

Ambae Monaro Volcano Response Lessons Learned Workshop



Monday 20 and Tuesday 21 November
Women's Resource Centre, Provincial headquarter Santo

Reported by the Department of Women's Affairs and Care International

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Acknowledgements

As the National Cluster Lead for the Gender Protection Cluster, I would like to take this opportunity to thank our committed partners who have supported the Cluster in ensuring the centrality of protection in the Lobenben response and repatriation.

Our dedicated partners ensured that protection activities were undertaken to keep vulnerable people such as women, girls, boys, people with disability (PWD), the elderly and the sick safe at all stages.

Firstly, thank you to the Ministry of Climate Change and the National Disaster Management Office (NDMO) for providing wisdom and guidance in the whole process of this response.

To SANMA and PENAMA Provincial Government, we thank you for your great coordination and support to the Gender Protection Cluster and believing in us to provide our services in protecting our people in Santo and on Ambae. Your provincial Emergency Operation Centre did an outstanding work in this response.

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Thank you to our Co-leads, CARE International and Save the Children. For all the technical, administrative and financial support, Child Friendly Spaces (CFS), Non Food Item distribution (NFIs) and liaison with PLWD and children, and the drafting of this report. Your support has raised the calibre of the Gender Protection Cluster to another higher level. For this we thank you sincerely.

Our words of thanks to the Ministry of Youth and Sports and the youth volunteers who tirelessly supported the protection programs from Santo to Ambae. The active role of your volunteers (the Blue Team) in protecting our evacuees right from the evacuation centres, on board vessels and right to their doorsteps is exceptionally outstanding and moving. Our repatriation plan would have not come alive without this great team work. Thank you very much.

Thank you to the Northern District Hospital and the Latter Saints Day Church for assisting the cluster in caring and protecting PLWD and ensuring their safe travels home. We sincerely thank you.

Similarly, our sincere thanks to Vanuatu Women's Centre who continually provided their services on Ambae during the crisis and currently providing counselling services and community GBV awareness. Your continuous partnership and expertise in addressing Violence against Women issues is highly appreciated. Thank you very much.

Thank you to the Vanuatu Police Force and Vanuatu Mobile Force for your great team work on the ground in protecting our people especially the vulnerable. Our partnership in the centralizing protection issues during the response is astounding.

Likewise, our donor partners such as DFAT, UNWOMEN, UNICEF, UNFPA, thank you for your facilitation and provision of your support in aligning our work to regional and international commitments. Thank you tumas.

For all our other partners who have contributed in one or another, thank you.

Lastly, I would like to thank the Staff of Department of Women's Affairs for all the support given during this time. Your tireless commitment is greatly appreciated.

Rothina Ilo Noka

National Gender Protection Cluster Coordinator, Department of Women's Affairs

Thank you to all donors that supported the Gender and Protection Cluster throughout the Ambae Monaro Volcano Response.



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Opening Remarks from Director Dorosday Kenneth, Department of Women's Affairs

Good morning everyone !!!

First and foremost, I would like to take this opportunity in joining Rothina in thanking you all for allowing yourselves time to participate in the two days workshop here in Luganville to reflect on our Gender and Protection Cluster work in responding to impact of the Lobenben volcanic eruptions on Ambae since end of September, 2017.

The reports and briefings received to date has indicated a good team work on planning, coordination and implementation of our work plans. Therefore, on behalf of the Department of Women's Affairs which leads and coordinates the Gender and Protection Cluster work in Vanuatu, I wish to pay a special tribute in recognizing and appreciating the work of CARE International and Save the Children who are our co-leads in providing ongoing support to our Gender and Protection Cluster Lead in our coordination and implementation of work programs . In the same manner, we also appreciate the great work of partners such as the Vanuatu Women's Centre, Sanma Disability Promotion and Advocacy, Sanma Frangipani Association, Northern District Hospital, Ministry of Youth and Sports, UNICEF, Department of Correctional Services in Luganville, Vanuatu Police Force in Luganville, the National Disaster Management Office, Penama Provincial Council and Ministry of Justice and Community Services for taking lead in the various activities under our mandate.

As we all know, the overall goal of National Gender Protection Cluster is to provide gender perspectives into climate change responses, recovery efforts and development programs so that issues and perspectives of men, women, children and persons living with disabilities become integral part of national responses planning and implementation processes in addressing the impacts of climate change and building resilience for sustainable development in Vanuatu. I had an opportunity to participate at the Side –Event in Bonn, Germany on Monday of last week, 13th November, 2017 at the Conference of the Parties (COP) under the UN Framework on Climate Change to showcase the work of Gender and Protection as part of the Risk Inclusive Development as part of our Reform Agenda under National Sustainable Development Plan(NSDP) or the Peoples Plan for social inclusion in addressing the wider development issues and for realizing Gender Equality in Vanuatu.

The two days of our workshops will allow us to reflect on our efforts in addressing the gender, protection issues under the Gender and Protection Cluster and through other Clusters so that we can learn together on our achievement, challenges, areas for improvements in four areas of planning, coordination, implementation and information management. I hope that these reflection will allow us opportunity to draw from lessons learnt since TC Lusi in 2012, TC Pam in 2015, TC Donna and TC Cook early this year (2017) and how these information can help us to transform and shape the national development agenda for 2030.

Thank you for your attention.



Mrs Dorosday Kenneth Watson at the opening of the Lesson learnt Workshop

Introduction

On 24 September, Manaro Vouï volcano on Ambae Island in Penama province started to erupt. The Vanuatu Meteorological and Geo-Hazards Department (VMGD) raised the warning to level 4, indicating that a moderate eruption was occurring.

A state of emergency was declared on 26 September which triggered the release of VATU 200 million by the Vanuatu Government for response efforts. The Vanuatu NDMO commenced the evacuation of 10,000 residents off Ambae Island, using commercial maritime assets. The majority of the population was evacuated to Santo to be housed in Evacuation Centres and some host families. Some Ambae residents were evacuated to Pentecost and Maewo and housed with host families.

The Gender & Protection Cluster responded to this disaster during all phases. On Monday 20 November, the Gender & Protection Cluster had a Lessons Learned workshop. The workshop objectives were:

- To discuss how the Gender and Protection cluster worked well and what could have been improved in the preparation and response to Ambae Manaro Volcano in phases 1, 2 and 3
- To make recommendations for improvement to the upcoming NDMO Lessons Learned Workshop 23 & 24 November

The full workshop agenda can be found in Annex 1. Participants included representatives from Government and NGOs from Port Vila, Santo and Ambae. The full list of participants can be found in Annex 2.

1. Overview of Gender and Protection Concerns during Ambae Volcano response

Given the large numbers of people moving and congregating in evacuation centres there were significant risks and needs identified by the Gender & Protection Cluster that were communicated to the NDMO, Gender & Protection partners and other stakeholders. These included:

- An increase in Gender Based Violence (GBV) and Sexual Exploitation and Abuse (SEA)
- Child Protection
- Lack of services for People Living with Disabilities (PLWD)
- General safety, protection and dignity of displaced and host communities
- Overloaded or lack of health services particularly Sexual and Reproductive Health (SRH) and Maternal and Child Health (MCH)

1.1 Gender Based Violence (GBV) and Sexual Exploitation and Abuse (SEA)

GBV increases after disasters, and there is already a high rate of violence against women in Vanuatu¹ and violence involving children.² With the mass displacement of affected families and the burden on host communities there was a risk of an increase in sexual assault and abuse against women, boys, girls, people living with disability and in increase in domestic violence. Additionally, due to limited income sources women may be forced into dangerous income generation activities including transactional sex.



Discussing way forward on effectively addressing issues of abuses during disasters.

1.2 Child Protection

Due to the mass displacement of affected populations there was a risk of children being separated from their families leading to a breakdown in their usual protection mechanisms. This leaves them vulnerable to exploitation and abuse including child labour. Additionally children's schooling was disrupted with schools closing for safety or because they are being used as evacuation centres. This leads to children being left at home or in evacuation centres unsupervised. Reports from staff in Santo (3 October 2017) suggest that child registration had been difficult to maintain due to the evacuations occurring concurrently over the last 4-5 days. When children are not officially registered, it leaves them vulnerable to exploitation and neglect, particularly when it comes to the planning and provision of aid and support to Evacuation Centres.

¹ Vanuatu Family Safety Study Report (2011) found that 60% of women between 15 and 49 years of age experienced physical or sexual violence during their lifetime, 44% had experienced sexual violence, 30% experienced childhood sexual abuse, 24% of ever-partnered women have been injured due to intimate partner violence, and 11% have been injured in the previous 12 months to the study.

² In a 2008 baseline study in Vanuatu, 78% of community members surveyed admitted to physically harming children, while 35% were aware of or admitted to corporal punishment at school.



Playing with Children at the Evacuation Centres and providing ongoing education.

1.3 Lack of services for People With Disabilities (PWD)

With the mass displacement of communities there was a risk that PWD are not accessing services required due to being left at home, being neglected and/or left at home due to the burden of moving them to Evacuation Centres or wharfs to be transported particular those who live inland.

This results in a disruption of their usual support mechanisms and services and referral services in host communities being overwhelmed.



Partners discussing around the issues of women, children and people with disabilities during disasters

2.4 General safety, protection and dignity of displaced and host communities

Due to crowded evacuation centres, host communities receiving large numbers of displaced people, humanitarian responders (including VMF, police officers, NDMO and NGO staff) and inadequate WASH facilities there are risks of general safety, protection and dignity of community members. This includes inadequate lighting (in communities, in toilet / bathing facilities/ in evacuation centres); lack of privacy in

evacuation centres; and lack of hygiene facilities (menstruation hygiene management, babies / children's nappies).



Director DWA handing over hygiene kits to mothers and babies born after reptation back to Ambae at the Chiefs nakamal in Santo.

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2. Overview of Gender and Protection Cluster Response to Ambae Monaro Volcano

Tina Noka (Gender & Protection Cluster Lead) gave a presentation of the Gender & Protection Cluster response to date for the Ambae Monaro Volcano. See attached Power point presentation.

Gender & Protection Cluster response activities to date included the deployment of monitoring teams, establishment of child friendly spaces, dignity kit distribution to PWD, response planning, sitreps and PSS.

The Gender & Protection Cluster responded in all phases of the emergency and is continuing to implement activities.

Details of all Gender & Protection Cluster partner response activities are noted in the below table. Note that not all partner activities have been captured so there will be other activities to be added.

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GP Cluster Timeline of Response: AMBAE Volcanic Eruption & Mass Evacuation

24th-30th September: Phase 1 (26th Sept State of Emergency)

DWA	CARE	VWC	SAVE	UNWOMEN	VNYC
<p>In Vila:</p> <ul style="list-style-type: none"> • Attended the inter-cluster meeting and activation of NEOC, • Activated GP cluster, • Developed the response plan with partners and submitted to NDMO. <p>In Santo:</p> <ul style="list-style-type: none"> • Contact Sanma province. <p>In Ambae:</p> <ul style="list-style-type: none"> • Established Protection committees to manage ECs and training on East Ambae, • Deployment of 2 officers on East and West Ambae, • Organising for construction of toilet for elderly people at some ECs where bathrooms where located too far away, • Moving PWD from their homes to ECs, • Registry of ECs in North, East, and South, • Spot check evacuation centre 	<p>In Vila:</p> <p>Support DWA;</p> <ul style="list-style-type: none"> • To develop response plan, • Assessment team briefing, • Branding and editing, • Information mgmt. / documentation, • Present G&P cluster at other clusters (WASH, FSAC, Shelter), • Attend inter-cluster meeting 	<p>In Ambae:</p> <ul style="list-style-type: none"> • CAVAWS- made awareness targeted at women and Children, • Participate in disaster committee meetings advocating for all women and children, • CAVAW provided information to all community to prepare for evacuation and what to take with you (birth certificates, passports etc.), • Preparation of evacuation centres in Pentecost. • Dealt with an incident of sexual abuse caused division in family. Movement for state of emergency was difficult to have them moved. CAVAW assisted at this time for importance of safety to move both families to the evacuation centre. 	<p>In Vila:</p> <ul style="list-style-type: none"> • CP briefing for first GP deployments <p>In Ambae:</p> <p>Support with:</p> <ul style="list-style-type: none"> • Transport for awareness to communities and evacuation centres, • Part of PENAMA PDC and attend meetings, • Send officer to assist NDMO officer on the western part of Ambae, • Support GP cluster to attend inter-cluster meetings in Vila, • Support NDMO officer on western part of Ambae- set up EOC- communication -credit- transportation • Attend PDC meeting at SANMA EOC and support with education and GP planning support PDC/ G&P team in making (doing) awareness at the ECs, • Resources provided to provincial officer to support the PDC on the ground, • Support police/VMF to evacuate people from Amabe, • Deployment of additional staff to Ambae, • Support NDMO officer on logistics for evacuation, support with transport of evacuees from communities to evacuation centre, • Support NDMO officers (west Ambae) to mobilize government workers (teachers) to help EOC operations. 	<p>In Vila:</p> <p>Support advocacy of GP cluster visibility at inter-cluster meetings, review and comment on response plan, attend inter-cluster meetings as support to cluster heads,</p>	<p>In Santo:</p> <ul style="list-style-type: none"> • Communities with youth presidents to provide volunteers and be alert.

26th Sept-2nd Oct: Phase 2 (Mass Evacuation off Island)

DWA	CARE	VWC	SAVE	UNWOMEN	VNYC
<p>In Santo:</p> <ul style="list-style-type: none"> • Appoint John Lyn represented GP cluster in EOC Sanma, • Daily debrief with working group, • Develop GP 12Response plan to be submitted to Sanma EOC, • Part in Activate Sanma EOC • Santo GP activate Sanma working group at DWA office/SC Office, • Santo GP represented in other cluster, • Information mgmt. within cluster and inter-cluster, <p>In Ambae:</p> <ul style="list-style-type: none"> • 2 officers on east & west evacuating evacuees, • Ensuring safety of evacuees on board, 12 • Registration evacuees before they board the ships and distribution of food rations while aboard the ships, • Assisted in loading NFIs to be shipped to Pentecost and Meawo, • Under market for change to support evacuees for two weeks. 	<p>In Vila:</p> <ul style="list-style-type: none"> • Attend inter-cluster, and represent GP cluster at other clusters (WASH, FSAC, Shelter), • Support GP cluster information mgt/documentation • Branding and editing, • Admin support to MoJCS (acting lead), • Concept notes developed to receive funding from (UNFPA START IHG AHP) 	<p>In Ambae:</p> <ul style="list-style-type: none"> • Evacuation of all staff however, services and support still continued, • Awareness conducted to Evacuees on violence in times of disasters, • Office relocation to Pentecost 	<p>In Vila:</p> <ul style="list-style-type: none"> • Support cluster to amend and edit response plan to mass evacuation, • Attend inter-cluster meetings <p>In Santo;</p> <ul style="list-style-type: none"> • Transport evacuees from evacuation centres to ships and from Santo wharf to ECs, • Attend PDC SANMA EOC meetings 	<p>In Vila:</p> <ul style="list-style-type: none"> • Support VWC office relocation to Pentecost 	<p>In Ambae: support 12repatriation of people moving people to ports for evacuation</p>

2nd Oct- 21st Oct: Evacuation Centres / Host Communities (Santo/Maewo/Pentecost)

DWA	CARE	VWC	SAVE	UNWOMEN	VNYC	UNICEF	VSPD/Motivation Australia	Frangipani/Sanna disability
<p>In Santo:</p> <ul style="list-style-type: none"> • Assisted In the conducting of GP monitoring, • Supporting members of deceased evacuees, • Organised logistics for VMGD awareness in ECs Santo, • Attending funeral and sharing condolences with families of a deceased evacuee, • Provided GP awareness, • Delivered first training to teachers of CFS, • Took part in the rapid response assessment in on Pentecost, • Provided PSS in all 52 ECs in Luganville, • Established 10 committees in ECs and provided training on TOR, • Assist in receiving evacuees from wharf and transport to ECs, • Assisted save in constructing CFS, • Assisted in health referrals cases from Ambae to Santo, • Assisted care in distribution NFIs to PWD, 	<p>In Vila:</p> <ul style="list-style-type: none"> • Represent GP cluster at other clusters (WASH, FSAC, Shelter, health, NEOC), • Information mgmt./operations support for GP cluster, • Branding and editing. <p>In Santo:</p> <ul style="list-style-type: none"> • GP monitoring in EC centres in Santo, • Deployment of technical support both national and international, • Represent GP cluster at other clusters (WASH, FSAC, Shelter, health, PEOC), • Budget tracking for cluster. • Information mgmt./operations support (meeting minutes, SITReps, coordination, contact list), • Coordination and facilitation support, • Distribution of PWD kits, • Pilot of disability assessments/ monitoring, 	<p>In Santo:</p> <ul style="list-style-type: none"> • SCC provided sanitary kits in Santo, • North Ambae CAVAW assisted a client to SCC. <p>Outer Islands:</p> <ul style="list-style-type: none"> • CAVAWs advocated and held awareness sessions at the host communities about violence in times of disasters (5 Nakamals in Pentecost) • Dealt with 3 issues of domestic violence (Pentecost) and 1 child abuse case by host family (Maewo) 	<p>In Vila:</p> <ul style="list-style-type: none"> • Support and attend GP meetings and planning. <p>In Santo:</p> <ul style="list-style-type: none"> • Support GP cluster to; • Attend other cluster meetings, • Transport support for GP cluster Established 20 CFS, • Support health cluster with awareness on SRH, • Employed 10 volunteers to construct CFS, • Employ and train 40 -50 volunteers to run CFSs, • Provide lunch for GP team, • Employ volunteers to assist health/WASH to support- distribution and SAVE supported directly through transport, • Host GP cluster temporarily in Santo, • Provided dignity (50) and hygiene kits (100) to the health and WASH cluster, • Deploying TAs for operation support. 	<p>In Santo:</p> <ul style="list-style-type: none"> • Support NIMUA to supply green vegetables to ECs 	<p>In Santo:</p> <ul style="list-style-type: none"> • Awareness and PSS with youth volunteers, • coordination of volunteers (shelter, food, warehouse, health) , • volunteers assisting Civil registration office to register all name and create ID cards for evacuees 	<p>In Vila:</p> <ul style="list-style-type: none"> • Organise and fund GP t-shirts 	<ul style="list-style-type: none"> • Registration support of PWD to Health Cluster, • Repatriation recommendation for PWD to GP and Health cluster and • Provision on mobility devises 	<p>Manage Moron church (EC)</p>

22nd-27th Oct: Repatriation (Phase 3)

DWA	CARE	VWC	SAVE:	VNYC
<p>In Vila:</p> <ul style="list-style-type: none"> • Liaising with partners for funding and program proposals (AHP). <p>IN Santo:</p> <ul style="list-style-type: none"> • Coordinated the development of repatriation plan Ensuring that families move together back home from EC to ports, dealt with an attempted child 14hygiene 14kits, • Board the first ship back to Ambae as part of essential services, • Assist in transport deceased for burial at Ambae, • Ensured the welfare of officers heading to Ambae providing them with food, water, shades and hats, • Provide logistical information from Santo to Ambae team about ship timings and amount of people on board, • Support evacuees on board ship looking after their safety, <p>In Ambae:</p> <ul style="list-style-type: none"> • Prepared welcoming home decorations at wharfs and ECs, • Cleaning ECs ready for evacuees, support red cross in registration at port of arrival in Ambae, • Assisting in the offloading people and luggage off the ships. • Provided shelter and sitting places for evacuees to rest after drop off, and worked logistics to receive evacuees esp. vulnerable people. • Assist sick patients and referred them to dispensary and hospital, 	<p>In Vila:</p> <ul style="list-style-type: none"> • Branding and editing for cluster, • Represent GP cluster at other clusters (WASH, FSAC, Shelter, health, NEOC), • Information mgmt./operations support for GP cluster. • Support DWA to produce summary report of all activities during phase 1 & 2 <p>In Santo:</p> <ul style="list-style-type: none"> • Support Development of Repatriation plan 	<p>In Ambae:</p> <ul style="list-style-type: none"> • CAVAWS provided support to all families and support all CAVAW members 	<p>In Ambae:</p> <ul style="list-style-type: none"> • Support GP with Transport and logistics, • TA' s on the ground to support with operations, • Support in transporting resources for cluster from landing parts, Move staff to Ambae, • Support in transportation of PWD to Lolowai hospital, • Support 14packing up of resources to send to Amabe on behalf of the health and wash clusters (750 dignity and 14hygiene kits), • Ship all resources (CFS and office), • Support GP cluster with Phase 1 and Phase 2 of Repatriation, Prepare vehicles and send them back to Ambae, • Prepare staff for deployment to Ambae, 	<p>In Ambae:</p> <ul style="list-style-type: none"> • Support all evacuees on while on board the ship taking care of all evacuees e.g. boiling hot water for all small babies and children to wash , • Support evacuees to board ship to return to Ambae, • Advise VMF to slowly repatriated people (do not rush) and to look after vulnerable people, • Support transportation of people from ports to ECs and then back to their communities,

27th Oct- Current: Phase 4 (Early Recovery in Ambae)

DWA	CARE	VWC	SAVE	UNWOMEN	VNYC
<p>In Vila:</p> <ul style="list-style-type: none"> • Team deployment planning and training for GP Monitoring and PSS. <p>In Santo:</p> <ul style="list-style-type: none"> • Coordination lessons learnt workshop <p>In Ambae:</p> <ul style="list-style-type: none"> • Establish operation centre in Ambae • Consult with PENMA province on GP activities and Priorities for recovery phase. 	<p>In Vila:</p> <ul style="list-style-type: none"> • Represent GP cluster at other clusters (WASH, FSAC, Shelter, health, NEOC), • Information mgmt/operational support for GP cluster • Branding and editing, • Support GP cluster to create GP monitoring tools for Ambae. <p>In Santo:</p> <ul style="list-style-type: none"> • Support facilitation of GP lessons learnt and drafting GP response report <p>In Ambae:</p> <ul style="list-style-type: none"> • CARE established GP operations officer in Ambae with support from SC and Dept Education, • Representing inter-cluster/NDMO meetings in Ambae • GP monitoring team deployed to Ambae (9th- 12th December) • First GP monitoring report for East Ambae produced 20th November, 	<p>In Ambae:</p> <ul style="list-style-type: none"> • Services reopen in Ambae, • Collected stories from the evacuees of their experiences during the response and the impact of volcano, • Mobile counselling services, • Information on services (brochures, posters, publicized around Saratamata), • 100 t-shirt produced for advocacy on violence against women for Ambae, • Support CARE to pre-test GP monitoring tool on Ambae, • Planning to produce a video documentary about the experience of people during the volcano disaster. <p>In outer islands:</p> <ul style="list-style-type: none"> • CAVAWs training for Pentecost and Maewo. • CAVAWs collecting stories as host communities to the evacuees during the volcano disaster. 	<p>In Vila:</p> <ul style="list-style-type: none"> • Support the facilitation of PSS refresher/briefing. <p>In Ambae:</p> <ul style="list-style-type: none"> • Deploy large team to Ambae, • Support GP awareness and GP monitoring, • Support health/ WASH/GP cluster on ground (assisting coordination and logistic), • Attend cluster meetings, • Support NDMO to visit West, • 6mths recovery program (WASH in School program), • Support PM visits to Ambae, • Support GP office established on the ground, 	<p>In Vila:</p> <ul style="list-style-type: none"> • Support on review of monitoring tools, • Support to VWC on GBViE on Ambae, 	<p>In Ambae:</p> <ul style="list-style-type: none"> • Identify volunteer youth to participate and provide assistance.

3. Review of Gender & Protection Cluster response

Gender & Protection Cluster members worked in groups to discuss what worked well, what could be improved and what could be done differently for all the response phases. The phases and themes included:

1. Phase 1: On Ambae monitoring, awareness and displacement
2. Phase 2: Mass Evacuation from Ambae island to Santo, Maewo and Pentecost. This phase includes Santo Evacuation Centre response
3. Phase 3: Repatriation from the outer islands to Ambae
4. Gender & Protection Cluster Coordination
5. Gender & Protection Cluster influence, communication and advocacy to NDMO, other Clusters and Stakeholders

Below are the points raised in all of these discussions.

3.1 Gender & Protection Cluster Response Phase 1: On Ambae monitoring, awareness and displacement

3.1.1 What worked well

Community level	<ul style="list-style-type: none"> • Community womens working groups working together • Good working relationship between Chiefs and young people • Active participation of Government workers / teachers • Presence of NDMO officer with Area Council Disaster Committee • Awareness was carried out with limited resources • Evacuation Centres setup by communities • People moved in Ward Councils that reduced chances of high displacement of family members
Gender & Protection Cluster support (national, Provincial and Ambae level))	<ul style="list-style-type: none"> • Save the Children team were on the ground within an hour of the alert • Save the Children provided support to the PDC including: <ul style="list-style-type: none"> - Staff and vehicles with a Child Protection background to assist in community awareness raising in terms of safety - Staff to support provincial EOC • National Gender & Protection Cluster developed a response plan and budget in tight timeframe

3.1.2 What could be improved

Community level	<ul style="list-style-type: none"> • Confidence of women taking leadership role in Evacuation Centre committees. • Women must be empowered to take up leadership roles rather than membership
Gender & Protection Cluster support (national, Provincial and Ambae level)	<ul style="list-style-type: none"> • Monitoring on mobility devices • Increase availability and speed of Cluster members in deployment of monitoring and awareness teams • Data collection • Need SOPs for the different disaster types • Need to strengthen the Violence Against Women (GBV) Sub-Cluster

	<ul style="list-style-type: none"> • Need Gender & Protection materials and modules that outline roles and responsibilities of each Cluster • Capacity building of the Area Council Disaster Committees • Review the Gender & Protection Cluster structure to increase the provincial Gender & Protection Working Group • Formation of an Area Council level gender and protection committee
NDMO	<ul style="list-style-type: none"> • Resource the NDMO officers on the ground • NDMO to develop registration tool for any evacuations (inland and off land) • Engagement of the private sector • Assist communities in the safe zone with evacuation facilities and resources • Evacuation plan should be communicated to evacuees in a timely manner

3.1.3 What would we do differently

Community level	<ul style="list-style-type: none"> • Set up CDCCCs at community level
Gender & Protection Cluster support (national, Provincial and Ambae level)	<ul style="list-style-type: none"> • Delegate responsibilities to partners and existing structures and coordinate
NDMO	<ul style="list-style-type: none"> • Lobby private sector to involve themselves for businesses and services • Review Land Policy to include displacement • Province should work according to their evacuation plans

3.2 Gender & Protection Cluster Response Phase 2: Mass Evacuation

3.2.1 What worked well

Community level	<ul style="list-style-type: none"> • People moved with their choices • Allocation of people to live with their communities • Maewo and Pentecost communities well prepared to meeting evacuees • Island food distributed • Family preparation
Gender & Protection Cluster support (national, Provincial and Ambae level)	<ul style="list-style-type: none"> • Assistance and team work from Gender & Protection Cluster partners • Santo EOC activated and partners able to provide Gender & Protection Cluster support (particularly Save the Children) • Sharing of responsibilities to Cluster partners • Volunteer assistance • Disability assessment and targeted support to People With Disabilities (PWD) • Gender and protection monitoring • Mobilisation of Gender & Protection Cluster partner resources to Santo to support response (DWA, CARE International, Save the Children) • Branding of Gender & Protection Cluster – t-shirts! • Establishment of Child Friendly Spaces (Save the Children, Childs Desk)

	<ul style="list-style-type: none"> • Save the Children provided support to the provincial government on Ambae with transport, phone credit and staff to support the evacuation
NDMO	<ul style="list-style-type: none"> • Awareness before evacuation • Role of Chiefs during awareness • Authorities worked together to help the evacuees • Evacuation was done according to traditional / historical systems within Penama Province. • Evacuation to Santo to reduce logistics costs • Churches and Nakamals were open and readily available to be used as evacuation centres

3.2.2 What could be improved

Gender & Protection Cluster support (national, Provincial and Ambae level)	<ul style="list-style-type: none"> • Cluster response coordination (planning, communication) particularly the disconnect between Port Vila and Santo • Gender and protection staff deployed for too long and needed rotation for the protection of mental health • Logistics of gender and protection cluster members on the ground (accommodation etc) • Coordination of awareness to evacuees
NDMO	<ul style="list-style-type: none"> • Clear work plan for the arrival of evacuees in Luganville • Clear Government direction of resettlement of evacuees to other places • Preparation of facilities at the evacuation centres • Team work between Clusters • Keep the evacuees governance mechanisms maintained to avoid gender and protection issues • Leaders must be responsible for their own people • Data collection / registration • Provision of general information on role of an evacuation centre • Loading of leftover relief supplies onto ships in Santo. Need more coordination and support

3.2.3 What could we do differently

Community level	<ul style="list-style-type: none"> • Community members should be trained on psychosocial support (PSS), gender and protection monitoring • Community members should be trained by other Clusters to increase skills and knowledge in order to be able to support Government and partners on moving people in disasters
Gender & Protection Cluster support (national, Provincial and Ambae level)	<ul style="list-style-type: none"> • Develop a volcano response plan • Develop Standard Operating procedures (SOPs) • Train other Clusters on response plans and SOPs • Organize simulation exercises with Cluster members and communities • Work in all affected areas and host islands as gender and protection cluster had limited visibility of what was happening across all islands
NDMO	<ul style="list-style-type: none"> • Involve Gender and Protection Cluster partners in the planning and implementation of distributions

3.3 Gender & Protection Cluster Response Phase 3: Repatriation

3.3.1 What worked well

Gender & Protection Cluster support (national, Provincial and Ambae level)	<ul style="list-style-type: none"> • Gender & Protection Cluster ready, prepared and had a plan in place • Gender & Protection Cluster had deployed people to every phase and was the only cluster on the ground • Not only conducted Gender & Protection Cluster work but also supported other clusters • Organised and support vulnerable people to board the ships • Coordination and communication between Gender & Protection Cluster implementing teams. • Gender & Protection Cluster and the police worked well together
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3.3.2 What could be improved

Gender & Protection Cluster support (national, Provincial and Ambae level)	<ul style="list-style-type: none"> • Volunteers in Evacuation Centres especially with disabilities should be well versed with responsibility and information for the evacuees • Follow up on reports and results of reports to create action • Finance/transport • Plan vs. implementation • Include national NGOs & church, council of chiefs and municipality in response • Respect and dignity of people must be promoted
NDMO	<ul style="list-style-type: none"> • More advocacy for other clusters and NDMO to deploy (health cluster should be on the ground, NDMO staff presence at every port) • Advocate for shelter at the wharf/landing and essential services from other clusters • Provide equipment (first aid kits, PSS, sunglasses, hats, tents, boat must have safety equipment life jackets, life boats) • Ships should not arrive at night. Timing for repatriation should be limited to day time only • Improve registration to avoid delay • Improve logistics on repatriation within all ECs. So all are informed on preparation and departure time. • NDMO repatriation plan be improved e.g. 6 ships at the same wharf • Repatriation planning needs to be improved • BOATS NOT SAFE – not sea worthy- not maritime standards (life jackets, life boats, lighting, GPS etc.) and boats all owned by politicians.

3.2.3 What could we do differently

Gender & Protection Cluster	<ul style="list-style-type: none"> • Train volunteer working with People With Disabilities (PWD) • Registry of volunteers to be established
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support (national, Provincial and Ambae level)	
NDMO	<ul style="list-style-type: none"> • Advocate for NDMO to share coordination information • More active role by maritime authority for protection and safety of people on board. • Awareness before repatriation (coordinated) • Prepare the island before repatriation • Advocate for a workable repatriation plan. • Advocate for private sector support and involvement e.g. transport, finance, lighting and communication (TVL, Digicel) • Registry of volunteers to be established

3.4 Gender & Protection Cluster Response: Coordination

3.4.1 What worked well

Gender & Protection Cluster support (national, Provincial and Ambae level)	<ul style="list-style-type: none"> • Better team work between partners and government • Strong team in Vila and Santo • Meeting requirements of NDMO in terms of planning • Better collaboration between other clusters esp. health clusters • People are willing to participate • Strong leadership (Tina and Louise) • Strong voice at EOC • GP cluster reporting to NDMO (response plans, repatriations plan, sitreps, GP monitoring) • Maintain work despite challenges
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3.4.2 What could be improved

Gender & Protection Cluster support (national, Provincial and Ambae level)	<ul style="list-style-type: none"> • Gender & Protection Cluster meetings need to stick to purpose focusing on coordination and updates on operations only • More Gender & Protection Cluster vocal points in other clusters • Clear roles of Gender & Protection Cluster members and staff • Need to have a Gender & Protection Cluster in Santo and Ambae • Must have a up to date contact list that is updated in peace time • Briefing should be done with members before deployment • Training for all Gender & Protection Cluster staff to create a deployment list (can be linked with contact list) so all deployed GP staff are experienced and received training before disasters (regular training) • Partners must follow all plans that clusters has put into response plan • Have more youth trained ready to volunteer for disaster • All members need training on cluster system and its purpose • Duplication of planning in Vila and Santo • Ongoing funded for Gender & Protection Cluster lead • Clear instructions from Port Vila to Luganville and Ambae
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NDMO	<ul style="list-style-type: none"> • Financial support – NDMO should provide deployment budget before deployment • Initial deployment coordination- no clear instructions from NDMO • Duplication of planning in Vila and Santo • Clear instructions from Port Vila to Luganville and Ambae
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3.4.3 What would we do differently

Gender & Protection Cluster support (national, Provincial and Ambae level)	<ul style="list-style-type: none"> • Ensure to cover all areas (Maewo and Pentecost) during all phases of response • Delegate responsibilities to existing structures (response) and also equip them with resources • Key message for volcanic activity situation by Gender & Protection Cluster • Define work process to allow for other peoples involvement • Guide for Gender & Protection Cluster for different types of disasters • Strengthen Provincial Gender & Protection Cluster
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3.5 Gender & Protection Cluster Response: Influence, Communication and Advocacy to NDMO, other Clusters and Stakeholders

3.5.1 What worked well

Gender & Protection Cluster support (national, Provincial and Ambae level)	<ul style="list-style-type: none"> • PSS was recognised by the NDMO because Gender & Protection Cluster advocacy and reporting • Presence of Gender & Protection Cluster (visibility)/ loud voices from Gender & Protection Cluster members • Good opportunity to promote gender equality awareness • Good teamwork • Communications between MoH (northern hospital, moron church was great) • Gender & Protection Cluster worked well to influence other agencies & government departments
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3.5.2 What could be improved

Gender & Protection Cluster support (national, Provincial and Ambae level)	<ul style="list-style-type: none"> • Santo clusters must include Gender & Protection Cluster vocal people who are confident in their role • Gender & Protection Cluster training during peace time to other clusters • Provide training about gender/VAW referral pathways, child protection, disability, elderly • Training of Gender & Protection Cluster to province working groups • Use of media through Facebook, radio to promote Gender & Protection Cluster work and to provide communities with updated and trust worthy information • Hold regular meetings with NDMO on Gender & Protection Cluster work • Coordinate awareness with other clusters
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NDMO	<ul style="list-style-type: none"> • NDMO to provide refills for communication as soon as operations is activated • NDMO must realise finances fast and it needs to be easier to access (Emergency finance process!) • NDMO needs to prioritise VAWC during disaster as it is just as important as food and water • Gender and protection identifications
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3.5.3 What could we do differently

Gender & Protection Cluster support (national, Provincial and Ambae level)	<ul style="list-style-type: none"> • Presentation Gender & Protection Cluster work to the Provincial Government especially through SG forum • Facts sheet on Gender & Protection Cluster and its work • Build capacity for Gender & Protection Cluster at provincial level • More media awareness from Gender & Protection Cluster coordinator • Produce IEC materials for Gender & Protection in Disasters • Gender & Protection Cluster must train members on advocacy and influencing skills.
NDMO	<ul style="list-style-type: none"> • Access to upload Gender & Protection Cluster report, sitreps on NDMO website • NDMO to promote Gender & Protection messages • Inter-cluster information sharing and not coordination so some clusters do what they want

4 RECOMMENDATIONS

4.1 Recommendations for the Gender and Protection Cluster

Recommendation 1: The Gender & Protection Cluster needs to continue investing in strong leadership

Since its inception in 2014, the Gender and Protection Cluster has made significant progress in raising the agenda of women, children, PWD and other marginal groups; establishing and maintaining a functioning cluster and developing a variety gender and protection tools.

This work has been made possible through dedicated leadership and resources from the Cluster Lead (Department of Women's Affairs) and the Co-Leads CARE Vanuatu and Save the Children.

In order to maintain the momentum of the Clusters work, the Cluster needs to continue investing in strong leadership. This includes:

- Continued and dedicated funding for the Gender and Protection Cluster lead position
- Continue to invest in MoJCS staff to enable back-up and duplicate staff
- Mainstream Gender and Protection in CCDRR in MoJCS (All Departments) with VNYC and other volunteer networks for CCDRR activities
- Increase the Gender and Protection coordination into the MJCS level to reduce the perspective that it is only about women and to enable it to access more resources
- All funds for Gender and Protection in emergencies should be approved and agreed through the Gender and Protection Lead

Recommendation 2: The Gender & Protection Cluster needs to continue to invest in strengthening the capacity of its partners at national and provincial level

In order to continue the work of the Cluster, there is a need to ensure that Gender and Protection Cluster partners at national and provincial levels have increased capacity and understanding of gender and protection. This includes the provision of training and awareness on:

- Gender and protection
- The humanitarian system
- Gender & Protection materials and modules that outline roles and responsibilities of each Cluster including the Gender & Protection Cluster
- Training about gender, VAW referral pathways, child protection, disability, elderly
- Advocacy and influencing skills
- Simulation exercises (Practical in vulnerable areas) with Cluster partners and communities
- GBV in emergencies

Recommendation 3: The Gender & Protection Cluster needs to establish and strengthen its presence and structure at Provincial and Area Council level

By having a stronger presence at Provincial and Area Council, the Gender and Protection Cluster can increase its reach and its ability to prevent, raise and respond to gender and protection issues. This could include:

- Establish Provincial Gender and Protection working group within the provincial system (in liaison with NDMO and Internal Affairs)

- Establish Area Council Gender and Protection Committees (in some form) or linking gender and protection to existing committees
- Establishing a Youth sub Cluster under the Gender and Protection Cluster
- Using established groups such as CAVAWS, women's groups, church groups, youth groups in order to expand reach of Cluster and maximise existing resources
- Ensure representatives of youth, women, PWD and all activities
- Ensure a focus on Women's Leadership in CCDRR training especially Youth girls

Training needs to be provided to all of the above groups and the Area Council and Provincial Gender & Protection working groups would need to have regular communication and alignment with the National Gender and Protection Cluster.

Recommendation 4: The Gender & Protection Cluster needs to continue its preparedness activities

In order to improve its effectiveness and efficiency the Gender and Protection Cluster needs to continue to invest in preparedness activities. This includes:

- Developing Standard Operating Procedures, Contingency Plans and Response Plans for all hazards – cyclone, volcano, drought
- Developing a roster of Gender & Protection Cluster staff available for deployments
- Update contact lists of Gender & Protection Cluster partner staff at national and provincial level
- Develop roster in peace time of Gender and Protection staff available for deployment and protocols for deployment
- Update, circulate and communicate Referral Guides
- Make all documents available on NDMO website (Gender and Protection Cluster page)

Recommendation 5: The Gender & Protection Cluster needs to increase capacity and awareness of other NDMO and other Cluster members in gender and protection

For gender and protection to be prioritised in response plans, policies, procedures and implementation, all emergency response stakeholders including the NDMO and other Clusters need to have a good understanding of gender and protection. This includes:

- Gender and protection
- GBV in emergencies
- Involving other clusters, NDMO and Gender Focal Points when developing emergency documents including SOPs, Contingency Plans, Response Plans etc.
- Show case and exhibition of Gender and Protection work on special events

Recommendation 6: The Gender & Protection Cluster needs to develop and implement a Communications Strategy

In order to improve its communication to internal and external stakeholders, the Gender and Protection Cluster needs to develop and implement a communications strategy. The Communications Strategy should include the following:

- Forms and methods of communication between the Gender & Protection Cluster, the NDMO and other Clusters
- Communication channels with the Cluster from national to provincial level
- Communication with disaster affected communities

- Communicating with the people of Vanuatu

Communication methods to include use of media through Facebook, radio, meetings, NDMO website, TV, phones, text messaging, database and IEC materials.

The Communication Strategy to outline the purpose of communications including gender and protection key messages, the promotion of Gender & Protection Cluster work, the provision of updated and trust worthy information to communities.

The Communications Strategy should also consider target groups and existing methods of communications.

Recommendation 7: The Gender & Protection Cluster needs to build systems and linkages for all referral pathways

At times of disaster there is a requirement for referral pathways to be access whether it be for survivors of violence, health, police support or others. The Gender & Protection Cluster needs to work with services to do the following:

- In coordination with Gender & Protection Cluster partners and the Health Cluster, build systems and protocols to link up all referral providers and services
- Provide training to Gender & Protection Cluster partners, NDMO and other Clusters on how to use referral pathways at the community level. Training to include role play and simulation exercises
- In partnership with the Vanuatu Women's Centre and the private sector, establish a crisis line for survivors to use during disasters

Recommendation 8: Gender & Protection Cluster to invest in psychosocial support

Psychosocial support to affected communities is an essential tool to aid the processing and recovery of any trauma. The Gender & Protection Cluster needs to invest in this area as well as better coordinate all the actors operating in this space. This includes identifying and training gender and protection monitoring and PSS teams and preparing them in peace times.

Additionally the Gender & Protection Cluster needs to ensure that the welfare and provision of PSS to Gender and Protection deployment teams.

4.2 Recommendations for the NDMO

Recommendation 1: NDMO to prioritise Gender & Protection

This includes:

- Including Gender & Protection Cluster members on ALL assessments
- Lobbying for other Clusters to include and mainstream gender and protection
- Allocating budget to the Gender and Protection Cluster
- Involve Gender and Protection Cluster partners in the planning and implementation of distributions
- Being aware of and prioritising prevention and response to violence against women, children & people with special needs

Recommendation 2: NDMO to improve emergency finance and logistics systems

This includes:

- Provision of budget, refill cards, transportation, DSA, communications and other resources to deployed personnel
- Communications to Clusters on logistics
- Involve Gender and Protection Cluster partners in the planning and implementation of distributions
- Emergency Funds of NDMO to be allocated directly to cluster lead budgets (annual)
- Engage a transparent disbursement process
- Increase emergency budget
- Employ dedicated finance staff for disasters to be sat with the NDMO and the Ministry of Finance

Recommendation 3: NDMO to ensure safety and protection of evacuees when transporting

This includes:

- Boat safety (Life jackets, first aid, lighting)
Accessible Devices, sleeping spaces, Access to facilities on board for vulnerable groups, shelter, water, food.
- Documentation in boat safety rules (Maritime)
Regulations/Life insurance ,over loading, Valid Captain certificates, Life Raft
- Demonstration of use of Life Jackets
- first aid kits, PSS, sunglasses, hats, tents, boat must have safety equipment life jackets, life boats

Recommendation 4: NDMO to ensure clear communication to communities using available resources

To reduce stress on communities, NDMO to ensure clear communication to communities. Communications to include situation updates, updates on decisions made, clear details on dates and logistics

Given that the NDMO have limited resources, available networks could be utilised including Gender & Protection Cluster partner network, Chiefs, churches, womens groups, youth groups and so on.

The NDMO also needs to have an improved community feedback response mechanism in place.

Recommendation 5: NDMO to be more efficient with inter-Cluster group and make timely decisions

The NDMO currently uses the inter-cluster forum as an information-sharing platform. Instead this forum should be used to make decisions, hold Clusters to account and coordinate and approve Cluster response plans and activities

Recommendation 6: NDMO to ensure and communicate for all response personnel (volunteers, staff) regardless of which Cluster or agency that they are working for, sign a Code of Conduct

- Code of conduct for all personnel's on board and on field. COC should reflect laws in terms of protection of HR include VMF and Police

Recommendation 7: the NDMO need a clear inter-Government communication system and process

This is especially with regard to communication to and from the Council of Ministers (COM) and Cluster leads.

Recommendation 8: Humanitarian Response decisions should be based on evidenced need not political interest

Recommendation 9: The Logistics Cluster needs to be adequately resourced

Currently the Logistics Cluster is led by the NDMO. Given the NDMO have numerous competing priorities during times of disaster, the Logistics Cluster does not always get the resource required. The Gender & Protection Cluster recommend that either the NDMO adequately resource this function with dedicated personnel or the Logistics Cluster lead be given to another Government department

Recommendation 10: Improve data collection in a timely manner that is of quality

Data collection and initial disaster assessments must be prioritised in the early stages of the response.

It was highlighted during the response that data collection is a capacity gap that NDMO, as well as, all clusters shared. Thus, data collection and information management in emergencies would be a very useful training to be invested in by the NDMO and the individual clusters.

Annexes

Annex 1: Gender & Protection Cluster Lessons Learned Workshop Agenda

Monday 20 November 2017

Time	Item	Facilitator
8:30 – 9.00am	Arrival and Registration	Tina Noka
9.00 am	Workshop Opening	Tina Noka
9.15am	Overview of Gender & Protection Cluster Response to Ambae	Tina Noka (DWA)
10.30am	Tea Break	
10.45am	Group (world café style) discussion on the following themes. For each of the themes, participants to discuss: <ul style="list-style-type: none"> • What worked well • What could be improved • What would we do differently Themes: <ul style="list-style-type: none"> • Gender and Protection Cluster Coordination • Gender & Protection Cluster Response Phase 1 - On island monitoring, awareness and displacement • Gender and Protection Cluster Response Phase 2 - Phase 2 - Mass Evacuation • Gender & Protection Cluster Response Phase 3 – Repatriation • Gender & Protection Cluster influence and advocacy to NDMO, Clusters and other stakeholders 	Charlie Damon (CARE) Hannah Tamata (CARE)
12.00	Lunch	
1.00pm	Group discussion continued	Charlie Damon, Hannah Tamata (CARE)
1.30pm	Presentation and discussion of group work	All
2.30pm	Tea Break	
3.30pm	Next steps for the Gender & Protection Cluster in the recovery phase	Tina Noka (DWA)
4.00pm	Workshop Close	Tina Noka (DWA)

Tuesday 21 November 2017

Time	Item	Facilitator
8:30 – 9.00am	Arrival and Registration	Tina Noka
9.00 am	Overview of day 2 agenda	Tina Noka
9.30 am	Mapping / timeline and presentation of Gender & Protection Cluster partners response to date	Charlie Damon All
10.30pm	Tea Break	

11.00am	Formulation of recommendations to 1) Gender & Protection Cluster and 2) NDMO	All
1.00pm	Workshop close	
	Lunch	

Annex 2: Gender & Protection Cluster Lessons Learned Participant List

Day 1: Monday 20 November 2017

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VWC	Leikita Mael	research.vwc@gmail.com
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