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**Disclaimer:** This report is provided for information and it does not purport to be complete. While care has been taken to ensure the content in the report is accurate, we cannot guarantee it is without flaw of any kind. There may be errors and omissions or it may not be wholly appropriate for your particular purposes. In addition, the publication is a snapshot in time based on historic information which is liable to change. The Vanuatu National Disaster Management Office accepts no responsibility and disclaims all liability for any error, loss or other consequence which may arise from you relying on any information contained in this report.
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 synthesis 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
CANDO - CANDO Vanuatu
CARE - Cooperative for Assistance and Relief Everywhere
CARITAS - CARITAS
CCCM - Camp Coordination and Camp Management
CFS - Child Friendly Spaces
COM - Council of Ministers
CwC - Communication with Communities
DFAT - Department of Foreign Affairs and Trade (Australia)
DLA - Department of Local Authorities
DoF - Department of Finance
DoWR - Department of Water Resources
DPA - Department of Provincial Affairs
DPW - Department of Public Works
DRM - Disaster Risk Management
DRR - Disaster Risk Reduction
DWA - Department of Women's Affairs
EC - Evacuation Center
ECCE - Early Childhood Care and Education
EMT - Emergency Medical Team
EOC - Emergency Operational Center
EPI - Expanded Programme of Immunization
ERT - Emergency Response Team
FAO - Food and Agriculture Organisation
FRANZ - France, Australia, New Zealand Partners
FSAC - Food Security and Agriculture Cluster
GIZ - Deutsche Gesellschaft für Internationale Zusammenarbeit
GP/G&P - Gender and Protection
IDP - Internally Displaced People
IEC - Information, Education and Communication material
IFRC - International Federation of Red Cross
IM - Information Management
IOM - International Organization for Migration
JICA - Japan International Cooperation Agency
JPDOC - Joint Police Operation Center
LDS - Latter Day Saints
MEND - Mass Evacuation in Natural Disaster
MFAT - Ministry of Foreign Affairs and Trade (New Zealand)
MHM - Menstrual Hygiene Management
MOET - Ministry of Education and Training
MoH - Ministry of Health
MoJCS - Ministry of Justice and Community Services
MOU - Memorandum of Understanding
MoYS - Ministry of Youth and Sport
MUAC - Mid-Upperarm circumference
NCD - Non-Communicable Disease
NDMO - National Disaster Management Office
NEOC - National Emergency Operations Center
NFI - Non Food Items
NGO - Non-Government Organisation
NPH - Nothern Provincial Hospital
NSO - National Statistics Office
OGCIO - Office of the Government’s Chief Information Officer
PDC - Provincial Disaster Committee
PDCCC - Provincial Disaster and Climate Change Committee
PDO - Provincial Disaster Officer
PEO - Provincial Education Officer
PEOC - Provincial Emergency Operation Center
PLWD - People Living with Disability
PLWSN - People Living with Special Needs
PPG - Panama Provincial Government
PSS - Psycho Social Support
PWD - People with Disability
RRU - Risk Resilience Unit
SCA - Save the Children
SDA - Seventh Day Adventist
SG - Secretary General
SIO - School Improvement Officer
SOP - Standard Operating Procedures
TLS - Temporary Learning Space
TOR - Terms of Reference
TVL - Telecom Vanuatu Limited
UNDP - United Nations Development Programme
UNICEF - United Nations International Children’s Emergency Fund
VMF - Vanuatu Mobile Force
VMGD - Vanuatu Meteorology and Geohazards Department
VNSO - Vanuatu National Statistics Office
VRC/VRCSC - Vanuatu Red Cross Society
VSPD - Vanuatu Society for People with Disabilities
WASH - Water, Sanitation and Hygiene
WFP - World Food Programme
WHO - World Health Organisation
WVI - World Vision International
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 phases: 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

<table>
<thead>
<tr>
<th>Response Name</th>
<th>Ambae Volcano Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response Dates</td>
<td>September - November 2017</td>
</tr>
<tr>
<td>Scope</td>
<td>The Government of Vanuatu &amp; partners emergency response</td>
</tr>
<tr>
<td>Mission Area(s)</td>
<td>Penama &amp; Sanma Provinces</td>
</tr>
<tr>
<td>Objectives</td>
<td>Comprehensive emergency response to the Ambae Volcano Mass Evacuation</td>
</tr>
<tr>
<td>Threat or Hazards</td>
<td>Ambae Volcano</td>
</tr>
<tr>
<td>Situation</td>
<td>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</td>
</tr>
<tr>
<td>External funding</td>
<td>FRANZ partners, Chinese Embassy</td>
</tr>
<tr>
<td>Point of Contact</td>
<td>The Director, National Disaster Management Office, Government of Vanuatu</td>
</tr>
</tbody>
</table>

1 see Appendix 2, page 33
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 GeoHazard 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.

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

Vanuatu Volcanic Alert Level System

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.

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 (Walahe). 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.  

Financial Expenditure

The following table is a summary of each cluster’s financial expenditure during the Ambae Volcano response until 31 December 2017. 

<table>
<thead>
<tr>
<th>Expense Category</th>
<th>VT</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Operation Center</td>
<td>28,925,029</td>
<td>15%</td>
</tr>
<tr>
<td>Food Cluster</td>
<td>53,366,901</td>
<td>27%</td>
</tr>
<tr>
<td>Logistics Cluster</td>
<td>89,312,362</td>
<td>45%</td>
</tr>
<tr>
<td>WASH Cluster</td>
<td>11,238,074</td>
<td>6%</td>
</tr>
<tr>
<td>Shelter Cluster</td>
<td>452,228</td>
<td>0%</td>
</tr>
<tr>
<td>Education Cluster</td>
<td>4,525,935</td>
<td>2%</td>
</tr>
<tr>
<td>Security Cluster</td>
<td>9,487,214</td>
<td>5%</td>
</tr>
<tr>
<td>Gender &amp; Protection Cluster</td>
<td>755,468</td>
<td>0%</td>
</tr>
</tbody>
</table>

Source: Department of Finance, Government of Vanuatu

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2 See Appendix 3, page 24
3 Figures do not include expenditures of the 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


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 NFI’s 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 site, 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 NFI’s 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 NFI’s 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 NFI’s 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 25/09/2017. 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 evacuates 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 ton 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 Panama 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 (Ndunidui, Losenta, Walenge, Loloipepe, Ambaebulu, Lowuvili) 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 Luganville, 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 Ndunidui 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 chitter 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 chitter 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. There were responsible to receive the sick patients and PLWSN on arrival by air and sea. Preparation we 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 we 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 physiatrist doctor, 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, physiatrist 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 in patients 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 include 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 issue 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 additional, 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 has 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 stabilize 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, Luganville 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 (Waiala). The officer’s assist 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 psycho-social 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 Bahal EC and report produced. From there an additional 8 ECs were monitored reaching a total of 128 people (56F/72M/11PWD) through one-on-one surveys and 85 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 evacuees. 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 Pikini. 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, samo Disabled Desk and CPA 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 Samoa 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, MI-MK 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 NDMA 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, Portvao and Maevo 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 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

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-Lolopepue (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 elders 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 nearly 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 ECC 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.
- Sanma and Penama education officers are mobilized to collect data and assist with the response items to schools.
- Needs assessment on Ambae and made tarpaulin distribution.
- Meeting held after two weeks
- Education supplies disseminate to the host island

Phase 3 Activities: Activities include:
- Enrollments 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, JCA, 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 where 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.
**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 90 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, WVI, 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.

**LOGISTICS CLUSTER**

**Lead:** NDMO

**Co-Lead:** OXFAM

**Supporting Agency & Organization:** FRANZ partners, Oxfam, VRCs, Save the Children, UNICEF, IOM, WFP, ADRA, CARE, Caritas, LDS, WVI, 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 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.

**Total distribution of shelter items by island in Phase 2**

<table>
<thead>
<tr>
<th>Island</th>
<th>Tarpaulins</th>
<th>Tents</th>
<th>Kitchen Sets</th>
<th>Solar Lights</th>
<th>Mosquito Nets</th>
<th>Blankets</th>
<th>Sleeping Mats</th>
</tr>
</thead>
<tbody>
<tr>
<td>Santo</td>
<td>2,235</td>
<td>260</td>
<td>972</td>
<td>898</td>
<td>0</td>
<td>1,512</td>
<td>80</td>
</tr>
<tr>
<td>Pentecost</td>
<td>351</td>
<td>30</td>
<td>351</td>
<td>351</td>
<td>351</td>
<td>351</td>
<td>706</td>
</tr>
<tr>
<td>Maewo</td>
<td>190</td>
<td>0</td>
<td>218</td>
<td>218</td>
<td>218</td>
<td>138</td>
<td>225</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2,776</td>
<td>290</td>
<td>1,541</td>
<td>1,467</td>
<td>569</td>
<td>2,001</td>
<td>1,011</td>
</tr>
</tbody>
</table>

Source: Shelter Cluster
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.

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 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 to monitor and address any issues that may be observed during such visits.

Phase 2 Activities: On 24 September, the National Disaster Management head office deployed two officers to provide 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.
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 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.
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 evaluated 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

<table>
<thead>
<tr>
<th>What worked well?</th>
<th>What needs improvement?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Coordination</strong></td>
<td><strong>Strengthen Information and Communication</strong></td>
</tr>
<tr>
<td>• Activation of clusters were timely</td>
<td>• Lack of data sharing between clusters</td>
</tr>
<tr>
<td>• Development of timely Response plans</td>
<td>• Lack of standardized templates for information collection and its usages documented</td>
</tr>
<tr>
<td>• Good support from Partners and between clusters</td>
<td>• Training on data usage during disaster</td>
</tr>
<tr>
<td>• Lack of awareness Training</td>
<td><strong>Strengthen Cluster System</strong></td>
</tr>
<tr>
<td></td>
<td>• More awareness of the NDMO Coordination structure to communities</td>
</tr>
<tr>
<td></td>
<td>• Develop a separate team to look after welfare of field workers</td>
</tr>
<tr>
<td></td>
<td>• Each cluster should have a member from Ministry of Finance &amp; Economic Management</td>
</tr>
</tbody>
</table>

### EVACUATION MANAGEMENT AND DISPLACEMENT

<table>
<thead>
<tr>
<th>What worked well?</th>
<th>What needs improvement?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Coordination</strong></td>
<td><strong>Capacity Building</strong></td>
</tr>
<tr>
<td>• Vulnerable groups (PWD) were given first priority</td>
<td>• Evacuation Center Management Training</td>
</tr>
<tr>
<td>• Volunteers well aware of community structure</td>
<td>• Ongoing trainings for PDCs</td>
</tr>
<tr>
<td>• Communities well aware of Evacuation zones</td>
<td></td>
</tr>
<tr>
<td><strong>Governance</strong></td>
<td><strong>Protection</strong></td>
</tr>
<tr>
<td>• The National Volcano Mass Evacuation Plan was readily available</td>
<td>• Supplies like lights in toilets to be installed</td>
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</tr>
</tbody>
</table>

### COORDINATION: NATIONAL, PROVINCIAL, LOCAL

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<thead>
<tr>
<th>What worked well?</th>
<th>What needs improvement?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Coordination</strong></td>
<td><strong>Awareness</strong></td>
</tr>
<tr>
<td>• Positive response from communities using existing custom governance</td>
<td>• More awareness on the impacts of hazards and different levels of emergency</td>
</tr>
<tr>
<td>• Daily Inter-cluster briefings and daily situation reports</td>
<td>• More Hygiene and usage of flush toilet Awareness</td>
</tr>
<tr>
<td>• PEOC planning pro-actively</td>
<td></td>
</tr>
<tr>
<td><strong>Security</strong></td>
<td><strong>Communication</strong></td>
</tr>
<tr>
<td>• Law enforcers maintained safety during evacuation</td>
<td>• NDMO’s untimely feedback to clusters</td>
</tr>
<tr>
<td></td>
<td>• NDMO to be a central information hub during disasters</td>
</tr>
<tr>
<td></td>
<td>• Communication flow should be clearly understood by all</td>
</tr>
<tr>
<td></td>
<td><strong>Governance</strong></td>
</tr>
<tr>
<td></td>
<td>• Need good trackers in place of clusters supplies</td>
</tr>
<tr>
<td></td>
<td>• Improve Relationship with Ambae Service Providers (through MOU)</td>
</tr>
<tr>
<td></td>
<td>• COM to standardize Transport prices during Disaster</td>
</tr>
</tbody>
</table>
COMMUNICATION AND INFORMATION

What worked well?  What needs improvement?

- Information was well disseminated to some extent
- 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?  What needs improvement?

Logistics
- Business owners willing to provide service on credit (transport and food)
- Traditional governance structure allowed ease of movements during evacuation
- Resource Department with vehicle
- Train Provincial council in disaster response

Finance
- Voluntary donations from business houses to volunteers
- Some NGOs used own budget
- Assistance from Ambae community in Port Vila
- Emergency Fund at Provincial level

Relief Supplies
- Release of prepositioned stock from some NGOs
- 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

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. 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

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
## Thematic Action Plan

### COORDINATION: NATIONAL, PROVINCIAL, LOCAL

<table>
<thead>
<tr>
<th>Issue</th>
<th>Recommendation</th>
<th>Action</th>
<th>Timeline</th>
<th>Responsible Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>National &amp; Provincial Government roles and communication protocols</td>
<td>Duplication of response coordination between NEOC and community support groups</td>
<td>• Develop a clear coordination guideline for community support groups during response</td>
<td>• NDMO to work with PDCCs and communities in deriving working methods and a communication plan</td>
<td>NDMO, Director NDMO, NDMO Provincial Liaison Officer, Provincial SG’s</td>
</tr>
<tr>
<td>PEOC Standard Operating procedures</td>
<td>Unclear roles, functions and guidelines in the PEOC</td>
<td>• Clearly define different roles in the PEOC</td>
<td>• NDMO to work with Provincial authorities to develop PEOC Standard operating procedures</td>
<td>NDMO, NDMO Provincial Officer, NDMO Planning &amp; Research Officer, NDMO PDO’s, NDMO Training &amp; Awareness Officer</td>
</tr>
<tr>
<td>Welfare of individuals who are involved response operation</td>
<td>Staff or responders welfare is not considered</td>
<td>• Fund for risk allowance (subsistence allowance), safety gears, safety wears to be readily available for responders given any emergency</td>
<td>• Finance department or NDMO to delegate a financial officer within the Operation Center or with each cluster</td>
<td>Finance Department, NDMO Director</td>
</tr>
<tr>
<td>National &amp; Provincial Government to review the Ambae Response Plan</td>
<td>Gaps in the current Ambae Response plan</td>
<td>• Review the Ambae Response Plan</td>
<td>• NDMO to work Penama Province and its PDCCs to review the Response Plan</td>
<td>NDMO, Director NDMO, NDMO Provincial Liaison Officer, Provincial SG’s</td>
</tr>
</tbody>
</table>

### COMMUNICATION AND INFORMATION MANAGEMENT

**Improve communication means between national level provincial level**

<table>
<thead>
<tr>
<th>Issue</th>
<th>Recommendation</th>
<th>Action</th>
<th>Timeline</th>
<th>Responsible Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telecommunication coverage not effective</td>
<td>• Develop a Communication plan</td>
<td>• NDMO to work with Telecommunication Cluster to improve existing telecommunication services</td>
<td>2018</td>
<td>NDMO, Telecommunication Cluster (OGGIO, TVL, DigiTel)</td>
</tr>
<tr>
<td>Datasets and information sharing</td>
<td>• Key datasets like population must be up-to-date and reliable</td>
<td>• NDMO IM to keep key datasets up-to-date</td>
<td></td>
<td>NDMO IM and Clusters</td>
</tr>
<tr>
<td></td>
<td>• Harmonize information collection from different sectors.</td>
<td>• Ensure that information is accessible across all responding sectors</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## LOGISTICS, FINANCE AND RELIEF SUPPLIES

<table>
<thead>
<tr>
<th>Issue</th>
<th>Recommendation</th>
<th>Action</th>
<th>Timeline</th>
<th>Responsible Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standardize transportation cost and fleet type</strong></td>
<td>High cost of logistics among the varied sizes of land and shipping vessels</td>
<td>Purchase or pre-identify standardized types of transportation to use during operations in both national and provincial level</td>
<td>SEP 2018</td>
<td>NDMO, Partners, Donors</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NDMO to develop a logistics plan defining standardized transportation cost and capacity</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>NDMO to negotiate with Partners for support in standardizing transport types and liaise with transportation owners for a standard cost</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>NDMO to consult with donors on ways forward to acquiring such transport vessel</td>
<td></td>
<td>NDMO Logistics, Maritime Operations, Donors</td>
</tr>
<tr>
<td><strong>Improve financial process</strong></td>
<td>Emergency financial process is too lengthy.</td>
<td>Decentralize financial system to allow flexibility to access petty cash in emergency</td>
<td>SEP 2018</td>
<td>Finance Department, NDMO</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Develop a flexible financial system to cater for emergency response operations</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Government owned permanent storage facility in national and provincial level</strong></td>
<td>Shortage of storage facilities</td>
<td>Construct a permanent spacious storage facility in both national and provincial level</td>
<td>2018</td>
<td>NDMO, WFP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NDMO to consult with World Food Programme on ways forward to building permanent storage facilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Government owned landing craft and portable anchorage lighting</strong></td>
<td>Lack of shipping vessels for delivering relief supplies at night time</td>
<td>Investigate the business case and opportunity for the government to acquire a landing craft and portable anchorage lighting</td>
<td>2020</td>
<td>NDMO Logistics, Maritime Operations, Donors</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NDMO to consult with donors on ways forward to acquiring such transport vessel</td>
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<td></td>
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</table>

Santo wharf during Ambae Mass Evacuation Operation. Photo: NDMO
# CLUSTER RESPONSE

<table>
<thead>
<tr>
<th>Issue</th>
<th>Recommendation</th>
<th>Action</th>
<th>Timeline</th>
<th>Responsible Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Improve information sharing and information flow</strong></td>
<td>Dupleation of information collection and inaccessibility of existing data</td>
<td>Strengthen information working group by ensuring collaboration of all clusters</td>
<td><strong>MAR 2018</strong></td>
<td>Civil-Registry, National Statistics Office, NDMO</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Review information management working group TOR at the national and provincial level.</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Consultation with response agencies.</td>
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<tr>
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<td></td>
<td>Strengthen information working group by ensuring collaboration of all clusters</td>
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<tr>
<td></td>
<td></td>
<td>Review information management working group TOR at the national and provincial level.</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Consultation with response agencies.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Strengthen humanitarian response understanding</strong></td>
<td>Lack familiarity with humanitarian response principles</td>
<td>Capacity building in humanitarian response principles at all levels of response (national, provincial, local and NGO's)</td>
<td><strong>MAY 2018</strong></td>
<td>NDMO, Cluster groups</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Conduct trainings on humanitarian response principles.</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Develop SOP for response plan for different hazard scenario.</td>
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</tbody>
</table>

# DISPLACEMENT AND EVACUATION CENTRES MANAGEMENT

<table>
<thead>
<tr>
<th>Issue</th>
<th>Recommendation</th>
<th>Action</th>
<th>Timeline</th>
<th>Responsible Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Improve human mobility tracking and data management</strong></td>
<td>Lack of a standard registration framework thus data duplication may result</td>
<td>Identify only one responsible agency for registration during disaster displacement</td>
<td><strong>JUN 2018</strong></td>
<td>NDMO DRM unit, DLA, NGO Partners, NSO, Civil registry, IOM</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Work closely with partners that have existing disaggregated data for easy human mobility tracking</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>NDMO through DRM unit to work closely with Civil Registry and National Statistics on a standardized registration form.</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>NDMO through DRM unit with partner agencies to strengthen the existing working group for emergency registrations</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Strengthen Camp Coordination</strong></td>
<td>No coordination of camps at the point of entry causing registration duplication</td>
<td>Provide capacity building and awareness to leaders in both provincial and local level on camp coordination management</td>
<td><strong>Q2 2018</strong></td>
<td>NDMO DRM, NGO Partners</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NDMO DRM unit with partners to conduct awareness and provide training to community leaders on how to manage evacuation centres during major disasters.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix 1: Response Timeline 32
Appendix 2: Emergency Phases 1-3 33
Appendix 3: List of Partner Agencies 34
Appendix 4: Workshop Agenda 35
Appendix 5: Workshop Participants 36
Appendix 1: Response Timeline

Source: NDMO
Appendix 2: Emergency Phases 1-3

Source: NDMO

Source: NDMO

Source: NDMO
## Appendix 3: List of Partner Agencies

<table>
<thead>
<tr>
<th>Type</th>
<th>Agency Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Nations</td>
<td>World Food Program (WFP)</td>
</tr>
<tr>
<td></td>
<td>International Organization for Migration (IOM)</td>
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<tr>
<td></td>
<td>UNICEF</td>
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<tr>
<td></td>
<td>World Health Organization (WHO)</td>
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<tr>
<td></td>
<td>UNDP</td>
</tr>
<tr>
<td>Multilateral Banks</td>
<td>Asian Development Bank</td>
</tr>
<tr>
<td>Donor</td>
<td>Government of Japan</td>
</tr>
<tr>
<td></td>
<td>Government of France</td>
</tr>
<tr>
<td></td>
<td>Government of Australia</td>
</tr>
<tr>
<td></td>
<td>Government of New Zealand</td>
</tr>
<tr>
<td></td>
<td>Government of China</td>
</tr>
<tr>
<td>Non-Government Organization</td>
<td>Care International</td>
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<tr>
<td></td>
<td>World Vision</td>
</tr>
<tr>
<td></td>
<td>Save the Children</td>
</tr>
<tr>
<td></td>
<td>ADRA Vanuatu</td>
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<tr>
<td></td>
<td>Live &amp; Learn Vanuatu</td>
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<td></td>
<td>Oxfam Vanuatu</td>
</tr>
<tr>
<td></td>
<td>Reach Vanuatu</td>
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<tr>
<td></td>
<td>Food Agriculture Organization (FAO)</td>
</tr>
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<td></td>
<td>GIZ Vanuatu</td>
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<td></td>
<td>Vanuatu Family Health</td>
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<td>Medical Santo</td>
</tr>
<tr>
<td></td>
<td>Vanuatu Society for Disabled People</td>
</tr>
<tr>
<td></td>
<td>Further Arts</td>
</tr>
<tr>
<td></td>
<td>CANDO</td>
</tr>
<tr>
<td></td>
<td>Motivation Australia</td>
</tr>
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<td>Vanuatu Humanitarian Coalition</td>
</tr>
<tr>
<td></td>
<td>Vanuatu Chinese Association</td>
</tr>
<tr>
<td></td>
<td>CARITAS</td>
</tr>
<tr>
<td>Institution</td>
<td>Vanuatu Red Cross (VRC)</td>
</tr>
<tr>
<td></td>
<td>International Federation of the Red Cross (IFRC)</td>
</tr>
<tr>
<td>Community Group</td>
<td>Ambae Community Group</td>
</tr>
<tr>
<td></td>
<td>Luganville Mormon Church</td>
</tr>
<tr>
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<td>Luganville Baptist Church</td>
</tr>
<tr>
<td></td>
<td>Luganville SDA Church</td>
</tr>
<tr>
<td></td>
<td>Luganville Anglican Church</td>
</tr>
<tr>
<td></td>
<td>Host Islands (Espiritu Santo, Maewo, Pentecost)</td>
</tr>
</tbody>
</table>
Appendix 4: Workshop Agenda

**WORKSHOP NAME:** AMBAE RESPONSE NATIONAL REVIEW WORKSHOP  
**DATES:** 22 - 23 NOVEMBER 2017  
**VENUE:** AGRICULTURE COLLEGE, LUGANVILLE, SANTO

## DAY 1

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

## DAY 2

<table>
<thead>
<tr>
<th>Agenda</th>
<th>Participants Involvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMGD Overview</td>
<td>Vanuatu Meteorology and GeoHazards</td>
</tr>
<tr>
<td>CCCM / DTM</td>
<td>NDMO, IOM</td>
</tr>
<tr>
<td>Mass Evacuation Guidelines next steps</td>
<td>NDMO, IOM</td>
</tr>
<tr>
<td>Phase 3 - Repatriation</td>
<td>Penama Provincial Government (Panel Discussion)</td>
</tr>
<tr>
<td>Current Situation on Ambae</td>
<td>Penama Provincial Government</td>
</tr>
<tr>
<td>Current response</td>
<td>Partners</td>
</tr>
<tr>
<td>Way Forward for Ambae</td>
<td>Group Work</td>
</tr>
<tr>
<td>Finalise workshop action plan</td>
<td>Group Work</td>
</tr>
</tbody>
</table>
## Appendix 5: Workshop Participants

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Noel Steven</td>
<td>NDMO</td>
</tr>
<tr>
<td>02</td>
<td>Alice Iarem</td>
<td>NDMO</td>
</tr>
<tr>
<td>03</td>
<td>Lopanga Yerta</td>
<td>NDMO</td>
</tr>
<tr>
<td>04</td>
<td>Masood Akhtar</td>
<td>NDMO</td>
</tr>
<tr>
<td>05</td>
<td>Greg Vaughan</td>
<td>NDMO</td>
</tr>
<tr>
<td>06</td>
<td>Peter Korisa</td>
<td>NDMO</td>
</tr>
<tr>
<td>07</td>
<td>Philip Meto</td>
<td>NDMO</td>
</tr>
<tr>
<td>08</td>
<td>Daryl Abel</td>
<td>MoCCA</td>
</tr>
<tr>
<td>09</td>
<td>Chesta Takau</td>
<td>Finance, MoCCA</td>
</tr>
<tr>
<td>10</td>
<td>Simon Donald</td>
<td>MFAT</td>
</tr>
<tr>
<td>11</td>
<td>Prosper Buletare</td>
<td>Sanma Province</td>
</tr>
<tr>
<td>12</td>
<td>Renata Netaf</td>
<td>Sanma Province</td>
</tr>
<tr>
<td>13</td>
<td>Captain. Willie Samuel</td>
<td>Sanma Province (Police)</td>
</tr>
<tr>
<td>14</td>
<td>Jackson Slis</td>
<td>Sanma Province (Police)</td>
</tr>
<tr>
<td>15</td>
<td>Samson Sam</td>
<td>Sanma Province (Police)</td>
</tr>
<tr>
<td>16</td>
<td>Reaxon Langon</td>
<td>Sanma Province (DoT)</td>
</tr>
<tr>
<td>17</td>
<td>Almonique Soule</td>
<td>Sanma Province (DoT)</td>
</tr>
<tr>
<td>18</td>
<td>Ben Kaurua</td>
<td>Sanma Province (DWA)</td>
</tr>
<tr>
<td>19</td>
<td>Gloria Tarileo</td>
<td>Sanma Province (DoI)</td>
</tr>
<tr>
<td>20</td>
<td>Keith Attalato</td>
<td>Sanma Province (Stats. Dept)</td>
</tr>
<tr>
<td>21</td>
<td>Harry Ilu</td>
<td>Sanma Province (DoT)</td>
</tr>
<tr>
<td>22</td>
<td>Christopher Wus</td>
<td>Sanma Province (Logistics)</td>
</tr>
<tr>
<td>23</td>
<td>Benuel Tabi</td>
<td>Sanma Province (Civil Status)</td>
</tr>
<tr>
<td>24</td>
<td>Matanu Zacharia</td>
<td>Sanma Province (DoFT)</td>
</tr>
<tr>
<td>25</td>
<td>Johnseith Malikusum</td>
<td>Sanma Province (Health)</td>
</tr>
<tr>
<td>26</td>
<td>Johnon Vuti</td>
<td>Sanma Province (Health)</td>
</tr>
<tr>
<td>27</td>
<td>Jeff Nwele</td>
<td>Sanma Province (VRC)</td>
</tr>
<tr>
<td>28</td>
<td>Shirley Johnson</td>
<td>Sanma Province (VRC)</td>
</tr>
<tr>
<td>29</td>
<td>Richardson Taka</td>
<td>Church Community Rep.</td>
</tr>
<tr>
<td>30</td>
<td>Christian Tuku</td>
<td>Sanma Province (Save the Children)</td>
</tr>
<tr>
<td>31</td>
<td>Thomas Toa</td>
<td>Sanma Province (L.D.S Church rep)</td>
</tr>
<tr>
<td>32</td>
<td>James Aru</td>
<td>Sanma Province (C.O.C rep)</td>
</tr>
<tr>
<td>33</td>
<td>Casimir Liwusilli</td>
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</table>
How to contact us

Online:
ndmo.im@gmail.com

In person:
Ministry of Climate Change Adaptation
Nambatu, Lini Highway
8:00am - 5:00pm, Monday to Friday
(Public holidays excluded)

Telephone:
+678 22699 or +678 23035
8:00am - 5:00pm, Monday to Friday
(Public holidays excluded)

In writing:
National Disaster Management Office
Private Mail Bag 9107
Port Vila
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