

Ambae Volcano Response

OPERATIONAL SUMMARY AND REVIEW

2017



Ambae Volcano Response: Operational Summary and Review 2017

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Forward

On behalf of the Vanuatu Government, I wish to thank all participants who attended the Ambae Volcano Evacuation and Repatriation Review Workshop and all the agencies, cluster partners, communities, individuals and the provincial governments (Sanma and Penama) who supported the relief efforts during this event.

I also acknowledge United Nations Development Programme (UNDP) for their generous assistance in funding this very important workshop and the National Disaster Management Office (NDMO) as the lead facilitator.

An acknowledgement is also extended to Vanuatu Reach for audio recordings during the workshop that were used to synthesize this report.

The Review workshop has resulted in the development of this report ultimately containing recommendations and exploring ways forward to improve our disaster response.

The response operation has brought collaborative partnerships at all levels with generous donations of funds, labour and goods.

The Government of Vanuatu, with the support of humanitarian partners, continues to assist the communities of Ambae in re-establishing and strengthening basic services across all affected areas on the island.

Vanuatu is ranked as the most vulnerable country in the world to multi-hazard natural disasters. The recommendations from this Review Workshop Report will provide a guide for pragmatic future planning and response.

Mr Abraham Nasak
Director
National Disaster Management Office
Government of Vanuatu

Acronyms

ADRA	Adventist Development and Relief Agency	MOU	Memorandum of Understanding
CANDO	CANDO Vanuatu	MoYS	Ministry of Youth and Sport
CARE	Cooperative for Assistance and Relief Everywhere	MUAC	Mid-Upperarm circumference
CARITAS	CARITAS	NCD	Non-Communicable Disease
CCCM	Camp Coordination and Camp Management	NDMO	National Disaster Management Office
CFS	Child Friendly Spaces	NEOC	National Emergency Operations Center
COM	Council of Ministers	NFI	Non Food Items
CwC	Communication with Communities	NGO	Non-Government Organisation
DFAT	Department of Foreign Affairs and Trade (Australia)	NPH	Nothem Provincial Hospital
DLA	Department of Local Authorities	NSO	National Statistics Office
DoF	Department of Finance	OGCIO	Office of the Government's Chief Information Officer
DoWR	Department of Water Resources	PDC	Provincial Disaster Committee
DPA	Department of Provincial Affairs	PDCCC	Provincial Disaster and Climate Change Committee
DPW	Department of Public Works	PDO	Provincial Disaster Officer
DRM	Disaster Risk Management	PEO	Provincial Education Officer
DRR	Disaster Risk Reduction	PEOC	Provincial Emergency Operation Center
DWA	Department of Womens Affairs	PLWD	People Living with Disability
EC	Evacuation Center	PLWSN	People Living with Special Needs
ECCE	Early Childhood Care and Education	PPG	Penama Provincial Government
EMT	Emergency Medical Team	PSS	Pscho Social Support
EOC	Emergency Operational Center	PWD	People with Disability
EPI	Expanded Programme of Immunization	RRU	Risk Resilience Unit
ERT	Emergency Response Team	SCA	Save the Children
FAO	Food and Agriculture Organisation	SDA	Seventh Day Adventist
FRANZ	France, Australia, New Zealand Partners	SG	Secretary General
FSAC	Food Security and Agriculture Cluster	SIO	School Improvement Officer
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit	SOP	Standard Operating Procedures
GP/G&P	Gender and Protection	TLS	Temporary Learning Space
IDP	Internally Displaced People	TOR	Terms of Reference
IEC	Information, Education and Communication material	TVL	Telecom Vanuatu Limited
IFRC	International Federation of Red Cross	UNDP	United Nations Development Programme
IM	Information Management	UNICEF	United Nations International Children's Emergency Fund
IOM	International Organization for Migration	VMF	Vanuatu Mobile Force
JICA	Japan International Cooperation Agency	VMGD	Vanuatu Meteorology and Geohazards Department
JPOC	Joint Police Operation Center	VNSO	Vanuatu National Statistics Office
LDS	Latter Day Saints	VRC/VRCS	Vanunatu Red Cross Society
MEND	Mass Evacuation in Natural Disaster	VSPD	Vanuatu Society for People with Disabilities
MFAT	Ministry of Foreign Affairs and Trade (New Zealand)	WASH	Water, Sanitation and Hygiene
MHM	Menstrual Hygiene Management	WFP	World Food Programme
MOET	Ministry of Education and Training	WHO	World Health Organisation
MoH	Ministry of Health	WVI	World Vision International
MoJCS	Ministry of justice and Community Services	YFS	Youth Friendly Space

Overview

This report documents and reviews the operational response of the Ambae Volcano Situation. The report is divided into two sections: the first part provides an overview on the Ambae Volcano Response Operation and the second part reviews the Operation.

In the Vanuatu history, the Ambae Volcano Response Operation is the first of its kind. It is a unique response in Vanuatu where a whole island's population has been evacuated to three Islands adjacent to Ambae Island, including other islands based on voluntary movements. Estimated populations of 11,000 people were evacuated out of their homeland due to volcanic threats. Based on the Vanuatu Government arrangements, the island of Espiritu Santo hosts the biggest number of Ambae island displaced people while the rest moved to Maewo and Pentecost islands. Most voluntary movements were not recorded.

The Ambae Volcano Response comes in three phases¹: On-island evacuation, Mass Evacuation and Repatriation.

The first part of this report provides an overview on how the Vanuatu Cluster System worked together, enabling humanitarian agencies and government to provide support to the Ambae displaced people. It summarizes each clusters' response activities in each of the three phases of the Ambae Volcano response operation.

Section two of the report outlines some lessons learnt from the Ambae Volcano Response operation according to five thematic areas. Given that the Ambae Volcano Response is still ongoing, the section also includes recommendation on ways forward on the next steps of the response and how to improve should the same disaster strikes in future.

RESPONSE SUMMARY

Response Name	Ambae Volcano Response
Response Dates	September - November 2017
Scope	The Government of Vanuatu & partners emergency response
Mission Area(s)	Penama & Sanma Provinces
Objectives	Comprehensive emergency response to the Ambae Volcano Mass Evacuation
Threat or Hazards	Ambae Volcano
Situation	The Ambae Volcano alert level was raised to level 4 in early September 2017. Off-Island mass evacuation was considered in case the Volcano level may be raised to level 5
External funding	FRANZ partners, Chinese Embassy
Participating Organizations	Vanuatu Geohazards and Meteorology Department, Vanuatu National Disaster Management Office, Penama Provincial Government Council, Sanma Provincial Government Council, Vanuatu Police / VMF, Civil Registry, The Red Cross, International Organization for Migration, Unicef, Save the Children, Caritas, ADRA, Care International, World Vision, JICA
Point of Contact	The Director, National Disaster Management Office, Government of Vanuatu

¹ see Appendix 2, page 33

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Early Warning and Monitoring

The Vanuatu Meteorological and GeoHazard Department (VMGD) Ni-Vanuatu volcanologists work closely with international volcanic specialists including: GNS Science New Zealand experts, IRD (France) to monitor, observe and analyze the Ambae Volcano Activity. The VMGD works closely with European Volcanic specialists (New Zealand and England), GNS Science New Zealand experts and Ni-Vanuatu volcanologists from IRD (France) to monitor, observe and analyze the Ambae Volcano Activity.

For early warning purposes, the VMGD uses the system of Volcanic Alert Level to define the current status for each volcano. The alert levels ranges from 0 to 5. The alert levels are used to guide appropriate response.

The Ambae Volcano is an active shield type volcano in the North of Vanuatu, Penama Province. It has two concentric calderas and three lakes within its summit. From 1670's to 2005, the volcano has a history of lava flows and explosive activity, mudflows, formation of small 30m wide cone and gas flux eruption with hot steam. Since then, the Volcano has remained in level 2.

In September 2017, the Ambae volcano shows signs of unrest and the volcano alert level slowly increases from level 2 to level 3 and level 4. There is formation of a new cone with eruptive vents, explosive activity, lava lakes, lava flows, fluctuating style of activity and continuous ash fall and gas emission.

On 6 September 2017, the Volcano level of activity increases from alert level 2 to alert level 3 'minor eruption stage' releasing significant amounts of volcanic ash and gas over the western side of the island. VMGD sent teams to the island for close on-ground monitoring of the volcano activity while NDMO gave awareness on health and safety to communities. On island evacuation commenced.

The volcano continues to build up, and on 23 September 2017, the volcano level was raised from level 3 to level 4 'moderate eruption stage' causing manifestation of magma, explosive activity and basaltic and high level of uncertainties. The Council of Ministers declared State of Emergency for the island of Ambae.

The VMGD Geo-Hazard scientists, along with its partners continued to closely monitor the Ambae volcano activity, through aerial surveillance, on-ground observation, and other monitoring techniques. On 9 October 2017, the Volcano level was lowered from level 4 to level 3 'minor eruption stage'. Council of ministers declared the island is safe for people to move back. However, the amount of volcanic ash and gas released was more significant.

Analysis and close monitoring of the volcano continued until 7 December 2017. The volcano level was lowered further from level 3 to level 2 'major unrest' causing the amount of volcanic ash and gas to reduce . However, the VMGD team continues to closely monitor and observe the volcanic activity.

Vanuatu Volcanic Alert Level System

Title	Level of Alert	Description Area / Distance
Very Larger Eruption	5	Danger beyond caldera, on entire and surrounding islands and also chance of flank eruption
Moderate Eruption	4	Danger on volcanic cone, caldera and all island, possibility of very large eruption and also chance of flank eruption
Minor Eruption	3	Danger on volcanic cone, within caldera and other specific area, possibility of moderate eruption and also chance of flank eruption
Major Unrest	2	Danger around the crater rim and specific area, notable/large unrest, considerable possibility of eruption and also chance of flank eruption
Signs of volcanic unrest	1	Notable signs unrest Possible danger near eruptive vents
Normal	0	No signs of change in the activity Limited danger

An eruption may occur at any level and levels may not move in sequence as activity can change rapidly

This system applies to all Vanuatu's volcanoes. The Volcanic Alert Level is set by the National Geohazards Observatory within the Vanuatu Meteorology and Geohazards Department based on the level of volcanic activity. For more information see www.vmgd.gov.vu or email at geohazards@meteo.gov.vu or call at 24686 for alert levels and current volcanic activity. Version 2.0, 2014.

Source: VMGD

Phases and Timeline

The Ambae Volcano response comes in three phases as listed below;

PHASE 1: On Island Evacuation

The on-island evacuation phase was from 1st September to 28th September 2017. In this phase the Ambae Volcano shows signs of unrest, the level increased from level 2 to level 3.

At this phase, the initial stages of response was taken, including awareness raising, identification of on-island evacuation centers, movement of people into evacuation centers in the island. Support was provided to the people in the evacuation centers in terms of food, water, shelter and other health and hygiene kits.

The displaced group of people were from the Southern and Western parts of Island. These people moved to safe evacuation centers in the East (Lolowai) & West (Walaha). All this was done with through the coordination of the Penama Emergency Operation Center.

PHASE 2: Evacuation Off Island

This phase is the period from the time the COM makes the decision to evacuate off-island and includes the evacuation process itself and the time on host islands. This was from the 29th September to 21st October 2017.

The entire population of Ambae Island, an estimated population of above 11,000 people was evacuated to three main adjacent islands; Espiritu Santo in Sanma Province, and Pentecost and Maewo in Penama Province. The Sanma Provincial Government, Pentecost and Maewo Area Secretaries make necessary arrangements to receive the Ambae island displaced population. Some people voluntarily moved to Port Vila at their own expense.

At this stage, Luganville, Santo became the National Hub (National Emergency Operation Centre) of the Ambae response operation.

PHASE 3: Repatriation

At this phase, the Ambae Volcano Level has been lowered down to level 3 from level 4 on the 6th of October 2017. Council of Ministers (COMs) made a decision for repatriation and re-establishment of communities in Ambae Island. The State of Emergency has been extended to ensure the availability of resources to gather for repatriation and re-establishment facilitation.

The repatriation period was from 22nd October to 1st November 2017. An advanced team of essential service personnel were the first to be deployed to Ambae from Luganville before the evacuees return. The team includes Provincial Government officials, NDMO Provincial Disaster officer, financial services, Agriculture, Education, Health and Public Works Department staff, Police and business operators. Basic supplies of food and non-food items were also pre-positioned from Luganville to Ambae.

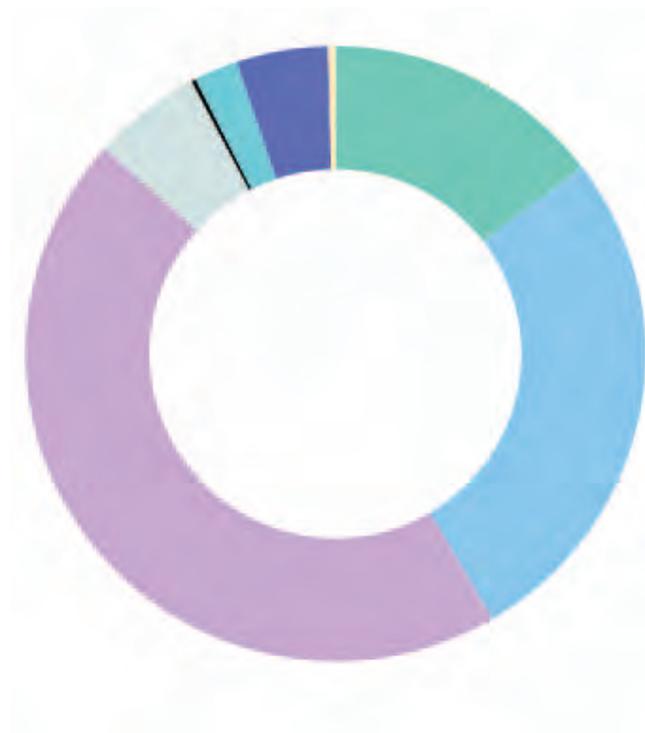
General repatriation of evacuees in Santo, Maewo and Pentecost commenced soon after the essential service team has set-up on ground. Evacuees with special needs were repatriated later by plane. Secondary school students remained on host schools and will be repatriated after the 2017 school year is completed. Some evacuees have voluntarily remained in the host's islands and will be staying with hosts families.

Partner Agencies

More than 38 agencies were involved in the Ambae Volcano Response operation. The agencies include Government, Red Cross and NGO's from international, national, provincial to community level. The agencies provide support through monetary donations and relief supplies and also provide logistics support. These donations were made available to the affected population of Ambae Island through the Vanuatu Cluster System.²

Financial Expenditure

The following table is a summary of each cluster's financial expenditure during the Ambae Volcano response until 31 December 2017.³



Expense Category	VT	%
Emergency Operation Center	28,925,029	15%
Food Cluster	53,366,901	27%
Logistics Cluster	89,312,362	45%
WASH Cluster	11,238,074	6%
Shelter Cluster	452,228	0%
Education Cluster	4,525,935	2%
Security Cluster	9,487,214	5%
Gender & Protection Cluster	755,468	0%
Total	198,063,211	100%

Source: Department of Finance, Government of Vanuatu

² See Appendix 3, page 24

³ Figures do not include expenditures of line ministries, Red Cross, NGOs or preposition supplies and also donated relief supplies for the Ambae Volcano Response

Cluster Response Summary

WASH CLUSTER

Lead: Department of Water Resources

Co-Lead: UNICEF

Supporting Agency & Organization: National Disaster Management Office, Ministry of Health, Vanuatu Red Cross, Sanma Provincial Government, Penama Provincial Government, New Zealand Ministry of Foreign Affairs and Trade (MFAT), Department of Foreign Affairs and Trade (DFAT), Save the Children, World Vision, Live and Learn Vanuatu, ADRA Vanuatu, Oxfam Vanuatu

Phase 1 Activities: The Director of the Department of Water officially activated National WASH Cluster in Vila on 25th September 2017. At the same day, all WASH partners developed WASH Response Plan based on 3 scenarios; On island evacuation, Response in evacuation centers setting and Response to camps setting. Plan and budget was then submitted to NDMO for financing.

Phase 2 Activities: In various evacuation centers in Santo, Maewo and Pentecost, water technical team connected pipes and tap stands based on the capacity of the facilities to ensure people have access to safe and clean water at all times.

Intervention and Outcomes include:

- Provision of water to evacuation centers through water trucking and installation of extra standpipes to meet national requirement.
- Drilling of new boreholes in schools
- Installation of water tanks to camps
- Water technical team quickly mobilize to sites
- WASH ERT conducted water trucking in Santo and on Ambae to communities where water is depleted. Approximately 6,000lt of water was distributed to communities
- UNICEF purchased and installed 8x6,000lt poly tanks in camps filled with water
- WASH ERT Teams had refilled 19 water tanks with 53,000lt of water through water trucking activity using Santo Hardware lorry, PWD water truck and VMF fire truck
- WASH ERT Team had done short water pipe extension with 38 new taps installed in 19 evacuation centers where they have access to Luganville water supply system
- DoWR purchased 1x6,000 ltr water tank with submersible pump installed at the evacuation center in Bambua Church of Christ
- WASH Drilling Team had drilled a borehole at Ngergar village
- Prior to repatriation, a rapid assessment was conducted in Ambae to ensure water is safe to use
- While there was no in-depth WASH technical assessment conducted, the findings from the rapid assessments were useful to inform WASH intervention in camps and communities.

Phase 3 Activities: The Government of Vanuatu, UNICEF, NGOs, Red Cross and other donor partners immediately allocated their resources to support WASH response intervention to provide safe and adequate clean water to evacuees in camps. Hygiene kits distributed to minimize the risk of disease outbreak supported by ongoing hygiene promotion awareness.

Hygiene promotion messaging and Information, Education and Communication (IEC) materials are required to assist the evacuees in practicing behavior that helps reduce the likelihood of disease outbreaks and other health risks.

Intervention and Outcomes include:

- All supplies from partners were stocked in health warehouse. Repackaging was done and distribution better coordinated, utilizing health volunteers.
- Due to the nature of the emergency, ongoing WASH assessment and monitoring were conducted in camps and communities
- Hygiene promotion awareness conducted in camps
- WASH NFIs sourced from partners in country and quickly dispatched to sites
- Good support from Donor partners
- MFAT staff help with the installation of chemical toilets to 6 evacuation centers, schedule days for the chemical toilets to be emptied when they are full, supply of hygiene kits, purchasing of the cleaning materials to be used in these chemical toilets, hired vehicle for 5 days and financial support for first water trucking by Santo Hardware
- UNICEF staff support the technical analysis of the situation to each sites, supply of tablets used for data collection by each WASH team members, compiling data to identify gaps, supply of hygiene kits and purchased 8x6,000lt poly tanks installed in 7 evacuation centers.
- Save the Children assisted with data collection from each camps sites, helped with hygiene kits distribution and organized Global Hand washing day in camps sites, shipped WASH NFIs to East Ambae and distribution.
- World Vision assist with compiling of data collected each day, distribution of hygiene kits to evacuees hosted with families. Provided coordination and logistic support during WASH repatriation response in all parts of Ambae through PCA agreement with UNICEF.
- Vanuatu Family Health assists in hygiene awareness, upgrade of sanitation facilities to 8 evacuation centers and deployed to Ambae during repatriation to conduct similar activities in west and North Ambae.
- WASH NFIs first shipment to west Ambae and East Ambae on 24th October include 4x6,000lt tanks funded by UNICEF and 1 x 10,000lt Tank donated by Vanuatu Hardware, leftover UNICEF hygiene kits, Red Cross hygiene kits and 5,000 roll of toilet papers
- WASH NFIs second shipment to East and West Ambae on 25th include 4x6,000lt water tanks funded by UNICEF, 235 hygiene kits, water bladders, 210x10lt water container filled with water, 36 toilet slaps, 6,400 toilet papers, repack 1 carton aqua tablets and 1 carton repack sanitary pads to east Ambae

- WASH supplies sourced from partners regional warehouses
- Central storage facility for WASH items
- Strong coordination between partners

FSAC CLUSTER

Lead: Department of Agriculture

Co-Lead: Food and Agriculture Organization

Supporting Agency & Organization: Department of Livestock, Fisheries, Biosecurity, Forestry, Risk and Resilience Unit, Oxfam, Live and Learn, GIZ, NDMO, Care International, Save the Children, World Vision

Phase 1 Activities: The Cluster had their first meeting in response to the Ambae Volcano on 26/09/2017. Through NDMO, FSAC was given the names and locations of the evacuation centers on both the Western and Eastern part of Ambae. As a result from this first meeting the cluster then submitted a Response Plan for stage 1 to NDMO with a food budget to last for 14 days. Initially the food was to be distributed to the evacuation centers. With assistance from the clusters extension officers on the island, awareness was made to farmers, most families intentionally decided to let their animals lose as they were moving to the evacuation centers. The animals that were kept at Saratamata breeding center were then shipped to Maewo for their safety. The cluster was part of the PEOC on Saratamata and worked alongside the other Government officials on Ambae. Two members from the cluster in Port Vila accompanied the team sent by NDMO to evacuate people off the island, hence to also ensure food security for the people within the evacuation centers.

Phase 2 Activities: When the volcano activity changed and COM made the decision to evacuate off island, the cluster made adjustments to accommodate the situation. Team members on the ground ensured that there was enough food to feed the people at the evacuation centers. Dry rations consisting of Rice and canned Tuna was distributed to the evacuation centers on Ambae. People were then given some of these foods to take on board to Santo, Maewo and Pentecost. While people were being evacuated of the island, mobilization of local foods was then made on the host islands. The cluster in Santo led by Livestock, with support from Agriculture, Biosecurity and Fisheries was then activated to accommodate these logistics. Majority of the dry rations that was shipped from Port Vila was sent with the evacuees to Maewo and Pentecost. As people arrived at the host islands, communities then assisted by sourcing local root crops and vegetables. Santo hosted a large number of evacuees thus, local foods with supplement of dry rations was purchased to feed people at the evacuation centers. Leads agriculture farmers on Santo assisted in supplying tons of local root crops and vegetables. All purchased foods were stored in the Red Cross warehouse and later distributed by the Red Cross Volunteers to evacuation centers. The cluster in Santo ensured payments and delivery of these foods

to the warehouse. Dry rations that were purchased in Santo were also sent to the other host islands.

Phase 3 Activities: As people were returning back, the cluster developed a repatriation and recovery plan which included both short and long term food needs. Food support of dry rations was to be given to the areas that were badly affected by ash fall, hence augment local food on the ground to the affected areas. Awareness of food security and safety was made through Digicel text messages and aired on the Radio. Followed by a 3 days rapid assessment on Ambae dated 1st -3rd November, this was conducted by the cluster to identify the urgent agricultural and livestock needs. Few of the cluster's Partners have indicated to support the long term recovery stages and plans, depending on the clusters request. Based on the latest assessment report the cluster will look more into conducting a more detail assessment with support from FSAC partners focusing on Households needs in terms of food security basics and to come up with a proper planning and interventions for the long term stages, of providing cuttings, seeds and identifying resilient crops that withstand ash fall, as per the recovery stage plan. The clusters extension officers on Ambae will continue to monitor and update the team in Vila should the situation change.

HEALTH CLUSTER

Lead: Ministry of Health

Co-Lead: World Health Organization

Supporting Agency & Organization: World Health Organization, Department of Foreign Affairs & Trade (Australia) DFAT, UNICEF, UNDP, Marine Reach, Save the Children (SCA), Red Cross, World Vision, Vanuatu Family Health, Medical Santo, Volunteers

Phase 1 Activities: The health cluster is treating disaster issues as very critical emergency issues that affect health of the population of Vanuatu. During the first stage (period 1st September to 30th September) of response the health cluster send assessment teams to affected areas especially in the West, North and South Ambae to conduct health assessment on health aspects of the ash fall, acid rain and gas emissions that may affect health of the communities.

The Ministry of Health provided the following responses, beginning with the Health cluster activation and that sees the setting up of the Ambae MOH EOC at Lolowai Hospital, assessment teams were dispatched to affected areas of Ambae in the West, South and North. Assessment was done in communities and in evacuation sites especially to the largest evacuation sites; a work plan was developed as well to guide the response and direct funding assistance. Awareness at the evacuation sites started and was an ongoing response activity done by the Penama health team. The health cluster also send additional medical supplies of drugs and non-drugs to health facilities to accommodate the demand

as more people we experiencing minor health problems a result of the eruption. Health along with WASH conducted water tests on water sources.

There was also temporary placement of health staff (Nurses, Aid nurse and Village Health workers) to the largest (Nduindui, Losenta, Wailenge, Lolopuepue, Ambaebulu, Lovurvili) evacuation sites. The cluster also sends a Medical doctor to Ambae to assist in medical needs of the affected people and support the Penama team. Sick patients were monitored and kept safe in the evacuation sites and health facilities and at Lolowai hospitals including People Leaving with Special Needs (PLWSN).

Phase 2 Activities: The 2nd phase (29th September to 21th October) was when the COM has declared a mass evacuation of all people of Ambae to leave the island. All the PLWSN moved to the Lolowai hospital for preparation to be evacuated to Lugarville, Santo. The health cluster identified or categorizes the sick patients and PLWSN on who will go by air and who to go by sea. An additional doctor was sent to Nduindui to coordinate sick and PLWSN for evacuation to Santo.

The logistics MOH team in Vila coordinated with the Penama team to arrange medical evacuation through charter flights. More than 50 sick patients were evacuated to Santo by Air. Marine Reach (a small ship) was arranged to evacuate other sick patients to Santo that cannot go by air and by way of saving cost as charter is costly.

In Santo the Santo Health Cluster team quickly was mobilized and established the Northern Provincial Hospital (NPH) as the health cluster EOC. The health team from Penama also joined the Sanma team. The Combine health and WASH cluster was very active in its response. They were responsible to receive the sick patients and PLWSN on arrival by air and sea. Preparation was done at the hospital to receive additional sick patients in the wards.

A team was formed consisting of health and WASH people and plans of response were developed. This includes areas of Cluster EOC, WASH, surveillance, logistics, EMT, Medical supplies and Community liaison. WASH and health assessments were carried out at evacuation sites prior to evacuees arriving in Santo. All necessities were arranged such as fuel, food supply, drugs & non-drugs, transportation including ambulance, water storage and others.

Additional staff was sent from Vila including doctors, dentists, physiotherapist, a psychiatrist, public health staff to reinforce the staff in Santo. Similarly in Maewo and Pentecost Health Facility staffs were doing the same to cater for likely influx of sick patients. On arrival from Ambae registration of sick patients were done as well as PLWSN. There were daily visits to the evacuation sites by the medical team. Responses include health awareness, WASH, psychiatrist support, disease surveillance including establishing of sentinel sites to detect likely disease outbreaks, dental services and physio support to PLWSN and sick patients. Mother and child support, national advice, food safety advice, Expanded Programme of Immunization (EPI), Mid-Upper

Arm Circumference (MUAC) assessment, General health consultation & treatment, Hygiene / Dignity kit distribution, family planning services, provide inpatient care for high risk mothers and many other health supports.

There were daily meetings by the Health and WASH cluster to brief on response issues and needs that they want assistance towards. The Health and WASH cluster lead in Santo attended the Sanma EOC meetings at the Provincial Government every day to brief on the health responses.

Phase 3 Activities: This is the repatriation phase and includes the repatriation process and time re-establishing communities back on Ambae from the 22nd October - 31st October. Firstly the health staff team from Ambae travelled to Ambae to re-establish before the repatriation. Preparation includes ensuring there is enough food, water availability, electricity, cleaning and available health services at the Lolowai hospital to receive the incoming patients.

All sick patients and PLWSN have now returned to Ambae and there is continuity of responses. Arrangement has been made to transport them to the hospital and other areas of their residence. Health sentinel sites have been established in most health facilities in Ambae. Lolowai team has re-established to provide services including monitoring of trend of syndromes, unexpected event at the established sentinel sites. Staff personnel have returned to health facilities and normal health services is the priority goal.

There is continuing awareness on health issues including hand washing, Body hygiene, Food hygiene, Non-Communicable Disease (NCD) awareness, Nutrition in disaster, Safe drinking water, Expanded Programme of Immunization (EPI), Mid-Upper Arm Circumference (MUAC) assessment, General health consultation & treatment, Hygiene / Dignity kit distribution

In addition, the health cluster has procured lawn mower, grass cutter for cleaning as vegetation was thick on returning, a vehicle for regular outreach services, drugs supplies have been restocked and others. The health cluster has developed a 2 months response plan for Ambae in the thought that within these 2 months things will be stabilized and people from Ambae will learn to live like people from Tanna and Ambrym.

G&P CLUSTER

Lead: Ministry of Justice & Community Services

Co-Lead: Care International

Supporting Agency & Organization: UNICEF, Ministry of Youth & Sports, NDMO, Save the Children, Lugarville Mormon Church, Sanma Disability Desk, Department of Women's Affairs, VSPD, ADRA, Further Arts, CANDO, Motivation Australia.

Phase 1 Activities: At this stage, Gender and Protection cluster deployed two of its officers to assist in evacuation centres in Ambae. The two officers were stationed in East (Lolowai) and West (Walaha). The officer's assists in ensuring that evacuees are safe in shelters and that evacuees with special needs are well-looked after.

Phase 2 Activities: For 2 weeks, the GP cluster worked across the 51 evacuation centres (ECs) in Santo focusing on seven key areas. These included establishing and managing child-friendly spaces and youth-friendly spaces; conducting gender and protection monitoring; facilitating key messages and awareness sessions; distributions of dignity kits and mattresses to people with disability (PWD); distributions of creative arts materials to PWD working with and support people with disabilities. The GP cluster also created a GP coordination working group, which ensured all actors working in the sphere of gender and protection coordinated all activities through the cluster and worked within the government structures. The coordination committee also supported all clusters and the PEOC to integrate gender and protection issues into their response.

Summary of Activities in Evacuation Centers in Santo:

- Child Friendly Spaces: Save the Children in coordination with GP cluster established 20 fully functioning child-friendly spaces and trained 34 displaced teachers to run the CFCs within their evacuation centres. Over a period of 2 weeks, they reached over 1,000+ children. These spaces allowed the children to have a safe space for play and interaction, and many CFCs also included hand-washing stations where demonstrations and awareness on the importance of hand washing and hygiene were conducted to help decrease the prevalence of illnesses, such as diarrhea.
- Youth Friendly Spaces: The MoYS and the MoJCS with support from UNICEF established YFS. The YFS focused on the psychosocial well-being of affected youth by allowing them to have a safe space and way in which to interact. Sports equipment was provided along with access to information and services enabling the youth to access assistance if needed.
- Gender and Protection Monitoring: On the 11th of October a pilot GP monitoring was conducted at Bahai EC and report produced. From there an additional 8 EC's were monitored reaching a total of 128 people (56F/72M/11PWD) through one-on-one surveys and 86 women and girls were also surveyed through focus group discussions, totaling 214 (146F/72M/11PWD) evacuees consulted. The monitoring provided a snapshot of GP issues experienced by the evacuees within the ECs and while allowing them to have their voices heard. Issues included inadequate access to menstruation management facilities and toilets for women. Monitoring was used to respond in real time to many different issues raised by evacuee. The monitoring team would communicate any arising key issues or concerns to the GP Cluster leads who then raised them at the PEOC daily meeting for relevant clusters to address. The monitoring process was led by CARE International on behalf of the GP cluster with support from Department of Women's Affairs (DWA), Childs Desk, and Save the Children.
- In addition, to inform the GP cluster's repatriation plan and recovery programming in Ambae a focus group discussion, centered around thoughts on repatriation and what can be done to support this process, was conducted with nine women in Sarakata Anglican church EC.
- Awareness: Each day an average of 4 EC's received awareness sessions on key GP messaging and information on child protection, gender based violence, nutrition, WASH, the rights of vulnerable people in the EC centres, traffic and fire safety, and the importance of the registration of all Plikinini. Awareness teams were made up of MoYS, MoJCS and DWA staff supported by UNICEF. A special awareness session for Global Hand washing Day was also conducted on Friday the 13th where the awareness team focused on WASH awareness and activities with children.
- People with Disability: Santo Hospital, VSPD, Motivation Australia, Sanma Disability Desk and DPA worked together to support PWD and address their unmet needs, as well as, support the registration of PWD and provide joint recommendations to the PEOC on how to safely transport PWD back to Ambae. VSPD and Motivation Australia with support from the Santo Hospital and Health and GP clusters, conducted mobility assessments and from those provided 16 wheelchairs, 8 walking frames, 25 walking sticks and 1 forearm crutches. In addition, CARE International with support and guidance from the Health and GP clusters distributed 17 individual dignity kits and bedding supplies to people with severe disabilities located in small ECs, households and in the hospital that had not previously received NFI distributions. To inform the above distributions and advocacy on behalf of PWD, a needs assessment was conducted at the Mormon Church by DWA and Sanma Disability Desk with support from CARE International.
- Distribution: Over the last 2 weeks, GP cluster partners distributed a number of different essential items to the evacuees, including hygiene kits (250), CFS kits (20), YFS kits, safety and dignity kits for women and girls (250), dignity kits and bedding supplies for PWD (17), art supplies for PWD, MHM kits, mobility devices (50), and awareness materials (posters, referral guides etc.).
- Gender & Protection Coordination Working Group: The GP coordination working group led the coordination of all GP cluster members and provided support to the PEOC and the NDMO in the development of the Repatriation Plan. The working group submitted recommendations and GP specific repatriation plan, focusing solely on supporting the needs of the most vulnerable and ensuring that key GP issues, such as gender-based violence, safety and security of vulnerable people, were considered throughout the process. The working group also set up protection committees in the ECs. The protection committees were responsible for monitoring, reporting and the referral of protection issues, and managing the distribution of Safety and dignity kits and other distributions in their ECs.

Phase 3 Activities: The repatriation deployment team from Vila, Santo, Pentecost and Maewo was made up by the following people from these different partner organizations including the Ministry of Justice and Community Services (5 members), Ministry of Youth and Sports (45

members), UNICEF (1 member) and Save the Children (5 members).

Members assisted evacuees on departure from evacuation Centres to wharfs with following activities:

- Assisting with registration
- Assisting elderly, women and children into transportations and on board vehicle for safe driving and delivery to wharf
- Feeding Evacuees at Port of Departures before boarding vessels especially at North Pentecost
- Organising cleaning of ECs before departure
- Provision of protection monitoring at wharfs while waiting for boarding especially in the nights.
- Assisted Northern District Hospital in organizing accessible accommodations such as Mormon Church and hospital for PLWD and transportation back home via ships and planes.

On board Vessels: Members assisted evacuees on departure from evacuation Centres to wharfs with following activities:

- Assisted with head counts before boarding ships
- Assisting mothers and elderlies, disabilities and children on board boats and vessels
- Assisting in loading luggages into ships
- Ensuring that vulnerable are located in a place accessible to WASH facilities
- Taking care of sea sick passengers and informing team at Port of Call for appropriate referral and treatment
- Helping tired mothers especially with babies on board
- Feeding hungry children with personal food ration on board since no food was provided on board even though this was strongly requested in EOC planning meeting
- Distributing water bottles to those who need it 2.3 Phase 3: Port of Arrival and overnight Evacuation Centres

SANMA EOC had request volunteers to support the VMFs and Vanuatu Police Force at the 4 port of arrivals: West Ambae-Devils Rock (2 members), North Ambae-Lolopuepue (9 members), South Ambae-Lo One (2 members), East Ambae-Lolowai (9 members).

Members assisted evacuees on arrival at the 4 wharfs and established ECs with following activities:

- Assisted Red Cross with registration when many boats are arriving at one time. Also when Red Cross is not available, GP cluster members register and submit reports to Red Cross.
- Assisted in building shelters for evacuees at Ports of arrival for resting and welcome banners for returning evacuees
- Received evacuees in the late hours of the evening at 3 main ports of arrival.
- Assisting women, babies, children and elderlies from boats to Evacuation Centres to homes.
- Provided security and protection on land transport for all families travelling home
- Provision of home treatments and referral of sea sick patients to nearby dispensaries and hospital/ worked with VMF Medics officer

- Transported medical supplies from Pentecost to Lolowai Hospital for admitted sick patients
 - Supported the distribution of water to families at ECs.
 - Assisted in sorting personal issues amongst family members, angry chiefs at ECs and wharfs
 - Provided solar lightings at the main wharfs for protection purposes
 - Ensuring the cleanliness of ECs before occupation by evacuees
 - Ensuring food distribution for all ECs when required.
 - Assisted in offloading luggage off the wharf to ECs and transports to homes
 - Ensuring timely provision of information regarding movements of vessels to logistics and Provincial operation Centre on Ambae.
- Section 3: Coordination and Administration on Ambae – summary of activities

Coordination and Administration on Ambae - Summary of Activities:

- As the only cluster with volunteers readily available at all 4 Port of Arrivals, PENAMA NDMO and provincial staff, and the VMFs and Police appreciated the assistance the G&P cluster in all sectors as mentioned above in section 2.
- The presence of G&P cluster members at ECs in Santo, Port of Departure, on board Vessels and at Port of arrival in Ambae made coordination easy.
- Information management between all G&P staff on different phases was great that the member sat Port of arrival were always ready to receive evacuees on time.
- Very late arrival of cluster leads on Ambae to assist coordinate sectoral work on the ground in Ambae
- Very smooth coordination from Santo in terms of information Management to Ambae.
- Attended daily Provincial operation meetings and reporting on gender and Protection work in both Santo and Ambae.
- Challenged with coordination and management of evacuees off vessels arriving in the nights and accommodating them at nearby ECs.
- No proper lightings at the Ports of Arrival giving more risks to passengers on board.
- Ships being offloaded at Ports of arrival that were not declared by SANMA Provincial Operation center making it impossible for staff on grounds in terms of logistics.
- Creation of lasting relationships between provincial staff and G&P members was great resulting in a great team work.

EDUCATION CLUSTER

Lead: Ministry of Education and Training (MOET)

Co-Lead: Save the Children

Supporting Agency & Organization: UNICEF, DFAT, MFAT, Vanuatu Humanitarian Coalitions

Phase 1 Activities: Activities include:

- Education Cluster meeting held weekly
- Education Operations Centers activated to support the national coordination
- Education Cluster Immediate response Plan
- Updates the education cluster list
- Press release for students to host schools in Santo, Pentecost and Maewo
- Deployment of Senior MOET officials after the declaration of state of an emergency
- Information Team at the EOC up to dates with information 24/7
- Education supplies disseminate to the host island

Phase 2 Activities: Activities include:

- Meeting held after two weeks
- Students evacuate to Santo, Maewo and Pentecost with support from SIO and PEO Sanma and Penama.
- Host schools in the 3 islands cater for evacuated for the 3688 students from ECCE, Primary, Secondary and Technical students and staff. This also includes 116 ECCE, Primary and secondary teachers.
- Distributions of Tents, stationery and others to equip students to continue with their learning.
- Coordinate with other cluster to meet with the students and teachers needs while in host schools
- Setting up and resourcing of Temporary Learning Space(TLS) and Child Friendly Space
- Sanma and Penama education officers are mobilized to collect data and assist with the response items to schools.
- Developments of an immediate seven two hours response plan, secure over 7 million vatu for the response activities.
- Registrations of students and teachers, schools and Gender.
- Technical support provided through UNICEF and Save the Children at the national and provincial level

Phase 3 Activities: Activities include:

- Enrolments on host schools in Santo, Maewo and Pentecost
- ECCE and Primary students are repatriated with their parents
- PSS Training rolled out to all the examination teachers and students
- Message sent on air about the repatriation dates by MOET
- Water assessment in Ambae Schools
- Press release on the directive of the MOET messages targeting Primary and ECCE students and Teachers from Ambae schools.
- Proposal writing seeking funds from education partners
- Summary of upcoming activities
- Repatriations of 937 secondary students ,283 exams and 654 d non- exams students Ambae
- Lesson learn workshop in Efate, Ambae and Santo
- PSS training in school when schools reopen next year
- General cleanup and restoration of school in schools in Ambae, Host schools in Santo, Penama and Maewo
- Cleaning classrooms, facilities and school compound

- Restoration of water supply and provision of tanks and WASH facilities
- Restoration of Electricity
- Provision of Education In Emergency education resources for students in Ambae, Host Schools in Santo, Pentecost and Maewo.
- Rehabilitation of host schools used as Evacuation Centers in Santo, Pentecost and Maewo and Ambae
- Reimburse water and electricity bills
- WASH in schools rehabilitation in Schools used as Evacuation Center in Ambae and schools in the red zone as well as schools used as evacuation center in Santo, Pentecost and Maewo

SHELTER CLUSTER

Lead: Ministry of Infrastructure and Public Utilities

Co-Lead: Vanuatu Red Cross

Supporting Agency & Organization: International Federation of Red Cross, Australian Red Cross, Vanuatu Chinese Association, DFAT, JICA, Caritas

Phase 1 Activities: Shelter cluster not activated at this stage. There was lack of clear information. The Shelter needs were initially met by Penama Provincial and traditional authorities. Vanuatu Red Cross did a needs assessment on Ambae and made tarpaulin distribution.

Phase 2 Activities: 1st October: NDMO requested IFRC coordination support. Shelter Coordination support member from IFRC Suva office (Subesh Prasad) arrived in Port Vila the following day with the main objectives of supporting with immediate needs as well as defining the need for further shelter coordination support going forward. It was determined that coordination support would be required for an additional month, so a shelter coordinator was engaged (supported by Australian Red Cross), for a one-month period starting on 10 October.

2nd October: First Shelter Cluster meeting on Ambae response

7th October: Shelter Kit Introduction awareness session. 18 participants (11 males and 7 females) attended a one (1) day awareness session held at Vanuatu Red Cross, Port Vila. 13 participants were VRCS staff and volunteers and 5 NDMO staffs. The session was on shelter key messaging on technical aspects of erecting emergency shelter using tarpaulin and shelter tool kit with available local materials (bamboo and timbers) and around tents and fire safety. Shelter technical flyers were handed to the participants including fire safety, campsite setup guideline (source Shelter Cluster Philippines) etc. This flyer should be presented to the shelter cluster for endorsement and translation in to Bislama so it's ready for future mass evacuation responses. The strategy was after training the VRCS volunteers will be deployed to Penama province to support branches on shelter awareness and distribution.

Total distribution of shelter items by island in Phase 2

Island	Tarpaulins	Tents	Kitchen Sets	Solar Lights	Mosquito nets	Blankets	Sleeping mats
Santo	2,235	260	972	898	0	1,512	80
Pentecost	351	30	351	351	351	351	706
Maewo	190	0	218	218	218	138	225
TOTAL	2,776	290	1,541	1,467	569	2,001	1,011

Source: Shelter Cluster

Phase 3 Activities: Decision was made by shelter cluster partners to allow returnees to take their emergency shelter items and NFIs back with them— blankets, kitchen sets, and hygiene sets plus two tarpaulins per household.

As there is no reported effect on dwellings or other buildings on Ambae, no shelter assistance was expected upon return of displaced population.

PWD (shelter cluster lead) sent 4 officers to coordinate erection of temporary shelter for returnees at 4 designated ports on Ambae.

Tents were donated to NDMO by DFAT and Vanuatu Chinese Association, so were tagged with serial numbers by the cluster and arrangements made to pack them. This was delayed due to wet weather. No suitable storage space could be identified in Sanma to date.

A technical briefing paper was prepared on tent storage issues for the NDMO Director.

LOGISTICS CLUSTER

Lead: NDMO

Co-Lead: OXFAM

Supporting Agency & Organization: FRANZ partners, Oxfam, VRCS, Save the Children, UNICEF, IOM, WFP, ADRA, CARE, Caritas, LDS, WWI, WASH Cluster, MoH, MoET, RRU/Agric/GIZ, JICA, Airports Vanuatu Ltd., OGCIO, Ports & Marine, VMF, JPOC, Police Maritime Wing, Biosecurity, Immigration, Customs, DoF, DPW, VMGD

Phase 1 Activities: NDMO Logistics and partners organised and implemented the shipment of WASH and SHELTER supplies for on-island Ambae evacuees and supplies for VMF personnel assigned to the island

Phase 2 Activities: Logistical support was extensive for the off-island evacuation of the Ambae population. The evacuation involved the use of 14 Vanuatu inter-island ships (deep-hulled and landing craft) and the transport of 4127 (TBC) people to Santo, and 433 to Pentecost and Maewo. Many Ambaeans, had however, found their own way to Pentecost and Maewo, and some had also gone to Santo. Over one thousand Ambaeans chose to make their own way by ship or aircraft to Port Vila, to stay with relatives and friends.

Logistics organized and implemented the shipment of supplies to Santo, and facilitated the collection and storage of supplies, and liaised with partners for the provision and loading of supplies. International supplies were received from eight FRANZ aircraft deliveries and one ADF ship delivery and were warehoused in Santo in conjunction with ADF and WFP partners. During this second phase, 8 coastal ships were loaded with supplies for the support of the Ambae evacuees. Aircraft charters were organized to facilitate movement of staff and specialists as required.

Phase 3 Activities: SANTO: The PEOC in Santo was the primary hub for repatriation planning and implementation, from which ship movements from Santo, Pentecost and Maewo were organized and coordinated, with support from Police Maritime Wing. Ships transported supplies to Ambae before the people returned, to be pre-positioned for issuing to the people as they arrived, for them to take back to their homes. More than 30 ship movements took place, moving an estimated 8192 people (2,225 house-holds) back to Ambae - 6200 from Luganville, 1400 from Pentecost, 520 from Maewo and 72 from Port Vila. Students, teachers and non-registered evacuees may be additional to these figures (from 14-PEOC-2017 briefing). A few days later, aircraft were chartered to return elderly and sick persons back to Ambae, and later, ships were organized to return students and teachers to the island.

PORT VILA: Skeleton NDMO staff, partners and volunteers supported Port Vila based actions necessary to support the Ambae situation in terms of organizing and implementing the shipping of relief items out of Port Vila, and liaising with FRANZ partners over the use of aircraft and maritime assets. Just prior to the repatriation, assistance was offered to ship Ambae evacuees home. A rapid registration process of evacuees was undertaken, and 1190 Ambaeans were identified as potential returnees. Provisions to facilitate their boat trip back to the island were acquired. On the day of departure, 72 persons boarded MV Big Sista for Ambae.

OVERALL: FRANZ partners, Oxfam, VRCS, Save the Children, UNICEF, IOM, WFP, ADRA, CARE, Caritas, LDS, WWI, WASH Cluster, MoH, MoET, RRU/Agric/GIZ, JICA, Airports Vanuatu Ltd., OGCIO, Ports & Marine, VMF, JPOC, Police Maritime Wing, Biosecurity, Immigration,

Customs, DoF, DPW and VMGD all assisted with delivery of logistical services needed for the Ambae situation. This assistance took the form of provision of supporting funding and military sea and air transport and personnel, provision and management of storage space, the provision of relief items and volunteers, the registration of evacuees to facilitate distributions, the acquisition of relief items (including fresh local food – the preference of the evacuees), assistance with the care of supplies and their distribution, assistance in organizing sea transport, facilitating the arrival and clearance of incoming overseas aid items, assistance in managing shelter needs at evacuation centres, and the care of shelter post-occupancy, and latest information on the state of the volcano, weather and sea conditions and weather outlook.

Relief items were shipped to primarily to Santo, and to Ambae, Pentecost and Maewo. Most items were issued to evacuees, although some items remain in stock, on standby.

The support of transport providers on Ambae, Santo, Maewo and Pentecost is both acknowledged and appreciated. Truck operators and the VMF assisted on land, various aircraft companies provided air services and large and small ship owners, and banana boat operators, provided an effective service in moving people and goods.

EVACUATION CENTRE MANAGEMENT CLUSTER

Lead: NDMO

Co-Lead: International Organization for Migration

Supporting Agency & Organization: ICivil Registry (Internal Affairs), Red Cross, World Vision, Save The Children, Ministry of Education, Department of Women's Affairs, Santo /Ambae Disaster Committee

Phase 1 Activities: With the onset of major volcanic activity on the island of Ambae increasing daily, as preparedness measure for the impending emergency the National Mass Evacuation in Natural Disasters (MEND) Guide was brought out for reference and shared at all relevant levels. This was a crucial first step in the preparations for the coming evacuations. The next step was in desktop reviewing the Ambae Evacuation Plan developed in 2016 as the initial start to use as a template in operationalizing and scaling up for the evacuations.

Initial discussions and coordination was arranged with the Civil Registration and Statistics department to get the population datasets in preparation to get an overall better understanding of the caseload that the Cluster would be dealing with in the coming week. The data used was based on the shared population data from the Mini-census collection from 2016. The collected and collated information was then made available to the Province by the Cluster in preparation for their internal coordination planning meetings.

Phase 2 Activities: On 24 September, the National Disaster Management head office deployed two officers to provided support to the Province. The Senior DRR/CCCM Officer to work under the supervision of the Provincial Authorities with the PDCCC. Upon arrival it was noted that there had been no solid data gathering completed to capture the number of the currently uprooted IDPs occupying the Evacuation Centers. At that point in time only estimated figures were available. Plans were made to initiate a registration exercise to capture the exact IDP caseload. During this time the Provincial Disaster and Climate Change Committee (PDCCC) worked to clarify the details of the Evacuation plan as well as highlighted the importance of adhering to the guidelines available from the MEND Guide.

The registration exercise was then rolled out with operational partners Save the Children and volunteers from the Vanuatu Red Cross. The Cluster worked with the Area Council Secretary in preparation of the registration forms and dissemination of the documents to the volunteers.

Daily briefings and debriefings were carried out every morning before leaving into the field for registrations. During these meetings discussions were centered around the issues faced and ways to mitigate on the next round of registrations. Once the teams were back from their daily registrations an initial tabulation was carried out with consolidation following in the evenings.

During rounds of the registration members from the Protection Cluster and Agriculture Cluster were also requested to accompany the teams to monitor and address any issues that may be observed during such visits.

Arriving at the first registration site it was encouraging to find that the displaced communities had already established an informal coordination system among themselves. It was very effective that nominated leaders were already established through the consensus of the displaced populations. The nominated role was established with lines of communication cleared to ensure a chain of command. At sites where this was not available the same model was replicated by the teams. The leaders by default became the most trusted members of community and this made it quite effective when coordination and cooperation was needed with the IDPs. In essence the focal person became the sole representative for the community. The influx of IDPs was updated as frequently as possible through these Community Leaders. Agreements were made with the leaders that they in their capacity as IDP Leaders report on a regular basis to the Province office in order to provide any important updates with the EOC as needed as well as establishing regular communication to ensure all issues were addressed. Monitoring teams also went to check across the displaced sites every evening to capture any issues in the Evacuation Centers. The monitoring teams also became the sole source of information of the ongoing situation and as such took of the role of community facilitators in conveying key messages of the current situation and response activities. In addition delivered as much awareness raising information to the communities as a service of Communication with Communities (CwC).

The cluster also provided clear guidance to relevant partners in the establishment of clear roles and responsibilities of the various actors/ roles during the Evacuation support. This was taken to ensure a well-coordinated response with minimal issues during implementation.

The Senior DRR/CCCM Planning Officer established linkages with local vendors to ensure that food could be provided to those displaced as upon arrival it was noticed that no planned distributions were in place due to challenges in clear guidance on the use of funds available. Once the supply chain was established a daily food distribution for the first week was carried out as this was an immediate need for those in displacement while waiting for further inputs/plans from the Food Cluster.

Phase 2 Activities: The Penama Provincial Disaster Committee response team established two 2 departure points, Lolowai on the eastern part of the island and Lolopuepue in the north. The off-island evacuation took place on September 30 2017 beginning with the Voluntary movement as priority in order to cope with the logistical challenges. We work closely with the Vanuatu Mobile Force (VMF) to coordinate the logistical arrangement for Evacuation center to departure point and to handle the instructions on boarding as well as the movement of elderly, people with disability, children and pregnant women. The off Island Mass Evacuation was completed on the 3th of October 2017.

Phase 3 Activities: The National Disaster Management Office (NDMO) with the support from International Organization for Migration (IOM) assisted the sanma provincial government to Coordination the camps/ Re-validation of the registered list together with the Red Cross and establishment of agreed format on registration as there were various different formats.

The 4 teams split up to complete the registrations with the 72 hours. SMS message was sent to Host families to come and register at the Sanma EOC. The sms campaign was very successful as soon as the SMS was sent a large group of people came to the EOC to compile with the request. It took the team 2 full days to register. Civil registry supported by the issuing of ID cards including the names of individual that will be boarding the ship in the morning.

Challenges include:

- Timeline needed to established
- Hosts came instead of the IDP families being Hosted
- No coordination of camps /registration at the point of entry
- No standard registrations forms
- Communities were tired of different people asking the same questions.



Santo Evacuation Center during Ambae Mass Evacuation Operation. Photo: NDMO



REVIEW WORKSHOP

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Overview

The Government of Vanuatu held a National Review Workshop of the Ambae response on the 22nd and 23rd November 2017. The workshop was held at the Agriculture College in Luganville Santo and brought together National, Provincial, local government officers with a wide range of local and international stakeholders.

OBJECTIVES

The objectives of the workshop are outlined below:

1. To share lessons from all phases of the operation: specifically what worked well and what can be improved
2. To review the effectiveness of the national, provincial and local coordination systems in responding to emergencies
3. To review the preparedness activity
4. To document strategies that will improve future responses
5. To discuss the medium and long term situation for Ambae

METHODOLOGY

The two-day workshop aimed to achieve its objectives by identifying and evaluating its operations through group discussions and plenary discussions.

The workshop participants were divided into thematic areas in order to facilitate in-depth discussions. Each group was asked to identify issues and suggest recommendations for improvements and ways forward.

Other sessions were plenary sessions inviting representatives from different levels of coordination (national, provincial, and local community) to relate a brief account of their operations during the disaster and allowing questions to be asked to evaluate actions taken at that time.

The five thematic areas that were evaluated⁴ are outlined below:

1. Coordination: national, provincial & local
2. Cluster response
3. Logistics, finance and relief supplies
4. Displacement & evacuation centres
5. Communication & information

⁴ See Thematic Operation Evaluation, page 25



Thematic Operation Evaluation

CLUSTER RESPONSE

What worked well?	What needs improvement?
<p>Coordination</p> <ul style="list-style-type: none"> • Activation of clusters were timely • Development of timely Response plans • Good support from Partners and between clusters 	<p>Strengthen Information and Communication</p> <ul style="list-style-type: none"> • Lack of data sharing between clusters • Lack of standardized templates for information collection and its usages documented • Training on data usage during disaster • Lack of awareness Training <p>Strengthen Cluster System</p> <ul style="list-style-type: none"> • More awareness of the NDMO Coordination structure to communities • Develop a separate team to look after welfare of field workers • Each cluster should have a member from Ministry of Finance & Economic Management

EVACUATION MANAGEMENT AND DISPLACEMENT

What worked well?	What needs improvement?
<p>Coordination</p> <ul style="list-style-type: none"> • Vulnerable groups (PWD) were given first priority • Volunteers well aware of community structure • Communities well aware of Evacuation zones <p>Governance</p> <ul style="list-style-type: none"> • The National Volcano Mass Evacuation Plan was readily available 	<p>Capacity Building</p> <ul style="list-style-type: none"> • Evacuation Center Management Training • Ongoing trainings for PDCs <p>Governance</p> <ul style="list-style-type: none"> • Inaccessibility of MEND Plans • Guidelines on how to manage space for cookery, toilet usage <p>Protection</p> <ul style="list-style-type: none"> • Supplies like lights in toilets to be installed

COORDINATION: NATIONAL, PROVINCIAL, LOCAL

What worked well?	What needs improvement?
<p>Coordination</p> <ul style="list-style-type: none"> • Positive response from communities using existing custom governance • Daily Inter-cluster briefings and daily situation reports • PEOC planning pro-actively <p>Security</p> <ul style="list-style-type: none"> • Law enforcers maintained safety during evacuation 	<p>Awareness</p> <ul style="list-style-type: none"> • More awareness on the impacts of hazards and different levels of emergency • More Hygiene and usage of flush toilet Awareness <p>Communication</p> <ul style="list-style-type: none"> • NDMO's untimely feedback to clusters • NDMO to be a central information hub during disasters • Communication flow should be clearly understood by all <p>Governance</p> <ul style="list-style-type: none"> • Need good trackers in place of clusters supplies • Improve Relationship with Ambae Service Providers (through MOU) • COM to standardize Transport prices during Disaster

COMMUNICATION AND INFORMATION

What worked well?

- Information was well disseminated to some extent

What needs improvement?

- Communication plan should include the usage of mobile devices like satellite phones, walkie-talkie
- Communication Cluster should include telecommunication companies like Digicel and TVL

EVACUATION MANAGEMENT AND DISPLACEMENT

What worked well?

Logistics

- Business owners willing to provide service on credit (transport and food)
- Traditional governance structure allowed ease of movements during evacuation

Finance

- Voluntary donations from business houses to volunteers
- Some NGOs used own budget
- Assistance from Ambae community in Port Vila

Relief Supplies

- Release of prepositioned stock from some NGOs

What needs improvement?

Logistics

- Resource Department with vehicle
- Train Provincial council in disaster response

Finance

- Emergency Fund at Provincial level

Relief Supplies

- NDMO to incorporate warehouses for supplies within provinces



Recommendations

SHELTER CLUSTER

1. Carry out a contingency planning exercise and finalize plans at Provincial level for volcano-related mass evacuation emergencies.
2. Advocate for review/development of Terms of Reference (TOR) for CCCM working group in order to clarify issues around registration, assessment, and linkages with Shelter Cluster (and other clusters) in mass evacuation emergencies.
3. Continue to develop and promote appropriate emergency shelter solutions for Vanuatu, including host family support, appropriate evacuation centres, and the shelter kit (shelter tool kit and two tarpaulins) in preference to less appropriate, costly solutions such as tents.

LOGISTICS CLUSTER

1. Communities need to respect and follow the national and provincial coordination system
2. Infrastructure needs improvement at least in two islands per province
3. Logistic cluster to develop and review existing MOUs with private sectors
4. Logistic Cluster needs to develop a national civil military coordination guideline
5. Finance to provide enabling environment for logistic cluster to fast track the payment process
6. Logistic cluster to develop and complete the national logistic SOP

EDUCATION CLUSTER

1. Strengthen data collection mechanism in an emergency
2. Emergency Capacity training for the Provincial staff
3. Development of the Provincial Education officers contingency plans and align them with the national MOET plans and SOPs
4. Prepositioning of education emergency supplies
5. Strengthening of communication between the MOET, provincial education offices, and school heads in an emergency

FOOD SECURITY AND AGRICULTURE CLUSTER

1. NDMO to allocated sufficient funds to FSAC for the purpose of rapid and technical assessment and immediate response.
2. Government to own proper food storage facility
3. Engage active community members to assist in food distribution
4. Develop a contingency plan for volcano
5. Strengthen data sharing mechanism with clusters (Health, Education, VNSO, Civil Status) with special disaggregated data to ensure food distribution

WATER SANITATION AND HYGIENE CLUSTER

1. Need a full time staff from MOH at EOC to fill in the Disaster & Emergency Position at Planning unit in the new structure
2. Establish, formalise, train and equip National & Provincial EMT teams
3. Need to develop standard information pamphlets/posters for volcanoes
4. Data needs to be approved by EOC Health before use, reported or disseminated.
5. Design standardized Health & Wash assessment form to be used by NGOs, clusters and partners
6. Logistics list of available transportation & Fuel for the delivery of water tracking, hygiene Kits and for medivac
7. Must activate sentinel sites during a disaster
8. Reporting of outbreak occurrences must come through sentinel information system
9. Formal endorsement of Combine Health & WASH coordination, and volunteer services during disaster situation
10. Health staffs should be on the ground 1 week earlier to prepare health facilities and services before repatriation begin.
11. MOH to train available staff and nurses to be deployed and provide Psychosocial support

GENDER AND PROTECTION

1. Urgently conduct protection monitoring and mobilise local service providers to assist Gender Based Violence (GBV) survivors.
2. Conduct training with stakeholders on Code of Conduct, GBV, and prevention of sexual Exploitation and Abuse (SEA).
3. Conduct child mapping to identify and report unaccompanied minors.
4. Establish Child Friendly Spaces (CFS) and train and mobilise youth to manage the CFS.
5. Train responders in conducting needs assessment with PWD to identify their urgent needs.
6. Distribute Safety and Dignity kits to displaced persons and host communities.
7. Conduct a rapid vulnerability analysis to identify G&P issues in immediate temporary and long term resettlement planning

PPG

1. PPG to review Ambae Response Plan, Strategic Plan and cost of public transportation
2. PPG to strengthen relationship with business houses
3. Complete and formalise Area, Ward & Nakamal structures
4. PPG and Council to work with Sectors, Stakeholders, Clusters on Capacity Building
5. PPG to develop a Long Term Ambae Volcano Response Plan

Thematic Action Plan

COORDINATION: NATIONAL, PROVINCIAL, LOCAL

Issue	Recommendation	Action	Timeline	Responsible Agency
National & Provincial Government roles and communication protocols				
Duplication of response coordination between NEOC and community support groups	<ul style="list-style-type: none"> Develop a clear coordination guideline for community support groups during response 	<ul style="list-style-type: none"> NDMO to work with PDCCs and communities in deriving working methods and a communication plan 	SEP 2018	NDMO, Director NDMO, NDMO Provincial Liaison Officer, Provincial SG's
PEOC Standard Operating procedures				
Unclear roles, functions and guidelines in the PEOC	<ul style="list-style-type: none"> Clearly define different roles in the PEOC Provide clear guideline on appointment of PEOC controller PEOC operation capacity building 	<ul style="list-style-type: none"> NDMO to work with Provincial authorities to develop PEOC Standard operating procedures NDMO to provide technical capacity building to Provincial authorities on PEOC coordination 	SEP 2018	NDMO, NDMO Provincial Officer, NDMO Planning & Research Officer, NDMO PDO's, NDMO Training & Awareness Officer
Welfare of individuals who are involved response operation				
Staff or responders welfare is not considered	<ul style="list-style-type: none"> Fund for risk allowance (subsistence allowance), safety gears, safety wears to be readily available for responders given any emergency 	<ul style="list-style-type: none"> Finance department or NDMO to delegate a financial officer within the Operation Center or with each cluster 	SEP 2018	Finance Department, NDMO Director
National & Provincial Government to review the Ambae Response Plan				
Gaps in the current Ambae Response plan	<ul style="list-style-type: none"> Review the Ambae Response Plan 	<ul style="list-style-type: none"> NDMO to work Penama Province and its PDCCs to review the Response Plan 	2018	NDMO, Director NDMO, NDMO Provincial Liaison Officer, Provincial SG's

COMMUNICATION AND INFORMATION MANAGEMENT

Improve communication means between national level provincial level

Issue	Recommendation	Action	Timeline	Responsible Agency
Telecommunication coverage not effective	<ul style="list-style-type: none"> Develop a Communication plan Pursue other means of communication (HF Radio, Satellite Phone, Walkie-talkie) 	<ul style="list-style-type: none"> NDMO to work with Telecommunication Cluster to improve existing telecommunication services 	2018	NDMO, Telecommunication Cluster (OGCIO, TVL, Digicel)
Update and maintain key datasets and ensure information is available to responding agencies				
Datasets and information sharing	<ul style="list-style-type: none"> Key datasets like population must be up-to-date and reliable Harmonize information collection from different sectors. 	<ul style="list-style-type: none"> NDMO IM to keep key datasets up-to-date Ensure that information is accessible across all responding sectors 	JUN 2018	NDMO IM and Clusters

LOGISTICS, FINANCE AND RELIEF SUPPLIES

Issue	Recommendation	Action	Timeline	Responsible Agency
<p>Standardize transportation cost and fleet type</p> <p>High cost of logistics among the varied sizes of land and shipping vessels</p>	<ul style="list-style-type: none"> Purchase or pre-identify standardized types of transportation to use during operations in both national and provincial level 	<ul style="list-style-type: none"> NDMO to develop a logistics plan defining standardized transportation cost and capacity NDMO to negotiate with Partners for support in standardizing transport types and liaise with transportation owners for a standard cost. 	SEP 2018	NDMO, Partners, Donors
<p>Improve financial process</p> <p>Emergency financial process is too lengthy.</p>	<ul style="list-style-type: none"> Decentralize financial system to allow flexibility to access petty cash in emergency 	<ul style="list-style-type: none"> Develop a flexible financial system to cater for emergency response operations 	SEP 2018	Finance Department, NDMO
<p>Government owned permanent storage facility in national and provincial level</p> <p>Shortage of storage facilities</p>	<ul style="list-style-type: none"> Construct a permanent spacious storage facility in both national and provincial level 	<ul style="list-style-type: none"> NDMO to consult with World Food Programme on ways forward to building permanent storage facilities 	2018	NDMO, WFP
<p>Government owned landing craft and portable anchorage lighting</p> <p>Lack of shipping vessels for delivering relief supplies at night time</p>	<ul style="list-style-type: none"> Investigate the business case and opportunity for the government to acquire a landing craft and portable anchorage lighting 	<ul style="list-style-type: none"> NDMO to consult with donors on ways forward to acquiring such transport vessel 	2020	NDMO Logistics, Maritime Operations, Donors



Santo wharf during Ambae Mass Evacuation Operation. Photo: NDMO

CLUSTER RESPONSE

Issue	Recommendation	Action	Timeline	Responsible Agency
Improve information sharing and information flow				
Duplication of information collection and inaccessibility of existing data	<ul style="list-style-type: none"> Strengthen information working group by ensuring collaboration of all clusters 	<ul style="list-style-type: none"> Review information management working group TOR at the national and provincial level. Consultation with response agencies. 	MAR 2018	Civil-Registry, National Statistics Office, NDMO
Strengthen humanitarian response understanding				
Lack familiarity with humanitarian response principles	<ul style="list-style-type: none"> Capacity building in humanitarian response principles at all levels of response (national, provincial, local and NGO's) 	<ul style="list-style-type: none"> Conduct trainings on humanitarian response principles. Develop SOP for response plan for different hazard scenario. 	MAY 2018	NDMO, Cluster groups

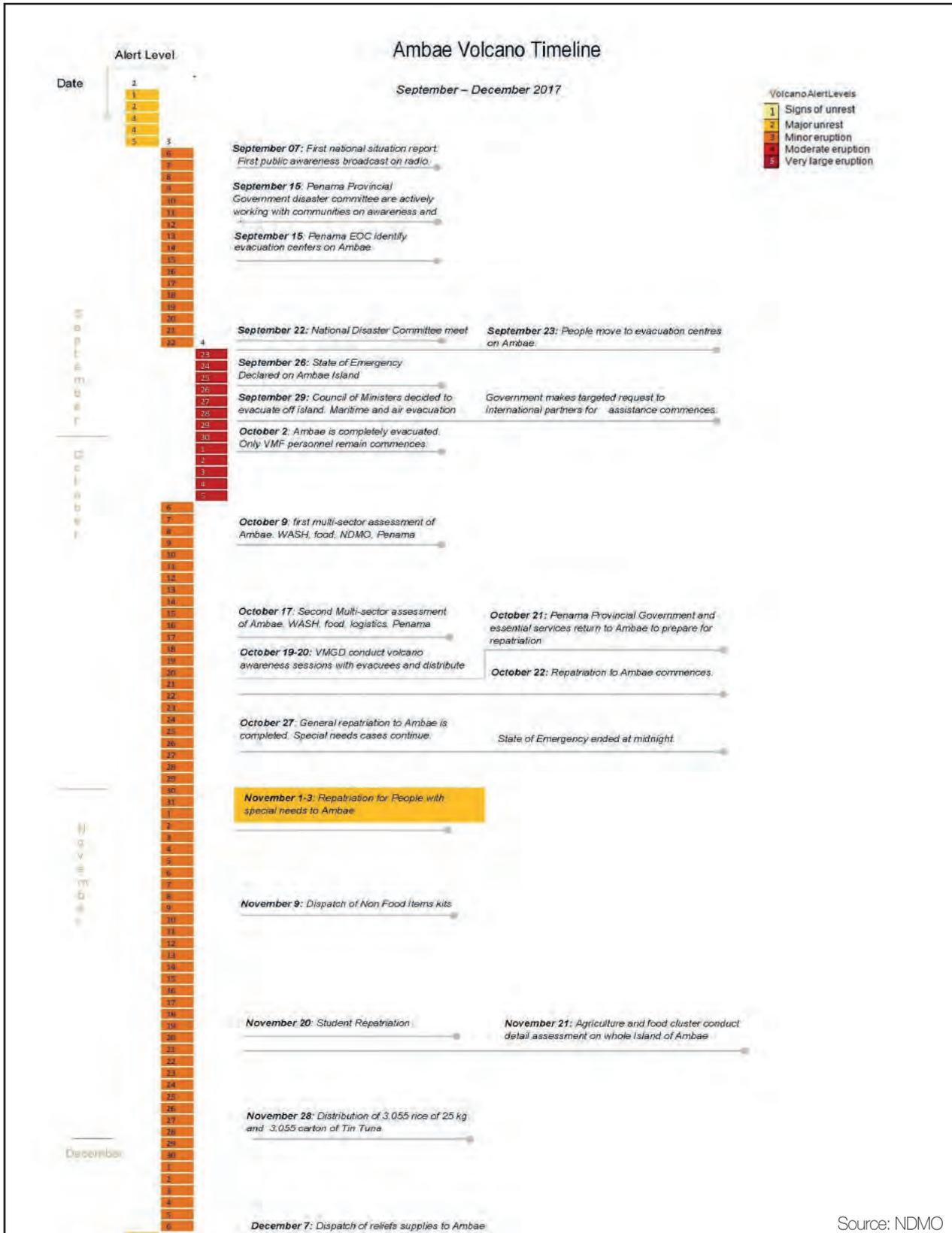
DISPLACEMENT AND EVACUATION CENTRES MANAGEMENT

Issue	Recommendation	Action	Timeline	Responsible Agency
Improve human mobility tracking and data management				
Lack of a standard registration framework thus data duplication may result	<ul style="list-style-type: none"> Identify only one responsible agency for registration during disaster displacement Work closely with partners that have existing disaggregated data for easy human mobility tracking 	<ul style="list-style-type: none"> NDMO through DRM unit to work closely with Civil Registry and National Statistics on a standardized registration form. NDMO through DRM unit with partner agencies to strengthen the existing working group for emergency registrations 	JUN 2018	NDMO DRM unit, DLA, NGO Partners, NSO, Civil registry, IOM
Strengthen Camp Coordination				
No coordination of camps at the point of entry causing registration duplication	<ul style="list-style-type: none"> Provide capacity building and awareness to leaders in both provincial and local level on camp coordination management 	<ul style="list-style-type: none"> NDMO DRM unit with partners to conduct awareness and provide training to community leaders on how to manage evacuation centres during major disasters. 	Q2 2018	NDMO DRM, NGO Partners

APPENDICES

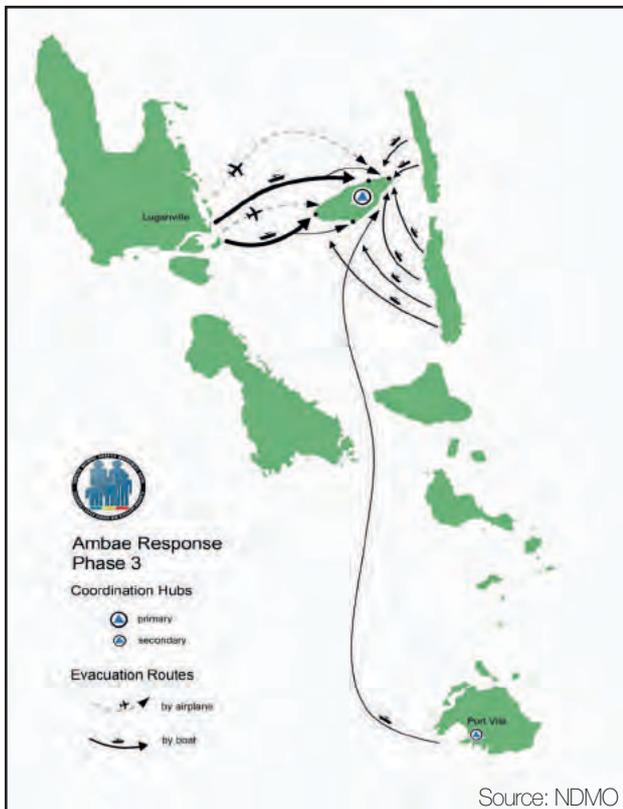
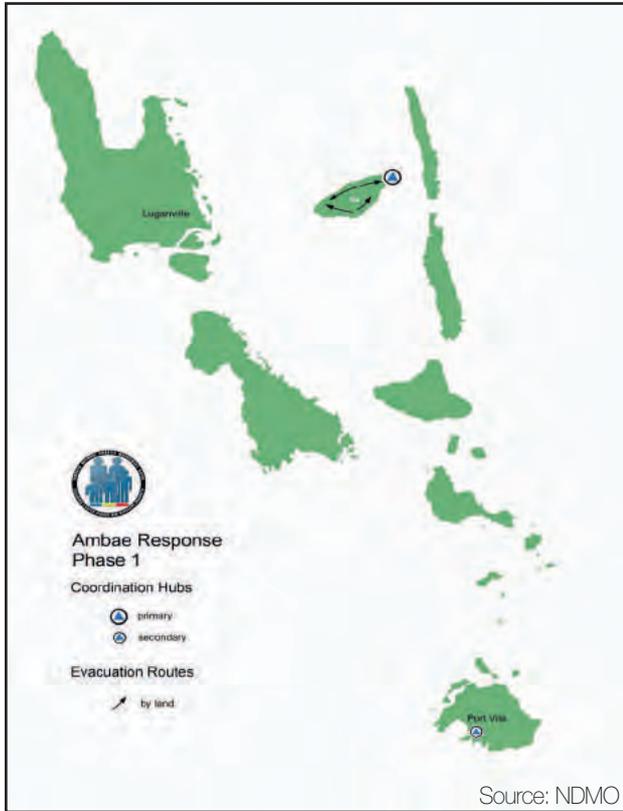
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Appendix 1: Response Timeline



Source: NDMO

Appendix 2: Emergency Phases 1-3



Appendix 3: List of Partner Agencies

Type	Agency Name
United Nations	World Food Program (WFP)
	International Organization for Migration (IOM)
	UNICEF
	World Health Organization (WHO)
	UNDP
Multilateral Banks	Asian Development Bank
Donor	Government of Japan
	Government of France
	Government of Australia
	Government of New Zealand
	Government of China
Non-Government Organization	Care International
	World Vision
	Save the Children
	ADRA Vanuatu
	Live & Learn Vanuatu
	Oxfam Vanuatu
	Reach Vanuatu
	Food Agriculture Organization (FAO)
	GIZ Vanuatu
	Vanuatu Family Health
	Medical Santo
	Vanuatu Society for Disabled People
	Further Arts
	CANDO
	Motivation Australia
	Vanuatu Humanitarian Coalition
	Vanuatu Chinese Association
CARITAS	
Institution	Vanuatu Red Cross (VRC)
	International Federation of the Red Cross (IFRC)
Community Group	Ambae Community Group
	Luganville Mormon Church
	Luganville Baptist Church
	Luganville SDA Church
	Luganville Anglican Church
	Host Islands (Espiritu Santo, Maewo, Pentecost)

Appendix 4: Workshop Agenda

WORKSHOP NAME: AMBAE RESPONSE NATIONAL REVIEW WORKSHOP

DATES: 22 - 23 NOVEMBER 2017

VENUE: AGRICULTURE COLLEGE, LUGANVILLE, SANTO

DAY 1

Agenda	Participants Involvement
Response Overview	NDMO
Phase 1 - On island monitoring, awareness and displacement	Penama Provincial Government
Phase 1 - Key Lessons	Group Work
Phase 2 - Mass Evacuation	Sanma Provincial Government, Penama Provincial Government, NDMO (Panel Discussion)
Community Perspective	Community Representative
Phase 2 - Key Lessons	Group Work
Cluster Presentations	Clusters

DAY 2

Agenda	Participants Involvement
VMGD Overview	Vanuatu Meteorology and GeoHazards
CCCM / DTM	NDMO, IOM
Mass Evacuation Guidelines next steps	NDMO, IOM
Phase 3 - Repatriation	Penama Provincial Government (Panel Discussion)
Current Situation on Ambae	Penama Provincial Government
Current response	Partners
Way Forward for Ambae	Group Work
Finalise workshop action plan	Group Work

Appendix 5: Workshop Participants

No.	Name	Agency	No.	Name	Agency
01	Noel Steven	NDMO	43	Roy Hensley	Penama Province (Civil Status)
02	Alice Iarem	NDMO	44	Alban Tari	Penama Province (Shelter rep)
03	Lopanga Yerta	NDMO	45	Robinson Temau	Penama Province (Community Rep)
04	Masood Akhtar	NDMO	46	Markleen Takaro	Penama Province (Health)
05	Greg Vaughan	NDMO	47	Jackson Adin	Penama Province (Community Rep)
06	Peter Korisa	NDMO	48	Flexon M	Penama Province
07	Philip Meto	NDMO	49	Father. Bice Williams	Ambae Community rep
08	Daryl Abel	MoCCA	50	Yakar Silas	Police Maritime
09	Chesta Takau	Finance, MoCCA	51	Kembro Manderson	Office of the Maritime Regulator
10	Simon Donald	MFAT	52	Shantony Moli	Save the Children
11	Prosper Buletare	Sanma Province	53	Virana Lini	Ministry of Education and Training
12	Renata Netaf	Sanma Province	54	Augustine Garae	Vanuatu Red Cross
13	Captain. Willie Samuel	Sanma Province (Police)	55	Paul Morrison	Shelter - Public Works Department
14	Jackson Silas	Sanma Province (Police)	56	Jackie Bubb	World Vision
15	Samson Sam	Sanma Province (Police)	57	Nelly Caleb	VDPA
16	Rexton Langon	Sanma Province (Police)	58	Joshua Mael	RRU, MALFFB
17	Almonique Seule	Sanma Province (DoT)	59	Sheryl Mahina	RRU, MALFFB
18	Ben Kaurua	Sanma Province (DoT)	60	Phillipe Panpan	Dept. Agriculture & Rural Development
19	Gloria Tarleo	Sanma Province (DWA)	61	Fablola Bibi	UNICEF
20	Keith Antfalo	Sanma Province (DoI)	62	Jenna Lusala	World Food Program
21	Harry Ilo	Sanma Province (Stats. Dept)	63	Rotina Noka	Gender & Protection
22	Christopher Wus	Sanma Province (DoT)	64	Hannah Tamata	Gender & Protection
23	Benuel Tabi	Sanma Province (Logistics)	65	Dorosday K Watson	Department of Women's Affairs
24	Matahu Zecharia	Sanma Province (Civil Status)	66	Betty Zinner-Toa	UN-Women
25	Johnseth Malkusum	Sanma Province (DoFT)	67	Jeremy Pirero	Reach Vanuatu
26	Johnson Vuti	Sanma Province	68	Henry Talo	Reach Vanuatu
27	Jeff Nwele	Sanma Province (VRC)	69	Frazer Graham	Reach Vanuatu
28	Shirley Johnson	Sanma Province (VRC)	70	Kensley Micah	Sanma Province (NDMO)
29	Richardson Toka	Church Community Rep.	71	Paolo Malatu	Dept. of Water & Mineral Resources
30	Christion Tuku	Sanma Province (Save the Children)	72	Joe Tjjobang	ADRA
31	Thomas Toa	Sanma Province (L.D.S Church rep)	73	Michael Arunga	UNOCHA
32	James Aru	Sanma Province (C.O.C rep)	74	John Leighton	Save the Children
33	Casimir Liwuslili	Sanma Province (Health)	75	Alsen Obed	Sanma Province (DoF)
34	Keith Gasi	Sanma Province (Health)	76	Basil Talper	Sanma Province (Maritime Regulator)
35	Lester Dingley	Sanma Province (Health)	77	Joseph	Sanma Province (Maritime Regulator)
36	Regina Hehina	Sanma Province (Health)	78	Ceri Teuttier	DFAT - Australia
37	Thompson Paul	Sanma Province (Education)	79	Melanie Roberts	MFAT - New Zealand
38	John Sese	Sanma Province (Shelter)	80	Louise Scarle	MFAT - New Zealand
39	Georgina Faerua	Penama Province (Planner)	81	Linda Kenni	DFAT / HAG
40	Alban Garae	Penama Province (President)	82	Laurie Lingi	SADSC
41	Manson Taridenga	Penama Province (NDMO)	83	Rex Roy	TEW
42	John Joe	Penama Province (Police)	84	Not recorded	Further Arts

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