regular monitoring of these trends, and consequent adaptation of our approaches, will be required for responsive support to the national societies.

A number of countries also continue to suffer from armed conflicts due to ethnic, ideological and/or religious differences. In Afghanistan alone, there have been more than three decades of conflict with no short term resolution evident. In Southeast Asia, tension remains over the disputed borders

of Thailand and Cambodia. Unfortunately, discrimination, intolerance, exclusion, and violence continue to form part of the lives of many of the vulnerable communities across the zone.

Progress towards outcomes

Disaster Management Unit

Programme purpose

Asia Pacific national societies will provide timely assistance, and build resilience amongst communities to prepare for and recover from disasters.

The extreme exposure to risk across Asia Pacific poses annual challenges to millions of vulnerable people for which the national societies work tirelessly to support. The Asia Pacific disaster management programme continued to focus on supporting the implementation of country-level actions supported by Asia Pacific wide processes to support national societies work with vulnerable communities to provide humanitarian assistance, increase awareness of and reduce the exposure to disaster risk.

In 2011 the Asia Pacific region was faced with extraordinary challenges as a result of the worst floods in living memory for major parts of Australia; the largest floods in 50 years for Cambodia and Thailand; a 6.8 magnitude earthquake in Christchurch, New Zealand; and a triple disaster impacting Japan with a 8.9 magnitude earthquake causing a 10-metre tsunami and a subsequent nuclear emergency. Each of these events highlighted the risk exposure of urban environments. While the first half of 2011 was categorized by extreme disaster events, the second half of the year has seen heavy monsoon rains, coupled with typhoons which have produced higher than average hydrological events over Asia during the latter half of 2011, resulting in a number of supporting actions from the IFRC and Movement partners.

During the year, a number of major operations were concluded successfully including the Indian Ocean tsunami; the Sichuan earthquake in China; the tsunami in Samoa; Cyclone Sidr in Bangladesh; and Cyclone Nargis in Myanmar. In total, these operations provided emergency relief and recovery assistance to some 5.6 million people.

Throughout the year the disaster management unit (DMU) as part of the IFRC global DM team has provided surge capacity to the Middle East and North Africa zone through the deployment of an operations coordinator and to the community preparedness and risk reduction department in Geneva with the deployment of the zone DM and disaster risk reduction (DRR) delegate.

Programme component 1: Disaster Management Planning

Outcome: National societies' mechanisms for the analysis of disaster risk and delivery of disaster management assistance are strengthened.

Key activities:

- Analyze the results of the (well-prepared national society) WPNS Phase III identifying common

- trends and areas for capacity development against the Asia Pacific and global DM strategies.
- Support the regional and country offices in their assistance to the development of holistic DM-related policies or strategic plans and baseline assessments in four national societies.
 - Support the regional and country offices in their assistance to the contingency/disaster response (national societies, government, IASC) planning processes in six national societies through the implementation of the standardized contingency planning training module.
 - Contribute and facilitate Asia Pacific national society inputs into the review process of the global DM Policy and Principles and Rules for Disaster Relief.
 - Raise awareness of revised Red Cross Red Crescent global and zone DM policies, strategies (including S2020) as well as disaster response tools and international DM standards.
 - Monitor progress of national society achievements against the Asia Pacific DM Strategy and IFRC global DM strategies.
 - Raise awareness and understanding of the global cluster system, inter-agency standing committee (IASC) contingency planning in four countries.
 - Build on and expand awareness and understanding within IFRC senior management, national societies' technical, management and governance representatives of the global cluster system and inter-agency standing committee (IASC).
 - Advocate for and adoption of the IDRL guidelines with national societies and their governments.

Achievements

During 2011, much was achieved in regard to strengthening disaster management planning at the country level based upon a clear understanding of the hazards and vulnerabilities faced and the capacities and strengths of National Societies. In support of understanding where the Red Cross Red Crescent is placed within Asia Pacific the DMU has facilitated or led a number of processes summarized below.

The finalization the contingency planning training package to support the global disaster response and contingency planning guideline was achieved through the engagement of key technical and pedagogy specialists and support from the DPRK, Indonesia, Philippines and Sri Lanka Red Cross Societies in piloting the package. Further to these events the DMU has provided guidance to contingency planning processes in Bangladesh, Cambodia, Fiji, Kiribati, Mongolia, Pakistan and Viet Nam. Support for inter-agency contingency planning processes has also been provided to the DPRK, Pacific, Nepal and Thailand.

The importance of analyzing preparedness levels which was taken up by 32 national societies have completed the third phase of the Well Prepared National Society (WPNS) process. The completion of the surveys provides valuable information from which to analyze the most appropriate support to national Societies in taking forward their DM programming.

In reinforcing the Red Cross and Red Crescent role across the humanitarian landscape and following the recommendations of the 2nd Asia Pacific Disaster Management meeting, the DMU commissioned a review of national society response and recovery capacity. The purpose of the evaluation was to analyze the disaster response capacities across Asia Pacific zone from which priority actions will be identified to support national societies in further developing their disaster reduction capacities. The external consultants concluded that *'Disaster Management within the Zone is on a good path. There is a culture and strong evidence of seeking constant improvement which will be enhanced through initiating, engaging in and maintaining open dialogue with all partners. Continuing to refine processes, building a zone-wide DM team, and strengthen capacity building for response and seeking feedback on NS needs will result in increasingly high performance in response.'* While positive, there were a number of specific recommendations for

actions within the review which will be used as a basis for long-term plans of action, to prioritize interventions and to further strengthen response capacities across the Asia Pacific zone.

The DMU shelter team finalized its shelter programme plan 2011-2014 which outlines the objectives of raising awareness and capacities of Red Cross Red Crescent in the area of shelter interventions in Asia Pacific. A key action under this was to define the level of shelter programming undertaken by national societies within their response and recovery actions. During the first Head of Delegation meeting for 2011 the shelter team held a specific awareness session on the Cluster system. The outcomes of the session saw the compilation of key points with guidance to the participation in Humanitarian Country Team meetings and cluster activation.

In cooperation with the Disaster Law Programme the DMU has supported the Malaysian Red Crescent in working with the Islamic University of Malaysia to review the syllabus and the curriculum of the “Diploma on Humanitarian Affairs”. In addition the DMU assisted with a request from the Government of Bhutan to provide inputs to the Bhutan’s draft DM Bill and to review the report prepared in-country by UNDP. The first feedback has been provided and the IFRC is waiting to receive the first revised bill in order to provide more suggestions.

The DMU hosted a gathering of 15 heads of country delegations over three days to discuss and provide an update on issues related to the broad range of activities undertaken in disaster management. Specifically the event focused on the specific roles and responsibilities and the sharing of experience and developing a common understanding of the trends as well as the IFRC DM architecture, relationships, representation and coordination in times of disaster response and recovery. The workshop was supported by a number of representatives outside the Asia Pacific zone office including the President of Myanmar Red Cross Society, the Director of Operations of Pakistan Red Crescent and the IFRC Head of the Disaster Services Department, based in Geneva.

In support of the HoD DM workshop the DMU prepared a compendium of DM resources as a quick reference guide to the governing frameworks, policies, guidelines, procedures that relate to disaster management from across the IFRC.

Programme component 2: Organizational Preparedness

Outcome: National society capacity to develop and maintain skilled human resources, financial and material capacity, and effective systems and procedures for disaster management are supported.

Key activities:

- Facilitate pre-disaster response meetings in six countries and support follow up actions in four countries to promote cooperation through key agreements such as memoranda of understanding, preparedness to receive international assistance and standard operating procedures.
- Support regional and country offices in their assistance to national societies for developing capacity and defining roles in national early warning systems, climate monitoring and wider National Disaster Response Preparedness Mechanisms (NDRPM).
- Support the development of shelter capacity within national societies through the facilitation of general shelter training; the development of guidelines for cross-sector approaches to enhance holistic shelter programming; and the development of a training video on the use of the IFRC shelter kit to accompany the booklet developed in 2009.
- Lead the zone task force for regional disaster response teams (RDRT) and provide support

and guidance for standard tools, training, induction courses with technical focus (i.e. water and sanitation, shelter, health, IT/telecommunications etc.), cross regional activities and overall integration into the global response system.

- Review data analysis processes and tools that support the analysis of assessment information for developing effective response and recovery plans of action.
- Development of guidance for national societies and IFRC offices in the engagement with civil-military bodies across the zone.
- Manage phase two of the zone wide disaster management capacity database, in collaboration with the zone organizational development and other pertinent units, with national societies and secretariat offices.
- Support the identification and development of disaster management staff to increase the effectiveness of disaster response and recovery surge capacity.

Achievements

Throughout 2011 emphasis was placed on supporting preparedness for disaster response at the national level. This work focused on pre-disaster meetings and development of pre-disaster agreements where events and follow up was undertaken in Bangladesh, China, DPRK, Mongolia, Nepal, Pakistan, Viet Nam.

Capacity building actions were supported through awareness and skills development activities including:

- DM induction training for Hong Kong Red Cross staff and volunteers.
- National response team training in China, DPRK, Mongolia, Nepal, Pakistan and Viet Nam.
- Operation procedures, manuals were further developed in China, Fiji, Indonesia, Mongolia, Philippines, Sri Lanka.
- Regional Disasters Response Team (RDRT) Induction, shelter and refresher courses (supported by Australian Red Cross/AusAID).
- Assisted PIROPS, Finnish, Hong Kong, and Japanese Red Cross in conducting relief, logistics, technology and telecommunications (IT&ERU) training and basic health care, emergency response unit (ERU) trainings.
- Supported to the coordination training for the emergency shelter cluster which was delivered in the United Kingdom. This support involved a restructure of the training methodology, review and revision of previous training materials, and the creation of new sessions.

Consultation on issues related to civil military relations in Asia Pacific was undertaken by the disaster management delegate and global focal point for civil protection/civil military issues from the Budapest zone office. The purpose of the mission was to consult with DM practitioners on current practices and the approaches. Opportunities were taken to engage with the Southeast Asia Regional Disaster Management Committee, which followed with visits to individual national societies and stakeholders in Thailand, Singapore, Indonesia and Malaysia. Practical engagement in the area of civil military relations included participation at the ART DIREx international exercise conducted in Indonesia. The Indonesia Red Cross was supported by RDRT members as part of the Red Cross contribution to the exercise and the IFRC representatives participated as observers to the desk top exercise in disaster response coordination.

The development of the **resource management system (RMS)** has progressed steadily, with the first operational version released at the beginning of August 2011. The RMS is a web-based GIS system that complements the range of information systems provided by IFRC, by providing a single point of access to a) information of material and human resources, and b) various datasets of vulnerability, hazard and demographic information on a combined map overlay supporting

disaster preparedness planning and response operations. Building on the RMS system, it has been decided to integrate:

- the assessment data analysis tool (ADAT) phase 1 which has been completed with instruction sheets, user videos (<http://www.youtube.com/watch?v=XhKhwlZGeek>; <http://www.youtube.com/watch?v=1gTp09YKU4Q>) and user guides. While this tool will be incorporated into the overall Resource Mapping System platform, ADAT has been conceptualized within the wider series of initiatives currently underway and coordinated by the Disaster and Crises Management department; and
- the project tool incorporating a DRR database comprising information from the tsunami DRR study. This component will further feed into the ISDR Asia Partnership's DRR Projects Portal. which also incorporated the assessment data analysis tool and project tool.

To date a number of national societies have shown interest in utilizing components or the RMS in full including: Australia, Bangladesh, China, Fiji, India, Myanmar, Pakistan Philippines, Timor-Leste, and Thailand.

Programme component 3: Community Preparedness

Outcome: Capacity of national societies to support community preparedness and mitigation and adaptation actions is strengthened and harmonized across Asia Pacific.

Key activities:

- Drawing on national society experiences, to support regional offices in enhancing understanding and inclusion of historical and future hazard data (i.e. influence of climate change) into their vulnerability and capacity assessment (VCA), education and awareness, mitigation and adaptation actions.
- Look to adapt our experiences and tools to meet the needs of newly forming 'communities' such as urban populations and those which have arisen due to issues of migration and economic hardship.
- Guide the incorporation of cross-cutting issues, such as gender, into DRR programming.
- Support regional and country offices through the provision of technical inputs, harmonization and linkages in the development and dissemination of guidelines, tools and manuals for application across Asia Pacific.

Achievements

The tsunami DRR study completed field work and presented a draft report on resilient characteristics, key determinants of a successful CBDRR project and the lessons learnt. A final sharing and feedback workshop will be held at the end of July to discuss the way forward and explore the ways to use research findings for Red Cross Red Crescent programming and institutionalization.

Supporting the overall learning and advancement of community programming, IFRC held a Global Community Safety and Resilience Forum in Syria with the participation of 70 national societies (HNSs and PNSs) and IFRC staff from Geneva secretariat, five zones, few regional and country delegations. The overall objective of the forum was to strengthen approaches and commitment to improved safety and resilience programming. Sixteen participants from Asia Pacific representing Red Cross Red Crescent societies of India, Nepal, Bangladesh, Pakistan, Timor Leste, Cambodia,

Indonesia, China, Cook Island and IFRC Zone, regional and country delegations participated in the forum (with support from Australian Red Cross/AusAID). All the participants agreed on the importance of having an integrated planning and implementation approach for Red Cross Red Crescent activities in the future to achieve community safety and resilience.

Building on the global forum, National societies and IFRC country and regional Delegations have been supported across a wide variety of community preparedness programming activities including

- Developing national community-based disaster risk reduction (CBDRR) approaches and operational frameworks in China, Nepal and Viet Nam.
- Technical support has been provided to developing the vulnerability and capacity assessment (VCA) skills with regard to the evolving VCA field school across South and South East Asia as well as directly to the Afghan Red Crescent Society.

In looking to the understand the future challenges faced with regard to reducing risk, the DMU has also commissioned an urban sector research study that will help determine the Red Cross Red Crescent niche in urban disaster risk reduction (DRR) and response, and also identify programmatic direction. This study will also ascertain possible strategic partners to engage with and determine overall Red Cross Red Crescent approaches to urban community resilience programming which includes participatory approaches and possible challenges working in urban environments. The study will be completed in the first quarter of 2012 and is complementary to similar studies being undertaken in the Americas. Overall the outcomes will guide Asia Pacific national societies, and the IFRC Secretariat representations to be positioned with regard to responding to urban community resilience.

Programme component 4: Disaster response

Outcome: National societies' response operations effectively mitigate the loss of life and impact on livelihoods from disasters and health emergencies through the leadership and rapid provision of disaster management services.

Key activities:

- Maintain a 24/7 disaster monitoring system linked to national societies and IFRC offices.
- Ensure effective information management for all disaster response operations undertaken by national societies including the use of the disaster management information system (DMIS), information bulletins, disaster relief emergency fund (DREF) bulletins, emergency appeals, and operations updates.
- Provide disaster management support and human resource surge capacity to initiate emergency assessments, support emerging operations, bridge gaps in operation staffing and support ongoing operations technical sector needs.
- Coordinate the facilitation of international assistance and provide technical guidance for national societies disaster response and early recovery operations.
- Support national societies engagement with national coordination and cluster mechanisms and provide operational support to IASC emergency shelter cluster coordination teams.
- Conduct an evaluation of the Asia Pacific response and recover capacity and identifying priority areas for development.
- Facilitate the annual update of the Asia Pacific disaster response and early recovery standard operating procedures; and raise awareness and alignment through their dissemination.
- Monitor the quality of the disaster response across the zone in line with the Principles and Rules for Disaster Relief, Code of Conduct for the Red Cross Red Crescent and NGOs in disaster relief, Sphere and other international standards.
- Jointly with communications, develop common guidance with regard to enhancing beneficiary

engagement, communication and feedback mechanisms in times of disaster.

- Coordinate and ensure evaluations and reviews are conducted for all internationally supported disaster response operations undertaken by Asia Pacific national societies.

Achievements

During 2011 there were a total of 136¹ reported disaster events across Asia Pacific, of which national societies have responded to 87 (as reported on disaster management information system - DMIS) which indicates a reduction of 13 per cent in the number of interventions undertaken in 2010. In support of National Society actions, the IFRC launched seven emergency appeals requesting a total of CHF 27,860,847 which received a coverage rate of 64 per cent to assist some 577,000 affected people. Out of the 15 disaster relief emergency fund (DREF) disbursements, three developed into emergency appeals leaving DREF operations totaling CHF 2,446,688 for 453,650 beneficiaries. In total, national societies have targeted the provision of humanitarian assistance for 1.03 million beneficiaries² in 2011. Further supporting the National Society action, three RDRT deployments took place to Lao and Pakistan; ERU human resource support was provided to Pakistan complementing the existing equipment resources available in country, while IFRC surge support was provided to Cambodia, Pakistan and Thailand.

Striving to continually learn from our experiences in providing support to disaster response and recovery operations, the DMU commissioned a review of the standard operating procedures (SOPs) for disaster response and early recovery in Asia Pacific. All participants contacted during the review process were satisfied with the introduction and dissemination of the SOPs, noting that they have been instrumental in clarifying the procedures following the decentralization process of the IFRC Secretariat. Overwhelming feedback indicated that the concept of the country team was very welcomed and to facilitate the understanding and observance of the Asia Pacific SoPs, it was necessary to keep them short, focused, using language that was clear and easy to understand.

From the review, a number of updates have been made to the SoPs including firmer language to better explain the articulation of ideas; greater clarification on the roles of IFRC representation including technical units, regional and Geneva offices and ICRC as well as on decision-making points; and elaboration on situations in which a National Society may require assistance in leading the implementation of an operation has also been addressed. While the format of the SoPs have been updated, it is important to stress that the core values remain the same. Where the role of operational lead and international lead remain central to the process, so does that of the country team, which continues to be the key platform for implementing disaster response.

In addition to the SoP review, evaluations of disaster or crises operations were undertaken for the relief phase of Japan Earthquake and Tsunami operation, and the relief phase of the Philippines typhoons (Megi) 2011 and Pakistan flood 2010 operation. Further to this reviews of the Livelihoods project within the Sichuan Earthquake Operation and recovery phase of the Pakistan 2010 floods operation have been commissioned and will be finalised in 2012.

Complementing the review and evaluation processes. The DMU commissioned a series of studies

¹ Centre for Research on the Epidemiology of Disasters until 30 December 2011

² Figures stated are until 30 December 2011

that provided a historical timeline and details of the actions undertaken by RCRC in response to the major disaster events. Their purpose of the studies is to provide materials that can be used in capacity building events such as internal and external training and workshops which national societies can reference when analyzing their own preparedness and planning. At the end of 2011 a case study and presentation materials outlining the Cyclone Nargis response which impacted Myanmar in 2008 has been completed, while studies related to the Pakistan floods of 2010, Indonesian Padang Earthquake in 2009 and Philippines typhoons operations in 2009 were under development.

Programme component 5: Recovery

Outcome: National Society and IFRC representatives will have increased capacity to effectively plan for and participate in recovery processes which support disaster affected communities.

Key activities:

- Provide recovery expertise to support national societies during disasters in developing emergency appeals, needs assessments, planning, identifying key roles, implementing, reviewing and evaluating recovery processes.
- Develop tools that support national societies to achieve a stronger understanding of their possible roles in recovery processes.
- Disseminate the outcomes from the Asia Pacific Food Security study and guidance on including the analysis into recovery programming.
- Support the development of national society and IFRC recovery capacity through the development of staff and volunteer skills development in the areas of cash transfer modalities and integrated recovery planning.
- Maximize integration of recovery programmes and ability to coordinate recovery activities within the Movement through cross sector planning with OD, DRR, health, water and sanitation, psychosocial support, and shelter.
- Further develop linkages, relationships and potential partnerships for mutual support in recovery processes. Support the prior establishment of key relationships and partnerships between national societies and relevant partner national societies, key government departments, private sector, and non-government organizations etc.
- Maintain close technical coordination and collaboration with the Secretariat disaster response and early recovery unit.

During 2011 substantive momentum around the recovery portfolio was developed through support to disaster response operations in Bangladesh, China, Pakistan, the Philippines and Sri Lanka. Furthermore a review of SEA national societies' recovery programming generated a number of concrete steps to build capacity in the region. These included revising and expanding the Relief-2-Recovery training to include recovery assessments and integration of sector components, expanding cash training and sharing of experience and support to some national societies in preparing national recovery plans. It was also agreed to establish a network of recovery practitioners/focal points within national societies to build capacity and lead recovery planning and coordination. These initiatives will be led by the Asia Pacific zone in liaison with GVA.

Also within the zone, much interest has been shown regarding cash programming and developing greater awareness, understanding and skills in supporting this effective methodology. A Cash Learning Partnership (CaLP) global learning event in Bangkok highlighted the increasing use of cash and vouchers, and expectations from donors that use of cash may become a routine consideration in disaster response. A cash training for DM staff from the zone was held with

support from the IFRC/CaLP partnership and focused on advanced cash and voucher programme development and delivery.

Further capacity building was achieved through cash and voucher training, supported by the IFRC/CaLP partnership, and was completed in Bangladesh, Indonesia, Myanmar, Pakistan and the Philippines increasing the knowledge and appropriate application of cash transfer options when responding to disasters. An IFRC Early Recovery Surge Team (FERST) training in Malaysia to build the capacity and skills of staff and volunteers in early recovery. Assessment and analysis skills were also enhanced in the livelihood training held in collaboration with the IFRC Livelihoods Resource Centre.

The DMU also hosted a meeting of recovery focal points attended by the national societies of America, Britain, Canada, Denmark, Sweden and the Norwegian Red Cross. Discussions focused on strategic recovery priorities including poor disaster recovery planning, post disaster recovery assessments and human resourcing. Other recovery activities included participation in the annual IRP event which focused on pre-disaster recovery planning and support to Asian Disaster Preparedness Centre (ADPC) to develop a recovery toolkit.

Supporting National Society reference materials, contributions were also made to developing a global recovery guidance. This field guide developed for both national societies and field practitioners will be finalized and disseminated in 2012. Furthermore a case study on cash transfers in Viet Nam documenting the evolution and current use of cash transfer programming by the Vietnamese Red Cross Society as a preferred modality of assistance for disaster response and regular programming has been developed. The study is presented in a short easily readable format as well as a more detailed document providing greater detail.

Programme component 6: Coordination and Advocacy

Outcome: Active engagement with Movement and external partners for the exchange and adoption of best practices, peer learning, awareness and advocacy actions to benefit from our shared values, experiences and capacities.

Key activities:

- Development and dissemination, together with the regional offices, five new technical guides and best practice outlines through narrative and visual media.
- Translate global shelter practical booklets and guidelines into six national languages.
- Promote greater integration of health, volunteering and OD into regional disaster management programming and emergency operations.
- Strategic support for Asia Pacific regional networks and promotion of cross regional network lessons learnt and best practices.
- Provide guidance and support to national societies in their engagement with national platforms and promote their role through the ISDR Asia Partnership.
- Facilitate two emergency shelter cluster meetings for Asia Pacific.
- Engage in joint ISDR missions for supporting the scaling up of DRR and UNDAC disaster preparedness missions for enhancing national response preparedness.
- Facilitate a civil military relations reference group meeting for key national society, IFRC and ICRC representatives, to review guidelines and develop common approaches for military cooperation and representation.
- Identify and develop joint programme activities with ICRC including mechanisms for greater cooperation in disaster response and preparedness.
- Continue the development of relationships with regional governmental bodies, UN agencies, International NGOs and development banks in the area of DM.

Representation of National Society and or IFRC representatives has been achieved at a number of intergovernmental platforms such as

- the Asian Ministerial Conference on disaster risk reduction (DRR), the Asian Conference on Disaster Reduction and the Regional Consultation Committee.
- Representation and sharing of experiences through presentations by National Society and IFRC representatives has been achieved at a number of international technical forums and meetings including the 3rd session of the Global Platform for Disaster Risk reduction, the User Interface Platform (UIP) of the Global Framework for Climate Services, the Asia-Pacific Housing Forum and CoP17.

The Asia Pacific DMU has also maintained regular attendance at the Regional IASC Network and ISDR Asia Partnership meetings during the reporting period. Within this regular engagement, a key topic of discussion and collaboration has been the review of the outcomes of a recent review of the Regional IASC network and the proposed Transformative Agenda developed by the Global IASC Group.

In meeting our global commitment to the Cluster system, the DMU facilitated a regional shelter cluster meeting timed to engage key partners engaged in shelter activities under the global Emergency Shelter Cluster. The DMU also hosted the Global Food Security Food security cluster coordinators training on behalf of World Food Programme (WFP). While support has been provided to Indonesia, Myanmar, the Pacific, Philippines, Sri Lanka and Thailand with regard to the IASC cluster system including IASC contingency planning processes.

The annual Asia Pacific technical meeting at which representatives from IFRC country, regional and zone offices together with partner national society disaster management representatives working across the zone came together to enhance their understanding, consistency, complementation and cooperation, as well as to simply share what we are each doing in support of Asia Pacific national society disaster management programming. Through the meeting, the overall objectives of mutual exchange, understanding what we are doing and where we are going had been achieved. There was a greater understanding of the areas of common action and the complementation of programmes within which the importance of internal and external partnerships to improve the efficiency and effectiveness of our support to Asia Pacific national societies was acknowledged. A post meeting summary further confirms that the meeting was considered useful by all participants and had met their expectations. While participants agreed this type of meeting should continue, it could be improved through: including fewer topics to allow more in depth discussions, including a half-day for structured side meetings, and complementing the meeting with quarterly or regular information exchange.

Constraints or Challenges

- As ever, the dynamic and varied nature of disasters in the Asia Pacific zone create challenges of shared learning and good practice. Our global tools continue to be honed in order to make them more effective for each situation. Refining and disseminating these tools are proving a useful way to ensure understanding of resources that can be drawn upon in disaster response and preparedness.
- Challenges remain in many contexts with a wide variety of countries and regions to access and within which to roll out disaster preparedness plans, risk reduction approaches and disaster response.

- The tendency to activate ‘informal’ clusters in disasters where there is no formal request for assistance from the affected country continues to be a challenge for both the zone and country delegations. The resources required for the ‘informal’ activation remain the same yet the opportunities to fundraise for this activity is reduced.

Impact

- The review of the Asia Pacific disaster response and early recovery SoPs process indicated that National Societies of Asia Pacific or who work actively within Asia Pacific are satisfied with the introduction and dissemination of the SoPs, noting that they have been instrumental in clarifying the procedures following the decentralization process of the IFRC Secretariat.
- Pre-disaster meetings and ongoing development of pre-disaster agreements has proven extremely beneficial with regard to predictable response actions by National Societies and their key partners. Furthermore the processes have enabled National Societies to share their priority areas for disaster preparedness development collectively with partners.
- Currently the collection, analysis and sharing of assessment data is time consuming and many times done on an ad-hoc basis. The ADAT provides national societies means to easily collate and share assessment information with relevant stakeholders through flexible set of tools in both online and offline format. Feedback on phase 1 of ADAT will be gathered during March before an internal recap on the project to define next steps. It is also planned to field test ADAT in a real time situation when an opportunity arises.
- In addition to providing clear guidance on priority areas for further enhancing disaster response capacities across Asia Pacific. The disaster response capacities review provides a solid baseline of Red Cross and Red Crescent capacities building on a survey conducted in 2006.
- The case study material prepared for the cyclone Nargis event has provided valuable capacity building material for disaster response preparedness processes. In addition the studies provide a clear historical timeline from which to review and define improved processes for supporting national societies with their emergency response operations. In addition the review has provided clear guidance on priority areas for further enhancing disaster response capacities across Asia Pacific.
- The focus on developing Cash Transfer Programming skills within National Societies and IFRC personnel has proven key to supporting improved and expanded CTP within disaster response and recovery operations. Furthermore the case study developed on the Vietnamese Red Cross Societies use of cash for disaster response and regular programming is a valuable resource for raising the acceptance, challenges and lessons for using this methodology.
- The annual technical meeting has provided greater awareness and understanding among IFRC and partner national societies working in Asia Pacific around key disaster management guidance documents, standards, guidelines and methodologies. Which has also encouraged greater consistency across programmes at the country level and zone wide.

- HoD workshop Overall feedback from the participants indicates the objectives of the workshop were achieved and individual expectations were reached where participants went away with:
 - a better feel for the connectivity of disaster management/emergency response systems within Red Cross Red Crescent Movement
 - a greater understanding of trends and current policies and practices
 - clarification on where they can request assistance
 - a wide range of tools and examples garnered from actual operations
 - new knowledge and better understanding of related issues.

Disaster Law Programme

Note: Formerly known as International Disaster Response Law Programme.

Programme purpose
The International Federation Red Cross Red Crescent's (IFRC) Disaster Law Programme seeks to reduce human vulnerability by promoting legal preparedness for disasters.

The Disaster Law Programme aims to improve legal preparedness for disasters and the effective application of existing international legal tools in disaster management. Through a field-focused structure, it acts in three main areas:

- cooperating with national societies to provide technical assistance to governments on implementing the guidelines, through country-level technical assistance projects and the development of a Model Act for the facilitation and regulation of international disaster relief and initial recovery assistance.
- building the capacity of national societies, IFRC staff and humanitarian partners to promote and use the guidelines and related international instruments through the finalization of an advocacy manual, training workshops and other materials; and
- disseminating and promoting the guidelines for the domestic facilitation and regulation of international disaster relief and initial recovery assistance (the IDRL Guidelines) and related instruments with governments, humanitarian partners, and inter-governmental organizations as well as fostering new collaborative research on domestic legislative issues in disaster management designed to strengthen the Movement's approach to disaster risk reduction in applicable law.

Programme component 1: Technical assistance to governments

Outcome

Policy-makers understand and make use of the IDRL guidelines to strengthen legal and policy frameworks for disaster response.

- In late 2011, the Nepal Red Cross Society, with the assistance of the IFRC was in the process of finalizing a report on International Disaster Response Law (which was later published in March 2012). As a follow up to the report, the Nepal Red Cross Society is currently preparing a proposal for the Ministry of Home Affairs to adopt key recommendations from the study. The proposal will include a plan to develop a set of guidelines for international disaster response in Nepal.

- In **Pakistan**, following a renewed commitment by the National Disaster Management Agency, the Disaster Law Programme team contracted a legal consultant to undertake research for a legal preparedness study. Discussions are now underway for the development of a set of guidelines on international disaster response to complement the National Disaster Management Act 2010. Stakeholder interviews were conducted throughout the year, and issues related to disaster management law were discussed as part of a [national workshop](#) on lessons learned from Pakistan's "mega-disasters" convened by the Pakistan Red Crescent Society (PRCS) in May. The report is currently being finalized by the IFRC and PRCS.
- A study on **Vanuatu's** legal and policy framework for managing foreign disaster response was completed and launched in August 2011. The project was undertaken by the IFRC and the Vanuatu Red Cross with the support of the National Disaster Management Office. The [final report](#) recommends amendments to the customs, quarantine, and immigration laws and/or plans, as well as to the disaster risk management act and plans.
- A new IDRL study commenced in the **Cook Islands** in October 2011, after the Cook Islands' Cabinet issued a memorandum approving the study. The research work is currently being undertaken by the Cook Islands Red Cross with support from the Disaster Law Programme, and in partnership with the Government's Emergency Management Department, the Prime Minister's Office, and the Crown Law Office. The programme has also provided ad-hoc technical input to the Joint National Action Plan for Disaster Risk Management and Climate Change.
- The Disaster Law Programme also provided inputs to draft disaster management legislation in **Bangladesh, Bhutan, Cambodia, Myanmar and Vietnam**, with a specific focus on strengthening the provisions for international disaster relief. In addition, the Disaster Law Programme provided technical support to Pacific Islands Applied GeoScience Commission's (SOPAC) ongoing disaster risk management review processes for the governments of **Tuvalu and Kiribati**.
- Discussions advanced for the development of a new technical assistance project in the **Philippines**. A [preliminary workshop](#) was held in Manila in May 2011, which brought together the relevant government departments together with their National Society to discuss the existing disaster management framework in the Philippines. The workshop also provided training on IDRL and participants discussed how to take IDRL forward in the Philippines. Similar discussions on future projects were also undertaken in the **Maldives, Samoa, Sri Lanka, and Mongolia**.
- The Disaster Law Programme participated in The **United Nations Disaster Assessment and Coordination (UNDAC)** preparedness assessment mission to **Sri Lanka** in November. The final report, presented to the Government of Sri Lanka, contained a number of recommendations related to legal preparedness for disasters, including amendments to the current draft disaster management law and a comprehensive review of Sri Lanka's legal framework for disasters against the IDRL Guidelines.

Programme Component 2: Training and capacity building

Outcome

Interested national societies and other partners are empowered to advocate for strengthened legal frameworks for disaster response.

Achievements

A **regional South Asia workshop**, entitled 'Better Laws: Stronger Humanitarian Action', was held in collaboration with Humanitarian Diplomacy in the Maldives from 11-12 October 2011. This workshop brought together governments and national societies from the South Asian region to receive training on IDRL and the two new areas of the Disaster Law Programme's work on legislating for disaster risk reduction and overcoming regulatory barriers to emergency and transitional shelter after disasters. The participants also developed Plans of Action on how to work together to further develop their own activities on disaster law.

- The Disaster Law Programme has also facilitated and supported national societies' engagement in processes related to the 'strengthening disaster laws' agenda item at the 31st International Conference of the Red Cross Red Crescent.
- In addition, the IFRC provided specialized briefings on IDRL in the context of other trainings for development partners and national societies, including the **advocacy and communications session** at the Pacific Disaster Management Officers meeting (May), **Southeast Asia Regional Disaster Response Team training** in Singapore (May), **Sri Lankan Red Cross Society** members in Colombo (October) and the **International Diploma in Humanitarian Assistance** in Kuala Lumpur (November).

Programme Component 3: Dissemination, advocacy and research

Outcome

The IDRL Guidelines are well known, partnerships are developed and the knowledge base of the Movement on legal issues in disaster response is deepened.

- In January 2011, an exchange of letters between IFRC and Secretariat of the Pacific Community (SOPAC Division) affirmed their commitment to cooperate in promoting IDRL to SPC member states. The IFRC also regularly participated in the Pacific DRM Partnership Network to ensure IDRL issues were addressed in their disaster planning activities.
- In August 2011, the Disaster Law Asia Pacific Coordinator met with the ASEAN Secretariat to provide input for the development of a questionnaire for ASEAN member states on the implementation of the ASEAN Agreement for Disaster Management and Emergency Response. Support for the development and completion of the questionnaire is expected to continue into 2012.
- In October 2011, the IFRC participated in the fourth [Regional Humanitarian Partnership Workshop for the Asia Pacific](#) in Shanghai. A representative of the Disaster Law Programme participated in a panel discussion on developments in disaster response preparedness, and presented on IDRL and legal preparedness for natural disasters more broadly.
- In the Pacific, the Disaster Law Programme was involved in the **Working Group on Disaster Risk Management Mainstreaming**, which is part of the Pacific Disaster Risk Management Partnership Network, and served on the organizing committee of the **4th Pacific Regional Platform for Disaster Risk Management**, where it presented on IDRL in

August 2011. The Platform agreed to work towards the outcome of strengthening legal arrangements at the national level to facilitate and regulate foreign disaster response, by making use of internationally recognized guidelines and the pilot Model Act.

- The Disaster Law Programme also participated in the **4th Annual Pacific Humanitarian Team** workshop in October 2011 hosted in Suva. A programme representative gave a presentation on IDRL, and IDRL elements were included in the two-day simulation exercise on disaster response.
- In November 2011, discussions with the **Oceania Customs Organization (OCO)** on future collaboration resulted in an exchange of letters, which outlined IFRC's and OCO's mutual commitment to promote IDRL to OCO members and to provide support at the national level.
- Presentations on IDRL and other disaster law topics were made at several additional events during the reporting period, including **the ASEAN Regional Forum Exercise** (Indonesia, March), **the PACOM MILOPS Conference** (Australia, September) **the Asia Pacific Housing Forum**, (Bangkok, September) and the **MERCY Malaysia International Humanitarian Conference** (Kuala Lumpur, November).

Constraints & Challenges

- In general, particularly regarding its technical assistance projects, the Disaster Law Programme has encountered delays due to the time required to obtain full participation and consensus across various governmental stakeholders. A high amount of energy and time need to be invested before an actual project develops. This dilemma is reflected in the budget and spending of the programme.
- In the Pacific, the introduction of IDRL continues to be a gradual process in a region where small national societies and government agencies are already stretched by competing priorities.
- A new resolution was adopted at the 31st International Conference which broadened the scope of the Disaster Law Programme's work into two new areas: strengthening domestic legislation for disaster risk reduction at the community level and addressing regulatory barriers related to meeting the emergency and transitional shelter needs of people affected by disasters. As a result of this, what was previously named the "IDRL programme" was renamed the "Disaster Law Programme" to reflect this broadened mandate. An anticipated challenge is that it may take some time for national societies and governments to familiarize themselves with the new name and the wider scope of the programme's work, and for the Disaster Law Programme to build its expertise in these new areas of focus.

Health and Care

The health unit was created in January 2010 to fulfil the coordination, representation, partnership and resource mobilization priorities of the health sector. The unit provides support to national societies through regional and country offices in emergency health (EH) in close collaboration with DMU and in public health programmes, including water and sanitation and hygiene promotion (WatSan/HP). Three new WatSan/HP delegates for Asia Pacific zone commenced in 2011, seconded by New Zealand and Spanish Red Cross societies.

While the regional programme updates give a more detailed description of the health activities in the national societies, the following intends to give an overview of the main achievements in the zone. Some of the outcomes have been redefined according to changing focus in programmes.

Programme component 1: Emergency Health

Outcome

Increased capacity of national societies to prepare for and respond to disasters, disease outbreaks and other health emergencies.

Achievements

The unit provided support to five emergency health and related trainings³ which reached 118 staff and volunteers from 16 national societies, and to other four regional and global trainings for emergency response and early recovery surge teams; the latter have increasingly more health representation. Roll-out of the epidemic control for volunteers' (ECV) toolkit continued through support to three national societies, and working with field offices for three more national societies in South Asia. Five national societies received guidance in building up emergency medical response capacity through field hospitals/mobile clinics, and epidemic control. Two national societies were supported to access disaster response emergency fund (DREF) to respond to dengue fever and hand, foot and mouth disease (HFMD) outbreaks, while monitoring of diseases with epidemic potential – such as acute diarrhoea, Japanese encephalitis, leptospirosis, malaria, measles and H5N1 avian influenza in human – enabled many national societies to address local outbreaks using their own resources. The programme also provided guidance in the development and implementation of all health sections of DREF operations and emergency appeals in 2011.

Programme component 2: Community-based health and first aid (CBHFA)

Outcome

Asia Pacific national societies have well-trained volunteers and programmes adapted to the most pressing health needs in local communities and contributing to national health strategy.

Achievements

A zonal mapping of health programmes revealed that 28 national societies in Asia Pacific are implementing programmes employing the CBHFA approach. Twenty of these national societies took part in the Asia Pacific workshop on CBHFA lessons learnt, behaviour change communication and integration in September. The health unit also took a lead role in collating global CBHFA case studies, and is actively involved in the working group for non-communicable diseases. A range of National Society programmes and campaigns, particularly on immunization, psychosocial support, road safety, to climate change/dengue prevention, were supported through facilitating access to internal and external partners.

Programme component 3 : HIV/AIDS, tuberculosis (TB), blood

Outcome

Asia Pacific national societies scale up and implement their HIV and TB programmes in line with the IFRC's related policies and alliances.

Achievements

The zone health unit coordinated the participation of 12 national societies to the 10th ICAAP⁴ in August, where members of ART⁵ also recommended to expand the network throughout the zone

³ Particularly the zonal and South Asia emergency health trainings, and basic health care emergency response unit (BHC/ERU) induction trainings in Japan and Hong Kong. While there were no regional/international deployments, feedback from trained staff/volunteers indicate that they were deployed to lead or coordinate domestic deployments for emergency assessments and response.

⁴ International Congress on AIDS in Asia and the Pacific.

⁵ Asian Red Cross and Red Crescent HIV Network

and to focus on key affected populations and people living with HIV (PLHIV). An advocacy multimedia on Thai Red Cross HIV programme was produced and launched at the congress. Participation of three national societies and South Asia regional office representatives in the Italian Red Cross-hosted harm reduction training in Italy in October was supported.

There was also a mapping of National Society involvement in the Global Fund for HIV/AIDS, TB and malaria (GFATM), which showed that 14 national societies have been receiving funding. The Pacific regional GFATM-funded HIV-programme mid-term review also happened, which recommendations included having more focus on sexually transmitted infections and VNRBD activities.

The unit also supported the production of a global advocacy report “Towards a Tuberculosis-free World” through case studies from China, India and Myanmar Red Cross. Tuberculosis retreatment adherence support projects were reviewed in India and China Red Cross societies; both showed good level of adherence support. Some 14 national societies attended the annual Southeast Asia (SEA) regional workshop on blood donor recruitment in Hanoi in December. The Asia Pacific Health Unit in the zone office is looking for possibilities to increase support in voluntary non-remunerated blood donation (VNRBD).

Programme component 4 : Water and sanitation/hygiene promotion

Outcomes

- Asia Pacific’s national society mechanisms improved for deploying water and sanitation equipment in emergency response.
- Asia Pacific national societies improve their capacity to implement community-based water and sanitation/hygiene promotion programmes.
- Sharing adoption of best practice methodologies is achieved through peer National Society support, regional and zonal exchange and engagement with all Movement components in Asia Pacific and external humanitarian organizations.
- Water and sanitation/hygiene promotion programmes conducted by the IFRC utilized approved project management tools.

Achievements

Support was provided to eight⁶ national- and regional-level water and sanitation emergency response trainings as well as to five⁷ priority national societies in improving their water and sanitation emergency response systems. Four water and sanitation kit 5s were donated from Netherlands Red Cross, India Red Cross was supported to review its existing equipment while China, Viet Nam and India commenced developing and testing their own localized water treatment equipment to improve sustainability. A total of 26 people from Asia Pacific completed the 4th regional disaster response team (RDRT) WatSan specialized training and those recommended are on the deployment roster. A total of 21 people from Asia Pacific were also trained as participatory and hygiene and sanitation transformation (PHAST)⁸ master trainers and three have since supported PHAST trainings. IFRC household water treatment and safe storage in emergencies (HWTS) manual was translated and printed into 11⁹ Asia Pacific languages.

⁶ India RC, Nepal RC, Vietnam RC, Cook Islands RC, Afghanistan RC, Red Cross Society of China

⁷ India RC, Pakistan RC, Nepal RC, Vietnam RC, Red Cross Society of China

⁸ Participatory Hygiene and Sanitation Transformation

⁹ Vietnamese, Chinese (mandarin), Burmese, Bahasa Indonesia, Hindi, Bengali, Tamil, Nepali, Tagalog, Pashtu, Dari,

Constraints or Challenges

The formation of the regional resilience units has at times caused confusion about sufficient representation in health. The budget responsibility change from health staff to the preparedness and resilience (PRU) unit heads in Pacific, South and Southeast Asia is a concern. Altogether 27 health and WatSan staff have left or changed their positions during the year, including all four regional health coordinators, posing a challenge in sustaining the support given to national societies. Resources to support selected national societies in expanding epidemic preparedness and response capacity (via the ECV rollout) has been a challenge.

Working in partnership

The health unit has contributed to the formulation of the strategic operational framework (SOF) for health 2011-2015 which was finalized in May by the global health team (GHT). To guide the IFRC health team in supporting national societies, the SOF is now the basis of the health unit and its regional and country counterparts.

In 2011, the health unit organized an annual technical and planning meeting participated in by 23 health staff from IFRC field offices and partner national societies, and which focused on programme delivery and integration. South Asia and Pacific regional health teams were also supported in mapping regional health programmes and partnerships. An Asia Pacific zone WatSan coordination meeting in June was participated by 26 PNS/ICRC/IFRC WatSan delegates.

The health team also continued to coordinate and worked with external partners, such as the regional offices of WHO (regional offices for Southeast Asia/SEARO and Western Pacific/WPRO), UNICEF, UNSIC¹⁰, IPPF¹¹, as well as regional bodies such as ASEAN¹². These engagement centred on humanitarian health coordination, disaster health recovery, sexual and reproductive health in emergencies, pandemic preparedness, and water and sanitation. The MoU with WHO SEARO was also renewed, while technical discussions with counterparts at WPRO continued.

Contributing to longer-term impact

The long term (4-year) planning framework (LTPF) of the zone health was an integrated process resulting in several joint outcomes with disaster management and other sectors. Resilience is being realized also structurally in regional delegations, all four of which formed their resilience units during the year focusing on long-term programming.

Looking ahead

The resilience units, which evolved last year from technical health and disaster management units in the four IFRC regional offices, are integral in the delivery of the secretariat's long-term support to national societies. Regional health advisers/coordinators were renewed in all regional offices recently. The adaptation to their roles is still ongoing and strong support is needed from the health unit at the zone office.

Priorities identified and carried out by different health programme components will continue to be carried out in 2012, and will further promote the use of human resources trained in 2011 to contribute to preparedness and development efforts; not only during emergency response. The actions jointly agreed in the health and WatSan coordination meetings will continue into 2012.

¹⁰ UN System Influenza Coordination

¹¹ International Planned Parenthood Federation

¹² Association of Southeast Asian Nations

Organizational Development

Programme purpose
Increase local community, civil society and Red Cross Red Crescent capacity to address the most pressing situations of vulnerability.

The zone organizational development (OD), volunteering and youth unit continues to benefit from the kind and strategic support from the Swedish, Australian and Japanese Red Cross Societies. It has also successfully mobilized country-level support from global funds in the form of Empress Shoken support, Urgent OD Intervention fund, and Digital Divide global fund to support the specific OD and capacity-building needs of selected societies as described in the report below.

Specific examples are given in the report of the many demonstrated changes in National Society practices as a result of targeted OD/CB interventions as well as increased new practices as a result of improved knowledge sharing among national societies. The “New OD Approach for NS development” has been explored and rolled out in eight national societies, and equally importantly has been shared as a means of achieving harmonised Movement support to selected national societies in partnership fora such as the annual ICRC Cooperation/Federation OD counterpart meeting, and the partner NS meeting at country, region and zone levels.

As projected, 18 national societies completed the revision and updating of their strategic plans, and some of their operational plans, in a manner which implements Strategy 2020 by balancing the organizational development aspects of societies with their programme and service expansion visions.

a) Organizational development

Programme Component 1: Tailor-made organizational development and capacity building initiatives
Outcome: Organizational issues have been addressed in individual national societies through tailor-made organizational development and capacity building initiatives

Achievements

The unit has participated in a more harmonized Movement approach to organizational development and volunteering recruitment by participating in seven organizational development delegate recruitment, selection, and induction processes at country and regional levels.

The second annual meeting of zone wide organizational development practitioners from IFRC, partner national societies (PNS) and ICRC teams was convened in Kuala Lumpur in April to check and ensure common approaches in fundamental aspects of organizational development work, to pool and maximize shared resources (delegates, organizational development managers, national society practitioners, consultants), and share innovative/creative experiences and techniques. The outcomes of the meeting were agreed coherent future approaches to mapping and updating national society baselines and progress using the new global “Framework for Building Strong National Society” tools such as the Organizational Capacity Assessment Certification tool (OCAC),

Digital Divide characteristics, Volunteering and Youth policies, national society databank, and the global Red Cross Red Crescent Learning Platform participation. Other key topics included discussions on agreed future directions including human resource development, resource mobilization, and communications capacity development.

As a result of these initiatives many country level activities have taken place that demonstrate improvements in knowledge, attitudes, skills and aspirations of NS personnel. Examples of this include activities in areas such as:

- resource mobilization and communications: where Sri Lanka RC built on their fundraising skills as a result of a skills exchange with Singapore RC, following up their recommendations of an OD review that resulted in Branch Executive Officers writing successful proposals with new MOUs signed with some corporate partners in several areas, and moving away from income generation to cover core costs to the concept of fundraising to support services to the most vulnerable; CVTL's new communications skills building, internal coaching, and development of a communications strategy led to greater coverage in the media as a result of improved style and contents of newsletters and media releases; Myanmar Red Cross appointed a new Income Generation Officer position, with supervision over the new Unit by the Honorary Treasurer guaranteeing senior governance concern – the unit has drafted a new *Fundraising and Income Generating Policy* and *Income Generation Handbook*, expanded new marketing strategies for donations, Branch level training and activities, and negotiated corporate partnerships with local businesses
- governance and leadership: training in these aspects is often integrated into other CBHFA and Movement Knowledge workshops which led to Branches in Red Cross Society of China being more aware of the Fundamental Principles and utilising the unique features of the Red Cross to mobilise community volunteers and funds for vulnerable people;
- management development: where East Timor Red Cross (CVTL) has regularly trained Branch coordinators whose confidence and abilities has drawn positive feedback from partners on their abilities to manage activities in their districts, with most Branches having annual plans for the first time
- finance development: CVTL has implemented new Branch guidelines for managing finance, Myanmar completed finance training for non-finance staff with financial guidelines for township Branches running community based projects; several external audits have been completed in a wide range of societies which had been pending for many years; and
- volunteering and youth: youth exchanges between a wide number of societies leading to new youth-led and youth focussed ideas for expanded services and implementation of Youth as Agents of Behavioural Change as promoted by the strengthened Asia Pacific Youth network in eight national societies; Indonesia and Philippine Red Cross Societies won the second and first prizes respectively in the Federation's global Youth Award
- human resource development: the Mongolian, CVTL, Papua New Guinea, Myanmar Red Cross and Bangladesh Red Crescent Societies revised their human resource policies and internal regulations, performance goal setting and review mechanisms, developed in some cases a three-week induction programme and booklet for new staff, and in some cases salary scales to improve retention;
- digital connectivity: whereas the operating environment on web connectivity remains constrained in many countries, the Digital Divide succeeded in strengthened ICT platforms in five national societies, while improved use of email and connectivity in societies such as CVTL have improved skills in Branch coordinators in software use which led to faster communication and coordination, faster programme implementation and monitoring, and greater partner assurance and increased funds for services to the vulnerable.

There have also been several improvements in numbers of new services and expanded existing new services in NS programming with contributions from OD and capacity building interventions achieved through improved knowledge sharing as well. These include examples such as:

- improved use of leadership fora to discuss OD and capacity building as mainstream aspects of all programmes: Myanmar Red Cross changed its integrated approaches across all programmes to achieve better community-based resilience at local community level through the concept of strengthened local Branches accountable to the local population through a revised legal base allowing for local membership and democratically elected leadership into the future;
- new community-based programmes between Red Cross Society of China, Australian and Swiss Red Cross with branch development components in areas such as HIV and AIDs; CBRR (in CVTL); general programming in Myanmar Red Cross aimed at services of the National Society being expanded in terms of new Branch coverage (through a new locally focussed legal base with new Branch network), more people reached and with the integrated programme characteristics that lead to resilient communities.

With the strategic support of Swedish Red Cross, six national society case studies (from Nepal, Sri Lanka, East Timor, Mongolia, DPRK, Cambodia) reporting on organizational development processes resulting in strengthened services that have built resilient communities, have been completed and were disseminated globally as one of the first NSKD global products from the “Learning and Knowledge Sharing Network”. These case studies on managing organisational change to expand services that change lives of vulnerable people have been well received and they will be disseminated to assist societies address change with similar goals during 2012. There are many documented stories of human impact and increased well-being as a result of sustained and focussed OD support over a decade in each of the six societies to provide inspiring examples to others.

Work to promote the “New OD approach for National Society Development” with a harmonized Movement plan continued with changed behaviours and outcomes such as:

- New approaches to OD workshops co-funded by partners (e.g. an ICRC/Australian Red Cross/Swiss Red Cross workshop with Federation OD Officer input and two CBHFA facilitators from Red Cross Society of China at Branch level)
- Afghanistan Red Crescent, Nepal Red Cross and CVTL presented to their partners a harmonized OD support plan, with other societies such as Laos, Vietnam, Papua New Guinea, and Bangladesh actively pursuing the concept
- Myanmar Red Cross now harmonises with its partners a set of minimum requirements for the functioning of a MRCS Branch as a the first steps towards a harmonised OD support plan.

Four societies made applications to the Empress Shoken Fund in 2011 (Fiji, India, Nepal, Vanuatu) with Vanuatu Red Cross Society proving to be one of only three successful global awardees this year. The setting for this youth project was inspiring: The project was on the Island of Efate, with 18 communities targeted, 8 communities from the villages, 6 business houses, four schools, and 216 youth were targeted from all areas – with 114 males and 102 females involved. As a result of using YABC and integrated training in first aid, disaster preparedness and other local issues this project helped youth in a number of different areas and the training that was offered represents an opportunity of a lifetime for many youths in Vanuatu. The training offered new ideas, skills and experiences to these youth, many of whom didn't finish their education because of the high cost of the school fees. The project has inspired village communities to create a Youth/Volunteer Committee to share the tasks of the village and the households.

The above concept of expanding services will be closely followed to share lessons learned with other societies. In the same way the documentation of impact as a result of ESF support over the past years will be circulated to all Asia Pacific national societies once it is generated globally by early 2012. Successful support was also given to Samoa Red Cross Society to be able to access the global IFRC “Urgent OD Intervention Fund” to address integrity issues in the society related to governance disputes.

Against the original target of 18 national society Strategic Plans to be aligned with Strategy 2020 (S2020) in 2011, 12 national societies completed new Strategic Plans in alignment with S2020 (Australia, Nepal, Pakistan, Cambodia, Vietnam, India, East Timor, Fiji, Papua New Guinea, Mongolia, DPRK, and Solomon Islands) and 12 national societies expected to complete between July and December 2011 (Afghanistan, Bangladesh, Maldives, Myanmar, Laos, Philippines, Malaysia, New Zealand, Kiribati, Tonga, Tuvalu, and Vanuatu). The new features of all plans are that there are enhanced aspects of organisational development commitments; new commitments to address social inclusion in both beneficiary profiles but also member, volunteer and staff bases; and more strategic objectives around youth and volunteer mobilization, protection, retention and recognition.

Support has been given to Samoa and Bangladesh national societies to address their internal issues in line with IFRC’s Integrity Policy. A third joint IFRC/ICRC mission was completed to Bangladesh Red Crescent Society (BRCS) to assist in the next stages of the legal base revision process, with the Joint Mission Report being submitted to the Joint Statutes Commission in GVA and all Movement partners to enable coordinated support to BDRCS which was subsequently obtained at the planned partnership meeting held in May. The zone OD coordinator has also coordinated work with the IFRC’s global Compliance and Mediation Committee on the Samoa Red Cross integrity case which resulted in the successful application to IFRC NSKD global “Urgent OD Intervention Fund” to provide a senior national society development consultant to Samoa Red Cross to assist in immediate revision of legal status and conduct of AGM and orientation of new elected Governing Board. A harmonized Movement support plan is being implemented in Samoa as well.

Other legal base development processes have resulted in the successful recognition of the Maldivian Red Crescent Society as the 187th member of the Federation, while similar legal base support and guidance has been given to Tonga, Tuvalu, Bhutan, Samoa, Kiribati, New Zealand, republic of Korea, Malaysia, Afghanistan, Pakistan, Vietnam, and Sri Lanka Red Cross societies respectively.

Work is in progress to agree on finance development support to targeted ten national societies in 2011 using the recommendations of the 2010 Asia Pacific Zone Finance Development Review to agree on clear outputs in strengthened systems. The zone OD coordinator and the Southeast and East Asia Finance Development delegates will convene a Finance Development Forum in Bangkok in September where the Finance Directors and Treasurers of at least 11 societies will be asked to customize the recommendations of the finance development review to their context to be able to set baselines and agree on next steps in capacity development work. The IFRC’s new OCAC tool will also be used to agree and set finance management indicators and capacity building steps relevant to each indicator in order to agree on an appropriate strategic blend of human, technical and financial support to each society in its own context to achieve agreed deliverables. The overall goal of transition from working advance to cash transfer systems will be set as the short, medium or long term goal of finance development steps in each society and monitored against a baseline in

keeping with the recommendations of the review.

To continue to develop learning and excellence in coaching and mentoring support mechanisms as a strategic means of changing behaviours that create more conducive change focussed environments, a number of different initiatives are being tracked and monitored for successful characteristics to inform future practice as follows:

- of the two Secretary Generals who attended the global pilot Change Management course hosted by Kenya Red Cross in January 2011, one has opted for national and international peer mentoring support
- the five national society members of the Pacific National Society Governance Enhancement Working group (**Australia, Federated States of Micronesia, Solomon Islands, and New Zealand**) met in Brisbane on 8 October to review the progress of the initiative and plan the next steps. All present agreed to be a buddy in the 'helpum friend' exercise for national societies who were not represented at the meeting. The Pacific Governance Enhancement Programme takes the form of 'Governance Conversations'. These interactive and informal governance reviews are managed by at least one facilitator from outside the country. Two conversations have already been held, in the Cook Islands, Australia and Vanuatu. They were both well received, and in both cases there were agreed areas that the national societies are now working on to enhance the workings of each national board.
- a new Asia Pacific Zone senior mentor pool initiative was planned with the first group of senior mentors (from SG, Deputy SG and Director level) being invited to a strategic mentoring forum being hosted as the first ever Federation event to be held in the Republic of Korea Red Cross
- the new Australian Volunteer programme which places volunteers as embedded coaches and mentors within national society structures from a period of up to 2 years against a TIR developed and managed by the host national society – joint learning exercises are in place to transfer lessons learned from Federation and partner NS experiences of embedded OD support personnel to maximise the impact of this modality of support on change process internal ownership and deliverables.

Another form of mentoring and coaching, albeit with additional features, has been the development around the Asia Pacific Fundraising Network (APFN), The successful appointment of the secretary general of the Philippines Red Cross as the new Chairperson of the Asia Pacific Fundraising Network (APFN), and the handing over of the Chair from New Zealand Red Cross. The APFN enjoyed a very productive first year of activity by agreeing on concrete support to selected NS who request support after signing up as fee paying members; redrafting an AP Resource Mobilisation handbook; and hosting a fundraising "webinar" allowing participants to join a free online discussion which attracted 43 registered users from nine societies of the Asia Pacific Zone, six federation offices, and participants from other Zones as well. It is hoped that the APFN will successfully coordinate the implementation, support, and follow up on resource mobilization capacity building plans in five national societies in 2011 which show measurable results.

Together with other peer support initiatives such as the Netherlands Red Cross initiative to enable Vietnam and Philippine Red Cross to meet and exchange plans, there has been a measurable increase in new resource mobilisation techniques across the AP societies which as led to new income for sustainable local services. These experiences are being gathered in 2012 to document as inspiring practices, and will show how much was raised by each society against a clear baseline, and what these were spent on.

Programme Components 2: Integration with health, disaster management and humanitarian values

Outcome: Increased integration of organizational development and capacity building aspects within health, humanitarian values and disaster management programmes

Achievements

As several new IFRC positions are more focused on integrated OD and capacity building within wider responsibilities, for example the in-built roles for OD assumed within the four new regional “Resilience Unit Manager” positions and Programme Coordinator positions in countries such as Myanmar, there are many examples of new integrated OD and capacity building budget lines and activities leading to more sustainable local structures as detailed below.

A much wider number of capacity building initiatives requested and designed together between OD, health and disaster management programmes have been witnessed. These include new published guidelines, tools, documents and discussion papers on integrated initiatives which have changed practices and improved impact in programmes reaching vulnerable people. The following are a few examples:

- Myanmar Red Cross and the Federation delegation ensuring that OD components are always present in community-based health and DRR areas;
- CVTL and Myanmar where change is observable in ensuring that branch capacity assessments are done before undertaking community health, water and sanitation and DRR activities to ensure longer term sustainability in a manner which is cross-referenced with the minimum requirements for a well functioning branch;
- the Federation’s South Asia Regional Delegation’s work on “Organizational Disaster Preparedness” as the latest integrated approach to ensuring organisational capacities are addressed in local national society contingency planning processes (the work earlier called “OD in Emergencies”) and to see it mainstreamed into major relief and recovery operations through contingency planning and operational support in future major disasters, discussions with South Asia regional delegation (SARD) leading the research and development of the learning process
- The zone “Volunteering in Emergencies Guideline” which was completed and offered to the Federation secretariat in GVA to be produced as a global guideline. This contains many practical examples of inspiring practices, case studies on lessons learned, and recommendations for improved future practice that mobilizes, protects and recognizes volunteers (especially those who join spontaneously) in emergencies
- the lessons learned and specific gendered aspects of all DM cycles captured in the earlier Asia Pacific Zone “Gender and DM” Guideline were also distributed widely and is also to be turned into interactive tools for use in operational contexts in the second half of 2011. Once ready, these interactive tools and training modules are to be mainstreamed in all field assessment coordination team (FACT), emergency response unit (ERU), regional disaster response team (RDRT) and national disaster response team (NDRT) training for national society and wider Movement counterparts involved in such teams.

In the meantime other activities have been conducted to ensure integrated approaches with disaster management and health teams at country, regional and zonal level based on improved development and use of guidelines, and how to measure impact in increased services that reach vulnerable people with strengthened local level RCRC structures. Some examples included:

- The Asia Pacific zone volunteering and OD delegates participating as resource persons in the South East Asia RDRT Induction Course in Singapore on May 23-27. Two modules on volunteering in emergencies and organizational disaster preparedness were conducted as part of the course.
- Two members of the Asia Pacific zone OD, volunteering and youth team participated as resource persons in Asia Pacific Zone WATSAN coordination meeting in Kuala Lumpur on May 18-20. A mapping exercise of WATSAN-related organizational capacity of national societies was conducted and a harmonized approach to OD was shared with the participants
- The Asia Pacific Zone OD Coordinator co-facilitating a session on integrated OD and capacity building in a Zone wide CBHFA and resilience programming forum for national society and Movement programme managers
- Two Asia Pacific OD, Youth and Volunteering Unit colleagues attending and joint facilitating parts of the South Asia DM managers Working Group of national societies in South Asia to agree finalized inputs into the “Organizational Preparedness for Disasters” and “Volunteering in Emergencies Guidelines”

As a result of these interventions several initiatives to use published guidelines and tools were noted. The IFRC’s South Asia delegation used the Asia Pacific zone guideline on “Volunteering in Emergencies” produced in 2007 to develop the curriculum on volunteering in emergencies at country level; the East Asia Regional Delegation actively used the CBHFA manual with its integrated volunteer development components; CVTL used a set of “decentralisation guidelines” produced by the Southeast Asia Regional OD Forum; and Myanmar and several other societies have designed their programmes which aim at integrated health, water, sanitation and DM components with expected community participation and ownership for sustainability. It is expected that the community level impacts of these new pieces of work will be measurable against some early baselines in 2012.

Work has begun to initiate more focussed discussions with regional health teams in South Asia, Southeast Asia, and the Pacific on shared guidelines for strengthened integrated capacity building with zone health teams in emergency and development contexts in three societies per year. The global CBHFA toolkit provides an entry point for further discussions and it is hoped to complete the first phase of drafting appropriate guidance for capacity building and OD linkages in health programmes by early 2012.

As a result of several trainings that have included capacity building and OD components, a number of initiatives are apparent which have led to strengthened services. For example, the South Asia Regional Delegation’s Preparedness and resilience Unit, the East Asia regional Delegation, and the Pacific regional Community development and Resilience Unit all include integrated OD personnel and budget lines to strengthen organisational characteristics as part of ongoing programming. Country examples include CVTL’s CBHFA and CBRR programmes containing cross-cutting support for branch and volunteer development by both partners (Norwegian and Finnish Red Cross). In Myanmar every programme and project carries within it a budget for branch development aimed at a sustainable exit strategy for the future. New training approaches include, for example, VIVA training in health programmes, and volunteering in emergencies trainings in health and DM programmes in South Asia.

Work has continued with the monitoring and evaluation team in the zone PMER team to plan PMER support in developing operational plans with monitoring and evaluation, and quality and accountability targets in three national societies per year. Missions have already been conducted to Sri Lanka, Pakistan, Nepal, and Cambodia in 2011 and with 18 societies having completed their strategic plans, and with 12 more to potentially complete by the end of 2012; more such support work is being planned.

Discussions have begun with the zone humanitarian diplomacy coordinator to develop appropriate case studies, training and capacity building modules to be piloted in three national societies linked to the concept of organizational characteristics for “readiness” for each selected society to undertake HD work as an OD support issue. Further work on this will ensue in the first half of 2012 with a planned piece of research and scoping work on capacity building modules for national societies wishing to work more in this area as evidenced in specific strategic plans.

Initial actions with the zone communications unit and zone HD coordinator have been taken to develop communications development training modules to improve National Society visibility and positioning within and outside the Movement. The initiative aims to improve humanitarian advocacy and increase resource mobilisation in four national societies per year. National society-focused capacity building toolkits and approaches have been agreed on and Asia Pacific societies’ experiences have been translated into global communications capacity-building plans led by the Secretariat’s communications capacity building coordinator. Five Asia Pacific societies are being prioritized for the rolling out of the capacity building exercise by the end of 2012.

It was not possible to initiate the planned reviews of auxiliary status in six national societies with the zone IDRL coordinator and ICRC due to the pressures of time. However, the global NSKD “flagship deliverable” targets on this, set 2012 as the initial point for initiating such reviews so this activity will be planned for 2012 accordingly.

Programme Components 3: Information sharing and knowledge management
Outcome: Sharing of lessons learned, best practices, and skilled national society practitioners providing peer national society support in organizational development and capacity building across all Movement components in Asia Pacific

Achievements

Active steps have been taken to improve the sharing and use of best practices, policies and tools shared on FedNet and other platforms including Movement meetings. Evidence to show that this has strengthened knowledge sharing behaviours with measurable results includes examples such as:

- Netherlands Red Cross sharing their evaluation procedure and evaluators they use across the East Asia region
- British Red Cross sharing their monitoring and evaluation knowledge with a tendency to have larger numbers of evaluations where partners join with federation and host societies in joint participatory evaluations of impact such as in Myanmar
- Increased knowledge sharing visits resulting in stronger programmes implemented on return (for example CVTL visits to Malaysia and Indonesia to exchange youth-focussed

service ideas; Myanmar and Bangladesh on knowledge exchanges with Nepal red Cross on leadership and legal base development.

There is a clearer management and coordination of skilled national society peer practitioners that provide mutual capacity-building support between societies and at the same time monitor this human resource pool to identify more diverse candidates for international deployments within IFRC. The Asia Pacific zone OD, volunteering and youth team have fed Asia Pacific societies' experiences and learning into the development of a global Community of Practitioners pool (including new mentoring and coaching initiatives) led by the learning and OD department in GVA.

Support to national societies has resulted in nine societies participating in the first two phases of the global national society databank (Fiji, Republic of Korea, Mongolia, New Zealand, Cook Islands, Nepal, Singapore, Sri Lanka, and Philippines), with nine others being approached in July to participate in the third phase (Bangladesh, Cambodia, Vietnam, Afghanistan, Maldives, Malaysia, Australia, Thailand and Japan). Assistance has been carefully coordinated with the zone ISD coordinator and selections made on the basis of appropriate participation of some societies in the Digital Divide project to ensure the appropriate IT and connectivity platforms are in place to enable databank uploading capacities.

To meet the target of enabling eight societies to learn and feed into the self and peer accreditation processes globally as well as to meet the NSKD global "flagship deliverables" in rolling out the "Framework for Building Strong National Societies";

- Seven societies participated in the global Secretariat consultation on the new "Framework for Building Strong National Societies" (Bangladesh, China, Cook Islands, India, Malaysia, Nepal, and Fiji)
- Five societies (China, Afghanistan, Indonesia, Nepal, Papua New Guinea, and Cook Islands) participated in the pilot global C-BAR self and peer accreditation process which will now transform into the new National Society organizational capacity assessment certification (OCAC) system
- One Asia Pacific National Society (Philippines) participated on invitation in the final global OCAC consultation process in June in Budapest.

This has resulted in the first 8 societies volunteering to undertake the OCAC process in early 2012 so that the organisational change processes that come out of their commitments to change can provide inspiration and learning to other societies.

In order to strengthen the ability of Asia Pacific National Societies, numerous steps have been undertaken such as allowing their OD and CB practitioners to access peer practitioner support, online download-ready OD, volunteering and CB tools developed by Asia Pacific societies made available, and access made to lists of resource persons and external accredited consultants who can support National Societies in their OD plans. Also, other initiatives were taken and completed in a globally coherent way with NSKD counterparts in Geneva as follows:

- Asia Pacific zone office hosted a visit from Singapore Polytechnic who expressed interest to be part of the Red Cross Red Crescent global Learning and Knowledge Sharing Network and a possible member of the Red Cross Red Crescent Academic Network if their "Diploma in International Humanitarian Management" is accepted by the IFRC's accreditation panel in due course.
- The zone OD coordinator provided orientation into the first of a planned series of global NSKD "Learning and Knowledge Sharing Network" OD case studies taking place in Vietnam Red Cross to capture local as well as global lessons on how VNRC has transitioned itself in the

changing environment in the country and how that change has been internally managed and externally supported by the partners, including IFRC and members present in-country.

- The visit of the zone OD coordinator to GVA in June agreed on contributions to global targets on Community of Practitioners; Global OD, Youth and Volunteering Newsletter; and five documents being contributed to the “Learning and Knowledge Sharing Network” by end of October 2011 (Volunteering in Emergencies, OD in Emergencies, gender sensitive approaches to Disaster Management”, Finance development Impact Review, and Strategic Planning Guidelines).
- Asia Pacific OD coordinator initiated, with Secretariat Planning and Evaluation Department and Asia Pacific zone PMER Unit, the drafting of global Strategic Planning Guidelines for National Societies. Initial scoping visit to GVA and Asia Pacific Zone with a consultant resulted in consultations with Secretariat senior leadership and Department Heads and ICRC in GVA and zone. Inception report completed and first phase of drafting initiated with involvement of all other zones. Project is expected to be completed by 31st August 2011.
- The revision of the 2007 updated Asia Pacific OD and Volunteering CD Rom was completed with 293 new resource materials received from Asia Pacific national societies to be distributed to all National Societies Movement counterparts during the rest of 2011 to enhance awareness of best practice tools in 14 areas of OD and CB work.
- Two follow up meetings took place with two academic institutions assessed in Singapore for possible inclusion in the IFRC’s global Learning and Knowledge Sharing Network. The first involved the Asia Pacific Zone Logistics Unit being invited to participate in a global forum by the Logistics Institute of National University of Singapore. The second resulted in Singapore Polytechnic senior faculty Directors and staff visiting Asia Pacific Zone Office to scope out potential use of IFRC materials and resources to strengthen their forthcoming three-year full Diploma course in “International Humanitarian Management”, and a request to have it accredited by the IFRC global accreditation panel as part of the global Learning Platform menu of courses when it is ready.

The results of the case studies on organisational change and finance development are to be felt in early 2012 onwards. The impact of the finance development case studies has already been felt as the new cash transfer targets have been set for several societies in 2012 in a manner which utilises the lessons learned from the review to lead to final transferrable strengths that lead to measurable new impact in humanitarian services reaching vulnerable people in the same way demonstrated by the case studies themselves.

As a result of providing support to the Asia Pacific Youth Network to enable implementation of their action plan following the 2010 Youth Summit, which is to promote active youth governance and leadership networks and proposals for stronger youth involvement in services and Red Cross Red Crescent, five National Societies have already completed or initiated Youth as Agents of Behavioural Change training events (PMI, Sri Lanka, Pakistan, PNG, and Cook Islands), contributing to the presence of 117 trained YABC facilitators across the Zone. The impact of the training on the roles that youth play in addressing local vulnerabilities is being gathered by the APYN in early 2012 for documentation, reporting and advocacy purposes. This is to implement the Ajloun Commitments signed at the end of the Asia Pacific Youth Summit in November 2010, and five societies have signed Pledge 129 (Australia, Japan, Philippines, Bangladesh, and Nepal) with active requests being spearheaded by the APYN to all other societies to sign up.

The zone OD, volunteering and youth unit continues to moderate the OD Practitioners Group in Google, whose worldwide membership increased from 186 in July to 344 over this reporting period. The site serves as a platform for information and materials sharing and healthy debates on organizational development topics that will help improve OD practice. Aside from membership increase, the quality and content of the posts have also increased. Compared to the 281 posts for

the period January to June, the period July to 30 November registered 360 posts, which is an increase from 46 messages per month to 72 messages per month.

The period July to November registered a consistent activity in the site where the top topics discussed were: *Membership Fees and Financial Independence of National Societies; HR Matters; Youth; Urban Volunteering; Volunteer payment, incentives and per diem; spontaneous volunteering, and, using Red Cross Red Crescent training capacity as a source of fundraising.* What makes the site very useful is the active exchange of information and materials amongst members. It has been observed that once a member requests for assistance in the form of documents, ideas, examples or referrals, such request is responded to within the next 24 hours. Examples of documents shared through the platform include: *Fundraising Policies and Guidelines; Handbook for Youth; Establishing a Reception Centre after a Disaster; Job Descriptions of a Deputy SG, HR Manager and OD Manager; Induction Course for National Society volunteers; Performance Appraisal System; Policy in relation to Time Off studies for staff; Terms of Reference for OD Technical Committee.*

One practitioner, seeking examples of Performance Management and Job Evaluation System, wrote that they are “*basically starting from zero so all suggestions are welcome.*” Within few hours of posting the request, she received examples and documents from the Head of Learning and Development of the British Red Cross, a delegate in Pakistan, the Director General of Belize Red Cross, the HR and OD Manager of Zimbabwe Red Cross amongst others. “*It is so great to have this forum to seek assistance on above matters,*” wrote Theresa Awai, Head of Administration of Trinidad and Tobago Red Cross. Sue Chamberlain, OD Delegate in Timor Leste wrote to the platform, “*I am helping to draft policies on Fundraising and Volunteer Management. I’m keen to look at any examples of such policies from other National Societies. If you have one you would like to share please email me.*” In less than an hour after posting, she started receiving examples from Myanmar, Afghanistan, Zimbabwe, and Indonesia.

b) Volunteering development

The volunteering development unit at the zone office continue to aim to be the focal point of which national societies and Movement partners within the Asia Pacific region can refer to for any guidance and technical support in relation to volunteering development. It continues to provide specific country-based assistance to National Societies on the following dimensions of volunteering development: (1) Legal base; (2) systems and procedures; (3) Celebration of volunteerism; and, (4) volunteering in emergencies. It also continues to provide support to Partner National Societies (PNSs), IFRC and ICRC delegations to further strengthen their work with volunteers and approaches in managing volunteers.

In April, the unit received a boost with the recruitment of a new Asia Pacific volunteering and organizational development delegate, just in time for the zone-wide planning held at the end of the month.

Programme Component 1: Tailor-made initiatives to support National Societies in their volunteering development and management efforts

Outcome: National societies have access to technical support (including peer-to-peer support) and resources on volunteering development, and, are receiving consistent strategic support in volunteering developmental work.

Achievements

In the Asia Pacific zone, 16 national societies have volunteering policies not more than five years old, 13 national societies are in the policy development process, with the remaining seven having to start the development of their updated volunteering policy. Many societies contributed to the global consultations that led to the recent adoption at the IFRC General Assembly of the new volunteering and youth policies, which are in turn expected to inspire the national societies in developing their further updated volunteering and youth policies.

The provision of support to Cambodia Red Cross for the development of their *volunteering policy and implementation guide* continued and the policy documents are almost finished and the Cambodia Red Cross is looking forward to a final consultation and the eventual roll-out to the branches in early next year. The concise policy document is complemented by a comprehensive implementation guide that includes a new section on volunteer recognition. Discussions are being started on how programmes can ensure that the policy will be followed.

Initial discussions were held with the Mongolia Red Cross as they are seeking support in their volunteering development efforts. These discussions started during the Global Volunteer Conference between the Asia Pacific zone volunteering development delegate and the Mongolia Red Cross Secretary General. It was agreed that a volunteering development meeting/workshop will be facilitated by the Asia Pacific zone volunteering development delegate in early 2012 in Ulaanbaatar.

Insuring volunteers through the global insurance system for volunteers remains a challenge. While there is increasing awareness of this facility and its benefits, a majority of national societies in the zone has not yet insured their volunteers. Currently, volunteers in Nepal (1,290), Sri Lanka (821), Indonesia (5,130), Myanmar (100), Timor Leste (1,015), and Vanuatu (50) were insured. The advocacy continued for better *protection of volunteers* through the National Society focal points and disaster management colleagues who prepare appeals and DREF. The volunteering unit facilitated the insurance of 1,739 volunteers involved in the floods operation in Cambodia and Pakistan, thus increasing the number of volunteers insured in Asia and the Pacific region from 8,406 to 10,235 and from six to eight national societies participating in the programme. We have started to advocate for the renewal of volunteer insurance for 2012 with Pakistan Red Crescent and the Health Project Manager of Cambodia Red Cross indicated that he will use the global insurance system for his project volunteers.

There is a continuing exchange with national societies and practitioners on volunteer databases, a subject that continues to be high in the list of “wants” of the national societies. The unit has consistently advised that volunteer databases must be functional, user friendly, appropriate and

useful in increasing the impact of programmes and services in the community. In coordination with the disaster management unit at the zone, their Resource Mapping Software (RMS), which has a volunteer database module, is being explored as a tool that could be used by interested national societies as a means of mainstreaming volunteer databases in good programming coordination mechanisms, rather than as standalone databases.

In a meeting with the secretary general and manager of volunteer department of Philippine Red Cross, it was agreed that the Volunteering Development and OD delegate will provide support to the Philippine Red Cross on developing a comprehensive plan for their volunteer programme, the Red Cross 143. The focus is on clarifying the programme concept, goals, objectives, and field implementation. In the National Society's Strategic Plan 2012-2016, Red Cross 143 is highly mainstreamed into the programmes.

Nepal Red Cross has started the updating of their volunteer, policy, guideline, systems and procedures. Technical support is provided from the zone by inputting on the draft documents sent by the National Society and offering further support if needed.

The Google group of NSS OD practitioners included an intensive ongoing discussion throughout the year relating to volunteer databases.

Programme Component 2: Integration with health, disaster management and humanitarian values to better manage volunteering in conflicts, emergencies and disasters.

Outcome: Integration of strengthened and sustainable volunteering practices within health, principles and values, and disaster management programmes in conflicts, emergencies and disasters, and development scenarios.

The *Volunteering in Emergencies* draft guidelines for national societies was sent to the volunteering unit at the Secretariat in Geneva for further consultation with the disaster management unit. The development of this draft was done in consultation with the IFRC's South Asia Delegation with inputs from a number of national societies in Asia Pacific and beyond. The Americas zone has translated the draft document into Spanish for further consultation and immediate use in their region.

The draft document was also used as a discussion paper in the *South Asia Disaster Management Working Group Meeting* in Maldives in September. This was done in the wider context of strengthening organizational disaster preparedness which was the main agenda of the meeting. Topics discussed included the organizational impact of disaster response operations, volunteering in emergencies, and contingency planning in the lens of OD.

Several contingency plans were reviewed from the aspect of volunteer mobilization. Pakistan Red Crescent was provided with comments and suggestions on their contingency plans regarding volunteer aspects and the National Society has started addressing the issues raised. In the contingency planning meetings in Indonesia and the Philippines, the disaster management

coordinators in charge of such gatherings were likewise engaged to ensure that volunteering issues, particularly spontaneous volunteering, are brought up in these meetings.

There have been strategic linkages with other zones and in Europe zone the Kyrgyzstan Red Cross was also supported in their effort to implement “volunteering in emergencies” by using the current draft. Bulgaria Red Cross Society likewise sought support in facilitating a deeper discussion on the subject of volunteering in emergencies, especially on spontaneous volunteering during their National Conference in November 2011. The draft was translated into Bulgarian and served as a working reference for the regional managers of the National Society.

The planned *volunteering in emergencies workshops* in South Asia were postponed to early 2012 but the process of engaging with the national societies and linking the discussions to specific action planning sessions in individual national society’s contingency planning processes into the future continue.

In the Regional Disaster Response Team (RDRT) Induction Course held in May in Singapore, a session on volunteering in emergencies was made, facilitated by the volunteering development delegate. A complementing session on Organizational Preparedness for Disasters was delivered by the OD delegate.

The volunteering unit has actively engaged with the DM coordinators who are in the process of supporting National Societies in their contingency planning or during pre-emergency meetings. This is to ensure that volunteering issues during disasters and emergencies will be addressed in the contingency plans during the pre-emergency meetings. One of the major issues that national societies still have to address in their contingency plans is that of spontaneous volunteers who offer their support during disasters. The pre-emergency meetings and contingency planning meetings in Pakistan, Indonesia and the Philippines have already raised these volunteering issues after the interaction with the DM facilitators. In the 3rd quarter, the volunteering unit actively participated in the review of contingency plans, raise volunteering issues and likewise offer appropriate support.

Based on lessons learned in 2011, volunteering in health programmes will also be given more attention in 2012, especially in community-based health programme of which branches of National Societies may find easier to sustain.

Programme Component 3: Information sharing and knowledge management to enhance coordinated support to National Society volunteering development and promoting volunteerism.

Outcome: Volunteering development knowledge management and enhanced volunteerism environment.

The *Volunteering Development Webinar series* kicked off on 12 October with *Learning How to Measure the Value of Volunteers* as the first topic. The resource persons were *Sudarshan Adhikari (Nepal Red Cross)*, *Dr. Shahana (Bangladesh Red Crescent)*, *Bhavesh Sodagar (IFRC South Asia Delegation)*. A total of 38 individuals were registered and an estimated total of more than 50 participants participated as some had organized small groups within their national societies

who collectively participated in the webinar. Participants came from the following national societies: *Afghanistan, Australia, Bangladesh, China, Colombia, Fiji, India, Indonesia, Japan, Maldives, Mongolia, Nepal, Philippines, Sri Lanka, Thailand, Malaysia, Vietnam, Jordan*. At the end of the webinar, Sri Lanka Red Cross, Philippine Red Cross, Mongolia Red Cross, and Australian Red Cross volunteered to conduct their own Volunteer Investment and Value Audit (VIVA) study.

As a follow-up to the webinar, ongoing support was provided to the four national societies in conducting their *VIVA Study*. Support was purely virtual, maximizing *skype, WebEx* and email as a platform. Further guidance to these national societies was given online in December to review the progress of the ongoing VIVA studies and provide appropriate support to the lead researchers. The studies will be concluded by January 2012 and results will be used by the national societies to promote volunteering and gain support for the national societies from current and prospective partners, sending the message that involvement of volunteers has increased the value of the partner's financial contribution to the National Society. The study results will be consolidated, published, and shared across the zone and globally.

Topics lined-up for the future Volunteering Development Webinar Series include:

1. Urban Volunteering
2. Volunteer Development: *addressing the challenges of sustaining volunteerism*
3. Celebrating Volunteerism: *Inspiring initiatives*
4. Building strong National Societies through volunteering development
5. Effectively communicating volunteering: *the role of PR, media and raising public awareness*
6. Cyber Volunteering: *Real people in a virtual world*
7. Volunteering in Emergencies
8. VIVA part 2... *Learning from those who learned...*
9. Volunteer database: *what is working, what is not working!*
10. Contingency Plans: *through the lens of volunteering and organizational development*

The most recent subject of debate on the Google Group OD Forum was urban volunteering, responding to the inquiry raised about the issues surrounding **urban volunteering**. Through the platform, significant ideas and proposals for study question were generated by at least 15 members from Ghana, Switzerland, Hungary, South Africa, UK, Zambia, Malaysia, Thailand, Mozambique, Costa Rica, Japan, Tanzania, Sta. Lucia, and Peru. The results of the debate within the Google platform will inform the Asia Pacific Zone Volunteering Unit's preparation for the "urban volunteering study" which will commence in early 2012.

The Namibia Red Cross OD Manager, participating in the International Diploma on Humanitarian Assistance in Kuala Lumpur, has been facilitated by the unit to maximize his knowledge sharing and learning opportunity by conducting study trips to both the Malaysian Red Crescent and Philippine Red Cross to learn and share on the issues of organizational development, volunteering, and youth development.

Early in the year, the Asia Pacific zone presence at IAVE international volunteering conference in Singapore led to successful networking with external volunteering institutions. National Societies

and Regional Delegations were supported in their efforts to determine the type of activities that could be done to celebrate volunteerism.

Programme Component 4: Global volunteering

Outcome: Global volunteering development

In January, the IFRC launched the global campaign: *“Find the volunteer inside you”*. The aim of this The volunteering unit actively encouraged volunteering focal points from national societies to participate in the Global Volunteer Conference by submitting scholarship proposals and assisting them in seeking funding support. All presentation proposals submitted by the national societies were accepted, with Vanuatu Red Cross receiving a full scholarship. The Netherlands Red Cross supported the partial scholarships of Nepal and China Red Cross participants and the rest of the participants sourced their own funding for participation. There were a total of 23 Asia Pacific participants and out of these, ten were accepted as presenters to make presentations on the following topics: **Volunteering for Sustainable Development and the MDGs** (Australian Red Cross; Republic of Korea Red Cross; Thailand Red Cross; Nepal Red Cross; Cambodia Red Cross); **Volunteering for Emergencies and Recovery** (Japanese Red Cross; Vanuatu Red Cross; Mongolia Red Cross; Philippines Red Cross); **Promoting an Enabling Environment for Volunteers and Volunteering** (Pakistan Red Crescent). Red Cross Society of China also presented its paper during the satellite meeting of Red Cross Red Crescent participants.

The volunteering development delegate participated in the Global Volunteering Development Team meeting which was after the Global Volunteering Conference. In the meeting, participants mapped the global volunteer/youth situation, trends, challenges and opportunities. Key priorities for a global plan on youth action and volunteering development for 2012-2015, including initiatives championed by zones, were discussed. Lastly, an analysis was done on the added value of the Secretariat to the national societies on volunteering development and youth action.

In the run up to the General Assembly, the volunteering unit actively encouraged volunteering focal points from national societies to submit applications for the 2011 Volunteering Development Awards. A total of eight submissions were received from six national societies across the Asia Pacific for the following categories: **Volunteer Management in Urban Environments** (Australian Red Cross; Philippine Red Cross; Sri Lanka Red Cross; Indonesia Red Cross); **Volunteer Management in Emergencies** (Pakistan Red Crescent; Hong Kong Branch of Red Cross Society of China; Philippine Red Cross); **Use of IT in Mobilizing and Managing Volunteers** (Philippine Red Cross). Pakistan Red Crescent won in the category *Volunteer Management in Emergencies* while Australian Red Cross won the in category *Volunteer Management in Urban Environments*.

With the aim of showcasing inspiring volunteering stories from our national societies during the Global Volunteering Conference in late 2011, national societies were actively encouraged to submit concept proposals with the volunteering unit offering technical support if needed. With this, a total of 12 proposals were received representing 34 per cent of the zone (Bangladesh Red Crescent, Australia, Cambodia, China, Indonesia, Japan, Republic of Korea, Mongolia, Pakistan, Thai, and Vanuatu Red Cross).

The volunteer development unit likewise supported the global volunteering policy revision by encouraging Asia Pacific National Societies to review and share their insights and input into the proposed revised volunteering policy.

Constraints or challenges

There are still several challenges faced both by national societies across the Zone as well as Federation delegations and Movement partners as follows:

- Several societies continue to face challenges in connecting through internet in a secure and consistent way which impedes them from participating in some of the platforms and tools connected to the new “Framework and Principles for Strong National Societies” such as the Learning Platform and Federation Databank. This is being addressed by prioritising those societies with the most extreme connectivity challenges, cross-referenced with those with the highest vulnerabilities in country, to receive Digital Divide assistance to the level of 5 societies assisted per year
- The measurement of indicators that demonstrate the linkage between resilient communities and resilient organisational characteristics to make effective contributions to communities are still evasive and inconclusive. Many societies and Movement components also find challenges with identifying indicators to demonstrate effective integrated work and its impact at community level and on organisational structures. Further work will be necessary in 2012 with PMER colleagues to find indicators which link organisational to resilience indicators

Achieving a clear “one harmonised OD and Movement support plan” per country is hampered by the unstrategic emphasis given to Cooperation Agreement Strategies across all Movement components at present. Where existing CAS are still in operation (Nepal, DPRK and Cambodia) it has proven easier to demonstrate added value of the collective in terms of support, harmonised planning with the host society, and collectively measurable impact. These learnings will be shared to attempt to re-establish interest and initiatives to resuscitate CAS processes in multi-partner environments across the Zone in 2012 onwards.

Humanitarian Diplomacy

Programme component 1: Humanitarian Diplomacy Capacity Building

Outcomes

- Humanitarian Diplomacy Capacity Building (both with National Society membership and with the IFRC Secretariat across AP Zone).
- Tools disseminated and developed and HD awareness-raising undertaken.

Achievements

- Accelerated humanitarian diplomacy work is being established in six focal countries across three regions. This is to explore further how proactive engagement of the IFRC and its members can be increased with policy makers, the donor community, other humanitarian agencies, and media on key issues that significantly impact vulnerable people at the country level.
- In **South Asia** draft HD plans for a number of the countries are in development through extensive consultation with national society counterparts where proactive efforts are being made to support national societies to strengthen their auxiliary partnership role. This is to

secure greater support from government and reach out more effectively to external agencies, particularly focusing on IFRC global partnerships and building on existing partnerships with multi-lateral agencies including the Asian Development Bank (ADB) and World Bank (WB), in order to improve humanitarian work. Initial indications show that a more conscious understanding of humanitarian diplomacy has started to result in strengthened recognition and influence within the wider humanitarian community.

- The **Pakistan** HD approach will emphasize the concept of 'external relations in emergencies' and is part of an intensive comparative study with the operations in Haiti. Part of the study will also focus on civil military relationships. HD initiatives to map out gaps and requirements in relations to auxiliary role strengthening, leadership development and call to action/advocacy priorities have begun which has included several regional workshops across the country targeting branches and volunteers. External relations with UN agencies and other humanitarian organizations are being systematically supported through the HD programme and an MoU with UN Women developed and signed.
- In **Mongolia**, initial consultations brought light to the challenges faced by landlock countries and social protection/care issues where the National Society is well placed to influence outcomes for vulnerable and marginalized people. The HD programme plans to further strengthen research and documentation in relation to migration and social welfare issues in Mongolia through the support of the IFRC delegation and the National Society.
- HD work is also currently being scoped out in **South Korea**, where the National Society has expressed explicit interest in furthering their migration work, developing a migration strategy for Southeast Asia and looking at being part of a migration network. The HD programme has also been engaged with supporting the positioning and profiling of the Korean Red Cross at the 4th High Level Aid Effectiveness Forum at Busan, South Korea. The former President Yoo spoke on behalf of the IFRC about the member national societies development contributions across the world. HD was also engaged in facilitating and accompanying bi-lateral discussions with the Korean Foreign Ministry (MOFAT) and with their implementing arm KIOCA. As the 13th largest economy in the world and a rapidly evolving and influential donor, the Korean Government and their auxiliary National Society are an instrumental and influential partner. To formalise the partnership between the Korean Government and IFRC, the HD programme played an important role in facilitating internal discussions to develop a draft MoU. This MoU is due to be signed in Mid 2012.
- Engagement in the **Philippines** has mainly focused around raising awareness on migration issues where the Secretary General participated in the panel at the Migration Workshop at the in the International Conference. The Asian Development Bank Headquarters is in Manila and the proximity was used to bring the Philippines country Office of the ADB together with the IFRC country office to discuss involvement in their country partnership strategy.
- In **the Pacific**, a regional focus on HD has been undertaken, with many national societies in the Pacific, feeling under-resourced and over-stretched. The purpose of the HD strategy is to build understanding and ownership with 12 Pacific national societies. A HD reference group is being established consisting of strong National Society leadership and will be responsible for ensuring the implementation of the HD Strategy and the development of an HD implementation plan for the region. A HD/IDRL Delegate has been recruited to support this process. Close collaboration with the ICRC on this project has also been established. Following extensive consultation the national societies in the Pacific identified clear areas where they required further support from the Secretariat and were also able to identify thematic priorities: which included the need for expert support in relation to advocating on topics of climate change, public health particularly non-communicable disease, violence, migration, gender and others. Assistance with strategic planning, mainstreaming of HD and advocacy and the development of campaigns was also identified. Strengthening and establishing IHL committees, engaging more proactively with regional bodies, developing leadership of national societies to represent the IFRC and developing tools and best

practice guidelines will be amongst the key activities undertaken to strengthen HD in the Pacific. The HD delegate has begun the process by building understanding around HD and focusing on strengthening the auxiliary role.

- Three regional delegation workshops in HD took place to help standardize and make more consistent the secretariat's approach to HD, looking to strengthen the relationship management and representation function of the staff working for the IFRC. A HD session was also undertaken with Mongolian Red Cross and the Pakistan Red Crescent (PRCS) headquarters staff and further trainings are currently being undertaken at the regional level with PRCS branch staff. **A Humanitarian Diplomacy Strategy** in collaboration with Australian Red Cross has been developed for **the Pacific** identifying key thematic advocacy priorities for Pacific national societies in order to establish a shared approach to humanitarian diplomacy in the region.
- **The Parliamentarian's Handbook on IHL** has been developed and tailored for use within the Solomon Islands and further adaptations planned in other countries where such a tool may be of use.
- The **IDRL and HD functions** are also working more closely together to explore how a more coordinated approach can be taken when working with governments and conducting legislative advocacy.
- Engagement with **PIFS**: Informal meetings are taking place between the IFRC and PIFS on a regular basis to ease the way for the Cook Islands putting IDRL on the agenda. These meetings aim to ensure that PIFS is clear on the National Society auxiliary role which it is hoped will help strengthen the application for Observer status.
- **The Advanced Training Programme** is an interactive web-based learning tool on Humanitarian Diplomacy that has been developed with inputs from the HD programme in Asia Pacific. The pilot programme is expected to cover key HD topics and will run for 12 weeks. National Society leadership have been nominated to pilot the training programme in the first round, so they can feedback and help further develop the tool for more widespread training.
- **HD in Action Case studies** have been produced for use as learning materials and communication tools to strengthen HD capacity building. Further learning and development tools are planned.
- The HD Programme is beginning to seek opportunities to engage national societies and national authorities on research work related to Migration and Gender. At present, we are pursuing opportunities for a potential project in the **Philippines, Cambodia, Laos, Vietnam, Korea** and **Sri Lanka** and are in the process of undertaking more in-depth research in Korea.

Programme component 2: Humanitarian Diplomacy Response

Outcomes

Humanitarian Diplomacy Response - interested national societies and humanitarian partners are empowered to undertake HD advocacy either through public communications or quiet diplomacy.

Achievements

- A **Regional South Asia workshop**, entitled 'Better Laws: Stronger Humanitarian Action', was held by the HD team in conjunction with IDRL colleagues in the Maldives from 11-12 October 2011. Participants included national society representatives and their government counterparts from Nepal, Pakistan, Afghanistan, Maldives, Sri Lanka, India and Bangladesh. The HD content focused on the important policy and advocacy platform of the international conference around the issues of auxiliary role, migration, health inequalities and volunteering. The workshop report will be finalized and shared with participants in

December.

- The HD programme has facilitated and supported national societies' engagement in processes related to the 'migration' agenda item at the 31st International Conference of the Red Cross/Red Crescent.
- The HD programme also facilitated support to the ASEAN Side Meeting at the International Conference and the Resource Mobilization Side Meeting at the General Assembly particularly in relation to engagement with the Asian Development Bank.
- The HD programme is contributing to the development and implementation of the community resilience models and tools, and integrating advocacy approaches to empower communities to have a voice and influence the decisions that affect them, particularly freedom from fear, upholding positive social values, equality of access to required services, communicating beyond the community with others and encouraging leadership that welcomes diversity and positive change. The HD programme has contributed to the development of the IFRC Gender Strategy and is looking to support the roll out and implementation of the strategy, once it is finalized.
- A Violence Prevention workshop was attended in January with a view of looking at how better the IFRC can strengthen its work in Violence prevention. Dissemination of the tool is underway.
- The HD programme has inputted technically into recruitment of various roles across the zone to bolster HD support in the four regions. This includes communication staff, multi-lateral relations roles and HD delegates and consultants. The programme is looking to build a dynamic and systemized approach to supporting HD in Asia Pacific.
- Efforts to build knowledge and credibility in the HD areas of focus are underway. These areas of focus are: 1) bringing attention to the increased numbers of hidden and forgotten disasters; 2) bringing attention to inequitable access to health care; 3) promoting a culture of non-violence which will be brought to light through advocacy publications, case studies and multi-media tools.

Programme component 3: Governments, International and Regional Organizations

Outcome(s)

Governments and Regional Organization engagement (support National Society and through the Secretariat develop and further enhance already existing cooperation with a number of regional institutions and regionally established International Organizations).

Achievements

Strategic HD relationships in Asia Pacific have been identified, set up and mapped with particular focus on external relations with international organizations and governments in order to gain access to decision makers and opinion leaders and influence positive outcomes for vulnerable people: The HD programme has strengthened current links with **ASEAN and Asian Development Bank (ADB)**, the key multi-lateral agencies specifically covering Asia Pacific through strengthening of coordination and with an aim to influence regional outcomes in disaster management and health in emergencies (particularly paving the way and building on IDRL and collective assistance issues). A letter of intent is now in place between ADB and the IFRC which has provided the basis for a stronger partnership between the two institutions. Regular technical exchanges are taking place in the areas of water and sanitation, road safety, disaster risk reduction, climate change adaptation, migration and health coordinated and facilitated by the humanitarian diplomacy programme. The Asian Development Banks' understanding of the IFRC and its members have been strengthened through two panel interventions at their climate induced migration forum in Manila in September. Senior representatives including the President of Australian Red Cross and Under Secretary General for Humanitarian Diplomacy were invited to participate in the panels. The HD programme supported the engagement as well as setting up meetings with the President of ADB, three governing board members and a large number of their senior staff. The Advisor to the

President of ADB was invited to the IFRC General Assembly and was on the resource mobilization panel. Discussions are in process on how to further develop our partnership to achieve more concrete outcomes for vulnerable people.

The HD programme continues to support regional organizations in enhancing regional collaboration particularly in the development and drafting of the **MoU between ASEAN and IFRC**. This has included visits to the ASEAN headquarters to meet key interlocutors, establishing relations with ASEAN representatives from member states making use of opportunities to engage in ASEAN programmes and meetings and providing support to IFRC representatives when they are doing so. It is anticipated that the HD programme will work closely with the IDRL programme to provide support to the ASEAN Secretariat next year, as well as exploring opportunities for deeper engagement around Migration. The final draft of the ASEAN framework agreement has been approved by Southeast Asia member national societies and will now be shared with ASEAN for their final feedback. Following the success of the process, a signing of the ASEAN/IFRC MoU will be arranged and then develop an ASEAN engagement strategy in collaboration with the Southeast Asia region to ensure more focused outcomes.

SAARC engagement: The HD programme is supporting scoping out engagement with SAARC. The Head of Delegation in Nepal met with the Secretary General of SAARC in Katmandu and further discussions have taken place in Maldives holding the current leadership for SAARC. The South Asia Regional HD Strategy being developed will aim to further identify and understand how IFRC and its member national societies can better engage with SAARC and where added value can be gained from this engagement, looking to assess whether it will be worthwhile to develop a similar MoU to the one with ASEAN.

The IFRC is looking to improve the quality of programming overall through better engagement with these strong and influential multi-lateral agencies who undertake extensive programmes and government capacity building work in areas of common interest. It is also trying to engage more deeply in policy work which will in the longer-term influence funding decisions and provide opportunities to tap into potential streams of further funding and partnership. It is only through increased collaboration in relevant forums that we can hope to seek opportunities to influence decision makers and opinion leaders.

The 4th High Level Forum (HLF4) for Aid Effectiveness, Busan. The purpose of the intervention was to bring greater recognition to the development work of the IFRC and its member national societies, highlighting the importance of focusing on resilience in the development arena and its use as a bridge between humanitarian and development aid. The participation at Busan ensured visibility for the IFRC and Korean Red Cross at a major global development partner forum through three important interventions: a) IFRC facilitated mini-debate on 'Transforming Vulnerabilities into capacities for better development outcomes' b) IFRC/UNISDR/GFDRR-World Bank co-facilitated Side Meeting on Building Disaster Resilience for Aid Effectiveness and c) a final day plenary intervention by IFRC on 'A New consensus on Aid and Development.' It was conducted in the hope that this opportunity could be utilized to pave the way for pursuit of observer status and be listed as a multi-lateral organization with OECD/DAC. Several high level bi-lateral meetings were set up with the World Bank, UN Agencies, Asian Development Bank, Islamic Development Bank, Asia Foundation, Korean Government and KOICA. The IFRC is also exploring a more strategic engagement with the Working Party for Aid Effectiveness in respect to being involved in follow-up and implementation of HLF4 and preparation for HLF5. It is anticipated that there will be strengthened partnership with organizations focused on mainstreaming disaster risk reduction in the development platform, particularly UNISDR and GFDRR-World Bank and the IFRC will

work with them to explore how to further strengthen links to support a global framework for resilience.

Programme component 4: Academia, foundations, private sector, civil society

Outcome(s)

Academia, foundations, private sector, civil society support National Society, and through the Secretariat, establish or expand cooperation and partnership with other opinion leaders in the region.

Achievements

Pakistan Red Crescent Society (PRCS) conducted a “Mega-Disasters lessons learnt” conference. It was a high profile event that provided a platform for strong public visibility of the PRCS and its work. Aiming to ensure stronger recognition of community perspectives in the international humanitarian development arena. It brought together stakeholders and actors from the local and international community under the roof of the PRCS to discuss the impact of disasters in Pakistan. The event was able to attract a high level of media interest and raise concerns related to disaster preparedness, response and recovery. Through building deeper public, governmental and partner support the conference seemed to be able to contribute to creating a more enabling environment to forge prospective partnerships with other INGOs. The HD programme was able to participate in this important platform and has been able to share the successes of undertaking such an event with New Zealand Red Cross and other National Societies.

More active engagement with civil society actors will be identified through the HD Action Plan. The ADB Annual General Meeting Civil Society Forum in 2012 also presents an opportunity that national societies and the Secretariat could use to build relations with civil society, the private sector and foundations. Contact has already been made with the main convenor of the event to discuss IFRC participation. The HD programme is also continuing to explore opportunities to deepen engagement with academic institutions, foundations, private sector and civil society, building on global initiatives such as the diplo-foundation being developed with the University of Geneva.

Constraints or Challenges

Undertaking HD programmes requires a slow, steady approach, with a lot of preparatory discussions between the IFRC, the national society and the government involved, as well as background research on substance issues, contextual understanding and background on key interlocutors. Intensive investment in strengthening buy-in and ownership and awareness-raising around HD and its added value is required.

In the Pacific, the smaller size and limited capacity of national societies and the competing demands on their time means that the pace at which things are expected to move following the development of the HD strategy will not be rapid. But with a new and more defined role for HD within the HD/IDRL delegates position, we anticipate steady support and progress in HD next year. This will be primarily focused around the Pacific priorities articulated by the Pacific national societies in mainly strengthening the auxiliary role, IDRL, Climate Change and Public Health. We anticipate that a more structured HD reference group will also be able to assist and encourage the process.

With one main resource at the zone level and one specific country resource, the HD team is very thin on the ground and associated budgets are very limited. This causes significant constraints. There is much that can be done but designated human resources are required to strengthen relationship management, to build a more credible basis for knowledge and understanding around substance issues and to be able to adequately commit time to supporting HD in the four regions.

For this reason, the HD programme has chosen to focus on a limited number of countries and themes. Targeting specifically valuable forums and timely and useful engagement with external partners and regional bodies. The past year has allowed the opportunity to incrementally develop the programme and to build recognition and understanding and secure greater resource commitment in the regions. The HD programme is also working very closely with the IDRL and communications team to pool resources and add value through relevant interventions.

The challenges around HD lie in the need for both internal and external advocacy of the programme. Building awareness and developing concrete examples takes time. The cross-cutting nature of the programme means that HD has to work through programmes and look for useful opportunities to demonstrate added value. The past year in the programme has been centred around learning by doing and really structuring and standardizing an HD approach for Asia Pacific. The IFRC HD programme in Asia Pacific is still in its developmental phase and is now being supported by a much more structured and well resourced Global HD Team.

Communications

Programme purpose

To influence changes in humanitarian policies and practices through improved engagement and cooperation with media and externally focused associations, and to enhance Red Cross and Red Crescent programme impact and effectiveness through expanded national society domestic visibility and increased global IFRC brand identity.

In order to deliver outcomes expected from Strategy 2020 and the global communications and advocacy strategy, the Kuala Lumpur-based communications programme will pursue the priorities and actions identified in this plan for the Asia Pacific zone, building on communications and knowledge sharing activities carried out in previous years.

The unit will be collaborative, including both input and supportive actions by fellow department heads, communications colleagues in regional and country offices, and communications leaders in national societies. Activities will be focused on enhancing the image and resource mobilization capabilities of the organization as a whole. They will also be focused on building skills and capacities through hands-on learning opportunities and peer-based mentoring.

Programme component 1 : Enhanced emergency communications capability

Outcome: National societies and the IFRC are the leaders in providing accurate, timely information to domestic and international press during major disasters.

Achievements

Between January and September the zone communications unit coordinated the IFRC's communications response to 10 disasters that struck the Asia Pacific region including Cyclone Yasi in northern Australia, the Christchurch earthquake in New Zealand, the Tohoku earthquake and tsunami in Japan, Typhoon Nesat in the Philippines and various flood related disasters in different countries across South and Southeast Asia.

The zone provided relevant information to National Society communicators, linked international media with Red Cross spokespeople on the ground and highlighted the response of the Red Cross in both contexts through IFRC online and social media platforms. Extensive media relations activities were carried out in response to all of these disasters particularly in contexts where IFRC

appeals were launched. Media monitoring was carried out on more large-scale disasters. In the four days following the Japan tsunami, more than 2,000 news reports mentioned the Japanese Red Cross and/or the IFRC. This coverage included the majority of mainstream print and broadcast media including CNN, BBC, AP, Reuters, the Guardian, The New York Times, The Independent and The International Herald Tribune. Over a seven-day period, more than one million people viewed the IFRC's Japan slideshow on Flickr. The IFRC's digital newsroom recorded the highest recorded number of views/uploads – 64,000 in one day, the IFRC's Twitter reach amounted to more than 2.2 million people and Facebook activity increased by nearly 400

The zone ensured that the Japanese Red Cross Society communications team was well supported, providing a succession of IFRC communications delegates over a three-month period. During this period regular communications materials including key messages, facts and figures, press releases, web stories, photographs and video-content were produced for use by the media and National Society communicators. A communications plan was developed to mark the six-month anniversary of the tsunami. A similar communications plan to mark the six-month anniversary of the 2011 floods in Pakistan was also implemented.

Programme component 2: Communications capacity and team building at the zone, regional/country office and national society level

Outcome: A wider culture of communications across the Red Cross Red Crescent that supports the aims of Strategy 2020, through the development and strengthening National Societies' communications capacity

Achievements

Communications training has been delivered in a variety of country level and regional workshops and fora in South and Southeast Asia as well as in ERU and RDRT trainings and during the IFRC head of delegation meeting. Training modules focused on skills building in various areas including media training, photography and social media. The zone communications unit also coordinated and supported the participation of over 14 National Society communicators from Asia Pacific at the IFRC/ICRC global communications forum hosted in Geneva in September.

Progress has been made with developing the strategic partnership between Thomson Reuters and the IFRC. Meetings were held with senior Reuter's staff in Singapore where Reuters agreed to provide national societies with photography training through its country bureaux. The first one-day training workshop was held in Manila for approximately 30 chapter and headquarters staff from the Philippine Red Cross.

Programme component 3: Increased knowledge sharing and capture of institutional successes from and between national societies and all other Movement components

Outcome: Increased input to knowledge sharing systems by Movement partners and increased usage of those systems by key customers/audiences.

Achievements

Following the launch of the new FedNet platform, the zone communications unit has revised and updated the Asia Pacific zone pages and facilitated FedNet editor trainings at the zone level and in the South Asia regional office. A total of 14 editors have now been trained at the zone office. All

zonal programme units now have dedicated FedNet focal points and a new distance learning editors training module is currently being developed between the zone communications unit and the corporate communications unit in Geneva.

Communication plans have been developed and implemented around significant events in the Humanitarian Diplomacy Calendar including ICAAP, the world's second largest HIV/AIDS forum. A multimedia documentary was produced for the forum in conjunction with the Thai Red Cross HIV programme and disseminated to public audiences via the IFRC's YouTube site. In December the IFRC's role in the HL4 – High level Forum on Aid Effectiveness, in Busan, Korea was actively promoted through a concerted media relations and social media push, which resulted in interview requests from the BBC amongst others.

Programme component 4: Integrating beneficiary communications across Red Cross Red Crescent programming in the Asia Pacific zone

Outcome: Improved aid effectiveness through greater transparency and accountability of Red Cross Red Crescent Services targeted at vulnerable individuals and communities
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Achievements

Implementation of the Asia Pacific beneficiary communications project began in November when a programme manager was recruited in the zone office. Work has begun on planning the baseline work of phase 1 of the project which includes orientation activities with Red Cross Red Crescent National Societies in Indonesia, Bangladesh and Philippines. The zone communications manager participated in a beneficiary communications lessons learned workshop held in Haiti which was aimed at mainstreaming learning in beneficiary communications learning across the IFRC.

Resource Mobilization and Planning, Monitoring, Evaluation and Reporting

The new RM/PMER “regional support team” structure became operational from 1 July and has been consolidated during the ensuing months of the year. This is helping to provide more holistic support to regional/country offices through three geographically focused teams with RM and PMER capacity.

Programme component 1: Resource mobilization

Outcomes

- All Asia Pacific annual plans and emergency appeals are at least 80 per cent covered (aiming for 100 per cent coverage) and receipt and management of all pledges and funding is carried out effectively.
- Asia Pacific national societies have enhanced capacities and support networks to enable them to diversify their funding sources and secure longer term funding.

Achievements

The second half of the year fortunately saw few new emergency appeals and the RM/PMER unit continued to focus on mobilization of resources and grant management for the 2011 annual plans

and ongoing emergency appeals. The successful mobilization of funding for Asia Pacific programmes achieved in previous years, continued during 2011:

- Total funding for all 21 annual plans was CHF 74.1 million (including new funding of CHF 52.1 million), representing a total coverage of 136 per cent.
- Total funding for all 15 active emergency appeals (excluding tsunami) was CHF 452.9 million representing a total coverage of 89 per cent.
- Total of 349 pledges of funding were received and processed during 2011.

The Asia Pacific Fundraisers' Network (APFN) has continued to gain momentum under the lead of a new chairperson (Secretary General of Philippines Red Cross) and supported by the Asia Pacific zone office's RM/PMER and OD units. Membership of the Network stood at nine national societies by the end of the year, with a further seven expected to become members early in 2012. This Network was devised to be self-sustaining, with the aim to help fundraising professionals within national societies consolidate their fundraising skills, and share knowledge and experience within the Asia Pacific zone. The APFN follows the concept of a professional network with an annual fee of CHF 500 for any national society who wishes to be a member.

The first APFN webinar, 'Learning from Global Skillshare', was held on 16 November and was well received by 43 participants from nine national societies and six IFRC offices in the Asia Pacific as well as external supporters.

Programme component 2: Planning, monitoring, evaluation and reporting (PMER)

Outcomes

- Asia Pacific IFRC appeals, plans and reports meet required quality standards, and are 100 per cent compliant in meeting all deadlines.
- Quality of Asia Pacific Red Cross Red Crescent programmes is enhanced through effective planning, monitoring, evaluation and reporting systems in place in national societies and IFRC offices

Achievements

By the end of 2011, the unit finalized and validated a total of 543 reports/plans/appeals/other documents. This included the completion of 21 long-term planning frameworks (LTPF), and subsequent plans of action and related annexes, covering all 20 IFRC offices in the zone. In the process of finalizing the LTPFs and plans of action, additional in-country support was provided by the unit to IFRC country/regional offices in Cambodia, Philippines, Myanmar and China. The LTPFs are now available on IFRC's public [website](#) while the plans of action are published on [Fednet](#)²⁰.

A total of four weeks in-country support to the Sri Lanka IFRC office and national society was also provided earlier in the year, partly as surge capacity in the Floods Operation but also in restructuring the PMER unit.

Working closely with the regional and country offices, the unit has continued to achieve compliance in meeting all reporting deadlines during the year.

In PMER capacity building, progress continued in the "mentoring concept" initiated in the second quarter of 2011, whereby hands-on practical support is provided in-country to national society staff

²⁰ IFRC's intranet, available to Red Cross Red Crescent members.

previously trained in PMER/PPP. Two such support visits were made to Nepal, one in Timor Leste and another in Mongolia in the second half of the year.

The recruitment of a second PMER officer was completed, with the appointee to take up the post in February 2012 based in the South Asia Regional Office in Delhi, thus enabling further expansion of this support. This mentoring process is intended to maximize the impact of PMER training, and to support the practical adaptation of PMER concepts and methodologies in ongoing and new projects. It also contributes towards improved national society planning processes, programme design and reporting. Early indications are that the approach has been well received by national societies involved. Furthermore, with the generous support of Swedish Red Cross/Swedish government, this mentoring initiative will continue into 2012, with follow up mentoring/monitoring visits planned for the three pilot countries as well as expansion into new countries.

The global database on FedNet for all IFRC evaluations/reviews, initiated in Asia Pacific zone during 2010 and with further input in the first part of the year, was finally launched in beta format in September after a lengthy process of developing an acceptably user-friendly interface. Further refinements will be made during 2012 to ensure more functionality.

Constraints and Challenges

The challenging and constantly-evolving planning process, ongoing and new emergencies, as well as diminished capacity within the team has resulted in a very high workload in 2011, especially in the second half of the year. To address this, the recruitment process for two staff members to replace colleagues who left in 2010 was completed, with the new staff in place in January 2012.

Logistics

The Zone Logistics Unit, Asia Pacific (AP ZLU) previously KL Regional Logistics Unit (KL RLU) became operational from 1 January 2012 to align the IFRC Global Logistics Service within the IFRC decentralised zone structure.

Outcomes

The 2011 plan of the IFRC Global Logistics Service (GLS) and AP ZLU is designed to support strategic aim 1 of the IFRC's Strategy 2020 to "Save lives, protect livelihoods, and prepare for and recover from disasters and crises". More specifically, it supports enabling action 1 of Strategy 2020, to "build strong National Red Cross Red Crescent Societies", and enabling action 3 to "function effectively as the IFRC".

Achievements

In 2011, the Global Logistics Service supported by the ZLU's embarked on the implementation of Logistics 2015, its five-year strategic plan that supports the delivery of the IFRC's Strategy 2020. Logistics 2015 focuses on three objectives, namely to:

1. support the enhancement of National Society logistics capacity
2. increase the IFRC's logistics capacity to deliver logistics services for preparedness and operational activities
3. provide agreed logistics services to pre-selected humanitarian agencies

One of the key tasks of the AP ZLU during 2011 was to take the global logistics strategy and create a business plan for the Asia Pacific context in order to implement this strategy in the region. Meetings were held throughout the year to further disseminate and seek the input of Asia Pacific national societies and other stakeholders into this plan.

Operationally although there was no mega-disasters in Asia Pacific in 2011 requiring large scale international logistics support there has been a steady work load with logistics support provided to new and ongoing operations in Pakistan, Myanmar, Bangladesh, India and Nepal. Pre-positioned stock turnover remained high with replenishment to many small operations in Southeast Asia and the Pacific.

The current stock holding levels have gone up, increasing the GLS global preparedness and stock capacity to respond to humanitarian needs. Several national societies increased the volume of stock that they hold in regional logistics units as a result of their increased ability to respond quickly by using global logistics services. In particular, compared to the previous year in 2011 AP ZLU increased average monthly stock holding by 35 per cent by adding new customers (Norwegian Red Cross, Taiwan Red Cross) and introducing the household kit.

Under services to externals, one supplier, specializing in delivering emergency food such as high energy biscuits and ready-to-use therapeutic food, signed a long term agreement with IFRC in order to use GLS storage facilities primarily in the ZLU warehouse in KL to pre-position their goods. This will allow quicker access by humanitarian community to this commodity and will reduce transport costs.

At the end of 2011 a replacement Head of RLU was appointed (started beginning of 2012) to replace the outgoing head who departed earlier in the year.

Constraints and Challenges:

The challenging and constantly-evolving Logistics 2015 requirements with ongoing and new emergencies, as well as diminished capacity within the team due to no Head of RLU in place for almost all of 2011 resulted in a very high workload. Interim arrangements were made and with back up from the other ZLU's and GLS in Geneva the situation was well managed.

Finance

Objective

Sustain the goodwill that is already in place and at the same time continue to provide professional and technical support to the IFRC delegations in improving the standard of financial management in the region.

Achievements

Zone Finance Unit (ZFU) had been providing valuable support and services to delegations in the field. In brief, the support can be listed down as follows:

1. Technical support is given to field finance staff in ensuring timeliness and accuracy of monthly returns and compliance with financial procedures.
2. Financial management information and support is provided to technical managers periodically and on an ad-hoc basis when deemed necessary.
3. The level of financial awareness in the Asia Pacific region is continuously raised and financial management support is given to operations without secretariat's in-country presence.

The following achievements and impact have proven that the support provided by ZFU has improved the overall financial management of the region.

Main achievements are:

- Three programme managers' (East Timor in February, Pakistan in March and Sri Lanka in April) training for delegation and National Society staff was provided and these training had improved the overall financial accounting, management and reporting of IFRC and national society funds - total participants were 28 delegates and 21 national staff.
- ZFU conducted and facilitated finance workshop for 23 senior finance staff from 22 to 24 August. The workshop included a detailed explanation on full cost recovery, costing principles and how the changes are incorporated in 2012 budget. In addition there were also dissemination of the new capacity building tool called Organizational Capacity Assessment & Certification (OCAC), and how a team we can work together to support the finance development work in the region and at the same time show clear impact by moving more societies from working advance to cash transfer system.
- Provide in-house training to 17 finance officer/assistant from 11 countries. It was an intensive five days' (17-21 Oct) training covering all aspect of IFRC financial management. This training will help the finance officer and assistant to progress in their career, develop their skills and understanding.
- Zone finance manager co-facilitated Southeast Asia National Societies Finance Director's and Treasures meeting in Bangkok (6-8 Dec), this platform was used to disseminate cash transfer system and each society had mapped out the target date to move from working advance to cash transfer status.
- Zone finance manager conducted visit to Pakistan in March for reviewing floods operation and advising on the human resource side of the finance set-up.
- Analyst visited Chengdu in April for the smooth closure of earthquake's operational office and at the same time ensured clear handover between the field office and regional office.
- Zone finance manager together with Head of Budget and Analysis unit from Geneva conducted a two-day visit (15-16 August) to Indonesia for reviewing emergency operations, discussion on future finance set-up, as well as visit the national society to follow up on pending working advance clearance and submission of annual income declaration and audited financial statement.
- Two months' support to South Asia regional office from December 2010 to January 2012 since the finance manager was away on maternity leave.
- Asia Pacific ZFU analyst provided support to America ZFU for three months (August-October) as there was urgent human resource needs in Santa Domingo office supporting Haiti operation.
- Analyst provided support to Cambodia delegation in preparation and submission of 2012 budgeting package from 14-18 November.
- Timely Monthly Financial Analysis report was circulated periodically to ensure managers are kept informed on the financial issues and risk so that immediate action can be taken to improve the financial situation and eliminate the risk or financial exposure.
- Involved in the interview, selection and training of the new finance delegate of DPR Korea and finance manager of Bangkok regional office.

Measurable impacts are:

- The overall understanding on financial management and progress monitoring of activities has proven that IFRC has improved and developed the financial skills of all personnel.
- Expenditures have been in line with planned budget and activities with approved expenditure ceiling. There are no exposures on the funding plan and no project deficits at year end.
- Timely financial reporting to donors and continuous monitoring on pledge-based financial statement. ZFU has processed 295 pledge based financial statement in 2011.
- Once again Asia Pacific has achieved zero deficit end of 2011 closing, this is an excellent target indicating a good financial management control by zone leadership.
- KPMG external auditors performed a two-day audit visit and review of zone office. Part of the review involved transaction testing, review of month end control checks in ZFU and

authorization control. Outcome of this audit was positive and the auditors did not find any material issue or weakness.

- Smooth monthly cash transfer of funds to delegations in enabling delegation and national society to implement the activities on time.
- ZFU has maintained, and to a certain extent, improved the finance infrastructure by training, locating skilful human resource and filling the gaps as and when needs arise.
- In Asia Pacific there are in total fifty-seven (57) finance staffs in delegation, nine (9) delegates and forty-eight (48) national-staff to whom ZFU have been providing technical support.

Constraints or challenges

A constant challenge has been the maintenance of adequate human resources in the field due to regular and high staff turnover. Another issue is that often it is not the most qualified and experienced who are appointed to fill vacant positions in the field. Positions are sometimes filled by appointees from partner national societies who are willing to bear the full cost of these appointees. For expediency, national societies in the region who do not have the necessary resources accept these appointments. This causes disruptions to the work as these appointees need quite a bit of training before they can perform the required tasks.

Information Systems Unit

Programme purpose
Increase Red Cross Red Crescent information technology and telecommunications capacity to provide adequate support to all International Federation activities, including disaster situations. Support is also provided to National Societies

This unit provides information technology (IT) and telecommunications services and support to the Asia Pacific IFRC zone, regional and country offices as well as national societies in the zone. The zone information systems unit's budget is part of the core budget allocated to the zone.

Outcomes/Expected results

Programme component 1: Customized IT and telecoms service support systems
Outcome: Increased productivity and efficiency of International Federation field secretariat offices and operations, and improved response time for solving all information systems problems.

Achievements

Stock centre in Kuala Lumpur have been distributing IFRC Standard Lenovo laptop sets for delivery. Spare parts are now available for older Lenovo laptops as well as peripherals like batteries. Most IFRC offices have been getting stocks from Kuala Lumpur. National societies have also ordered through the AP Zone Office e.g. Maldives and Timor Leste.

Blackberry Enterprise Server Services are being rolled out to more IFRC staffs in Asia Pacific. The standard phone model have been updated as Bold 9900, Torch 9810 and Curve 9360.

The satellite phone database and management system for Asia Pacific have been migrated to a new system to enable faster response time for activation, deactivation, services and finance

management. Asia Pacific Zone Office now have stocks of SIM cards and controls activation and deactivation of satellite SIM cards.

Online ICDL training have been made available to IFRC offices and National Societies.

Point-to-point video conferencing systems (Polycom and LG using H323 and SIP) have been setup in the zone offices and Geneva to facilitate better communications and coordination. Additional video conferencing systems are being setup at the Regional Offices in Beijing, Suva, Delhi and Bangkok.

An “#AP Everyone” mailing list containing ALL IFRC staffs in Asia Pacific have been created to facilitate information sending to all staffs.

American Red Cross has donated radio telecommunication equipments to Bangladesh Red Cross for the cyclone season.

DPRK has added VHF radio capabilities for emergency response.

Upgrade of computer systems in the zone office have taken place.

Programme component 2: Information sharing and knowledge management

Outcome: Sharing of lessons learned and best practices in providing peer support across Asia Pacific and more efficient teamwork across the seven zones and Geneva to provide better services.

Knowledge is currently shared through servicedesk knowledgebase, sharepoint collaboration workspace and email communications between IT telecommunications personnel in the zone, Geneva, and national societies. ITIL and servicedesk usage have been widely promoted and user trainings provided zone wide. We are encouraging all IT Telecom service request and incidents to be reported using servicedesk. The tool is also used to track response to the reported request or incident to gauge the degree of conformance to the service catalogue.

Peer support among National Societies and Federation offices are being fostered after the first Asia Pacific IT Telecom Meeting and as part of bridging the digital divide initiatives. IFRC offices are providing consultancy services, assistance and support to National Societies in their country of presence. Mailing list consisting of National Societies ICT focal point have been created to share experiences. Fednet sharepoint site on Digital Divide have been setup.

Programme component 3: National society information systems capacity building

Outcome: Standardized and increased information systems capacity in national societies.

More national societies have approached IFRC for assistance and we have delivered almost all of these requests. Some national societies have also purchased licences of McAfee Antivirus, Microsoft softwares, and Lenovo laptops through the IFRC contracts which provides pricing levels reflecting our non-profit humanitarian status.

IFRC also provided assistance on daily IT and Telecom operations such as troubleshooting, maintenance, virus removal, backups, reconfigurations, installations, administrative and technical support for National Societies.

Japanese Red Cross Society have received ICT equipments for the earthquake response.

Malaysian Red Crescent has received additional radio equipments from Sri Lanka for capacity building.

The Digital Divide project to upgrade the capacity of ICT infrastructure for five national societies is in progress. The project's objective is to ensure that national societies would have improved their delivery of services and programmes to the most vulnerable, would have more efficient and effective internal processes, and are able to participate more fully as a member of the IFRC.

We are in the process of assisting and partially funding the ICT infrastructure upgrade under the Digital Divide Project for Fiji Red Cross, Nepal Red Cross, Bangladesh Red Crescent, Cambodian Red Cross, Vietnam Red Cross, and Sri Lanka Red Cross.

An MOU with Google (Google Apps) and Microsoft (Office 365) have been finalized to benefit National Societies who would want to have corporate emails, file sharing, file editing functions all through the web without the hassle of maintaining their own servers.

Working in partnership

Promoting better and more effective cooperation within the Red Cross Red Crescent Movement and with external organizations remains a key objective of the IFRC within the Asia Pacific zone. To further this aim, partnership meetings were organized on behalf of the national societies in the Pacific region (May), and Bangladesh (June).

In March, both the Asia Pacific zone office and ICRC held their annual head of delegation/head of office meetings in **Kuala Lumpur**. **This gave both organizations** an opportunity to work together during a half-day session devoted to areas of mutual interest. This dialogue helped create a much better sense of awareness about the work that each organisation is carrying out in their respective areas.

Progress in developing relations with the Asian Development Bank (ADB) and the Association of Southeast Asian Nations (ASEAN) has continued steadily:

- A visit to ADB Headquarters in Manila took place in February to resuscitate our engagement and in May the External Relations/Humanitarian Diplomacy Coordinator (HDC) attended the ADB AGM to further build relations and stay in touch with current ADB initiatives.
- IFRC participated in the 2nd ADB and Developing Member Countries and Partners Sanitation Dialogue in Manila in May which reiterated the need to further scale-up sustainable water and sanitation programming. As a result of the meeting, IFRC has drafted

a proposal outline to scale up existing projects through a possible co-financing mechanism with ADB.

- The HDC attended the ADB policy dialogue on Climate Induced Migration in Bangkok in June. Greg Vickery, IFRC Governig Board member, and Goli Ameri, Under Secretary General for Humanitarian Diplomacy will be attending the conference on Climate Induced Migration, scheduled to take place in Manila in September.
- At the country level, the IFRC Sri Lanka attended ADB country partnership strategy meetings and undertook bi-lateral discussions.
- The HDC, Head of Southeast Asia regional office, and Head of Indonesia coutry office also visited the SEAN Secretariat in Jakarta to re-establish contact and to discuss the current status of the draft MoU which is still under discussion.

An IFRC statement on 'People centred development' was delivered at the High Level Policy Dialogue on progress against MDGs of land locked countries, which was hosted by UNESCAP and the Mongolian government in Ulaanbaatar, Mongolia. A statement was also delivered at the High Level Bali Process on People Smuggling, Trafficking in Persons and Related Transnational Crime.

The Zone Director attended the World Economic Forum (WEF) on East Asia which was held in Jakarta in June. The forum covered a wide range of issues and was attended by 625 participants from across Asia representing government, private sector and civil society. A session on "Natural Disasters: Addressing complex and interconnected risk in East Asia through public-private partnership" was attended, and support given to the working group session on "Great East Japan Earthquake lessons learned". This was an excellent networking opportunity as well as a good platform to informally raise awareness of Red Cross Red Crescent issues amongst decision makers. Further engagement with WEF at the regional level will be encouraged to ensure more significant contributions to future such events.

Contributing to longer-term impact

Collectively the work of the Asia Pacific national societies, assists millions of people each year. While the most visible part of this work is the numerous and extensive disaster response related activities under emergency appeals, equally important are the countless longer-term risk reduction, public health, and humanitarian programmes that are implemented on an ongoing basis by national society volunteers and staff working at community level across the entire zone.

To support national societies in this endeavour, the mission of the Asia Pacific zone team is to promote and facilitate the development of strong Asia Pacific national societies with quality disaster response/recovery and development programmes addressing priority humanitarian needs in their countries in line with Strategy 2020.

To accomplish this the Asia Pacific team will therefore place increasing emphasis on the approaches outlined below to ensure that IFRC support in the zone is appropriate, effective and well-coordinated:

- Sustainable development of national societies through focused country level support to their strategic priorities

- Enhanced focus on our development activities alongside our well-known disaster assistance efforts
- Offer more integrated support to national societies where all programmes are owned and managed by them, with guidance and accompaniment by partners
- Partner national societies are supported in coordinated bilateral programmes through cooperation frameworks and Integration Agreements; IFRC secretariat develops programmes in situations not covered by partners and facilitates strengthening of host national societies and sharing of knowledge, expertise and innovation
- Striving for equality by ensuring that there is no gender-based or other discrimination in our policies and practices, and enabling greater participation by vulnerable people
- Better ways of working together among Movement partners to maximise the utilisation of the resources in expanding our services to the most vulnerable people; this will be accompanied by greater openness and flexibility in partnerships and collaboration with others outside the Movement
- Speaking up and speaking out more on the side of the vulnerable and disadvantaged people while adhering to our fundamental principles
- Strengthening a harmonized approach to planning, performance management, transparency and accountability.

Looking ahead

In this overall context, the overarching imperative which drives our work in Asia Pacific is rooted in IFRC's Strategy 2020, as articulated by the Amman Commitment from the 8th Asia Pacific Regional Red Cross Red Crescent Conference held in October 2010.

In the Amman Commitment, national societies agreed to the following:

"... we re-confirm the importance for the Red Cross Red Crescent to build community resilience and to prepare and respond effectively to disasters. We must adhere to the Fundamental Principles in all our actions. We celebrate the valuable contribution of our youth and volunteers and recognise their indispensable role in achieving the goals set out in S2020."

This is encapsulated in the Commitment Statement in three main groupings of programmes and activities:

- Effective preparedness (Saving Lives)
- Humanitarian Diplomacy (Changing Minds)
- Culture of Volunteering and Greater Youth Participation

The key function of the Asia Pacific zone is to support national societies to fulfil these commitments and this is the basis for all our work throughout 2011 and beyond.

How we work

All IFRC 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 the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

The 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.

www.ifrc.org
Saving lives, changing minds.



The 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.

Find out more on www.ifrc.org

Contact information

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Development Programme Financial Report

MAA50001 - Asia Pacific Zone

Annual Report 2011

Selected Parameters	
Reporting Timeframe	2011/1-2011/9998
Budget Timeframe	2011/1-2011/12
Programme	MAA50001
Budget	APPROVED

All figures are in Swiss Francs (CHF)

I. Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
A. Budget	1,842,184	1,147,542	515,886		464,793	3,970,405	
B. Opening Balance	829,696	359,549	129,719	2	243,150	1,562,115	
Income							
Cash contributions							
American Red Cross	49,433					49,433	
Australian Red Cross	0	8,310	18,721		0	27,031	51,145
Australian Red Cross (from Australian Government)	678,269	23,933				702,202	
British Red Cross	29,282					29,282	
China Red Cross, Hong Kong branch	8,025					8,025	
DFID Partnership grant						0	292,068
Eli Lilly Export SA		5,000				5,000	
Finnish Red Cross	101,784	0			21,818	123,602	0
Finnish Red Cross (from Finnish Government)	117,338	0				117,338	
French Red Cross	300,000					300,000	
Irish Red Cross Society	12,162					12,162	63,050
Japanese Red Cross Society	117,835	59,227	149,798		53,327	380,187	
New Zealand Red Cross	50,031	40,092			48,955	139,078	
Spanish Red Cross		35,000				35,000	
Swedish Red Cross (from Swedish Government)			175,455			175,455	
The Netherlands Red Cross (from Netherlands - Private Donors)			5,712			5,712	
C1. Cash contributions	1,464,159	171,561	349,686		124,100	2,109,505	406,264
Inkind Goods & Transport							
The Netherlands Red Cross		288,801				288,801	
C2. Inkind Goods & Transport		288,801				288,801	
Inkind Personnel							
American Red Cross	100,100					100,100	
Australian Red Cross	219,600	92,400				312,000	
British Red Cross	92,400					92,400	
Finnish Red Cross	109,200	109,200				218,400	
Irish Red Cross Society	52,873					52,873	
Japanese Red Cross Society			69,300			69,300	
New Zealand Red Cross					54,600	54,600	
Spanish Red Cross	64,937	93,900				158,837	
The Canadian Red Cross Society					63,093	63,093	
The Netherlands Red Cross	64,167				52,617	116,784	
C3. Inkind Personnel	703,277	295,500	69,300		170,310	1,238,387	
Other Income							
Balance Reallocation	-533	533		-2	2	0	
Programme & Services Support Recover		17,225				17,225	
Services Fees					103,192	103,192	
C4. Other Income	-533	17,758		-2	103,194	120,416	
C. Total Income = SUM(C1..C4)	2,166,903	773,620	418,986	-2	397,604	3,757,110	406,264
D. Total Funding = B + C	2,996,598	1,133,168	548,704	0	640,754	5,319,225	406,264
Coverage = D / A	163%	99%	106%		138%	134%	

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
B. Opening Balance	829,696	359,549	129,719	2	243,150	1,562,115	
C. Income	2,166,903	773,620	418,986	-2	397,604	3,757,110	406,264
E. Expenditure	-1,786,130	-939,060	-363,835		-353,141	-3,442,166	
F. Closing Balance = (B + C + E)	1,210,468	194,109	184,870	0	287,613	1,877,059	406,264

Development Programme Financial Report

MAA50001 - Asia Pacific Zone

Annual Report 2011

Selected Parameters	
Reporting Timeframe	2011/1-2011/9998
Budget Timeframe	2011/1-2011/12
Programme	MAA50001
Budget	APPROVED

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A		B					A - B	
BUDGET (C)		1,842,184	1,147,542	515,886		464,793	3,970,405	
Relief items, Construction, Supplies								
Shelter - Relief			31				31	-31
Construction Materials			10				10	-10
Water, Sanitation & Hygiene	306,026		270,916				270,916	35,110
Other Supplies & Services			546				546	-546
Total Relief items, Construction, Su	306,026		271,503				271,503	34,523
Land, vehicles & equipment								
Computers & Telecom	25,000	75,727	2,012	997		1,041	79,777	-54,777
Total Land, vehicles & equipment	25,000	75,727	2,012	997		1,041	79,777	-54,777
Logistics, Transport & Storage								
Storage	1,800		138				138	1,662
Distribution & Monitoring			24,119				24,119	-24,119
Transport & Vehicles Costs		657	116				774	-774
Logistics Services			1,839				1,839	-1,839
Total Logistics, Transport & Storage	1,800	657	26,213				26,870	-25,070
Personnel								
International Staff	2,264,226	977,804	410,293	181,256		228,678	1,798,031	466,195
National Staff	27,000	3,555	733	-105		4,534	8,716	18,284
National Society Staff	69,000	3,216	188				3,404	65,596
Total Personnel	2,360,226	984,575	411,214	181,150		233,212	1,810,151	550,075
Consultants & Professional Fees								
Consultants	233,000	294,929	23,497	28,656			347,082	-114,082
Professional Fees			1,026				1,026	-1,026
Total Consultants & Professional Fe	233,000	294,929	24,523	28,656			348,107	-115,107
Workshops & Training								
Workshops & Training	501,500	211,369	59,243	37,657		31,328	339,597	161,903
Total Workshops & Training	501,500	211,369	59,243	37,657		31,328	339,597	161,903
General Expenditure								
Travel	186,050	92,027	67,675	55,531		20,535	235,769	-49,719
Information & Public Relations	69,711	32,021	5,513	24,906		882	63,322	6,389
Office Costs	11,809	1,065	7,027	1,140		2,198	11,430	379
Communications	13,500	15,560	8,000	2,780		2,061	28,401	-14,901
Financial Charges	310	1,318	168	302		-459	1,329	-1,019
Other General Expenses	21,000	20	131				151	20,849
Shared Office and Services Costs	9,600		13,800	10,350		49,450	73,600	-64,000
Total General Expenditure	311,980	142,011	102,313	95,011		74,668	414,002	-102,022
Indirect Costs								
Programme & Services Support Recov	230,701	65,389	37,551	17,821		11,046	131,808	98,893
Total Indirect Costs	230,701	65,389	37,551	17,821		11,046	131,808	98,893
Pledge Specific Costs								
Pledge Earmarking Fee		6,705	2,288	1,864		1,194	12,050	-12,050
Pledge Reporting Fees	173	4,768	2,200	680		652	8,300	-8,128
Total Pledge Specific Costs	173	11,473	4,488	2,544		1,846	20,350	-20,178
TOTAL EXPENDITURE (D)	3,970,405	1,786,130	939,060	363,835		353,141	3,442,166	528,240
VARIANCE (C - D)		56,054	208,482	152,051	0	111,652	528,240	