NGO Tsunami Accountability Report
(26 Dec 04 – 31 Mar 05)

A report by Australia’s nonprofit aid and development peak body detailing donations to tsunami appeals, spending and the planned allocation of funds through the long-term reconstruction program.

ACFID is an independent national association of Australian Non Government Organisations (NGOs) working in the field of international aid and development.
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OVERVIEW

Australian aid and development non government organisations (NGOs) have made a substantial difference to the lives of thousands of communities affected by the Asian tsunami. They have directly assisted hundreds of thousands of tsunami survivors and helped to ensure that much greater loss of life was avoided during the emergency phase. In close cooperation with Australian government agencies, thirty-one Australian NGOs (see Annex 1) have played a key role in Australia’s response in the three months following the tsunami.

Australian NGOs have a strong commitment to transparency and accountability for donor funds and for the quality of services they deliver in the field. This commitment explains the decision by ACFID (see Annex 2) to issue quarterly reports on the performance of Australian NGOs in the tsunami response. This is the first such report, covering the three months from the tsunami (26 December to 31 March).

This report includes operational and financial details from the five major Australian NGOs that have accounted for 95% of tsunami donations in Australia. The statements by each of the organisations show that they are well on track to keeping overhead costs under 10%. Indeed, their overhead costs to date are in the range of 2–3%. ACFID’s second quarterly report will provide further details from these five organisations together with information from the other 26 agencies involved in the tsunami response.

Evidence of the commitment by the five major NGOs to genuine transparency and accountability for their handling of donations and spending can be seen in the following:

- A joint commitment by the major agencies for the first time to demonstrate accountability for donor funds through quarterly reports on activity and spending in the tsunami response;
- The public accountability pledge on 17 January 2005 by the heads of Oxfam Australia, CARE Australia, the Australian Red Cross and World Vision Australia (see Annex 3);
- Their compliance with the ACFID industry Code of Conduct (see Annex 4), including their obligation to publish full financial reports complete with audit results. (Note, in 2004 the Australian Consumers Association rated this Code as one of Australia’s best industry regulatory Codes due to its transparent reporting, strong sanctions and independence.);
- A commitment to donors that they will continue to provide reports on actions and spending;
- The decision by ACFID’s Code of Conduct Committee (in January 2005) to assess tsunami fundraising rigorously; and
- Their commitment to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations in Disaster Relief and the Sphere Minimum Standards in Disaster Response.

Under ACFID auspices, the five NGOs have come together collectively to demonstrate transparency. At the same time, it is important to recognise that this is a diverse group. Each is part of a global partnership, confederation or federation incorporated in different countries and subject to different national standards. Each has distinct operational and structural features and different areas of specialisation and overseas geographic concentration.
By 31 March 2005, the 31 organisations listed at Annex 1 had accepted A$280 million in donations from the Australian public to assist tsunami survivors. (Note, this rose to A$313 by mid-May.) These donations enabled immediate emergency relief work to begin. As a result, many survivors were able to obtain quick access to basic life necessities including food, clean water, clothing, temporary shelter, sanitation and access to health care and trauma counseling. This swift response undoubtedly saved many thousands of lives.

A major achievement in the first weeks after the tsunami was to avert an epidemic. The World Health Organization warned that 150,000 survivors, especially children, could perish if they were unable to access clean drinking water and basic health care. UNICEF and the USA government gave similar warnings. The effective coordination between Australian government agencies and NGOs, together with other donors, was a feature of this success.

Although the emergency relief phase is not yet complete, most Australian NGOs are now directing their attention to the longer-term needs of communities, especially in the reconstruction of physical and social infrastructure and the rebuilding of local economies. Progress in the reconstruction phase will primarily depend on how well governments and NGOs listen to, and work with, local communities.

Australian NGOs have drawn on lessons learned from working in other disasters, such as East Timor (1999) and the PNG tsunami (1998), to improve the effectiveness of their response. The commitment to quality improvement is reflected in a pattern of peer reviews of the effectiveness of aid delivery. These reviews will continue throughout the reconstruction phase so that the specific lessons learned by individual NGOs in the tsunami response will be drawn on by other Australian NGOs.

**EMERGENCY PHASE ACTIVITY**

Australian NGOs were active during the emergency phase in one or more of the tsunami-affected countries. Those countries are Indonesia, Sri Lanka, the Maldives, India, Thailand, Myanmar, Malaysia, Bangladesh, Somalia and the Seychelles.

Main achievements to date:
- Provided basic health care, medical supplies, food, fresh water, temporary shelter, blankets, clothes and sanitation to thousands of communities;
- Provided trauma care and psychological support for those who had lost family members;
- Helped families to trace relatives;
- Helping people restore their livelihoods and businesses;
- Trained local people to take on leadership roles in these areas of activity; and
- Helped to reduce the spread of epidemics.

Specific outcomes achieved by the five major Australian NGOs are identified in the attached reports. In addition to providing financial details, the attached reports explain their operational approach to the tsunami, the main actions they took by country and sector, their future plans and the challenges faced and lessons learned to date.

As in major disasters within Australia, the scale of emergency phase activity and spending is outweighed by those actions needed in the reconstruction phase. The reconstruction of Darwin after Cyclone Tracy, for example, took over five years, with the bulk of response activity and
spending occurring after the first year. Inevitably, rebuilding physical, community and economic infrastructure after the tsunami will exceed the cost and complexity of supplying essential needs in the emergency phase.

OPERATING ENVIRONMENT

A combination of factors made the tsunami response more difficult than any other natural disaster, namely:

- The unprecedented scale of death and destruction, including the effective loss of much community capacity to respond;
- The simultaneous impact on communities in ten countries rather than in one or two;
- The continuation of seismic activity off Sumatra and consequent impact on survivors and planning by governments and NGOs;
- The logistics of accessing and supporting remote communities;
- The substantial effect on all response efforts of the decades-long military conflicts in Sri Lanka and Indonesia; and
- The large scale of the coordination and planning faced by the governments of tsunami-affected countries.

NGO RESPONSE IS BASED ON LISTENING TO LOCAL COMMUNITIES

Success in the emergency and reconstruction phases depends critically on consultation and engagement by the local community in decision-making about the priorities and types of social and physical infrastructure to be developed. Australian NGOs are committed to building the capacity of local people so that they are able to take charge of their communities and local economy.

Listening to community views on sensitive issues such as land use, the relocation of communities from land that was destroyed or degraded and major new infrastructure proposals is inevitably a lengthy process in any country. As has been the case after Australian disasters, successful reconstruction only proceeds when genuine involvement at the local level occurs.

This type of interaction with communities is also an essential requirement for NGOs in meeting audit requirements under the ACFID Code of Conduct and the Code of Conduct for the International Red Cross and Red Crescent Movement.

In the tsunami-affected areas, many Australian NGOs already had an established local network and good reputation. This meant that they were able to mobilise their response actions quickly and that they have been effective in rebuilding the capacity of local people to take control of their future.

Some examples of Australian NGOs building on existing partnerships to help communities get back on their feet are attached at Annex 5.

NEXT ACFID UPDATE

ACFID plans to provide its next quarterly update in August.
1. **Agency**

**Australian Red Cross (ARC)** — is an Australian humanitarian organisation and part of the International Red Cross and Red Crescent Movement, the largest humanitarian organisation in the world with more than 97 million volunteers worldwide. It is an impartial, independent and neutral organisation and it supports emergency and development activities of its international network, as well as carrying out its own programs of assistance. Australian Red Cross is a signatory to the ACFID Code of Conduct and is fully accredited with the Australian Agency for International Development (AusAID).

2. **Countries priority**

**GLOBAL RED CROSS RESPONSE**
Following the earthquake and tsunami events of 26 December 2004, the Red Cross and Red Crescent Movement responded immediately with emergency relief services in 10 of the affected countries.

As at 31 March 2005 the Movement had over 20,000 volunteers and some 400 expatriate staff involved in provision of immediate aid and they provided immediate relief to around 500,000 affected people in 10 affected countries. The International Federation of Red Cross and Red Crescent Societies (Federation) confirms that as at 31 March expenditure of tsunami appeal funds was over 101 million Swiss Francs (approximately A$109 million).

**AUSTRALIAN RED CROSS RESPONSE**
Australian Red Cross was engaged in the emergency response in four affected countries: Indonesia, Sri Lanka, Malaysia and Maldives. Australian Red Cross aid workers were also deployed as members of FACT (Field Assessment and Coordination Teams) in Indonesia and Sri Lanka.

To date (31 March 2005), Australian Red Cross contributed some A$24 million towards the international relief effort of the International Red Cross and Red Crescent Movement.

Australian Red Cross has earmarked funds raised as follows:

- International Red Cross relief effort — 23%
- Sri Lanka programs — 23%
- Indonesia programs — 22%
- Other affected countries — 8%
- Regional tsunami programs — 14%
- Contingency funds (emerging needs) — 10%
3. **Sectors and scale of assistance**

For the purpose of the ARC’s tsunami response operations, the program has been divided into the following broad categories and timelines:

- Emergency/relief phase (up to six months: to June 2005);
- Rehabilitation phase (six months to 3 years: to December 2007); and
- Recovery phase (5 to 10 years: to December 2014).

In the emergency/relief phase the ARC deployed 29 qualified technical aid workers to Indonesia, Sri Lanka, Maldives, Malaysia and Geneva to support the Movement’s emergency activities in the tsunami-affected countries.

By 31 March 2005, over 500,000 people affected by the tsunami disaster in 10 countries had received assistance coordinated by the Federation, covering relief distributions (food and non-food), shelter, preventative/curative health care, water and sanitation and psychological support.

**Indonesia**: Since 26 December 2004 the Red Cross and Red Crescent has provided emergency assistance to affected people in the form of food and non-food items, shelter, first aid and emergency medical aid, recovery of bodies, tracing and family links and sanitation. Some examples of this assistance include:

- Supplementary food and non-food relief items for 262,940 people;
- Supported 105,000 people with water and sanitation services;
- Provided basic health care to 91,000 people; and
- Provided family links services for nearly 31,000 people with assistance from the ICRC.

In Indonesia, 14 ARC aid workers have been deployed to Indonesia in the first three months. ARC’s response through these aid workers was in the areas of water & sanitation, medical assistance, logistics, project management and administration and information activities.

**Sri Lanka**: In the initial phase over 5,000 trained local Red Cross volunteers distributed relief items, food and water, gave first aid, recovered bodies, helped trace the missing, managed temporary shelters and provided psychological support. Examples of Red Cross and Red Crescent relief activities included:

- Over 300,000 people received non-food relief including shelter, household items, sleeping mats and mosquito nets;
- 5,500 tents, 40,000 tarpaulins and 7,800 family kits were distributed;
- 25,000 sarongs, 25,000 saris and 62,000 school uniforms were purchased and distributed; and
- Emergency response units produced more than 2,000,000 litres of clean water weekly; over 35,000 benefited from water and sanitation interventions; 5,000 wells were cleaned and sanitized; and 7,000 people received health care services.

In Sri Lanka, 12 ARC aid workers were deployed to help with the provision of emergency aid. ARC’s response through these aid workers was in the areas of water & sanitation, medical assistance, logistics, project management and administration and tracing and family reunion activities.

**Maldives**: The Red Cross and Red Crescent provided non-food relief items for 10,000 people in the initial relief phase as well as medical supplies, water and sanitation materials, corrugated iron roofing and other shelter material. In addition:
• 22,000 people benefited from 32 generators installed on the tsunami affected islands, which restored electricity supplies and enabled operation of desalination plants to produce clean drinking water; and
• Over half of the 85 temporary housing blocks are completed.

In Maldives, two ARC aid workers were deployed to Maldives. ARC’s response through these aid workers was in the area of water & sanitation activities.

India: Relief assistance provided by the Red Cross for tens of thousands of people in four affected states:
• 26,000 non-food family packages distributed during the emergency phase;
• Drinking water provided daily to approximately 100,000 people by five mobile water purification plants; and
• 10,000 Red Cross volunteers mobilised during the emergency phase and provided basic health care, family linking and psychological support activities.

Myanmar: The Red Cross and Red Crescent mobilised three emergency relief teams and some 200 volunteers, who provided first aid and distributed emergency relief items, food and non-food items to 3,060 people, as well as tracing and messaging services.

Thailand: The Red Cross deployed teams of doctors and other medical personnel to the six affected provinces to assist 35,000 people, and provided the following:
• Temporary shelters were set up to house those who lost their homes; and
• Some 11,370 local Red Cross volunteers from the general public, government and non-government organisations, students, teachers, soldiers, and foreigners provided relief assistance for 35,460 beneficiaries in the six affected provinces.

Malaysia: The Red Cross and Red Crescent supported thousands of affected people in Panang and Kedah states with emergency food and non-food relief items, along with health activities; five regional disaster response teams and 1,000 local Red Crescent staff and trained volunteers were mobilised and assisted with evacuation, emergency first aid, establishment of relief centres, registration of displaced people and mass cooking.

In Malaysia, one ARC aid worker was deployed to Malaysia to provide support in tracing and family reunion activities.

Somalia: The local staff and volunteers, with the support of global Red Cross and Red Crescent, were mobilised to provide immediate relief and basic health care assistance to the tsunami-affected population:
• 5,000 beneficiaries were assisted with oral re-hydration salts, environmental clean-up and household sanitation activities; and
• Somali Red Crescent health teams treated around 700 patients in the affected coastal areas and 785 patients in remote communities, helping to prevent outbreaks of disease in the worst hit areas.

Seychelles: Local Red Cross volunteer teams in Seychelles provided ambulance and psychological services, removal of debris and helped relocate La Digue’s hospital to higher ground:
• Distributed basic relief items, including mattresses, bed sheets, cooking sets and 90 fishing kits to support 350 families, including 90 fishermen.

Bangladesh: The local Red Crescent immediately and effectively put its cyclone preparedness program into action, using its early warning network to alert populations to the earthquake and tsunami risks.
4. Operating modalities

In every country where a Red Cross/Red Crescent society exists, the ARC works collaboratively with that society (known as the Operating National Society (ONS)) in identifying, developing and implementing tsunami response projects: for example, the Indonesian Red Cross (PMI), the Sri Lankan Red Cross (SLRCS) and the Malaysian Red Crescent (MRC). In Maldives, where no Red Cross/Red Crescent society exists, the ARC works directly with the government of the Maldives. Further, the ARC works in partnership with other Red Cross/Red Crescent societies on selected projects and these partnerships are organised through the Federation, which assumes a coordinating role for Participating National Societies (PNS). On other occasions, the ARC (with consent of the ONS) may work with external partners.

5. Main program areas

Moving towards the rehabilitation and recovery phases, ARC through its Appeal Steering Committee and Appeal Taskforce is working to identify and scope relief programs cooperatively with the Federation and PNS.

ARC has identified in excess of 30 specific relief programs that are in various stages of development and these will constitute ARC’s involvement in the rehabilitation phase of the movement’s response. These programs are within the following technical areas: disaster management; emergency and public health; blood services; water & sanitation; livelihoods; organisational development; permanent housing; public health programs; psychosocial programs; rebuilding community services; rebuilding health services and tracing (restoring family links). ARC’s activity is guided by the needs of the affected communities that are articulated in the operational plans developed by the ONS and is agreed and implemented via the Movement’s coordination platform.

<table>
<thead>
<tr>
<th>Sector</th>
<th>Country</th>
<th>Examples of some of the programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Health</td>
<td>Sri Lanka, Indonesia</td>
<td>Health services to displaced persons in temporary camps and settlements</td>
</tr>
<tr>
<td>Public Health Programs</td>
<td>Sri Lanka, Indonesia</td>
<td>Community-based first aid, health awareness, disease prevention, primary health care, hygiene</td>
</tr>
<tr>
<td>Water and Sanitation</td>
<td>Sri Lanka, Indonesia</td>
<td>Cleaning wells and canals, complete rehabilitation of water plants, sewage/waste management</td>
</tr>
<tr>
<td>Rebuilding Health</td>
<td>Sri Lanka, Indonesia</td>
<td>Rebuilding or refurbishing clinics and hospitals; training of health personnel; blood services and ambulance services</td>
</tr>
<tr>
<td>Permanent Housing</td>
<td>Sri Lanka, Indonesia</td>
<td>Building family homes</td>
</tr>
<tr>
<td>Livelihoods</td>
<td>Sri Lanka, Indonesia</td>
<td>Micro-finance, saving schemes, cash for work, food for work</td>
</tr>
<tr>
<td>Organisational</td>
<td>Sri Lanka, Indonesia</td>
<td>Support to local Red Cross to deliver effective services to affected population</td>
</tr>
<tr>
<td>Development</td>
<td>Sri Lanka, Indonesia</td>
<td>Reuniting or linking separated families and training volunteers for tracing in future disasters</td>
</tr>
<tr>
<td>Tracing</td>
<td>Sri Lanka, Indonesia</td>
<td>Assisting survivors cope with trauma and loss of family and assets</td>
</tr>
<tr>
<td>Psychosocial programs</td>
<td>Sri Lanka, Indonesia</td>
<td></td>
</tr>
</tbody>
</table>
Disaster Preparedness and Management*

<table>
<thead>
<tr>
<th>Schools Rehabilitation</th>
<th>Indonesia</th>
<th>Rebuilding or repairing schools</th>
</tr>
</thead>
</table>

*Most disaster management and preparedness activities will not be separate programs as such but incorporated into most activities, aimed at strengthening the future disaster response capacity of communities.

Field aid workers: as at 31 March 2005, ARC had deployed 29 technical aid workers to tsunami-affected areas, providing support in areas such as health, water and sanitation, logistics, management, tracing etc. AusAID granted A$5 million towards Red Cross tsunami response efforts, part of which was utilised by ARC to support the deployment of ARC field workers (eight aid workers were funded from these funds as at 31 March 2005).

6. Future Plans

GLOBAL RED CROSS
Global Red Cross and Red Crescent estimates that it will assist one million people affected by the tsunami in 2005 alone, and the estimated budget spend for the period from 2005–2010 is around A$1.5 billion.

The total Red Cross and Red Crescent budget across affected regions for the first year (until December 2005) is around A$360 million, and for the second year (from 1 January to 31 December 2006) is around A$230 million.

AUSTRALIAN RED CROSS
Selection of program sectors by ARC (as described above) is based largely on the work of the International Federation of Red Cross and Red Crescent Societies and ARC’s own assessment teams in the field since late December 2004. These assessments have been drawn together by the work of the Federation-appointed Recovery Assessment Teams in consultation with the host Red Cross and Red Crescent Societies, public authorities, local population, the UN system and other non-government organisations.

ARC earmarked funds raised to countries and programs as described on page 11.

Examples of some of the programs identified:

**Indonesia:**
- Nias Island Reconstruction Program (with Zero to One Foundation): 254 houses, two first aid stations, two primary schools, bridges, and water distribution systems in the villages of Sirombu, Lahewa, and Apulu.
  - Status: construction in progress, to be completed in August 2005.
  - Budget: around A$600,000.

**Sri Lanka:**
  - Status: assessment complete, project designed, pending final approval.
- Water Supply Program: provision of water bowser in Hambantota to supply water to displaced communities who can only access tanked water.
  - Status: assessment complete, project designed, pending final approval.
Malaysia:

- Tracing: a technical delegate has been seconded to Malaysian Red Crescent to develop their ‘restoring family links’ unit to address the needs of the Acehnese community in Malaysia.
  - Status: project designed, pending final approval.

Maldives:

- Water & Sanitation: an eighteen month waste management program that will clear debris and waste from the 70 islands of the Republic of Maldives, construct waste management disposal bins and storage facilities on each of the relevant islands, and establish community awareness programs on each of the relevant islands.
  - Status: initial assessment complete; pending approval.
  - Budget: around A$6 million.

ARC will report in detail in future reports on the progress of implementation of all programs being undertaken.

7. Financial and program accountability

The allocation of funds is determined in response to the needs identified by our teams in the affected countries, the International Red Cross Movement and the local Red Cross Societies in the countries struck by the tsunamis. Australian Red Cross established a very thorough decision-making process for defining the type of programs that will be implemented, based on the identified needs.

This process involves a dedicated tsunami team that works closely with our international Red Cross partners on the ground to assess needs and develop appropriate programs. This team, in consultation with senior staff and CEO who are part of the Tsunami Task Force, submits specific project proposals to a Board Committee (The Appeal Steering Committee). This committee, which comprises internal experts and external consultants, makes a decision on the way funds will be utilised through a variety of humanitarian programs, and ensures the intent of the appeal is met. The committee also seeks advice from other sources of expertise from outside the Australian Red Cross as necessary.

In addition to normal annual auditing requirements, ARC has also engaged its auditors, Stirling SCI, to conduct separate probity reviews of the management of appeal proceeds on a pro bono basis. Finally, ARC is also involved in a joint agency evaluation coordinated with other key aid organisations under the auspices of ACFID.
## Australian Red Cross
### Asia Earthquake and Tsunami Appeal
### As at 31 March 2005

<table>
<thead>
<tr>
<th>Income</th>
<th>AUD</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Donations</td>
<td>73,398,474</td>
<td></td>
</tr>
<tr>
<td>Corporate Donations</td>
<td>17,997,249</td>
<td></td>
</tr>
<tr>
<td>Government Donations</td>
<td>11,491,291</td>
<td></td>
</tr>
<tr>
<td>Interest Earned to Date</td>
<td>571,696</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td>103,458,710</td>
<td></td>
</tr>
<tr>
<td><strong>Less Overhead Expenses</strong></td>
<td>1,931,321</td>
<td>2</td>
</tr>
<tr>
<td><strong>Current Balance of Funds Available for Programs</strong></td>
<td>101,527,389</td>
<td>3</td>
</tr>
</tbody>
</table>

### Program Expenditure

| Funds spent overseas in projects            | 22,791,724 | 4     |
| Funds spent on program support              | 64,570 | 5     |
| **Total Program Expenditure**               | 22,856,294 |    |

### Notes:

1. Interest is earned on funds held by our Australian banking partner in “Tsunami nominated bank accounts”. The majority of funds are currently held on short-term deposit, with some funds being held “at call” if the immediate need arises.

2. “Overhead Expenses” include direct costs charged to the appeal: fundraising, Australian-based administration and administration incurred on funds contributed to our key implementation partners which are The International Federation of Red Cross & Red Crescent Societies (Federation) and the International Committee of the Red Cross (ICRC).

   All of the overhead expenses are ‘tsunami-specific’. ARC uses an “overarching test” that requires that in order for a cost to be claimed as administration to the appeal, then this cost in its entirety must be a new cost incurred as a result of the tsunami occurring. ARC does not charge against Appeal funds any cost recovery of its normal activities operating expenses.

   ARC has received significant pro bono support for its fundraising activities and has received financial support to offset some administration costs.

3. ARC has earmarked available funds as follows:

   - International Red Cross relief effort: 23%
   - Sri Lanka programs: 23%
   - Indonesia programs: 22%
   - Other affected countries: 8%
   - Regional tsunami programs: 14%
   - Contingency funds: 10%

4. “Funds Spent Overseas in projects” of $22,791,724 consist of ARC's contribution to the Federation and ICRC for the initial emergency relief operation and the deployment of 29 ARC expert aid workers to support the immediate response.

5. As we develop and implement further direct ARC projects to be delivered in the field, this level of support costs will increase in future periods in context with the projects.
1. Name and description of Agency

CARE Australia is an independent, non-political, non-religious, non-government overseas aid organisation designing and managing humanitarian relief and development assistance activities in over 20 countries. CARE Australia is a member of the CARE International confederation, a signatory to the ACFID Code of Conduct and is a fully accredited non-government aid organisation with the Australian Agency for International Development (AusAID).

2. Countries working in and relative priority

CARE Australia has responded to the needs of tsunami-affected communities in Indonesia, India, Sri Lanka and Thailand through the implementation of relief and rehabilitation activities. Priority needs exist in Indonesia and Sri Lanka, and CARE Australia has apportioned increased funding and activities according to these priorities. CARE Australia also funded a rapid assessment of tsunami-affected communities in Myanmar.

3. Main sectors and scale of assistance in each (actual, not budget)

Programs being undertaken do not effectively correspond to proposed categories and many activities are multi-sectoral. Therefore, a sectoral allocation is not appropriate. Details of activities follow below.

4. Operating modalities

Funding for CARE Australia projects assisting tsunami-affected communities has been allocated to the relevant CARE country programs in India, Indonesia, Sri Lanka and Thailand. Project activities and resource inputs are decided by CARE Australia in consultation with field staff from CARE’s Country Offices in each country. Implementation and day-to-day management is undertaken by CARE staff in the field with ongoing monitoring of project activities carried out from Australia and by in-country staff. Project monitoring visits and audits will be conducted regularly by CARE Australia.
## 5. Brief description of main programs implemented to date and status

<table>
<thead>
<tr>
<th>Country</th>
<th>Project Details</th>
<th>Description</th>
<th>Status</th>
<th>Budget (AUD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indonesia</td>
<td>Aceh Tsunami Assessment and Operational Logistics Support</td>
<td>Support for the CARE International assessment team to conduct assessment on the impacts of the tsunami disaster in Aceh and provide necessary logistics to support relief operations in remote disaster-affected communities.</td>
<td>In progress</td>
<td>760,198</td>
</tr>
<tr>
<td>Indonesia</td>
<td>Distribution of Food and Non-Food Items (NFI) in Aceh</td>
<td>Procurement, packing and distribution of emergency relief supplies to 25,000 affected families in Aceh including Safe Water Systems (SWS), hygiene kits, kitchen kits, and family survival kits. Includes training of families in basic hygiene and in the use of SWS.</td>
<td>In progress</td>
<td>6,048,954</td>
</tr>
<tr>
<td>Indonesia</td>
<td>Relief and Rehabilitation on Simeulue and Banyak Islands</td>
<td>Provision of urgent relief to an estimated 22,000 people including food, essential household and personal items, temporary shelter materials and 120,000 SWS. Includes public health interventions through raising awareness, reproductive health and restocking basic medical supplies. Rehabilitation phase will support housing and community infrastructure reconstruction and livelihood recovery.</td>
<td>In progress</td>
<td>8,500,000</td>
</tr>
<tr>
<td>India</td>
<td>Tsunami Emergency Response</td>
<td>Provision of emergency relief items to meet the immediate needs of 4,000 affected households. Items include temporary shelter materials, safe drinking water, food, basic medical supplies and non-food items (NFI) such as blankets, mats and tarpaulins. Also supports restoration and stabilisation of livelihood security.</td>
<td>Completed</td>
<td>296,677</td>
</tr>
<tr>
<td>India</td>
<td>Immediate Emergency Response in Tamil Nadu</td>
<td>Provision of emergency relief items to meet the immediate needs of 15,000 households. Includes hygiene kits and family kits containing NFIs, such as bed sheets and plastic mats.</td>
<td>Completed</td>
<td>387,852</td>
</tr>
<tr>
<td>India</td>
<td>Tsunami Shelter Support Project</td>
<td>Assistance with the construction of 400 latrines and 4000 temporary shelters.</td>
<td>In progress</td>
<td>1,333,333</td>
</tr>
<tr>
<td>Country</td>
<td>Project Description</td>
<td>Status</td>
<td>Amount</td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>-------------------------------------------------------------------------------------</td>
<td>-------------------------</td>
<td>---------</td>
<td></td>
</tr>
<tr>
<td>Sri Lanka</td>
<td>Support to tsunami survivors in Trincomalee, Batticaloa and Ampara</td>
<td>Completed</td>
<td>508,704</td>
<td></td>
</tr>
<tr>
<td>Sri Lanka</td>
<td>Immediate relief to tsunami survivors in Trincomalee</td>
<td>Completed</td>
<td>88,000</td>
<td></td>
</tr>
<tr>
<td>Sri Lanka</td>
<td>Rehabilitation of infrastructure and livelihoods for tsunami victims in Batticaloa District</td>
<td>In Progress</td>
<td>964,773</td>
<td></td>
</tr>
<tr>
<td>Sri Lanka</td>
<td>Rehabilitation of infrastructure and livelihoods for tsunami victims in Trincomalee District</td>
<td>In Progress</td>
<td>830,802</td>
<td></td>
</tr>
<tr>
<td>Sri Lanka</td>
<td>Rehabilitation of infrastructure and livelihoods for tsunami victims in Mullaitivu District</td>
<td>In Progress</td>
<td>982,953</td>
<td></td>
</tr>
<tr>
<td>Thailand</td>
<td>Emergency disaster relief and rehabilitation of local communities affected by the Asian tsunami</td>
<td>In Progress</td>
<td>147,057</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td>20,849,303</td>
<td></td>
</tr>
</tbody>
</table>
6. Future plans

CARE Australia has already allocated an additional A$12.1 million to tsunami reconstruction efforts in India, Indonesia, Sri Lanka and Thailand. A$7.8 million has been allocated to long-term rehabilitation in Indonesia including housing and community infrastructure reconstruction utilizing a community self-help approach and livelihood recovery in tsunami-affected communities through the provision of farming tools and fishing equipment and cash-for-work activities. CARE’s overall approach in working with tsunami-affected communities is based on community identification of priorities and needs and community-based efforts of recovery. Funds have similarly been allocated for long-term assistance in India and Sri Lanka, at A$1.1 million and A$1.9 million respectively, focused on water supply, housing and livelihood recovery. A$1.3 million has been allocated to reconstruction efforts in Thailand.

CARE Australia expects that the assistance outlined in the table and paragraph above will take place over a period of three years. Additional funds which are received from scheduled fundraising commitments will be allocated in the fourth and fifth years. Indonesia and Sri Lanka will continue to be the priority for rehabilitation activities. Further support will be provided as longer-term rehabilitation requirements are identified in affected communities.

7. Program ‘highlight’ of the Australian NGO contribution

Saving lives costs just 35 cents a month

Two-year-old Lani watches curiously as a CARE worker pours water from a jerry can into a tiny glass vial, and inserts the vial into a little black box. A message flashes on a digital screen, and the CARE health team breaks into smiles. The water is clean. Every day, Lani’s mother puts a capful of chlorine solution from a plastic bottle into a jerry can full of water. Lani is too young to realise it, but the little plastic bottle is the reason she’s healthy, laughing and running around with the other children in the temporary camp where her family took shelter after the tsunami wiped out their village.

Since the disaster struck on December 26, CARE has distributed over 120,000 bottles of Safe Water Systems (SWS), a chlorine solution that disinfects contaminated water, making it safe to drink. Each 100-millilitre bottle costs just 35 cents, and is enough to purify water for a family of five for a month. In the temporary camps where survivors have gathered, safe water saves lives, preventing waterborne diseases like diarrhea or cholera. CARE teams distribute the SWS to people affected by the tsunami, provide training on how to use the solution, and then follow up with visits to ensure people are using it properly. CARE also distributes water containers so people can safely store the treated water. CARE will distribute a total of 1.8 million bottles of SWS, enough to purify water for about 500,000 people over six months.
8. Summary of financial and program accountability systems in place.

In each tsunami-affected country, CARE’s presence and programs are undertaken within a framework of agreements with the respective host country governments. CARE staff undertakes assessments of community needs and work in close coordination with local government authorities and other international and local aid organisations. Specific program strategies are developed by CARE staff, from which individual projects are planned in consultation between CARE’s staff in country and CARE Australia. Project plans must meet relevant SPHERE standards and CARE’s own quality standards. Accountability to beneficiaries is incorporated in project activities consistent with CARE’s engagement with the international Humanitarian Accountability Project. CARE Australia signs Project Implementation Framework Agreements (PIFA) with each of the CARE Country Offices through which programs are implemented. Prior to the commencement of any new project, CARE Australia signs an Individual Project Implementation Agreement (IPIA) with the relevant Country Office. PIFAs and IPIAs outline, amongst other things, the audit and monitoring activities to be undertaken for each project. Project evaluations are budgeted for within projects. CARE Australia will be conducting annual audits of all tsunami relief and rehabilitation projects as well as regular programmatic and financial monitoring visits. All Country Offices have formal financial policies and procedures in place.

Financial Summary (Tsunami-Specific only)

<table>
<thead>
<tr>
<th>CARE Australia</th>
<th>Asia Earthquake and Tsunami Appeal</th>
<th>As at 31 March 2005</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public and Corporate</td>
<td>35,304,550</td>
<td>Notes</td>
</tr>
<tr>
<td>Government</td>
<td>2,850,000</td>
<td></td>
</tr>
<tr>
<td>Interest earned</td>
<td>201,800</td>
<td></td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td>38,356,350</td>
<td></td>
</tr>
<tr>
<td><strong>Overhead Expenditure</strong></td>
<td>1,190,129</td>
<td>1</td>
</tr>
<tr>
<td><strong>Balance (funds available for programs)</strong></td>
<td>37,166,221</td>
<td></td>
</tr>
<tr>
<td><strong>Program Expenditure</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Funds spent overseas in projects</td>
<td>9,815,629</td>
<td>2</td>
</tr>
<tr>
<td>Funds spent on program support</td>
<td>45,295</td>
<td></td>
</tr>
<tr>
<td><strong>Total Program Expenditure</strong></td>
<td>9,860,924</td>
<td></td>
</tr>
</tbody>
</table>

1. Overhead expenditure represents direct fundraising costs, tsunami-related administration costs and general administrative costs.
2. Funds spent by CARE Australia and CARE country offices directly on tsunami projects.
1. **Agency**

Caritas Australia is the Catholic agency for overseas aid and development, and is a member of the Caritas Internationalis network. Caritas Australia works with local partners in more than 50 countries while Caritas Internationalis has 162 members globally, making it the second largest international NGO federation.

2. **Country & priority**

Caritas Australia is working with partners in the four most affected countries of Indonesia, India, Sri Lanka and Thailand. Indonesia and Sri Lanka remain the priority for Caritas Australia, based on the extent of the devastation in these countries and our history, experience and the capacity of our partners to implement effective and appropriate emergency relief and rehabilitation programs. To date, more than A$4.175 million has been spent in supporting the response across Indonesia, Sri Lanka, India and Thailand. Over the next five years, Caritas Australia will distribute remaining funds for medium- to long-term rehabilitation programs, with a distribution of 50% to Indonesia, 35% to Sri Lanka and 15% to India.

3. **Main sectors working in and scale of response**

**INDONESIA**

Caritas Australia is working with two local partners in Indonesia, through which more than 80,000 people have been assisted with provisions of food, cooking utensils, educational items, temporary shelter, and essential hygiene items in Banda Aceh, Pulo Aceh, Aceh Besar and Aceh Baret/Meulaboh. Following the immediate emergency response, Caritas Australia is now supporting the rehabilitation of 16,000 damaged homes and the construction of 8,000 new permanent homes. By February, 193 houses had been reconstructed, a clinic and hospital had been built and equipment and support provided for the rebuilding of four mosques. The total Caritas Internationalis support for Indonesia’s relief and recovery is expected to exceed A$131.8 million, of which Caritas Australia has already contributed A$1.25 million, including A$750,000 of AusAID funds.

**SRI LANKA**

Caritas Australia is working with one local partner in three regions: Galle & Colombo; Jaffna & Vanni; and Batticaloa & Trincomalee. In Sri Lanka, basic needs assistance was provided to more than 50,000 people during the emergency relief phase and the focus is now on housing with 22,000 families to be assisted with temporary or permanent homes. Livelihood is another major component of the program with more than 1,500 people already assisted to regain their livelihoods through cash for work activities and provision of tools and equipment. An additional key achievement has been the provision of school equipment including books and uniforms to 40,000 school children. The total Caritas Internationalis support for Sri Lanka’s relief and recovery will total A$214.1 million, of which Caritas Australia has already contributed A$1.7 million.
INDIA
Caritas Australia is working with our local partner in Andrah Pradesh, Andaman and Nicobar, Tamil Nadu and Kerala. Approximately 102,278 people were assisted in these areas during the emergency phase. Key achievements have been provision of educational materials to 4,795 children, operation of 46 medical camps providing medical services, water storage for 1,500 families and more than 763 wells and ponds cleaned. The total Caritas Internationalis support for India’s relief and recovery will total A$104.9 million, of which Caritas Australia has already contributed A$1.125 million.

THAILAND
Caritas Australia has been supporting emergency relief and rehabilitation in Krabi, Phuket, Takuapa, Phangnga and Ranong. The initial response has been to provide basic needs including food and non-food items, livelihood support for fishing families through provision of equipment such as boats and nets, rehabilitation of community infrastructure and trauma reduction through psychosocial activities for children and the elderly. The total Caritas Internationalis support for Thailand’s relief and recovery will total A$6.8 million, of which Caritas Australia has already contributed A$100,000.

4. Operating modalities

Caritas Australia supports emergency responses through our network of local partners and in conjunction with Caritas Internationalis member organisations. The partners that Caritas Australia is working with are Caritas Sri Lanka, Caritas India, Catholic Relief Services and Jesuit Relief Services. In each of the four affected countries the Caritas Internationalis network conducted emergency assessments to inform the preparation of relief and recovery programs and operating budgets for each country. Members of Caritas Internationalis, including Caritas Australia, work together to fund and implement the joint Caritas Internationalis response. The programs are implemented by local partners, but also frequently draw on the support and technical expertise available throughout the extensive Caritas network. For example, in Indonesia Caritas Australia is providing technical support for shelter programs through a shelter team seconded to Catholic Relief Services. Caritas Australia is also providing technical support in psychosocial needs in Indonesia.
5. Main programs implemented to date, and status

<table>
<thead>
<tr>
<th>Country</th>
<th>Sector</th>
<th>Program Focus and Status as at March 31</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Indonesia</strong></td>
<td><strong>Shelter</strong></td>
<td><strong>Target</strong>: A total of 24,000 houses to be built or repaired. <strong>To date</strong>: work is underway with assessments carried out, housing sites being identified and sites cleared, land status of residents being clarified with authorities. 193 houses have already been reconstructed.</td>
</tr>
<tr>
<td><strong>Indonesia</strong></td>
<td><strong>Food Security</strong></td>
<td>Working with the World Food Program, the Caritas Internationa lis response has included the distribution of 922 metric tonnes of food to 60,000 people in Nagan Raya, Aceh Barat and Aceh Barat Daya by early March, with food distribution ongoing for returning and displaced families.</td>
</tr>
<tr>
<td><strong>Sri Lanka</strong></td>
<td><strong>Shelter &amp; Water/Sanitation</strong></td>
<td><strong>Target</strong>: A total of 1,131 transitional or permanent houses built. <strong>To date</strong>: 534 underway and 40 damaged houses repaired. Latrine prototypes for shelters have been completed. Housing sites are being identified and cleared. Latrines are being built and further assessments are underway.</td>
</tr>
<tr>
<td><strong>India</strong></td>
<td><strong>Shelter</strong></td>
<td><strong>Target</strong>: 34,000 temporary or permanent shelters to be built. <strong>To date</strong>: 1,000 temporary shelters built and future building sites cleared.</td>
</tr>
</tbody>
</table>

6. Future plans

In the short- to medium-term, Caritas Australia is working with Jesuit Relief Services Australia and Mercy Works, that both have experience in the psychosocial sector in Indonesia, to assess the psychosocial response needs. Caritas Australia has sent a psychosocial consultant from Mercy Works to Aceh to conduct an assessment, and will be coordinating a psychosocial component into the relief and recovery program in Indonesia. The medium-term reconstruction in all of these countries has an expected timeframe of June 2005–2007 and will include activities such as temporary and permanent shelter, livelihood rehabilitation, community infrastructure, water and sanitation assistance, health care and services and revitalisation of local markets. Plans are also being developed for longer-term reconstruction; capacity building of target communities to ensure longer-term sustainable livelihoods of the target communities; and integration of development programs in the worst affected areas. It is expected that these programs will be funded until 2010.

7. Program contribution highlight

As part of our work with Caritas Internationa lis partners, Caritas Australia agreed to coordinate shelter activities in Indonesia by seconding a shelter team of Australians and East Timorese. This team has drawn from experience and capacities gained through implementing shelter programs in East Timor. The shelter program has also supported critical livelihoods, in particular that of local carpentry businesses, and included community participation in reconstruction programs.
8. Financial and program accountability systems

Caritas Australia has made a strong commitment to ensuring program accountability to the people being assisted, and financial accountability to our donors. Caritas Australia has conducted continuous monitoring of all programs and partners involved in the response. Caritas Australia staff has participated in the country assessments in Indonesia, Sri Lanka and Thailand, and Caritas Australia staff have followed up with field monitoring in all four countries. Caritas Australia have also participated in joint Australian NGO reporting to the Australian public through the Australian Council for International Development (ACFID), and separately through newsletters, our website and other public communications. A formal quarterly audit has been established using the auditing firm Walter Turnbull, and these results will be publicly available. Additionally, Caritas Australia welcomes an upcoming audit of Australian NGOs by the Australian Government on the expenditure of AusAID funding for tsunami programs. AusAID funding to Caritas Australia totaled A$750,000.

| Caritas Australia |
| Asia Earthquake and Tsunami Appeal |
| As at 31 March 2005 |
| | AUD | Notes |
| **Income** | | |
| Public | 17,015,673.00 | |
| Corporate | 2,454,102.00 | |
| Government | 1,850,000.00 | 1 |
| Interest earned to date | 105,130.00 | |
| **Total income** | 21,424,905.00 | |
| **Overhead Expenses** | 581,402.00 | 2 |
| **Balance (funds available for programs)** | 20,843,503.00 | |
| **Program Expenditure** | | |
| Funds spent overseas in projects | 4,194,500.00 | |
| Funds spent on program support | 94,251.00 | |
| **Total Program Expenditure** | 4,288,751.00 | |
| **Balance** | 16,554,752.00 | |
| **Ratios** | % | |
| **Overhead Ratio** | | |
| Overhead Expenses as a proportion of Total income | 2.71% | |

Notes

1. Includes funds from AusAID and WA government.

2. Includes fundraising, administrative and contribution to corporate overheads. Examples of costs included under this heading are salaries, telephone and postage costs, educational and promotional materials, corporate facilities and utilities, travel and advertising.
1. Name and description of Agency

Oxfam Australia\(^1\) is one of Australia’s leading aid and development agencies. The agency is engaged in development and humanitarian relief projects in over 30 countries including work with indigenous communities in Australia.

Oxfam Australia is a member of Oxfam International, a secular global network of autonomous Oxfam agencies who work collaboratively to bring about sustainable positive change in the lives of men and women experiencing poverty and injustice.

2. Countries working in and relative priority

Oxfam International has responded to the tsunami in the following countries (in order of scale of contribution): Indonesia, Sri Lanka, India, Maldives, Somalia, Burma, and Thailand.

As part of this response Oxfam Australia is working in Sri Lanka and India with existing partners, and in Indonesia as part of the coordinated Oxfam International response.

3. Operating modalities

Oxfam Australia’s response program is founded on working through networks of partner non-government and community based organisations with whom we’ve worked for decades. This has been a great strength (speed of initial response, appropriateness of aid, less operational costs, etc.) and also at times a challenge as traumatised partners struggle to come to terms with the scale and requirements of the tsunami response.

Administration of the Oxfam Australia public appeal funds is coordinated through a central Oxfam International mechanism to ensure transparent and accountable management of Oxfam affiliates’ public appeal funds from around the world. Each of the affiliates involved in the tsunami response submits their plans and budgets for each country of operation to the Oxfam International Tsunami Fund Management Team, which is accountable to the Executive Directors of all twelve members of the Oxfam International network.

Australians donated A$24.71 million to Oxfam Australia. Combined with money raised in appeals by other Oxfams around the world the total of funds raised by Oxfam at the end of March 2005 was A$199.13 million. Oxfam expects to raise a further A$136 million, making a total of approximately A$335 million globally for its tsunami response work. These additional funds include monies from the British Disaster Emergencies Committee Appeal of which Oxfam Great Britain is a part.

In 2005, A$26.7 million will be available to Oxfam Australia to implement programs for communities affected by the tsunami in India (A$12.2 million) and Sri Lanka (A$14.5 million).

\(^1\) From 1 July 2005 Oxfam Community Aid Abroad will officially change its public name to Oxfam Australia
4. Brief description of main programs implemented to date and status (including main sectors and scale of assistance in each)

<table>
<thead>
<tr>
<th>Country</th>
<th>India</th>
<th>Sri Lanka</th>
<th>Indonesia²</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Targeted districts in Andhra Pradesh, Pondicherry, Tamil Nadu and Kerala</td>
<td>Batticaloa, Ampara, Hambantota</td>
<td>Medan in North Sumatra province, Aceh Besar, Aceh Jaya, Banda Aceh, Aceh Barat and Nagan Raya on the West Coast, Pidie, Bireun, Aceh Utara and the island of Nias.</td>
</tr>
<tr>
<td>Beneficiaries³</td>
<td>80,000</td>
<td>40,000 (approximately)</td>
<td>162,960 (including Nias)</td>
</tr>
<tr>
<td>Short description of activities</td>
<td>1. Distribution of basic food stuffs to 12,800 households 2. Distribution of kitchen utensils to 3,953 households 3. Provision of small grant facility through the establishment of 542 self help groups (SHGs)</td>
<td>1. Provision of comprehensive assistance to approximately 7,300 families in 29 camps as well as additional assistance to an extra 5,400 families in all three districts. 2. Beneficiary needs assessments, advocacy, training, coordination and networking activities to reduce the</td>
<td>1. Reached over 142,000 beneficiaries with daily water trucking deliveries. 2. Benefiting more than 24,000 people through cash for work projects in Banda Aceh, Aceh Besar, Aceh Jaya and Aceh Barat. As well as cash, the groups participating in the projects receive tools. 3. Distribution of shelter materials to over</td>
</tr>
</tbody>
</table>

² In Indonesia the Oxfam response is a consolidated Oxfam International response managed by Oxfam Great Britain.  
³ Beneficiary figures: there are several challenges in aggregating beneficiary numbers depending on the activity and its regularity. In addition the fact that Oxfam is working with a specific group of people, for example by supplying water, does not mean another agency might not be supporting that community in another way. This indicates that aggregated figures need to be treated with caution.
<table>
<thead>
<tr>
<th>Partner coordination</th>
<th>Working directly with East Coast Development Forum (ECDF). ECDF is a joint initiative of 12 local non-government and community-based organisations (NGOs and CBOs) that have come together to coordinate the tsunami relief and rehabilitation activities.</th>
<th>Working directly with eight community-based organisations to deliver response. Supporting Women’s Coalition for Disaster Management in Ampara and Batticaloa, which meets twice a month, to report, record and respond to all forms of human rights violations and discrimination against women.</th>
<th>Oxfam’s Partners Support and Liaison Unit program in Aceh is funding over 40 local and national organisations. This includes funding to re-establish their operational capacity, the hiring of new offices and purchase of equipment and capacity building programs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>service and information gap between beneficiaries, NGOs, INGOs and government departments. 3. Health awareness and public health education programs and distribution of medical supplies in Batticaloa and Ampara. 4. 1500 families involved in cash for work programs. 5. 1,200 families provided assistance to restart fishing or start small-scale coir product manufacturing (by March 31st). 6. 900 locally designed transitional shelters completed with community participation.</td>
<td>4,426 households. 4. Spent over A$364,556 on non-food items that have been distributed in Banda Aceh, Aceh Besar, Aceh Barat and Aceh Jaya. Most of the items are bought either in the project areas or in Medan. 5. Oxfam is now reaching over 30,000 beneficiaries across Nias. Assistance includes water, sanitation, food, shelter and the distribution of non-food items.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. Future plans

In addition to continuing to protect the health of affected people through the provision of clean drinking water, shelter, and essential food and non-food items, Oxfam’s most important task over the next three to five years is to provide long-term infrastructure, training and financial support to restore to communities the basis of sustainable livelihoods. With a strong focus on the specific needs of women, Oxfam will work with local partners to assist the recovery and long-term economic survival of tsunami-affected communities. Oxfam Australia will continue to invest resources in developing the capacity of local partners to respond to both the tsunami and future humanitarian crises and to rebuild livelihoods.

Currently Oxfam Australia has contractual commitments, mostly for reconstruction programs, amounting to some A$5 million which will be met in the next three months.

6. Program 'highlight' of the Australian NGO contribution

A critical factor in designing Oxfam’s approach was to listen to those people most affected by the tsunami, and to design the response based on their expressed needs. As a result programs have focussed on water and sanitation, shelter, food and non-food relief, public health and livelihood restoration. As well as meeting immediate material needs we are also listening to local women in order to meet other less obvious needs.

As an example, women in Sri Lanka voiced their need to both express their cultural identity and to regain some control over their lives in specific areas. During the second and third weeks after the tsunami struck, the women in the camps at Vakarai, Batticaloa asked whether they could be provided with *pottu* (*thilak* or the ornamental dot worn on the forehead). At first sight the request appeared trivial. However, on further analysis it reflected a refusal to give in to a state of total despair and loss and to regain a sense of cultural identity. Importantly it was a demonstration that conditions in the camps, the support provided and the passage of time had combined to enable them to recover from their absolute misery immediately after the devastation of the tsunami.

Another example is in the Batticaloa and Ampara districts in Sri Lanka where the Women’s Coalition for Disaster Management (WCDM), set up in January 2005 by a local organisation with Oxfam Australia support, has been playing an important role in post-tsunami relief and reconstruction work. The WCDM initially lobbied for a women’s committee to be set up in every camp. The committees then identified the basic needs of women, such as private space, appropriate facilities (such as private bathing and toilet facilities) and access to relief supplies. The committees also enable women to report domestic violence, sexual harassment and discrimination through a ‘Gender Watch’ initiative. The long-term Oxfam Australia approach of targeting women and the poorest of the poor has provided it with a unique niche amongst NGOs working in conflict-affected areas during the response.
7. Challenges, constraints and lessons learnt

The tsunami response has emphasised the need for specific rather than generic emergency responses. The program responses in Aceh and South Asia differ in many respects, particularly the degree of operationality. Internationally driven operational responses are being criticised in South Asia where civil society is strong and demands a more active role. The accountability of relief operations to those they support is being questioned as never before. The importance of developing bottom-up accountability mechanisms based on agreed international standards such as Sphere Minimum Standards, the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations in Disaster Relief and the Guiding Principles on Internally Displaced Peoples, cannot be understated.

The applicability of “do no harm” principles and the need to target the disadvantaged have been validated. The immense resources available for tsunami relief and reconstruction could exacerbate social and political divisions if used inappropriately. The issue of resettlement of internally displaced peoples is particularly sensitive.

Neat sequential divisions between relief and development have proved unhelpful. Micro-credit, livelihoods development and the development of long-term infrastructure have been implemented almost simultaneously with distributions of food and non-food items and other classic “emergency” interventions.

Given the generosity of the Australian public to the tsunami response work of Australian aid agencies, there is rightly more public scrutiny than ever around the disbursement and spending of funds.

The sheer enormity of the tsunami has presented challenges in terms of coordination of responses between agencies across the region. At the root of this is the lack of voice of the tsunami victims in determining their own needs and lack of options and choice in how these might best be met in both the short- and long-term. It remains a major challenge to use NGO’s expertise and skills to ensure that all agencies involved in supporting tsunami victims enable those people to have a say in their future.

Working so closely on a major program of such an unprecedented scale is a new experience for the Oxfam confederation. Some time to adjust to this new way of working is perhaps to be expected and borne with some patience. This has meant that on the one hand Oxfam Australia as an Australian NGO has been able to “buy in” to an ambitious program beyond the means of any individual agency. On the other hand some transactional costs and delays inherent in defining appropriate mechanisms necessary for a joint response have been experienced. Over time it is envisaged that these issues will diminish as relationships develop and clear processes are put into place.

Within Oxfam Australia, increased resourcing and staffing demands have forced the agency to recruit new staff members, in both the Melbourne Office and Indian and Sri Lankan Field Offices, to deal with the response. This scale up has necessitated the development of a comprehensive global information system, which has taken some time to develop.
8. **Summary of financial and program accountability systems in place**

- **Financial accountability** — all financial transactions at the head office and field level are processed in accordance with existing policies and procedures. Oxfam International requires all Oxfam affiliates to adhere to both international and local accounting standards, and a set of internal financial standards. Audit of compliance to these various standards is conducted by Oxfam International on a regular basis. Internal review of the financial procedures and controls at the field office is performed by the head office finance staff on at least an annual basis.

- **Audit** — both head office and field offices undergo an annual external audit. Head Office audits are undertaken by Ernst and Young, and field office audits are conducted by reputable local audit firms.

- **Program Review processes** — all program proposals are appraised at field, regional and implementing affiliate head office level. Oxfam Australia undertakes internal program reviews at both program and field level (e.g. the Sri Lanka Program Manager currently peer reviewing the India response program).

- **Monitoring and evaluation** — Oxfam Australia has responsibility for leading work globally on monitoring and evaluation of Oxfam’s tsunami response. Monitoring and evaluation coordinators will be placed in India, Sri Lanka and Indonesia. The Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations in Disaster Relief, the Guiding Principles on Internally Displaced People and the Sphere Minimum Standards all offer sets of standards and principles against which the work of Oxfam will be assessed.

These processes will be undertaken using a mix of internal assessments, peer reviews and independent external evaluation.

9. **Financial Summary (Tsunami-Specific only)**

a) As at 31 March 2005, the 12 affiliate members of Oxfam International have raised A$199.13 million and spent A$35 million, representing 17.6% of funds raised. The money has been spent as follows:

- Thailand — A$102,000
- Maldives — A$995,000
- India — A$6.6 million
- Burma — A$245,000
- Sri Lanka — A$12.91 million
- Somalia — A$412,000
- Indonesia — A$13.77 million

This first quarter progress puts Oxfam on track to achieve our spending target of 40% in the first year.

b) Of the above total income Oxfam Australia has raised A$24.92 million (A$24.71 million donations plus A$212,313 interest), spent A$4.14 million, and committed to spend a further A$5.3 million on reconstruction over the next three months.
# Oxfam Australia

<table>
<thead>
<tr>
<th>Note</th>
<th>AUD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Funds received:</strong></td>
</tr>
<tr>
<td></td>
<td>Public appeal</td>
</tr>
<tr>
<td></td>
<td>Government</td>
</tr>
<tr>
<td></td>
<td>Corporates</td>
</tr>
<tr>
<td></td>
<td><strong>Total Funds Received</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Program expense</strong></td>
</tr>
<tr>
<td></td>
<td>Funds Spent Overseas on Projects</td>
</tr>
<tr>
<td></td>
<td>Funds Spent on Program Support</td>
</tr>
<tr>
<td></td>
<td>Overhead Expenses</td>
</tr>
<tr>
<td></td>
<td><strong>Total Expenditure</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Balance of funds:</strong></td>
</tr>
<tr>
<td></td>
<td>Interest Earned to Date</td>
</tr>
<tr>
<td></td>
<td><strong>Remaining Funds Available for Program</strong></td>
</tr>
</tbody>
</table>

Notes:
1. Funds spent on program support refers to direct staff costs and other overheads associated with supporting the country offices and head office in relation to the emergency response.
2. Oxfam Australia has contractual commitments for a further A$5.3 million which will be met in the three months from 1 April to 30 June 2005.
3. Oxfam Australia is entitled to draw additional program funds from Oxfam International.
1. Agency

World Vision Australia (WVA) is an affiliate of World Vision International (WVI), an international Christian humanitarian aid and development organisation. Australia took an early leadership role within the World Vision International response, deploying 22 staff in January and February into affected areas, participating in assessment missions and coordinating strategic planning. WVA continues to play a key role in drawing on Australian expertise and partnering external organisations.

2. Country Priority

WVA initially allocated funds to Indonesia (45%), Sri Lanka (35%), India (15%), Thailand (5%) and Myanmar (less than 1%) over 5 years. Total expenditure by WVI across these five affected countries to date has been A$42.62 million. The program is currently in transition into the long-term development phase. This presents significant challenges for coordination, planning and implementation within newly developed local government policies and plans; ensuring adequate community participation and beneficiary selection where many people live in temporary locations with no certainty over future land allocation; and scaling up activities across a broad range of sectors with many new local staff who have themselves been affected by the tsunami.

3. Main Sectors and Scale of Response

Indonesia (Over 50,000 beneficiaries, over 250 staff)

WVI is working in Banda Aceh and Aceh Besar, Aceh Barat/Meulaboh, Lamno, Lhoong, and Nias Island in the food, shelter, water and sanitation, health, education, child protection, livelihoods and public buildings/infrastructure sectors. Key achievements include providing food/Non Food Items (NFI) for 39,546 people, immediate shelter for 2000 people and constructing 25 Temporary Living Centres for 500 families. In the health sector, medical equipment including eight ambulances was provided and a capacity building project for health workers has been established, partnering with the Royal Children’s Hospital Melbourne and the University of Gadjah Mada (Indonesia). In the education sector, school supplies were provided and a MoU signed with the Ministry of Education for the reconstruction of six schools. 90 latrines, 100 common washing areas, 14 wells, four water tanks, and 40 rubbish disposal units are now benefiting 17,000 people. Total WVI project expenses to 31 March 2005 were A$9.4 million and the WVA contribution to this was $A1.81 million.
Sri Lanka (Over 600,000 beneficiaries, 237 staff)
WVI is working in Gampaha, Galle, Matara, Hambantota, Ampara, Batticaloa, Trincomalee, Mullaitivu, Kilinochchi, and Jaffna in the food, shelter, water and sanitation, health, education, protection, economic development and environment sectors. Key achievements include the commencement of shelter construction in nine districts, a MoU signed with the Ministry of Health to construct 19 clinics, 16 km debris clearance project with the United States Agency for International Development (USAID) and local authorities in Galle, the reconstruction of 42 stalls in the Galle marketplace, and child protection work including 28 Child Friendly Spaces serving 750 children and construction of 16 playgrounds. 21 units of water tankers and vacuum trucks are providing clean water to nine districts. Total WVI project expenses to 31 March 2005 were A$24.4 million and the WVA contribution to this was A$9.33 million.

India (Over 222,000 beneficiaries, 220 staff)
WVI is working in Cuddalore, Nagapattinam, Kanyakumari, Chennai/Kalpuakkam, Pondicherry, Kollam/Alleppy, Godavari, and Andaman and Nicobar in the food, shelter, health, education, economic recovery and community rehabilitation sectors. Key achievements include providing food for 222,960 people, NFI for 196,535 people, temporary shelter for 16,130 people and tools/materials were given to 2500 families to construct permanent shelter. In the education sector, school supplies were provided for 1822 children and the construction of temporary schools benefited 500 children. Water supply activities provided 6000 water containers, 1000 water tanks and 25 water purifiers, each of which benefited 700 people. Economic development has included fishery industry recovery, grants for small business initiatives and vocational training. Total WVI project expenses to 31 March 2005 were A$5.7 million and the WVA contribution to this was A$1.42 million.

Thailand (Over 119,000 beneficiaries, over 60 staff)
WVI is working in Ranong, Phang Nga, Phuket, Krabi and Trang in the food, shelter, water and sanitation, health, education, economic development and infrastructure sectors. Key achievements include providing food for 31,232 people and NFI for 7387 people, housing 6445 people in temporary shelters and giving financial and material assistance to enable repair and/or construction of permanent housing (310 people). A mobile emergency clinic cared for 578 patients and trauma counseling was provided for 2030 people. Psychosocial activities were facilitated for 870 adults and children and 1750 people benefited from recreation equipment. In the education sector, school supplies and uniforms were given to 533 children and Child Learning Activities were facilitated for 90 children living in temporary shelter. Repair of a beach school in Phuket benefited 400 students. Drinking water was supplied to 8880 people and water storage provided for seven communities and four temporary shelter sites. Financial and material assistance was given for the digging of 18 open wells in 15 villages for 3000 people. Economic development activities included financial/material assistance for the fishing industry (970 people) and opening a boat-building school for 100 people. Total WVI project expenses to 31 March 2005 were A$1.9 million and the WVA contribution to this was A$436,000.

4. Operating Modalities
A WVI Asia Tsunami Response Team (ATRT) based in Singapore coordinates funding and activities between staff in affected countries and Support Offices such as WVA. Funds raised by WVA are fed into a common WVI pool that allocates funds to approved projects. Australia’s allocation of pool funds is based on proportion of total income contribution, which for the period
to March was 33%. World Vision is partnering with a range of INGOs, local NGOs, UN agencies, local governments and private/business initiatives.

5. Main Programs Implemented to date and Status

WVA has direct responsibility for some specific projects including:

**Indonesia — Health:** A three-year project providing human resources support to health institutions in Meulaboh and Banda Aceh, partnering with the Royal Children’s Hospital Melbourne and the University of Gadjah Mada (Indonesia). The project will provide health care workers to Tjuk Nyak Dien Hospital, training in Integrated Management of Childhood Illness, strengthening of management and surveillance systems, and will establish a Mental Health and Psychosocial Support Centre in both locations.

**Indonesia — Housing:** A community-based, demand-driven approach to build 15,000 houses for A$39.36 million over the next three years. Communities are provided with facilitation support to create their own reconstruction plans and priorities, and then grants and technical assistance are provided to support implementation. Communities assess their own capacity to build and decide what work to outsource. In this project, World Vision is coordinating with UN-Habitat and other NGOs.

**Sri Lanka — Water Supply:** Partnering with the Water Sanitation Board of Sri Lanka, Australian engineers have completed Needs Assessments in nine districts and 21 units of water tankers and vacuum trucks have arrived. Manufacturers Bell Environment Engineering provided training for Water Sanitation Board engineers and after six months in World Vision project areas, the equipment will have ongoing use by the Board in other locations.

**AusAID Grants:** The Australian Government provided A$2 million for NFI, access to clean water and psychosocial care for children in Indonesia and Sri Lanka. These projects are funded until June 2005.

6. Future Plans

The WVI response includes seven-day, 90-day, 12-month and 2–5 year planning phases focusing on long-term sustainable community development incorporating participatory strategies into program design and rebuilding community capacity. Programs will cover emergency response, social/community recovery, economic development and infrastructure rehabilitation. Gender analysis, child protection, disability, HIV/AIDS and environment issues are mainstreamed into all design and monitoring activities. The total WVI Year 1 budget to 31 December 2005 across the five affected countries in which WVI is working is A$198.52 million.

7. Program Contribution Highlight

**WV Lanka Tsunami Response Child Protection Program**

Child protection activities have been integrated into the relief response through the creation of Child Friendly Spaces. These are safe environments where children can restore a sense of routine, continue their development and recover from trauma through learning and play. Children participate in drama, arts, literacy, and homework activities and awareness of child rights is heightened among children, families, and community leaders. Children who require additional support are identified and referred to appropriate services.
8. **Financial and Program Accountability Systems**

Monitoring and Evaluation is incorporated into program design through World Vision’s framework for “Learning through Evaluation with Accountability and Planning (LEAP)”. This will ensure coherence across country and sector programs and achieve measurable outcomes. A continuous internal audit function has been established with the formation of specialist teams who will conduct internal audits every eight weeks. An external audit by Price Waterhouse Cooper is being conducted in May 2005. WVI is also participating in a joint agency evaluation coordinated with other major INGOs.

### World Vision of Australia

**Asia Tsunami Appeal**

**As at 31 March 2005**

<table>
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<tr>
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<th>A$</th>
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<td><strong>Income</strong></td>
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<td><strong>Total income</strong></td>
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| **Expenditure** |       |
| Program expenditure |       |
| Funds spent overseas in projects | 13,275,618 | 3 |
| Funds spent on program support | 164,543 | 4 |
| Overhead | 2,692,948 | 5 |
| **Total expenditure** | **16,133,109** |

| **Balance** | **73,786,678** |
| Interest earned to date | 531,686 |

**Remaining funds available for program** | **74,318,364**

**Notes**

1. Corporate income includes non-cash gifts in kind of A$1,039,913.
2. World Vision Australia’s total is part of the total figure of A$354.58 million raised by World Vision International as at 31 March 2005.
3. Funds spent overseas in projects refers to the World Vision Australia portion of the World Vision International partnership expenditure. WVA has sent A$30 million to the WVI partnership for forwarding to projects, of which A$13.3 million has already been spent in the field as at 31 March.
4. Program support expenditure includes the cost of management and technical support in Australia, but excludes management support overseas.
5. WVA defines the overhead ratio on the basis of administration (A$1,029,746), fundraising (A$805,353) and contribution to corporate overhead (A$857,849) as a proportion of total income. This includes operational costs and salaries based on the time spent by staff on the tsunami appeal.
Annex 1

ACFID member organisations working in tsunami-affected countries

Adventist Development and Relief Agency
AngliCORD
Archbishop of Sydney's Overseas Relief and Aid Fund
Assisi Aid Projects - India Inc
AUSTCARE - Australians Caring for Refugees
Australian Foundation for the Peoples of Asia and the Pacific
Australian Red Cross
Australian Salesian Mission Overseas Aid Fund
Baptist World Aid Australia
CARE Australia
Caritas Australia
CCF Australia
Christian Blind Mission International
Christian World Service National Council of Churches in Australia
Friends of the Earth Australia
Habitat for Humanity, Australia
International Centre for Eyecare Education
International Women's Development Agency
Macfarlane Burnet Institute for Medical Research & Public Health
Marist Mission Centre Australia
Muslim Aid Australia
Opportunity International Australia
Oxfam Community Aid Abroad
Plan Australia
RedR Australia
Save the Children Australia
TEAR Australia
The Salvation Army Australia
UNICEF
Union Aid Abroad - APHEDA
World Vision Australia
Annex 2

The Australian Council for International Development (ACFID)

ACFID is an independent national association of Australian non government organisations (NGOs) working in the field of international aid and development. ACFID is committed to achieving sustainable human development in which people are able to enjoy a full range of human rights, fulfil their needs free from poverty, and live in dignity.

ACFID has some 80 full members plus 30 agencies that are signatories to the ACFID Code of Conduct (see below).

The purpose of ACFID is to foster an effective aid and development NGO sector in Australia by:

- Acting as a focal point for information, coordination and dialogue on policy and practice;
- Developing and promoting standards of ethical and effective practice in service delivery; and
- Representing the views and interests of members to government and other key stakeholders.

ACFID members are required to comply with the ACFID Code of Conduct. In addition to meeting stringent financial accounting requirements, the Code requires quality assurance with regard to:

- Service delivery to meet the needs and interests of the people they serve;
- Encouraging self reliance and avoiding creating dependency;
- Ensuring authentic participation of people in programs that affect their lives;
- Respecting and fostering human rights, both socio-economic and civil-political;
- Seeking to enhance gender equity; and
- Understanding and respecting the history and culture of the people served.
Annex 3

Statement by Oxfam Australia, CARE Australia, Australian Red Cross and World Vision Australia
17 January 2005

The overwhelming response of the Australian community to the Asian Tsunami has enabled aid agencies to immediately respond to the urgent life saving needs of hundreds of thousands of men, women and children across Indonesia, Thailand, India and Sri Lanka.

The generosity of Australians in response to aid agency appeals also places enormous responsibility on us to use the resources now at our disposal as efficiently and effectively as possible. How will we meet this challenge?

We cannot promise to be perfect. Right now our organisations are making thousands of critical life saving decisions every day. When time is the difference between life and death, some decisions are being made with limited information and without the luxury of long term planning. With the benefit of hindsight in coming months and years we may find that some decisions could have been made differently.

What we can promise Australians is that we will be open, transparent and accountable to our stakeholders in all aspects of our work responding to this tragedy. In particular, we make three pledges to the Australian public.

Our first pledge is to do all we can to maximize the impact of funds raised to save and improve the lives of men, women and children affected by the Tsunami across the region. Our initial focus is on preventing the loss of further lives through providing essential food, clean water, sanitation and shelter for those who have lost everything in this tragedy.

Our work will not stop here. In the longer term aid agencies will invest in rebuilding essential infrastructure such as schools and health clinics. We will invest in rebuilding communities, paying particular attention to the needs of people suffering long term trauma such as orphaned children.

We will invest resources in helping people resurrect their livelihoods, whether they be farmers, shop owners or fishermen across the region who have had their means of making a living destroyed. Whilst immediate life saving aid is vital, so too is our ability to help people stand on their own two feet again and to kick-start local economies. We must not walk away leaving people dependent on aid. For example, hundreds of thousands of poor fishing families will need grants or affordable loans to rebuild broken boats and replace lost fishing nets. This investment in infrastructure and people will take years. There are no quick fixes.

Our second pledge is to be accountable to the thousands of men, women and children we are helping. We will strive to empower people to determine their own needs and have a real say in what and how aid is provided. We will distribute aid impartially and on the basis of need – not race, religion nor political affiliation. And we will meet and aim to exceed international humanitarian aid delivery standards.

Our third pledge is to be accountable to all our donors whether they be individuals, community groups, corporations or governments. Our agencies will ensure that less than 10% of funds raised will be allocated to the costs of administering our appeals and Tsunami programs. All of us fully intend to spend the money raised in those countries affected by the Tsunami. We will provide regular and accurate information to donors on the work of our agencies in helping those affected by the Tsunami. And, as always, our financial accounts relating to these and other activities will be independently audited.
Annex 4

ACFID Code of Conduct

The ACFID Code of Conduct is a compliance and complaints-based Code that provides the public with a set of standards against which they can measure and assess the management of the organisations they wish to support. It offers the assurance that a watchdog is keeping an eye on their accountability and transparency and provides a confidential and fair mechanism to address concerns about the conduct of an agency. It is administered by a Code of Conduct Committee comprised of six members elected from the NGO community, an independent chairperson and a representative of Australian donors nominated by the Australian Consumers Association.

Any member of the public is entitled to make a formal complaint against a signatory to the Code, which is then formally investigated by the Code of Conduct Committee according to a strict procedure. Organisations found to be in breach of the Code are immediately removed as a signatory to the Code, their membership of ACFID suspended or cancelled and the government aid agency informed of the breach if they are accredited to administer government funds.

Aid agencies are required to publicly report on their financial activities in their Annual Report, using a standardised format. This means it is easy for the public to understand how and where funds are being spent, and to make comparisons between agencies. The Code aims to enhance standards throughout the overseas aid NGO community to ensure that public confidence is maintained in the way that community contributions are used.

All major Australian NGOs adhere to international humanitarian codes and standards (e.g. as signatories to the International Red Cross and Red Crescent Movement and Sphere Minimum Standards). This means that their tsunami response is a part of a core organisational commitment to quality service delivery and to continuous improvement.
Annex 5

Why existing local partnerships matter — some examples

Example 1

On the day after the tsunami, the International Women’s Development Agency (IWDA) worked closely with its Sri Lankan partner agencies (in Southern Hambanthota and Matara) to identify their greatest emergency relief needs. They discovered that psychosocial and emotional support was the highest priority so that women could overcome their family loss and start planning to rebuild their lives and the lives of the people they support. IWDA and its partner trained grief and trauma counselors, have already reached 600 women, and expect to reach 1000 women.

Example 2

Assisi Aid Projects, a small Victorian charity, provides a good example of such an NGO partnership. Since 1974, it has worked closely with the Assisi Farm and Training Centre in Kanyakumari at the southern tip of India. Based on that relationship, its tsunami response was fast and effective. The partners identified local community needs and mobilised funds to purchase replacement fishing boats and associated equipment. This has already led to many other community members obtaining employment again from fish vending and fish drying.

Assisi Aid Projects funded the purchase of 15 replacement fishing boats (A$90,000) for coastal communities in southern India. These boats have been sponsored by and named after Victorian towns and regions.

Example 3

For many years Oxfam Australia has worked in partnership with the East Coast Fisher Forum (ECFF) on the south east coast of India. ECFF is a network of 12 local non government and community based organisations working with local fishing communities. Following the tsunami ECFF expanded its mandate to enable it to reach out to and support other communities (tribals, dalits and other caste groups) in the affected area. They have changed their name to the East Coast Development Forum (ECDF) to reflect this, and are working to ensure that around 24,000 tsunami-affected families in targeted areas are able to reestablish their livelihoods through the provision of small grants to over 6,700 families and access to reasonable credit and loan schemes through the formation of revolving funds (24,000 families).

Example 4

As Caritas Australia’s partner Jesuit Refugee Services (JRS) was already in Aceh and had a history of involvement with its people, it was quickly able to work with existing networks to mobilise resources, providing 140 tents for temporary shelter for internally displaced people and a range of items such as kitchen utensils and baby milk to 2,500 families. It provided educational resources for at least seven schools, including 1,358 pairs of school shoes. As a trusted source of support, it provided psychosocial activities such as prayer sessions for the dead, organised community meetings for participation in program design and facilitated meetings with local village leaders to plan for the reconstruction phase. JRS was also able to provide medical services to at least 110 patients per day in medical centres in Pustu, Lamrabo kamp, Krueng Raya, Jambo, Masi and Ratna Sarumpaet Crisis Centre in Lamno, building on existing relationships.