

# PROGRAMME UPDATE



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

## INDONESIA

10 December 2004

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### In Brief

**Appeal No. 01.64/04; Programme Update No. 3; Period covered: 1 July to 31 October 2004;**

**Appeal coverage: 152.9%; Outstanding needs: N/A**

[Click here to go directly to the attached Contributions List.](#)

[Click here for the weekly updated Contributions List \(also available on the website\).](#)

**Appeal target: CHF 1,458,813 (USD 1,140,483 or EUR 946,140)**

**Related Emergency or Annual Appeals:** [Annual Appeal \(01.64/04\)](#), [Floods Appeal \(02.04\)](#)

**Programme Summary:** The third quarter was an eventful yet stable period in Indonesia. The country's first ever direct presidential election took place peacefully and without major irregularities. The new President has pledged to prioritise tackling corruption, job creation and economic growth.

On 9 September a car bomb outside the Australian Embassy in Jakarta killed 10 and injured more than 150 people. Nearly 100 Indonesian Red Cross (Palang Merah Indonesia/PMI) volunteers and staff arrived at the scene within minutes and worked frantically to help locate the dead and wounded and bring them to hospital. Following the attack, the Federation's delegation in Jakarta has been tasked with monitoring the financial aspect of an AusAID-sponsored project to support families affected by the bombing.

Four PMI branches responded effectively to emergency situations caused by floods, volcanic eruptions and fire, during this reporting period. Since July, some 13,500 people have received support through the society's disaster response mechanism. PMI is now hard at work preparing for the coming rainy season. Dengue and malaria remain major health challenges to vulnerable communities in Indonesia, in urban areas as well as rural. Outbreaks of avian flu, mainly in Java, appear to have received little government attention so far.

Preparing for the National Assembly (held every five years) in December, work has continued on the development of PMI's Strategic Plan 2005-2009 and the revision of the society's statutes and by-laws. These are expected to be formally adopted by the National Assembly. In early October all provincial chapters were invited to a three-day meeting in Jakarta to discuss the two drafts.

Development has continued on guidelines of approach to capacity building and implementation of projects in chapters and branches, seeking to limit the initiation of activities and projects in areas where PMI does not have an acceptable organisational structure. Increased sectorial cooperation within the society has created a sense of momentum among staff and volunteers and it is already showing signs of better coordination and more consistent programming.

The delegation's 2004 Appeal is fully covered.

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*This Programme Update reflects activities to be implemented over a one-year period. This forms part of, and is based on, longer-term, multi-year planning. All International Federation assistance seeks to adhere to the [Code of Conduct](#) and is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response](#) in delivering assistance to the most vulnerable. For support to or for further information concerning Federation programmes or operations in this or other countries, or for a full description of the national society profile, please access the Federation's website at <http://www.ifrc.org>*

## Operational Developments

The third quarter saw continued social and political unrest in a number of Indonesian provinces, mainly caused by conflicts over independence/autonomy and compounded by the ongoing economic crisis. Most of the nearly 625,000 people who remained displaced throughout the country in mid-2004 have lost their productive assets as a direct consequence of conflict or in exchange for food, and will continue to require humanitarian and recovery assistance during the remainder 2004.

In September about 1,100 homes in seven villages in South Sulawesi were destroyed by very strong winds. No deaths were reported. PMI has provided support to the affected families.

The development of a new five-year strategic plan continued during the quarter, as has work on the revision of PMI's statutes. The use of accepted planning tools and methodologies during the strategic planning process continues to improve the society's planning capacities and skills. The strategic plan and the revised statutes are to be presented to the National Assembly (MUNAS) in December and are expected to be approved and adopted. A new national board will be elected at the 'MUNAS' and possibly a new Secretary-General.

The Federation's position and its role as a facilitator and coordinator of international support and assistance continues to grow in importance. Participating national societies' bilateral programmes (Netherlands, Australian, Singapore and Danish Red Cross societies) are making significant progress. As of January 2005 the Japanese Red Cross Society will start up a three-year bilateral health programme, initially taking over the Federation-sponsored HIV/AIDS programme in North Sumatra.

## Health and Care

Significant progress was made in the North Sumatra HIV/AIDS programme during the reporting period. Office facilities have been installed, a baseline survey conducted and necessary training provided for core staff and volunteers. PMI's chapter in North Sumatra has demonstrated the seriousness and extent of its HIV/AIDS programme to the local government and other NGOs in the region. However, the implementing branches have had problems producing timely and accurate narrative and financial reports for the chapter, the national office and donors. To build capacity in this area, the Federation and PMI are organising a training workshop in finance and reporting for the involved chapter and branches in early November.

A 'Lessons Learned Documentation' has been compiled on the community-based first aid (CBFA) and water and sanitation (WatSan) projects in Banten province, West Java (applying the Participatory Hygiene and Sanitation Transformation (PHAST) methodology). Although generally found to be one of the best participatory approaches to community-based health programmes, the communities found the process frustrating and falling short of expectations. Not all steps could be implemented due to various constraints; the community expects that support and funds to arrive immediately but were frustrated by the step-by-step approach (17 activities through 7 steps). It was also difficult to identify, in advance, periods of heavy

spending within the community (such as festivals and weddings). This could be avoided by raising awareness among the communities through the compilation of a yearly 'seasonal calendar' in cooperation with the community, providing further support on how to plan and save along the way. In addition, the process requires stronger monitoring and follow-up capacity on behalf of both chapter and branches. During this quarter, activities focussed on the construction of family latrines which was delayed in the last quarter.

Dengue and malaria remain major health challenges for vulnerable communities in Indonesia, both in urban and rural areas, not least during the upcoming rainy season which PMI has been responding to and also preparing for. From January to August 2004, 59,321 cases of dengue fever and dengue hemorrhagic fever (DHF) and 669 deaths have been reported to the Indonesian Ministry of Health. Some 30 provinces have been affected, and outbreaks or unusually high number of cases have been reported from 293 cities/districts in 17 provinces. With support from AusAID and in cooperation with local governments, PMI has reached out to 14 provinces, 84 villages, 104 schools and 25,000 families through its dengue response and prevention activities. It has been determined that while the implementation capacity of branches was adequate, their monitoring and reporting capacity remains weak. Following a malaria outbreak in Sukabumi District, West Java, in June, PMI is currently establishing Malaria Action Teams in five branches in West Java to better prepare for future outbreaks.

Volunteers who provided psycho-social support to flood victims in North Sumatra at the beginning of the



*Psychological support for children affected by floods in North Sumatra.*

year took part in a joint operation with AusAID, International Medical Corp and local NGOs in supporting the families of the victims of the Australian Embassy Bomb in Jakarta.

#### **Overall goal**

The health status of the most vulnerable is improved in targeted areas.

#### **Programme objective**

PMI's health and care capacity is enhanced through the increased involvement of communities in preventative and information health programmes.

#### **Expected results**

The programme is based on six key projects that will have the following overall results:

1. Increased capacities of PMI health and social service division to coordinate, manage and monitor health activities of chapters and branches, as well as work with external donors.
2. Enhanced training in first aid and home care for instructors at national level.
3. Targeted communities are empowered to address their own challenges in hygiene, sanitation and first aid.
4. Increased knowledge, improved behaviours and attitudes towards HIV/AIDS among targeted sections of the community and PMI members.
5. The number of non-remunerated volunteer blood donors is increased to equal or exceed one percent of the low risk population.
6. Mechanisms and structures are put in place to respond effectively and cope with emergency health situations in targeted sections of the community, especially in psychological support.

## Progress/Achievements

### 1. *Increased capacities of PMI health and social service division to coordinate, manage and monitor health activities of chapters and branches, as well as work with external donors.*

#### *Capacity Building in Health*

- The information compiled independently by the Banten Chapter on the CBFA/WatSan programme formed the basis for the 'Lessons Learned Document'.
- North Sumatra chapter and three branches implementing the HIV/AIDS programme developed basic capacity for programme planning, implementation, reporting and language and computer skills (though additional capacity building is still needed).
- PMI's HIV/AIDS manager participated in the Southeast Asia Regional Health Team Meeting and Strategic Planning Workshop in October, contributing a national society perspective to the regional strategic planning process.
- 24 branches and eight chapters took part in the World First Aid Day event.

### 2. *Enhanced training in first aid and home care for instructors at national level.*

#### *World First Aid Day celebrations*

- In September, the commemoration of the World First Aid Day was organised to coincide with the celebration of PMI's 59th anniversary.
- 20,000 copies of first aid booklets produced and distributed to all PMI chapters and branches.
- 24 branches and eight chapters organised events. Approximately 500 PMI staff and volunteers (including Satgana volunteers) and 50,000 people joined the event. PMI reached out to three million people through press release, radio and local media on information of first aid.
- In addition to distribution of the booklets, activities included first aid simulation exercises, first aid competition, parade, painting, and participation in radio talk shows.

### 3. *Targeted communities are empowered to address their own challenges in hygiene, sanitation and first aid.*

#### *CBFA/WatSan (Gelam village, Banten province, West Java, beneficiaries = 165 families):*

- Artesian well constructed as agreed in meeting with local community.
- 10 additional latrines constructed (total 57 constructed out of 165 planned). PMI subsidised part of the materials, rest to be covered by community. Due to cash constraints of some families, latrine constructions were delayed. It is planned that an additional 20 will be constructed soon.
- Community members participated in constructing pipeline connections to their homes. PMI only supported the construction of the main pipeline (in line with the PHAST process).
- Village volunteers trained in CBFA conducted door-to-door family visits to promote hygiene and sanitation to the community. They also motivated the community to properly maintain and manage facilities already constructed.
- Village volunteers also assisted village midwives to conduct monthly activities at the 'integrated health post' (posyandu).
- In July, the Head of the Federation Secretariat's Health and Care department visited the project site along with the regional health delegate in Bangkok, the Indonesia delegation health delegate and PMI staff.
- 'Lessons learnt documentation of the PHAST process' compilation translated into English.

#### *CBFA Malaria (five districts in West Java: beneficiaries = minimum 300 communities)*

- Final proposals from five branches in West Java where malaria is endemic (Sukabumi, Garut, Cianjur, Tasikmalaya and Ciamis) obtained to implement CBFA activities focussing on malaria and training; planned for next quarter.

*DHF outbreak response (14 provinces: beneficiaries = 25,000 families in 84 villages, 104 schools up to mid-September)*

- PMI has distributed abate in 11 provinces where DHF has reached epidemic levels (Aceh, Banten, West Java, Central Java, East Java, Yogyakarta, Bali, South Sulawesi, West Nusa Tenggara, East Nusa Tenggara and South Kalimantan) and in three other provinces with increasing prevalence (Riau, Lampung and East Kalimantan). PMI's national office is keeping a reserve stock of abate.
- Branch volunteers distributed abate to 25,000 families in at least 84 villages, targeting those who did not receive abate in the first distribution.
- The national office has issued guidelines for Red Cross Youth (RCY) trainers and distributed to 42 branches.
- Branches mobilised RCY in more than 100 schools for environmental clean-up: cleaning water tanks by draining at least once a week, covering water reservoirs, changing water in flowerpots every day, burying waste which can stagnate water, putting abate into water reservoirs which are difficult to drain and providing the it in areas where clean water is not available. RCY also distributed information brochures, leaflets and stickers in schools and communities.
- Branches identified 30 dengue patients in eight hospitals who may need specific support due to their extreme poverty.

**4. Increased knowledge, improved behaviours and attitudes towards HIV/AIDS among targeted sections of the community and PMI members.**

*Programme preparation and office renovations completed.*

- Training and necessary equipment for the North Sumatra chapter and three branches (Medan, Simalungun/Pematangsiantar and Deli Serdang) purchased and utilised (computers, LCD projector, fax machines and basic furniture).
- Office space created for the HIV/AIDS programme in chapter and Simalungun branch offices.
- Office space to conduct HIV/AIDS hotline counselling created at the chapter.

*Baseline Surveys, Youth Peer Education (YPE) training.*

- Some 33 participants, including three programme officers from the branches, participated in a Training-of-Trainers (ToT) workshop for YPE core trainers.
- Baseline survey in the three branches to collect data on the target populations (housewives, shopping centre workers, disco/pub workers, commercial sex workers, high school/university students).
- Simalungun and Deli Serdang branches trained 25 YPE facilitators each (participants included PMI Volunteer Corps members, teachers and youth).
- Following up the socialisation workshop conducted at the provincial level last quarter, Simalungun and Deli Serdang branches conducted similar workshops in their districts. Participants included members of the district AIDS Commissions, NGOs working in HIV/AIDS and other relevant organisations/institutions.
- Socialisation workshop conducted by the Medan branch was attended by PMI staff from 15 branches, PMI's Blood Transfusion Unit in Medan, representatives from the provincial Health Department, Department of Religion, Department of Social Welfare, Police Department, journalists and relevant NGOs.

*Programme management capacity of core staff enhanced.*

- Project manager and three programme officers have continued their English language training which began in July.

*Regular monitoring visits to branches.*

- Project manager paid regular visits to branches to monitor progress and discuss with programme officers. As a result of the regular meetings, the programme officers of Simalungun and Deli Serdang branches were able to submit reports on time, while the Medan branch programme officer needs more support and more discussions with the branch board as well as better planning.

**5. The number of non-remunerated volunteer blood donors is increased to equal or exceed one percent of the low-risk population.**

- No activities during the reporting period.

**6. Mechanisms and structures are put in place to respond effectively and cope with emergency health situations in targeted sections of the community, especially in psychological support.**

- Volunteers with psychological support experience (from working in the Bohorok flood operation during the last quarter) were mobilised to provide support to families affected by the bomb attack on the Australian Embassy in Jakarta, in cooperation with NGOs (also see Coordination and disaster management section).



*PMI volunteers bring injured people into an ambulance outside the Australian Embassy in Jakarta after the 9 September bomb attack*

### Impact

- Three million people in local communities received information on first aid through local media and PMI publications on World first aid Day.
- During the reporting period, PMI – through the Federation-supported programmes - continued to build communities' capacity in addressing hygiene, sanitation and health issues among the 165 families in Gelam village, Banten province, through the PHAST process.
- Outreach in 14 provinces, 84 villages, 104 schools and 25,000 families through its dengue response and prevention activities.
- Increased knowledge and awareness on HIV/AIDS issues in North Sumatra among 200 PMI staff, volunteers and the local population through training and baseline survey.
- Demonstrated and provided information about the PMI HIV/AIDS programme in North Sumatra to the district AIDS commission, most local HIV/AIDS institutions and NGOs working in Deli Serdang and Simalungun districts.
- Raised awareness among local government officials on the need for a serious HIV/AIDS intervention programme and government support to it in North Sumatra.
- Demonstrated to PMI's leadership and staff the importance of establishing a national psycho-social support programme.

### Constraints

#### *CBFA/WatSan*

- Latrine construction still delayed as villagers have been unable to meet their financial obligations as needed for the PHAST process.
- Commencement of second project in West Timor delayed to ensure a comprehensive approach and full integration with other sectors.

#### *CBFA malaria*

- Delays due to weak capacity of chapters and branches to develop proposals and budgets. More coaching needed.

*Dengue*

- Branches' capacity and knowledge on finance and reporting still very weak, while they have no major problems with the actual activity. Of 42 participating branches, only five have submitted written narrative and financial reports, 16 branches have submitted narrative reports only, and 19 branches have provided oral reports only to their chapters. Two branches have not reported at all. The national office has been following this up; some improvements are visible.
- In areas where local governments and NGOs are already working, communities appear less enthusiastic about taking part in PMI's programme.
- It was discovered that prevention campaigns need to be conducted periodically and not only following outbreaks.
- Distribution of abate and information by students has proven to be the most effective and useful method.

*HIV/AIDS*

- The Medan branch was unable to train YPE as the trainers were occupied with fundraising and celebrating PMI Day, and because core trainers (doctors) had other priorities.
- Some activities could not be implemented as planned due to slow financial procedures and cash transfers from the national office to the North Sumatra chapter, and the delayed financial reports back to the national office. Attempts to remedy this will be made in November by organising finance and reporting training for the chapter and branches in North Sumatra, in cooperation with the Federation's organisational development programme.

*Psychological support*

- The level of PMI engagement and division of responsibilities with government, professional institutions and other NGOs are still unclear. During the next quarter, a programme manager with a professional background and strong management skills will be recruited to work in PMI's Health and Social Services Division in the national office.
- Village volunteers trained by the PMI CBFA volunteers took part in activities with the local health post organised on a monthly basis.
- Frequent coordination meetings between PMI's chapters/branches and district health departments were held to coordinate cooperation and to identify the most vulnerable for abate distribution.
- Coordination meetings were held every three months with the Medan Department of Health and major NGOs working in HIV/AIDS.
- PMI continued to support its sister national society in East Timor, Cruz Vermelha Timor-Leste (CVTL), by sending two facilitators for the CVTL Health Strategic Planning Workshop, as well as three trainers for first aid and CBFA training.

**Disaster Management**

Positive changes in team and programme management in PMI's Disaster Management Division under a new head of division, eased the complications caused by the departure of the former head.

PMI is able to meet its obligations under Indonesian law and assure timely and effective assistance to victims of disasters and conflicts.

PMI develops disaster preparedness levels consistent with the capacity to provide timely and effective assistance to victims of disasters and conflicts and enhancement of community-based preparedness.

The programme is based on three key projects that will have the following overall results:

1. *PMI's disaster management capacity is expanded to manage the national disaster management programme with limited external support.*
2. *PMI's capacity for timely and effective disaster response is strengthened by 2005.*
3. *PMI has developed a well functioning early warning/disaster information system (in at least 15 high-risk provincial chapters) and is playing an active role within the local, regional and global disaster management network by 2005.*

## Progress/Achievements

### **1. PMI's disaster management capacity is expanded to manage the national disaster management programme with limited external support.**

#### *Local Capacity Building*

- A seven-day disaster management/risk reduction ToT for 30 trainers from 15 of the most disaster- and conflict-prone provincial chapters was held at the end of July to strengthen local disaster management resource capacity. This was supported by the Federation and the Netherlands Red Cross capacity building programme. The aim of the training was to enable the trainers to make use of available knowledge, tools and mechanism of basic disaster management/risk reduction, as well as to strengthen volunteer resources at lower levels.

#### *Utilisation of local trainers*

- From July through October, the first five basic disaster management training courses organised by local trainers were held in the provinces of South Sulawesi, South Sumatra, Central Kalimantan and East Nusa Tenggara. The courses were supervised by the national office and supported by the Federation, the Netherlands Red Cross, DFID (through the British Red Cross) and AusAID. 150 SATGANA (PMI's Field Action Team at branch level) volunteers took part in the intensive seven-day courses, studying best practice risk reduction measures, community awareness, emergency planning and response, follow-up/monitoring, reporting and field coordination.

### **2. PMI's capacity for timely and effective disaster response is strengthened by 2005.**

#### *Support to 13,500 people since July*

- During the reporting period, four PMI branches responded effectively to emergency situations caused by floods, volcanic eruptions and fires. Since July, some 13,500 people affected by disasters have received support through PMI's disaster response mechanism. More than 100 SATGANA volunteers took part in these operations. Four chapters were involved in coordination assistance and providing additional resources, either on their own or through the national office. During the eruption of Mt. Egon in East Nusa Tenggara province, an initial assessment by local SATGANA teams was followed by a more detailed assessment by the national emergency response team (Team KHUSUS). During the operations, PMI's national office utilised its own and joint Federation pre-positioned stocks, supported by AusAID, USAID, and the Danish Red Cross.

#### *Enhancement of emergency response facilities*

- A standard response equipment set was replenished for each of the 18 most disaster-prone provincial chapters to enhance the response capacity of targeted branches. With the support of AusAID through the Indonesia delegation, this support allows PMI to provide immediate standardised emergency services (rescue, first aid, evacuation, field kitchen services) in the time of disasters and conflict.

#### *Embassy bombing tests Satgana volunteers*

- On 9 September, SATGANA volunteers from the national office and Jakarta branches were on the scene outside the Australian Embassy minutes after a car bomb exploded, killing ten and injuring more than 150 people. Shards of glass and debris rained on pedestrians and surrounding buildings, creating chaos and desperation. For nine hours more than 100 volunteers with 13 ambulances provided first aid, blood transfusion, transported bodies and injured people. Most of these volunteers had been trained in the last two years through PMI's disaster preparedness capacity building programme, supported by Movement partners, AusAID, USAID and DFID.

### *Contingency Fund Prioritised*

- PMI's Contingency Fund for emergencies continues to be a priority of the society. Supported by the Federation, in 2003 PMI was able to secure a contribution to the fund from AusAID, which allows the society to cover immediate operational costs and meet initial requirements during emergencies. This includes the mobilisation of SATGANA volunteers and emergency response equipment with ambulances: to provide first aid, search and rescue, safe evacuation and field kitchen services, as well as the skills to carry out rapid assessments to address emergency needs. The rapid response to the embassy attack was an example of how this fund is being utilised.

### **3. PMI has developed a well functioning early warning/disaster information system (in at least 15 high-risk provincial chapters) and is playing an active role within the local, regional and global disaster management network by 2005.**

#### *Disaster Risk Reduction Week targets five million*

- Commemorating World Risk Reduction Day in mid-October, PMI joined by the local government in Jakarta, organised a full week of events (6-11 October). With the support of the Indonesia delegation, hundreds of SATGANA volunteers and staff from the national office, the Jakarta chapter and five local branches took part in a rallies, seminars, exhibitions, simulation exercises, appeared on media and disseminated awareness raising materials to the public. It is estimated that the events reached at least five million people.

#### *Disaster management working committee*

- In early September a two-day meeting of PMI's Disaster Management Working Group (representatives from all parts of Indonesia) reviewed ongoing programme activities and the national office's disaster management structure. The meeting also made the final revisions to the disaster management section of PMI's Strategic Plan 2005-2009 and explored avenues to improve internal communication and coordination with a view to streamline the division accordingly. Participants came from high-risk provincial chapters and Movement partners. It was funded by DFID through the British Red Cross.

#### *Knowledge-sharing*

- PMI's disaster management division continued to participate in the Southeast Asia disaster management network and its development with participation in 8th Southeast Asia Regional Disaster Management Committee meeting in May.

#### *Leadership development*

- In early October, three representatives from the disaster management division participated in a four-day course on leadership development in disaster management, organised by the regional delegation. Participants came from nine national societies in the region.
- More than 13,000 people in four provinces affected by floods, volcanic eruptions and fires benefited directly from PMI's emergency response activities during this quarter. This can be seen as a direct result of the ongoing capacity-building programme in disaster management.
- Replenished emergency response equipment allows PMI to provide immediate support to up to 45,000 vulnerable people at any given time in 18 of the highest-risk provinces across Indonesia.
- A cost effective training management system has been initiated in the 15 most disaster/conflict-prone chapters by providing local trainers with a standardised disaster management/risk reduction training capacity. Each chapter in disaster- or conflict-prone province will have at least two trainers with basic



*A giant banner on the PMI building in Jakarta to commemorate World Risk Reduction Day*

disaster management/risk reduction knowledge; so far, five provincial chapters have been part of the pilot in 2004.

- Once again, the overall readiness and ability by PMI's network to respond to disasters and conflict has been highly appreciated by local authorities and other stakeholders.
- PMI's profile as an effective actor in disaster management and risk reduction was heightened when some five million people were targeted with awareness-raising messages. Local authorities have gratefully recognised PMI's contribution to disaster risk management in Indonesia.

### Constraints

- The embassy bombing illustrated the need for clear guidelines on the different roles and responsibilities of Movement components in case of sudden emergencies (i.e. terrorist attacks) in non-conflict areas. PMI, the Federation and the ICRC in Indonesia are currently working on a draft Standard Operational Procedures for such emergencies. The final version will be shared with all levels of PMI.
- Lack of field experience in providing psychological support for victims of the embassy bombing limited PMI's contribution to the response operation. A plan to establish a functioning psychological first aid service is being developed in cooperation with PMI's Health and Social Services Division.

### Impact

- A new coordination and cooperation environment is emerging between PMI and local governments in the field of disaster management and risk reduction. Concerned parties discussed on sharing approach and resource persons for joint training activities, advocacy/information publications and simulation exercises at different level. Joint initiatives are expected to start in 2005.
- Valuable lessons are being learned following the embassy bombing with PMI taking part in joint assessments with local and international NGOs to determine the psychological support service needs of families affected by the bombing.

<b>PMI DISASTER RESPONSE JULY-OCTOBER 2004</b> <b>Supported by the Federation, AusAID, USAID and Danish RC.</b>			
<b>Affected provinces/disaster</b>	<b>Time of disaster</b>	<b>Number of beneficiaries</b>	<b>Type of assistance provided</b>
Gorontalo – flood	July	8,300	Evacuation, health post, assessment, relief distribution: rice, noodles, bread and dry fish.
East Nusa Tenggara – volcanic eruption	Sept	750	Assessment, mobile medical team and public kitchen.
South Kalimantan – fire	Sept	4,500	Evacuation, first aid, health post, assessment.
West Java – flood	Oct	285	Evacuation, assessment, medical service, public kitchen.

## Organisational Development

The Federation's multifaceted organisational development support to PMI focusses on governance, management, information technology (IT) and financial development, and human resource capacity building. These programmes are implemented at the national office and in a number of chapters and branches (totalling 32 and 358 respectively), particularly in disaster-prone areas and those hosting partner national societies sponsored programmes such as CBFA and CBDP.

During the third quarter the organisational development programme continued to facilitate and finance the ongoing development of the PMI's Strategic Plan 2005-2009, revision of PMI's statutes, provision of support and assistance to IT and finance development initiatives and advice on governance issues in the national office, chapters and branches. Considerable technical support is continually provided to the national office's Organisational Development Division.

PMI has become a well functioning society, able to mobilise support and carry out its humanitarian mission, addressing the needs of the most vulnerable in Indonesia.

Through strategic guidance and technical assistance PMI has improved its governance and management skills and capacities at national office, chapter and branch level.

The programme is based on four key projects that will have the following overall results:

*1. Governance and management development*

- Revised statutes, strategic plan and standardised planning procedures in place; PMI's public profile and accountability enhanced.
- 2. Chapter and branch development*
- Enhanced human resource maintenance and fundraising capability with improved communications between national office and chapters.
- 3. Volunteer development*
- Cadre of selected key volunteers available nationally.
- 4. Management support and training*
- PMI has better motivated and focussed staff able to carry forward development at all levels.

**1. Governance and management development**

*Strategic Planning Process*

- Work on PMI's Strategic Plan 2005-2009 was nearing completion at the end of the reporting period, after discussion and approval during a meeting of chapter representatives and the national board held prior to the National Assembly in early December. Only minor changes have been made to the draft produced in consultation between the national office staff and chapter and branch representatives through Federation facilitation.

*Policy development*

- A number of basic policies were developed during the reporting period in connection with the development of the Strategic Plan 2005-2009. This includes policies on health, social services, disaster management, organisational development, communications, PMI's blood transfusion service and Bogor Hospital. Further policy development is foreseen during 2005, in addition to a number of guidelines and manuals to facilitate the implementation of the Strategic Plan.

*Resource development*

- The delegation supported the participation of PMI's Secretary-General in the global Skillshare meeting in the Netherlands, leading to increased interest and understanding of the need for resource development and fundraising. The delegation and relevant PMI divisions continued work on preparing the commencement of a resource development programme in 2005. The Federation's Resource Development Handbook has been translated into Indonesian and the Resource Development Training Programme is being translated.

*Statute revision*

- While the national board's 'Working Group for Statute Revision' finalised its work during the quarter and presented its proposals to a meeting of chapter representatives and national board in Jakarta in early October, a number of issues, defined in the Movement's Guidance for national society Statutes as 'minimum requirements', are still outstanding. The draft statutes will be submitted to the Movement's Joint Commission on Statutes in early November.

## 2. Chapter and branch development

### *Systematic approach to capacity building*

- Work has continued to the development of guidelines on the approach to capacity building and implementation of projects in chapters and branches, seeking to limit the running of activities and projects in areas where PMI does not have an acceptable organisational structure. Experience has shown that one-off projects and workshops in inactive or dysfunctional organisational units do not lead to sustainable capacity-building or development of the units; the drop-out rate of “trained volunteers” is as high as 90 percent over two to three years. The guidelines are expected to be finalised before the end of 2004 and will then be promoted widely throughout the organisation.

### *Comprehensive assessment pilot project*



*Meeting village elders in a village near Atambua, West Timor, during the comprehensive assessment of chapter, branch and community capacity in East Nusa Tenggara province.*

- Discussions are ongoing regarding the outcome of the Comprehensive Assessment mission to East Nusa Tenggara (NTT) in June (see [Programme Update No. 2](#)) and the proposed integrated Pilot Project for Community Awareness. The assessment team’s report clearly shows that the provincial PMI – chapter and the four branches visited – will need considerable organisational and material support for revitalisation. The bottom line is that there is hardly any functioning PMI structure in the poverty-stricken province which is highly vulnerable to natural disasters, unrest and various health-related challenges.

- A decision has been made to begin by organising a well-rounded orientation for chapter and branch boards and staff, to be followed – if feasible – by a careful project planning exercise and further training (still to be identified) for the areas selected for the pilot project. Initial discussions with the chapter and branch boards are being planned.
- NTT (which includes West Timor) was the first of seven areas proposed for a comprehensive and integrated assessment of this kind, which is to be the basis of further interventions and/or support. The next area will be selected once the methodology used in NTT has been evaluated.

### *Material support to chapters and branches*

- With the ongoing administrative re-zoning in Indonesia, a number of new district branches are being formed in several provinces. Many of those lack all basic infrastructures, even offices. During the reporting period the organisational development programme provided all 14 branches in South Sumatra (6 new branches) with fax machines to enable them to communicate with each other, the chapter and the national office. The machines were procured in the provincial capital of Palembang to ensure that service was available.

### *Papua situation*

- Contact has been made with the PMI leadership in Papua province, this had been difficult in the past (see [Programme Update No. 2](#)) with the provincial chapter and its branches inactive and not communicating with the national office. Following PMI, Federation and ICRC meetings with the chapter chairman in October there now appears to be increasing motivation in the province to reactivate the chapter and its branches.

- The humanitarian needs in Papua are enormous, compounded by growing political unrest and militancy. In 2003 Irian Jaya was divided into two provinces, Papua and West Irian Jaya, while the establishment of a third province was put on hold. While there are a few semi-active branches in West Irian Jaya, a chapter has not been formally established yet. PMI and its partners continue to push for progress in the provincial organisations.

### **3. Volunteer development**

#### *Structural revision*

- A revision of the whole volunteer structure is scheduled for 2005, in line with the Strategic Plan 2005-2009. With Federation support, PMI's volunteer sub-division (part of Human resources, training and volunteers Division) has now recruited an experienced staff member (from the South Sulawesi chapter) whose main responsibility will be to oversee volunteer development and management. This issue does not have the attention it needs as much of the division's time and energy goes into organising training workshops for other divisions, in addition to being tasked with running an HIV project in a Kalimantan province.

#### *Regional cooperation*

- The Federation supported the participation of two PMI youth and volunteer managers (including a board member) to take part in the second regional Youth Director's Meeting in Bangkok in October. This meeting established the Southeast Asia Youth Cooperation Team which will meet annually to share and discuss ideas and opportunities in youth and volunteer development in the region. The Federation will further support a group of PMI volunteers taking part in a Thai Red Cross youth jamboree in Thailand in November.

### **4. Management support and training**

#### *Management training*

- Candidates from 15 provincial chapters (half of PMI's chapters) will take part in tailored English training courses in their regions, supported by the organisational development programme. The delegation has offered the same opportunity to staff in the national office where candidates are being pre-tested and grouped according to existing skills and capacities. It is expected that improved English skills among chapter staff will enable closer and more constructive cooperation between the Federation, partners and PMI staff in the provinces.

#### *Leadership training*

- Two staff members took part in the Regional Leadership Development Workshop in Bangkok in October, one from PMI's Bogor Hospital and another from the organisational development division in the national office, gaining valuable experience and insight into the Movement and the expectations they need to meet.
- The Indonesia delegation's organisational development delegate co-facilitated this workshop. The Federation modules are being modified and adapted for use in Indonesia and are expected to be used for leadership training in 2005.

#### *Training standards*

- Work has continued on developing a standardised training curriculum for the various sectors. A national working meeting is planned for early December to start consolidating the work done so far, to be continued into 2005.

#### *Finance development*

- In cooperation with the Head of PMI's Finance Division, continued work on the draft finance development project following the visit of the regional finance development delegate to Jakarta in June. The delegation is currently seeking funds for the project to take off in 2005 and is exploring possibilities of engaging a medium-term finance development delegate or consultant to assist PMI.

*Organisational development division*

- Two new staff members, supported by the delegation, joined PMI's organisational development division in September, recruited from a large pool of applicants who responded to public advertising. While still inexperienced, the new officers have helped reinvigorate the division and are showing good promise, visibly increasing its productivity. Yet another officer is to be recruited in the next few months, as well as a consultant to computerise files now filling numerous shelves in the division's office.
- A comprehensive inventory of office furniture and equipment in the national office has presented an urgent need for upgrades in several divisions. The delegation is currently exploring ways to provide much needed support to selected divisions.

*IT unit*

- In cooperation with PMI the delegation engaged a local IT consulting firm to assess and evaluate the current IT structure and capacities in the national office. A number of recommendations were made by the consultants, including a serious drive to train NO staff in the use of computers; approximately 48 percent of the current staff have less than average computer skills. This assessment should be the basis of further initiatives in the IT sector.
- The delegation has agreed to engage a consultant for a further six months to work with PMI's only IT officer, seeking to improve both staff skills and the functionality of the system which continues to experience frequent breakdowns and infections.
- The Federation has participated in preliminary discussions with PMI, Microsoft and USAID on the development of PMI's IT infrastructure and systems. Microsoft has shown interest in providing PMI with the necessary software (free) and expertise for system development and USAID could possibly support the necessary hardware and development funding.

*Regional Organisational Development Forum*

- PMI will be hosting the Regional Organisational Development Forum in Bali towards the end of the year. It is hoped that some of the new national board members to be elected at the National Assembly in early December will participate in the Forum.
- Increased sectorial cooperation within PMI has created a sense of momentum among staff and volunteers and is already showing signs of better coordination and more consistent programming. The delegation's favourable funding situation this year allows for an opportunity to bring more provincial staff and volunteers into the decision making process and direction setting, as is evident in the wide consultation practiced during the ongoing statute revision, the strategic planning process and the newly initiated comprehensive assessments. The use of accepted planning tools and methodologies during this process continues to improve the society's planning capacities and skills.
- The overall capacity of PMI's national staff is stretched. Lack of a planning culture and follow-up on decisions and initiatives often translates into last-minute rush and less than perfect performance. There is also a lack of leadership – and even participation - from the national board.
- Gradually, there is increased cooperation between sectors in the national office and a growing awareness of the need for improved cooperation and coordination. Regular Movement Coordination Meetings will recommence after a break since March due to a heavy workload. There continues to be good and productive cooperation with the ICRC and the Australian, Danish and Netherlands Red Cross Societies (PNSs).

## Implementation and Management

National Societies	Activities July - November 2004.
Australia	Following the Bali bombing in October 2002, the Australian Red Cross (ARC) has worked with the Bali chapter and its branches in disaster management, health, and overall capacity building. Through the ARC, AusAID provides valuable support to the Federation's disaster management and capacity building programmes. ARC is also supporting the Federation's regionally recruited disaster management delegate.
Great Britain	British Red Cross (BRC) supports the 2004 Indonesia Appeal, specifically the disaster management programme. BRC also supports the Federation's regionally recruited disaster management delegate.
Denmark	Danish Red Cross (DRC) is running three bilateral CBDP projects (South Sulawesi, Lampung and West Sumatra) with two DRC delegates. The projects are coordinated by a central working committee including PMI, ICRC and the Federation.
Netherlands	In 2003, the Netherlands Red Cross (NLRC) commenced a four-year bilateral CBFA programme in Indramayu, West Java, and Singkawang, West Kalimantan. A service agreement between the Federation and NLRC is in place. NLRC also provides four-year support to the Federation's 2004 Appeal for the organisational development, disaster preparedness and humanitarian values programmes, focussing on capacity building. NLRC further supports the disaster management delegate.
Norway	Support to the delegate, as well as to organisational development, disaster management and health and care programmes.
Japan	The Japanese Red Cross Society (JRCS) supports the disaster management and the HIV/AIDS programmes in 2004. This support will end 31 December 2004 as the JRCS takes over the programme, possibly with a bilateral delegate.
Sweden	Swedish Red Cross supports the disaster management and organisational development programmes as well as delegate costs for the regionally recruited disaster management delegate.
Iceland	Full funding for the organisational development delegate in Indonesia.
Singapore	Singapore Red Cross has started up three WatSan projects in three districts in Sumatra.
<b>External support</b>	
DFID	DFID is supporting the health and care and organisational development programmes.

### Coordination

- In line with Strategy 2010, the delegation has continued seeking to coordinate international assistance to PMI, demonstrating the added value of the Federation's Secretariat for PMI. For the delegation, the added value is about ensuring effective and cohesive assistance to PMI's strategic priorities. Building the accountability and reliability of PMI as the largest and most important humanitarian organisation in the country remains one of the main targets for the Federation delegation in Indonesia.
- The Federation presence in Indonesia is also centred on supporting PMI's development and activities, in line with the society's strategic priorities, though without direct operational participation. Coordination and facilitation of the bilateral programmes started in 2003, currently in six chapters and supported by the Danish, Australian and Netherlands Red Cross societies, continues to be a major role for the Indonesia delegation, in line with its Status Agreement with the Indonesian government and the formal Service Agreements between the Federation and the partner national societies. The Status Agreement is currently being updated for extension.

- Four Movement Coordination Meetings were held during the reporting period, where all partners met to share and coordinate 2004 working plans.
- The delegation has been tasked with the coordination and monitoring of the financial segment of family support to the victims after the bombing of the Australian Embassy on 9 September.
- Cooperation between national office sectors continues to increase and improve with growing awareness of the importance of improved cooperation and coordination.

### **Representation**

- The Federation's delegation in Indonesia continues seeking to develop more effective advocacy, communications and external relations by visiting and maintaining contact with various foreign missions and international organisations.
- Discussions and information about Red Cross and Red Crescent activities aim at increasing government understanding and acceptance of humanitarian values.

### **Governance support**

- The overall goal for PMI is to become a well functioning national society, able to mobilise support and carry out its humanitarian mission of addressing the needs of the most vulnerable in Indonesia. The Federation's support to achieving this goal has been through strategic guidance and technical assistance, such as facilitating the development of the new five-year strategic plan and revised statutes, which are to be adopted by the National Assembly in December.
- Improving governance and management skills and capacities at national, chapter and branch levels is one of the main targets of the strategic planning process.

### **Delegation management**

- The delegation continues to attract and coordinate international support for PMI's humanitarian operations.
- The Federation continues its long-standing support to PMI by advising and assisting the society in its general operational and institutional management, including the process of capacity building.
- Further support will be provided to develop capacity at national, chapter and branch levels to manage, monitor, evaluate and directly report to partners on programme development and funding received from partner national societies through the Federation, the ICRC and other partners.
- In line with the Cooperation Agreement Strategy (CAS) framework, the delegation has continued to facilitate implementation of bilateral programmes supported by partner national societies. The cooperation within the Movement has been further improved in 2004. Regular meetings with all partners are held.
- In its reduction plan, the delegation has reviewed recruitment policies for delegates and local staff, with the target to decrease the number of international delegates during 2005. Training of local staff to ensure an appropriate socio-cultural induction period for delegates has commenced.

### **Progress/Achievements**

- Participation in the Federation-sponsored global Skillshare Workshop in Holland together with PMI's Secretary-General to improve PMI's fundraising capacity.
- Four coordination meetings of all partners were held harmonising the cooperation within the Movement in Indonesia.
- Several meetings were held with the Indonesian government before and during different emergency operations.
- Appeal 2004 is more than 110 percent funded.
- Initiated negotiations with the Ministry of Foreign Affairs to extend the Status Agreement for the Federation.

### **Constraints**

- No major constraints.

**[Contributions list below; click here to return to the title page and contact information.](#)**

APPEAL No. 01.64/2004

## PLEDGES RECEIVED

23/12/2004

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
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## CASH

REQUESTED IN APPEAL CHF ----->					1,458,831	TOTAL COVERAGE 152.9%	
CASH CARRIED FORWARD				97,300			
AMERICAN - GOVT/USAID		50,000	USD	63,325	01.03.04	DISASTER MANAGEMENT	
AMERICAN - GOVT/USAID		50,000	USD	63,225	14.09.04	KUNINGAN BOMB BLAST	
AUSTRALIAN - GOVT		38,760	USD	49,361	07.04.04	DISASTER MANAGEMENT, NABIRE EARTHQUAKE	
AUSTRALIAN - RC		10,000	USD	12,735	07.04.04	DISASTER MANAGEMENT DELEGATE	
AUSTRALIAN - GOVT		500,000	AUD	465,750	20.05.04		
AUSTRALIAN - GOVT		660,000	AUD	594,330	20.05.04	DISASTER MANAGEMENT/ RESPONSE, ORGANISATIONAL DEVELOPMENT	
AUSTRALIAN - RC		9,476	AUD	8,258	08.11.04	TRAINEE DISASTER MANAGEMENT DELEGATE	
BRITISH - GOVT/DFID GRANT 2004				90,000	29.01.04	HEALTH, DEVELOPMENT	
BRITISH - GOVT/DFID		49,019	GBP	112,057	18.08.04		
NETHERLANDS - GOVT/RC		68,600	EUR	108,079	12.03.04	DISASTER MANAGEMENT DELEGATE	
NETHERLANDS - GOVT/RC		120,000	EUR	183,480	28.06.04	DISASTER MANAGEMENT DELEGATE	
NORWEGIAN - GOVT/RC		675,000	NOK	126,225	07.12.04	INDONESIA, DISASTER MANAGEMENT, ORGANISATIONAL DEVELOPMENT, HEALTH	
SWEDISH - GOVT		485,000	SEK	81,723	26.03.04	DISASTER MANAGEMENT PROGRAMME	
SWEDISH - GOVT		165,000	SEK	27,803	26.03.04	ORGANISATIONAL DEVELOPMENT	
SUB/TOTAL RECEIVED IN CASH				2,083,651	CHF		142.8%

## KIND AND SERVICES (INCLUDING PERSONNEL)

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
ICELAND	DELEGATES			73,200		
NORWAY	DELEGATES			73,200		
Note: due to systems upgrades in process, contributions in kind and services may be incomplete.						
SUB/TOTAL RECEIVED IN KIND/SERVICES				146,400	CHF	10.0%

## ADDITIONAL TO APPEAL BUDGET

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
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# Indonesia

ANNEX 1

APPEAL No. 01.64/2004

## PLEDGES RECEIVED

23/12/2004

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
SUB/TOTAL RECEIVED				0	CHF	