Welcome to the second edition of Suara Komunitas – ‘Community Voices’. This bulletin presents feedback gathered from communities affected by the Central Sulawesi earthquake and tsunami. It is designed to help humanitarian responders make decisions and adapt programming by providing insights into what communities are saying as the response progresses. It is informed by inter-agency community engagement efforts including discussions with affected people and via radio programmes. It is comprised of quantitative data, and qualitative information that complements the community feedback humanitarians are responding to.

Suara Komunitas is a product of the Community Engagement Working Group, developed by Palang Merah Indonesia (PMI) and IFRC with support from OCHA and UNICEF. The Community Engagement Working Group (CEWG) includes a broad range of agencies, and meets weekly in Palu to present updated sector-based feedback and coordinate collective action on rumours, questions and complaints. The Working Group identifies an ongoing need for risk communications and the distribution of common messages about disease prevention, sanitation and safe behaviours for example. The Working Group acknowledges that it is critical to understand the local information systems, including which channels are popular and trustworthy and it is concerned with how to support people with specific needs.

In the first edition of Suara Komunitas, a number of issues were raised, including how to access basic services and assistance including tents, clean water, temporary shelter and electricity. These concerns were presented via Suara Komunitas, to government authorities in Central Sulawesi, through discussions with the provincial government directly and through the cluster coordinators who represent the national ministries. The feedback was welcomed by the provincial government as an opportunity to better respond to the immediate needs of people displaced by the multiple disasters and the Provincial Secretary made a request for the next edition to focus more on the complex issues around

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### Type of information requested

<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Temporary Shelter</td>
<td>16%</td>
</tr>
<tr>
<td>Distribution</td>
<td>16%</td>
</tr>
<tr>
<td>Recovery plans</td>
<td>15%</td>
</tr>
<tr>
<td>Help</td>
<td>13%</td>
</tr>
<tr>
<td>Access to services</td>
<td>12%</td>
</tr>
<tr>
<td>Job market</td>
<td>9%</td>
</tr>
<tr>
<td>Protection</td>
<td>8%</td>
</tr>
<tr>
<td>Situation and report</td>
<td>5%</td>
</tr>
<tr>
<td>How to get info</td>
<td>4%</td>
</tr>
</tbody>
</table>

### Information source

- Camp Coordinator: 33%
- Family/Friends: 27%
- Phone: 20%
- Radio: 10%
- Others: 6%
- Press: 4%

The vast majority of sites report that people continue to receive information directly by word of mouth (either through family and friends or the camp coordinator. People living in informal settlements in Palu were more likely to report that information came from a camp coordinator, which may indicate that displaced people in Palu, closer to the city, are still receiving more attention compared to places further away.

### Feedback awareness

The majority of sites report that people are aware of ways in which they can provide feedback to aid providers.

- In Palu: 73%
- In Sigi: 65%
- In Donggala: 5%

### Feedback submission

Most sites report that people know how to submit feedback on their concerns; this is significantly higher in Palu and Sigi than in Donggala.

- In Palu: 35%
- In Sigi: 65%
- In Donggala: 5%

### Dissemination awareness

Nearly all sites are aware of information that is being shared by humanitarian organisations and government. While awareness is highest in Palu, there remains a few places in Palu and Sigi that are not getting information.

- In Palu: 95%
- In Sigi: 95%
- In Donggala: 95%

Source: IOM DTM / REACH
Many people expressed concerns about safety and security and highlighted the need for safe spaces and other forms of protection to be available in temporary shelters. This appears to be an increasingly important issue, as feedback about this has increased compared to previous months. Information collected by PMI shows that many people (22 per cent) do not feel there is adequate privacy in the camps where they stay (Section 3, below). Women and young people in particular, expressed the need for better lighting and segregated spaces based on gender and age. When asked about their expectations for future temporary housing during the discussions with UNFPA (Section 4, below), many people highlighted the need for proper planned spaces to segregate facilities by gender, for adequate space and lighting for safety, and the identification of a security ‘post’.

Communities in general expressed confusion about government plans for collective temporary housing or huntara in and around Palu, via the feedback to the local radio (Section 2, below). This may be in part a result of ongoing lack of clarity regarding a ‘house renovation fund’. Communities appear to hear different stories about proposed temporary shelter and sometimes watch them being constructed, but do not understand who they are for or whether there is eligibility criteria and other assistance linked with this collective temporary housing. The collective work of government and humanitarians through the shelter cluster to plan temporary shelter and provide the best solutions is ongoing with a focus on delivering to quality standards. However, community feedback demonstrates there is a lack of information provided to displaced people directly; and an urgent need to explain the proposed solutions as well as conveying the complexities of planning.

PMI’s health workers report that many people including children are exhibiting signs of psychological stress (Section 3, below) and several listeners to the Radio Nebula express the need for certainty about their future housing and livelihoods. PMI feedback also confirms that confusion and fear about the future results in stress, exacerbated by the physical and psychological difficulties of living in temporary and often uncomfortable accommodation.

In the first edition of Suara Komunitas, there was a focus on health and in particular the issue of access to health care for people who had lost their Badan Penyelenggara Jaminan Sosial (BPJS) National Social Security Agency Card and other ID in the disasters. It should be noted that a caller to Radio Nebula on 28 November asked the same question that was previously highlighted, regarding being entitled to access free service in the clinics. This example demonstrates the need for ongoing public information on health care and other key concerns of to be provided to the community.

### Access to Electricity

<table>
<thead>
<tr>
<th>Access to Electricity</th>
<th>% of camps</th>
<th>Donggala camps</th>
<th>Palu camps</th>
<th>Sigi camps</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;75% people have access</td>
<td>36%</td>
<td>29%</td>
<td>41%</td>
<td>43%</td>
</tr>
<tr>
<td>50-74% people have access</td>
<td>14%</td>
<td>14%</td>
<td>18%</td>
<td>13%</td>
</tr>
<tr>
<td>25-49% people have access</td>
<td>14%</td>
<td>17%</td>
<td>12%</td>
<td>13%</td>
</tr>
<tr>
<td>1-24% people have access</td>
<td>17%</td>
<td>21%</td>
<td>18%</td>
<td>13%</td>
</tr>
<tr>
<td>No access</td>
<td>16%</td>
<td>19%</td>
<td>12%</td>
<td>15%</td>
</tr>
</tbody>
</table>

Nearly half of all sites report that less than half of the people in the site have access to electricity; 16 per cent of sites report that no one has access to electricity; 36 per cent of sites report that more than 75 per cent of people at the site have access to electricity. Source: IOM DTM / REACH
Radio Nebula FM (101 MHz), located in Palu City, resumed broadcasting seven days after the earthquake. The first broadcast aired in the evening of 5 October and the station opened the telephone line to receive calls and messages from listeners, inviting people to discuss their experiences, and make requests and complaints.

COLLECTIVE TEMPORARY SHELTER
Throughout November and early December, listeners continued to ask for information from the Government and from Badan Usaha Milik Negara (BUMN), the State Owned Enterprise that is providing financial and operational assistance to the reconstruction, on collective temporary shelters, known as “huntara”.

Questions from listeners included:
1. Is temporary shelter provided to survivors of liquefaction and tsunami only? What about the people affected by the earthquake whose houses were badly damaged?
2. Are the liquefaction and tsunami survivors obliged to move to temporary shelter? What if the survivors don’t want to move to temporary shelter, but choose to rent a house in a safer area? Will they lose other assistance provided in the temporary shelter?
3. If we accept temporary shelter, are we obliged to live in there?

GOVERNMENT HOUSING RENOVATION FUND
Listeners also continued to request information about the Government’s commitment to a ‘housing renovation fund’.

“We need clarity on the Government’s commitment to the housing renovation fund, including whether they will implement this programme or not. If not, why not? If this programme is not implemented we will have to seek other support, because we want to leave the tents and get back our normal life again.”

SAFETY AND SECURITY
Some listeners also sent messages to express their general concern about safety and security of displaced communities:

“Criminal activities must be monitored and action must be taken against the perpetrators by the authorities. Members of the community must also support, protect and look out for one another, especially those who are more vulnerable.”

“We need to have patrols by community members to ensure the safety and security in the area.”

ELECTRICITY SUPPLY
During November and December, Radio Nebula regularly received reports and complaints about electricity shortages.

“We have no information about how long we will be without electricity each day. Often, it happens at night time and lasts for a long time. We need electricity more at night time. At least PLN (Perusahaan Listrik Negara – State Electricity Company) should notify us when and where they will cut the supply.”

AID AND ASSISTANCE
“There have been many organisations who have visited affected communities to assess and run surveys. What is the process of receiving support?”
Palang Merah Indonesia (PMI) began broadcasting a weekly interactive talk show called “PMI Nolelei” in partnership with Nebula FM on October 31. Nolelei, in the Kaili language means ‘disseminate information’. The programme airs every Wednesday evening at 8pm to support collective community advocacy around the emergency response. Callers can discuss questions live on air with guests, including representatives from the Government and humanitarian organisations working on the emergency response and recovery efforts in Palu.

NOVEMBER 21
Topic: Temporary shelter
Guests: PMI Shelter Coordinator, Central Sulawesi Disaster Response, Dr Ali Rizal, MSi
Head of Association of Women with Disabilities (HWDI), Indonesia, Ms Samsinar
Secretary General of Central Sulawesi Women’s Rights Group (KPKPST), Soraya Sultan

NOVEMBER 28
Topic: Health services for survivors
Guest: Palang Merah Indonesia, Ministry of Health (provincial representative)

DECEMBER 5
Topic: International volunteers day - the inspiring volunteers from PMI
Guests: PMI volunteers who work at the district level.

“The temporary shelters must be accessible by all affected people, including pregnant women, elderly, and people who are in wheelchairs, as there are several aspects lacking in the current camps. The design should be friendly for everyone. The surrounding areas of the shelters should also be kept clean, and rubbish should be collected frequently.”

“There is no water supply inside the toilet. People need to bring water to the toilet themselves. Can PMI/ government provide water?”

“I have lost my BPJS card (social insurance.) Am I still entitled to access free services in the clinics, Puskesmas and hospitals?”
- listeners in Palu

“Since the temporary shelters will be built on open fields, where will permanent shelters be built, on individual’s land or will we own the land where the temporary shelter has been built?”

“What are the facilities that will be provided in each temporary shelter unit?”
- listeners in Sigi

“Thank you for the great work done by PMI. Will PMI be able to deploy more doctors and medical teams?”
- listener in Donggala

“There are two temporary collective shelter “barracks” that have been built behind my home. Are these only for people in this area / neighbourhood or can other affected families from other areas move in as well?”
- listener in Kayumalue
Since the earthquake and tsunami, PMI has continued to collect feedback, questions and complaints from affected communities. Between mid November and mid December 2018, PMI received feedback from 225 people through various modes of communication, including:

- **PMI’s hotline**, a dedicated phone number and call centre established locally in Palu
- Interactive **radio talk shows**, broadcast on Radio Nebula and RRI the national channel.
- **PMI volunteers** working face to face with people in all disaster affected areas in Central Sulawesi.
- **Mobile phone** using KOBO Collect, a digital survey tool.

**SAFETY AND SECURITY**

Some people also reported that they do not feel safe and secure living in the camps. About 22 per cent of feedback received from the communities – in particular from women and girls – explained that there is inadequate privacy at the camp. They feel unsafe when accessing the public toilets in the temporary shelters where they currently stay. The Provincial Department of Women and Child Protection (DP3A) reports that in Palu there have been seven cases of violence against women and children. This indicates that there is an urgent need to provide strong intervention in the area of protection and safety in the response and planning in relation to the disaster recovery.

UNFPA and UNICEF, along with the DP3A have been working with local NGOs to focus on child protection and prevention of sexual and gender based violence, and have established ‘friendly’ safe spaces for women, youth and children in many of the camps in Palu, Sigi and Donggala.

**SHELTER**

Two months after the earthquake and tsunami, information about temporary or longer term shelter continues to be a primary need for the affected communities. Some 27 per cent of the feedback and questions recorded from the community are inquiries on Government plans for housing in and around Palu. Affected people have reported the need of appropriate shelter so that they can return to their normal life, meanwhile some explained their concerns about staying longer at the camps as they are worried about potential diseases due to the lack of sanitation in the camps.

**WATER AND SANITATION**

There are still many requests for clean water in the affected areas (10 per cent), with people reporting that they are having difficulty in accessing adequate water and sanitation facilities. Some women reported that they have to carry water buckets and find an open space for bathing which makes them feel unsafe and they are concerned about having to continue doing this in the longer term.

**HEALTH**

Approximately 9 per cent of the feedback reports relate to the threat of diseases in the camps. The top three diseases people are experiencing are: diarrhoea, respiratory infections and vector-borne diseases (malaria and dengue). There is also a concern about the fact that there is limited access to health facilities in the camp.

There have also been many reports of people expressing and showing symptoms of stress after the disaster (9 per cent). Some parents explained that their children are having nightmares at night. One woman reported that her son has developed some unusual behaviour, often shouting randomly at people. Other reports refer to people feeling stressed as they are thinking of uncertainties on their livelihoods while they have to feed and send their children to school.

**LIVELIHOODS**

About 9 per cent of feedback are the requests of information and assistance on livelihood activities.
UNFPA: WOMEN’S VOICES ABOUT SHELTER

UNFPA conducted Focus Group Discussions (FGDs) with 126 women in four districts: Palu, Wombo, Petobo and Balaroa. The discussions were held in Women Friendly Spaces, in tents and at Masjid Agung (mosque). During these discussions, the groups expressed the following expectations about their needs in relation to the new temporary shelters (huntara) and especially regarding their protection, security and livelihoods.

TEMPORARY SHELTER REQUIREMENTS

It is a basic requirement of temporary shelters, that they are safe and appropriate spaces for women, adolescents, the elderly and disabled. In relation to protection, women identified the following needs:

- Easily accessible security post – an identifiable location and designated person who is a focal point.
- Legal assistance post – an identifiable location and a designated person who is a focal point.
- School facilities and playrooms for children.
- Separate prayer facilities for men and women.

Collective temporary shelters are expected to be family-based. This means that each family is given two rooms with their own access door and separate kitchens are provided per household.

Access for people with disabilities was also identified as important for the shelters.

Collective sanitation facilities for women should be provided separately to the men’s facilities; this is important for women and includes the provision of clean water.

That there should be no discrimination against women headed households, which means that they have the same rights as male headed households.

SAFETY AND SECURITY

FEELING SAFE IS AN IMPORTANT FACTOR FOR WOMEN. IN PARTICULAR FEELING SAFE AND PROTECTED FROM THE THREAT OF ARMED CONFLICT AND CONFLICT OVER NATURAL RESOURCES WAS A CONCERN EXPRESSED BY WOMEN. WOMEN AND CHILDREN IN SULAWESI HAVE BEEN VICTIMS OF THESE TWO TYPES OF CONFLICT, AND REQUIRE LEGAL PROTECTION AGAINST VIOLENCE.

LIFE AND LIVELIHOODS

TEMPORARY SHELTER MUST BE CLOSE TO BASIC SERVICES AND LIVELIHOODS FOR WOMEN, SUCH AS RICE PADDIES, FIELDS, FORESTS AND SOURCES OF WATER. ACCESS TO THESE RESOURCES IS ESSENTIAL TO WOMEN.

ECONOMIC RECOVERY

DURING UNFPA FOCUS GROUP DISCUSSIONS, WOMEN, ADOLESCENTS AND THE ELDERLY ALSO EXPRESSED THE FOLLOWING CONCERNS IN RELATION TO ECONOMIC RECOVERY:

- Economic recovery support should be provided for women, remembering life needs to go on;
- Support is needed for the education of children, as well as skills training for women, adolescents, people with disabilities and the elderly;
- Psychological recovery should be integrated in daily life, in the form of regular counselling and access to community-based psychosocial service facilities.
YOUNG PEOPLE’S PERCEPTIONS OF THEIR CAMPS

Young people felt that the current temporary shelters are uncomfortable, with many noting that the rooms are hot and humid which hindered their daily activities. Young people also identified that within the temporary shelters there were a lot of mosquitoes, and that they felt cold at night and hot during the day, and reported that when it rained, water entered their camps.

Young people felt uncomfortable that the rooms within some of the facilities were not segregated by gender, and also reported that these facilities were dirty and not well maintained. Young people also felt that the temporary shelters and camps did not have adequate security.

With regards to health services, young people identified that there were limited health personnel and medicine to deal with their needs.

FOCUS GROUP DISCUSSIONS (FGDs)

Focus Group Discussions (FGDs) were conducted in five Youth Friendly Spaces (YFS) in three affected districts: Palu City, Sigi and Donggala. The discussions were facilitated by 24 Peer Educators supported by UNFPA and Perkumpulan Keluarga Berencana Indonesia (PKBI - The Indonesian Planned Parenthood Association) in Palu. 50 adolescents and youth aged 10 to 24 participated in the FGDs in which they discussed their experiences of the existing temporary shelters (where they currently live), and their aspirations and expectations for the proposed collective temporary shelters known as ‘huntara’.

I feel sad when I see my parents don’t use a sarong, blanket and pillow when they sleep but they give it to me and my siblings because we don’t have enough for everyone.”

“The toilet that is available is still inadequate. There are many holes in the walls, and we are afraid that someone will peep from outside.”

“I need adequate clothes, toilets that are not for the general population, rooms that are adequate, changing rooms for women, materials for women’s needs, and proper food.”

“I want to have clothes, pants, headscarves; that is important because I don’t have clothes.”

“I need drinking water. And we need clean water to wash our clothes.”

YOUNG PEOPLE’S NEEDS AND ASPIRATIONS FOR TEMPORARY SHELTERS

Young people’s main concerns about the proposed collective temporary shelter (huntara) related to having separate rooms for boys and girls. Young people said that they wanted access to clean toilets and access to clean water, and brightly lit toilet areas that were segregated by gender. They shared that they aspired to have cleaner shelters and more spaces for them to do activities, including sports and other recreational activities. They also wanted study spaces and tutors within the future temporary shelters. Young girls shared that they needed sanitary pads, underwear and toiletry amenities, and also wanted access to secure and segregated changing rooms. Young people said that they wanted more rice and food to be available within these shelters, as well as more clothing.

Young people who lived in the camps aspired to leave their current situation and the conditions they described as soon as possible. They thought that the proposed collective temporary shelters would allow them to live comfortably. They expected that in these huntara, they would be able to exist happily and live a full life. They wanted to move to shelters where they could live within their existing networks of young people, as in the space where they live currently.

These expectations from young people about the huntara are in stark contradiction to the data collected about young people’s experiences in the existing temporary shelters. This vast difference between their aspirations for the future and the reality of temporary shelters risks creating profound disappointments for young people that may hinder their ability to cope with their current circumstances and their recovery.
On 28 September 2018, a series of earthquakes struck Indonesia’s Central Sulawesi province, the strongest a 7.4 M earthquake with its epicentre close to the provincial capital, Palu. Following the earthquake, tsunami and subsequent landslides and liquefaction, some 2,087 people are known to have died, with many more feared dead. Infrastructure and basic services were badly affected, and thousands of people have been left displaced in temporary shelters or with host families and friends.

COMMUNITY ENGAGEMENT WORKING GROUP (CEWG)
The Community Engagement Working Group (CEWG) supports collective work on community engagement and accountability. The CEWG supports the clusters through:

- Cross-sectoral coordination of the provision of information to affected communities;
- Integrating the views of affected communities into programme decision-making and coordination; and
- Encouraging and enabling affected communities to comment on responders’ performance.

FOR MORE INFORMATION

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