



*Building a Safer, Secure and Resilient Vanuatu*

# THE VANUATU NATIONAL DISASTER MANAGEMENT OFFICE STANDARD OPERATING PROCEDURES



January, 2013

## PREFACE

Disaster risk reduction together with the management of disasters at the International Regional, National and Community levels are a dynamic process. In order to adequately respond to and manage disasters, there must be a comprehensive and coordinated approach to the management of the National Disaster Management Office (NDMO) and Disaster Operation Centre (DOC) at the national and provincial levels.

This is a first booklet on “Standard Operating Procedures” (SOPs) that was developed to address the processes and timing for agencies and organizations which have key responsibilities for disaster response in close coordination with the NDMO.

The National Disaster Management Plan provides directives to all agencies and personnel on the conduct of disaster preparedness and emergency operations. This SOP has been formulated in compliance with **Section 8 of the National Disaster Act [CAP 267]**

SOP operationalizes the policy directives and itemizes individual agencies responsibilities in a Disaster Operation Centre (DOC). Roles and responsibilities for positions under the DOC structure are clearly demarcated for both the individual and agency levels. It is important for this document to be understood by all who are to be involved in the Emergency Operations.

In the interest of building national resilience to disasters this document should be widely circulated to all who have a role in disaster risk reduction and disaster management emergency operations.

All affected agencies are expected to produce supporting SOPs in accordance with their agency plans and these should be reviewed and approved by the National Disaster Committee for implementation.

This document is subject to be reviewed annually based on experiences and lessons learned from responding to different hazards in Vanuatu.



Honorable Toara Daniel  
Minister - Ministry of Internal Affairs

## **ACRONYMS**

DOC	Disaster Operation Centre
DRR	Disaster Risk Reduction Officer
RTA	Rapid Technical Assessment
ICA	Initial Community Assessment
IM	Information Management
NEOC	National Disaster Operation Centre
NDC	National Disaster Committee
NDMO	National Disaster Management Office
NGO	Non-Government Organization
PDOC	Provincial Disaster Operation Centre
SITREP	Situation Report
SOP	Standard Operation Procedures
VHT	Vanuatu Humanitarian Team
VJNTWC	Vanuatu Joint National Tsunami Warning Centre
VMGD	Vanuatu Meteorology & Geo-Hazards Department
NAB	National Advisory Board
CC	Climate Change
CCA	Climate Change Adaptation

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## 1.0 General

### 1.1 Introduction

The National Disaster Operations Centre (NEOC) Standard Operating Procedures (SOP) set out the detailed arrangements for disaster management and coordination. The SOP is a guide for the Director to enforce such operational methodology necessary in response to impacts (impending or actual) of both natural and human-caused/induced hazards. The SOP also provides guidelines on the operational linkages between Lead Agencies and the NEOC for various hazards. It is to be read in conjunction with National Plan and National Disaster Act.

NEOC is the focal point for the control and coordination of the Republics response during emergencies and disasters and is kept in a state of readiness that will facilitate its immediate use.

### 1.2 Policy Statement

**Section 8 of the National Disaster Act [CAP 267]** establishes NEOC to undertake the following tasks

- Coordinate activities of disaster monitoring, warning and immediate post disaster response including disaster relief work at national and provincial level;
- Be activated when a specific threat of disaster develops or when a disaster occurs;
- Be manned on a 24 hour basis from teams drawn from the public service and support agencies when activated;
- Carry out its functions according to the SOP;
- Submit regular situation reports (SITREPs) to National Disaster Committee (NDC) and other international agencies;
- Co-ordinate requests and pledges for assistance during disaster situations.

### 1.3 Hazards and Risks

The SOP will enable the NEOC to respond to disasters or events created by the following hazards or sources of risk:

Cyclone  
Volcanic Eruptions  
Earthquake  
Tsunami  
ENSO (Drought / Flood)  
Climate Change Events  
Landslide  
Storm Surge  
Fires

Health - Epidemics/Pandemics  
Agriculture – Pest infestations and animal health pandemics  
Major Accidents (plane crash, boat accidents, oil spill etc.)

#### **1.4 SOP Development (includes consultation)**

As the NDMO develops the SOP's it will continually be updated through collaboration with partners and added to as new technologies are taken up by the NDMO. The SOP's will be formally review by the NDMO and partners on an annual bases before the cyclone season begin in November.

#### **1.5 SOP Awareness & Access**

NDMO staff will have access to the SOP through the shared drive.

NEOC staff will have a hard copy of the SOP in their tool kit.

All relevant government partners will receive a hard copy once finalized and soft copy of the SOP's.

Humanitarian Partners and Clusters will receive a hard copy once finalized and soft copy of the SOP's.

Donors will receive a hard copy once finalized and soft copy of the SOP's.

When the SOP is review all stakeholders will received an updated version in both hard and soft copy format.

**2.0 National Structure for Disaster Risk Reduction and Climate Change Adaptation Under the National Advisory Board (NAB)**

**2.1 Preparedness**

**National Advisory Board (NAB) on Disaster Risk Management and Climate Change**  
**(Executive /Steering Committee)**

Task Force

Task Force

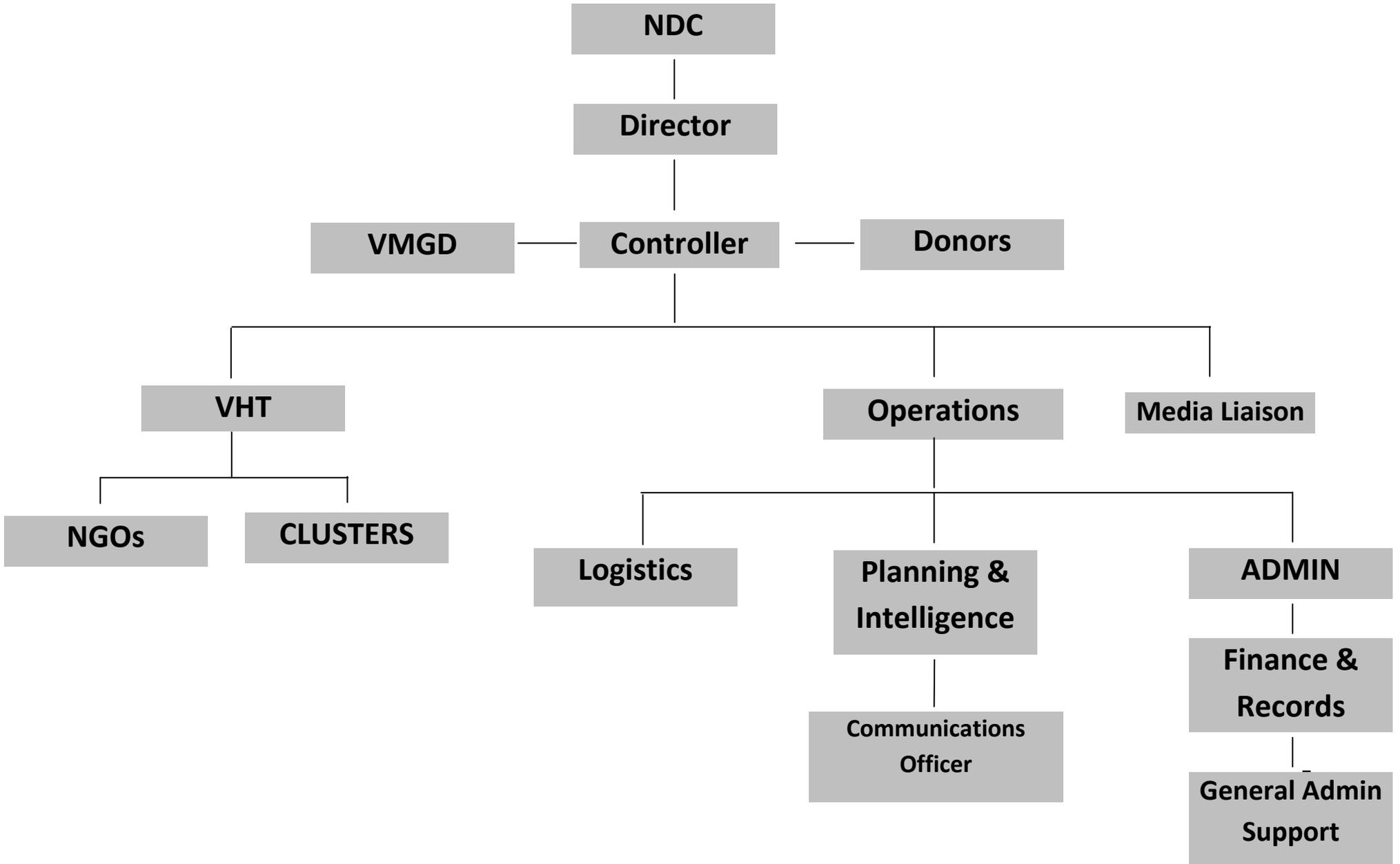
**Implementing Agency**

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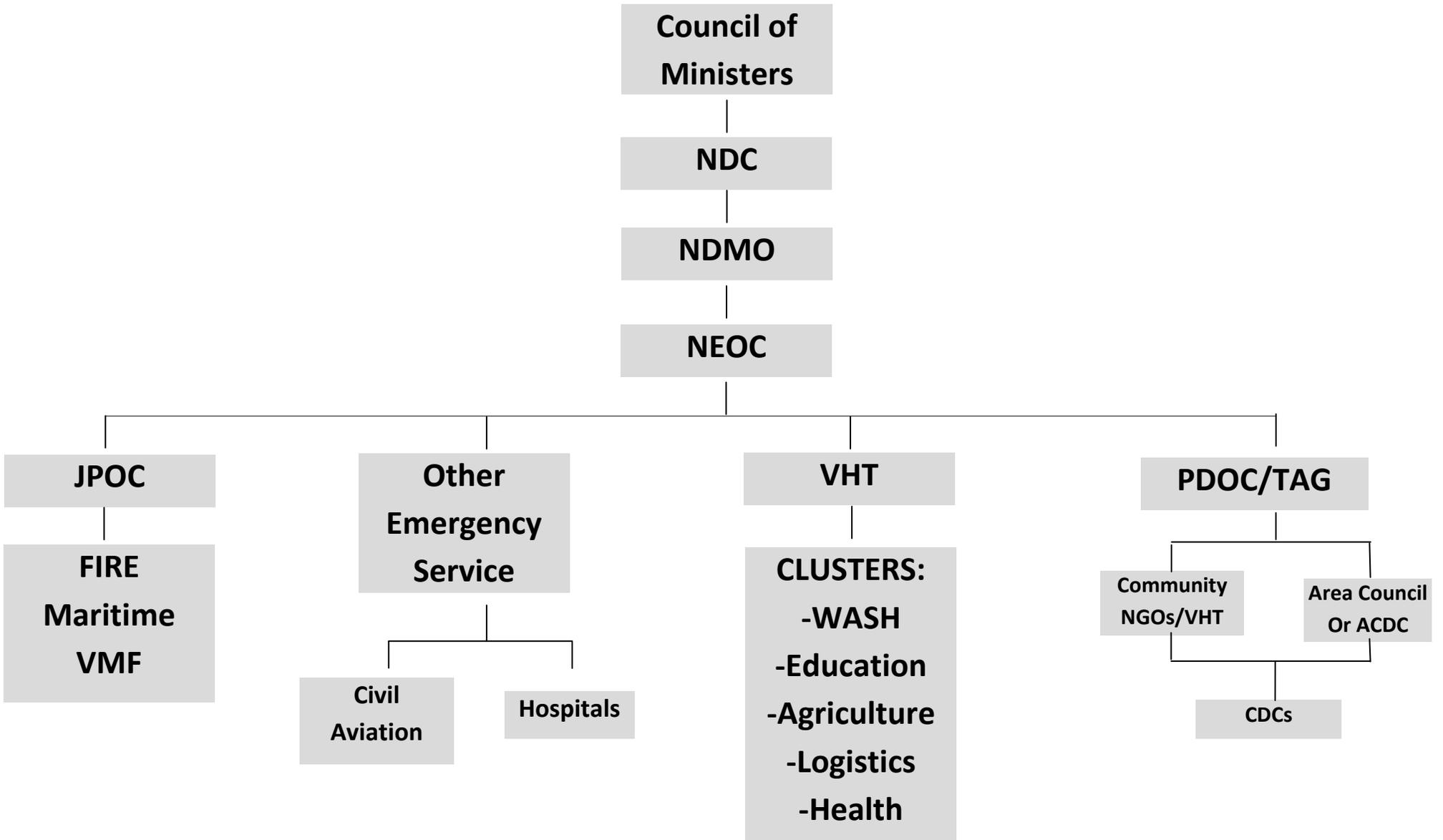
**Implementing Agency**

2.2 Response and Recovery under the National Disaster Committee (NDC)

NEOC – Organizational Structure:



**National Disaster Organizational Structure:**



## **3.0 Standard Operating Procedures – National Disaster Management Office**

### **3.1 Introduction**

The National Disaster Management Office is the national government department mandated with the authority to oversee the preparedness, response and recovery of both natural disasters and manmade disasters.

### **3.3 National Advisory Board – (Preparation)**

The National Advisory Board governs Disaster Risk Reduction and Climate Change within Vanuatu through;

- DRR and CCA Policy Development
- Coordination of DRR and CCA Programs and Activities
- Project Management
- Legislative Reform
- Monitoring, Evaluation and Reporting

The Members of the NAB are in the table below;

Director	National Disaster Management Office	Co-chair
Director	Vanuatu Meteorological and Geo-Hazards Department	Co-chair
Director	Department of Environment	
Director	Department of Agriculture	
Director	Prime Minister's Office	
Director	Ministry of Finance	
Manager	Project Management Unit	Secretariat
Rep	NGO/ CS	

The specific functions of NAB are:

- Act as Vanuatu's supreme policy making and advisory body for all Disaster Risk Reduction and Climate Change programs, projects, initiatives and activities
- Ensure the development of appropriate Vanuatu DRR and CC priorities, policies, guidelines, positions and stances
- Advise on the fulfillment of Vanuatu's international, regional and national DRR and CC obligations

- Advise, facilitate and endorse the development of new DRR and CC programs, projects, initiatives and activities; including but not limited to related reviews, restructuring, mainstreaming and policy development
- Serve as a forum for information sharing, including discussion and reporting on sectorial level initiatives
- Advise, guide and coordinate the development of national DRR and CC financing processes

### 3.4 National Disaster Committee – (Response and Recovery)

The National Disaster Committee oversees the response and recovery for emergencies and disasters or potential disasters occurring in Vanuatu. The NDC meets in the approach or immediately after a natural or manmade hazard occurs on the request from the Director of the National Disaster Management Office.

The members of NDC are in the table below;

Director General	Ministry of Internal Affairs	Chair
Director General	Ministry of Health	
Commissioner	Police Service Commission	
Director General	Ministry of Finance and Economic Management	
Director General	Ministry of Public Utilities & Infrastructure	
Director General	Ministry of Education	
Director General	Ministry of Agriculture	
Director General	Ministry of Civil Aviation	
Director General	Ministry of Lands	
Director	Aid Coordination and Planning	
Director	Department of Provincial Affairs	
Director	National Disaster Management Office	Secretariat
Director	Vanuatu Meteorological and Geo-hazard Department	
CEO	Vanuatu Red Cross Society	

The specific functions of NDC are:

- To endorse and advocate for strategies and policies for the, response to and recovery from disasters;
- To ensure that such strategies and policies for the responding to and recovery from disasters are implemented;
- To advise the Minister on the need for aid and international assistance to address the findings and recommendations by NDMO;
- To advise the Minister on the declaration of a State of Emergency based on findings and recommendations from NDMO;
- Liaise with the Commissioner of Police, other emergency services and VHT members to assist NDMO with personnel for the operations of response and recovery to disasters;

- To ensure that government agencies comply with directions given by the Minister under **section 16 of National Disaster Act [CAP 267]**; and
- To advise the Minister on all matters relating to disasters.

### **3.5 Structure**

Staff are responsible to best preparing the NDMO and country for when a disaster strikes. During the response and recovery stage the NDMO staff are responsible for the efficient and effective response and recovery. Roles of the NDMO officers change depending on what function the NDMO is in; Preparation, Response or Recovery. **(NDMO structure annex 0)**

The NDMO can also request the assistance of Volunteers and Technical Advisors as required.

### **3.6 NDMO Director**

To oversee and ensure the effective and efficient coordination of the Disaster Risk Reduction and Disaster Management in Vanuatu and also the development, implementation and management of staff, policies, projects, program, reporting and other functions highlighted in the duties and responsibilities and ensure Cap 267 is effectively managed and implemented.

Duties and Responsibilities:

- To ensure the National Disaster Management Office performs its functions properly, efficiently and effectively under the National Disaster Act
- Is the secretariat to the NDC and co-chair of the NAB
- To ensure that clear directions are given to all government and non-government agencies responsible for taking action in relation to disasters.
- Provide professional advice to the National Disaster Committee (NDC) and NAB
- To ensure the establishment of Clusters to assist the NDMO in relation to the prevention of preparation for response to and recovery from disasters.
- Ensure the development and review of SOP's for the National Disaster Management Office also to include National Disaster Operation Centre
- To appoint in writing persons with appropriate qualifications or expertise to be Emergency Services Officers for the purpose of this Act.
- Provide provisional advice to the NDC and the NAB
- Liaise and Coordinate donor and external support relief assistance to disaster victims in Vanuatu
- Liaise and Coordinate with Donors for support in projects aim to improve community preparedness and resilience to Disaster and Climate Change
- Facilitate and attend regular meetings and discussions with departments, sectors and agencies in respect to disaster risk management mainstreaming.
- Ensure monthly staff meeting occur to help facilitate understanding and awareness of activities happening at all levels

- Strengthen regional, national and provincial and community disaster networks and partnerships through the development and support of PDC's and CDC's
- Coordinate and ensure departmental budget is prepared for the next for the financial year and spend within limits.
- Ensure the management arrangements and establishment of the National Emergency Operations Centre (NEOC) and PDOC
- Develop a Donor Protocol for response to emergencies
- Develop MOU with other emergency centres in response to emergencies
- Provide an annual report to the NDC and MOIA
- Responsible for all assets under the Department of NDMO, ensure effective asset management of resources
- Ensure departmental core business activities / plan is effectively monitored and updated.
- Ensure the development of NDMO Strategic and Annual Business Plan
- Other duties as may be directed by the Director-General and also confer by CAP 267.

## **3.7 NDMO Staff**

### **3.7.1 Operations Manager**

Provide guidance and support to ensure that successful implementation of the NDMO strategies and business priorities.

Duties and Responsibilities:

- Provide guidance and support to ensure that successful implementation of the NDMO Strategies and Business priorities
- Provide effective guidance and monitor the delivery of services by the NDMO
- Ensure that all disaster support plans are created and reviewed and strengthened in line with the new DRM Arrangements.
- Chair the Disaster Response Coordination Meetings (including all stakeholders and cluster leads)
- Coordinate the development and / or review of the NDMO Standard Operating Procedures (including NEOC SOP)
- Prepare monthly reports for the Director on the activities of the NDMO
- Assisting in the development of the Departmental budget ensuring it is prepared for the next financial year and spent within limits
- Ensure all staff personal emoluments are adhered and regular liaison with the Ministry of Internal Affairs Corporate Services Unit.
- Coordination of simulations and training
- Ensure and oversee logical arrangement for NDMO are in place
- Provide support and guidance to staff to ensure individual work plans are developed and achieved, in line with the NDMO business and strategy plans
- Coordinate Staff performance appraisal and ensure each staff work performance is appraised within the required period.
- Provide input into the development and review disaster risks management policies and plans
- Liaise with internal and to strengthen the capacity of the NDMO
- Development of proposals to donor partners for project to assist the NDMO in achieving priorities
- Ensure the effective implementation of NDMO involvement in donor funded Projects
- Coordinate debriefing sessions after all disaster response and recovery activities and review Response Plan as necessary to improve national response coordination
- Establish a strong partnership with the other emergency services to ensure that the NEOC is adequately resourced.
- Represent and Chair the Logistics Cluster (NDMO is the Lead agency)
- During the response to natural hazard event role will change and will have a DM focus.
- Act in the role of Director in the absence of the Director
- Other duties as may be directed by the Director

### **3.7.2 Senior Planning and Research Officer**

Planning for improved DRM policy and strategies

Duties and Responsibilities:

- Coordinate and conduct research on disaster planning activities with all designated response agencies to assist in the development or review of agency plans and procedures
- Contribute to the annual review of the national disaster response arrangements and develop recommended models for improvement
- Facilitate the testing and review of all department and sector support plans
- Collaborate closely with the NGO community and the private sector to ensure that their resources are identified and made available for planning
- Develop standby agreements for aircraft
- Coordinates, map and review the Logistics Capacity Assessments for all islands
- Review National Disaster Plan annually and submit draft to Director by October each year.
- Research and review Cyclone, Tsunami, Volcano Support Plan for Vanuatu and submit to Director for approval by October each year.
- Research and develop Volcano Contingency Plans for each active volcano in Vanuatu
- Research and develop Tsunami Evacuation Plans for Vanuatu
- Maintain National and Provincial Mapping Resources database ie. communication status.
- Maintain close collaboration with all response agencies at national and provincial level
- Facilitate the mainstreaming DRR into sector plans and policies to add value to sustainable development by way of reducing risks on development plans for Vanuatu
- Represent the NDMO in the Education and the Logistics Clusters
- During the natural hazard event role will change and will have a DM focus. This role will be decided by the director
- Other duties as may be directed by the Director and the Operation Manager.

### **3.7.3 Senior Training and Awareness Officer**

Coordinate and provide DRR and DM training programs and awareness activities at all levels

#### Duties and Responsibilities

- Develop training materials with line government agencies, partner agencies (including VHT members) and other training providers to ensure a coordinated approach to DRM and CCA training
- Conduct training analysis to identify the DRM and CCA training needs at national provincial and community levels
- Coordinate and provide trainings at national, provincial, sectorial and community levels
- Adapt and revise internal and external training materials to be compatible with the Vanuatu requirements
- Develop and maintain a disaster training database to be updated and accurate to be used for decision-making
- Coordinate the development and maintenance of disaster awareness database
- Assist the development, activation and review of national and agency exercises to test response arrangements
- Establish training partnership with other training providers to ensure DRR, DM and CCA are institutionalized into their training programs
- Coordinate the national disaster awareness activities to coincide with Disaster Risk Reduction Day each year
- Coordinate media campaign programs to prepare communities for disasters and hazards
- Assist in the development of MOU's with media outlets (radio, TV, Newspaper etc) for disaster preparedness, emergency information and response recovery
- Assist in the development of partnerships with telecommunication providers for the dissemination of preparedness and alert information
- Represent the NDMO in the Health and Nutrition Cluster
- During the natural hazard event role will change and will have a DM focus.
- Other duties as may be directed by the Director and the Operation Manager.

### **3.7.4 Senior Disaster Risk Reduction Officer**

To coordinate with NAB and implement the DRR programs and activities at national, provincial and community levels.

Duties and Responsibilities:

- Coordinate and implement DRR and CCA programs activities with line government departments and partners agencies (including VHT members)
- Coordinate the development of hazard mitigation plans at national, provincial and community levels
- Promote and encourage the application of appropriate DRR and CCA tools and technologies for use by all line departments, VHT members.
- Assist with the monitoring and evaluation of DRR and CCA work of line government agencies, VHT members and CC consortium in the development of CDC's and resilience projects
- Provide input into DRR and CCA project proposals
- Streamline key messages for DRM and CCA
- Assist to develop and coordinate the vulnerability assessment tools with line government agencies and partner organisations
- Collaborate with regional and national partners to develop and distribute appropriate hazard information materials and to identify programs and activities that can strengthen community resilience in Vanuatu.
- Work with the NAB PMU in the training and awareness to streamline IEC materials
- Provide mentoring support and technical advice on DRR, DM and CCA to key partners at national, provincial and community levels
- Coordinate the development and documentation of traditional knowledge and community coping mechanism for the different hazard impacts in consultation with line government agencies and partner agencies
- Assist to coordinate and monitor the implementation of NAB policies in Vanuatu
- Provide technical advice to NAB on DRR and CCA impacts in Vanuatu
- Assist the DRR/CCA working group with line government agencies and VHT members to develop and harmonize approaches to community preparedness and resilience activities
- Represent the NDMO on DRR and CCA sectorial proposal planning initiatives
- Assist the coordination and maintenance of DRR and CCA stakeholder activity mapping throughout Vanuatu
- Represent the NDMO in the Agriculture and Food Security Cluster
- During the natural hazard event, the role will change and will have a DM focus.
- Other duties as may be directed by the Director and the Operation Manager.

### **3.7.5 Senior Provincial Liaison Officer**

To provide linkages and coordination of DRM programs and activities regarding disaster programs and activities between national government, the provincial government and community level.

Duties and Responsibilities:

- Establish an effective and reliable link of communication channel between the provincial governments and communities to the National Government
- Assist to develop disaster strategies for the implementation of PDC's and CDC's
- Assist with training and awareness programs and activities
- Support Provincial Disaster Coordinators
- Assist to build capacity of the PDC's and CDC's by identifying training needs and facilitating training
- Facilitate the development of provincial and community risk management arrangements
- Assist to develop provincial disaster plans in line with the NDMO strategic plan priorities
- Coordinate Disaster Management and Risk Reduction programs and activities that strengthen the resilience of the national provincial and community level
- Establish partnerships with line government and partner agencies, including VHT members, who are involved in provincial and community disaster risk management programs and activities
- Collaborate closely with line government agencies to ensure a unified approach to DRM program development and implementation
- Develop MOU's with the Provinces on the response to emergencies/ disasters
- Provide liaison support to the provinces during preparedness, response and recovery phase of a disaster
- Coordinate the development of provincial DRM framework and arrangement
- Identify capacity development initiatives that will assist in strengthening provincial and community DRM network.
- Represent the NDMO in the WASH Cluster
- During a natural hazard event, the role will change and will have a DM focus.
- Other duties as may be directed by the Director and the Operation Manager.

### **3.7.6 Finance and Administration Officer**

To manage the finance and administration of the NDMO

Duties and Responsibilities:

- Maintain monthly warrant budget release and ensure expenses are spent within limits
- Provide NDMO team members with budget breakdowns of previous months spending during staff meetings
- To provide for an efficient and effective secretarial duty
- To manage the administration matters of the department to impact on effective and standard customer service to all department clients
- Responsible for the purchase and maintenance of the department supplies
- To ensure that normal operations of the department is operating according to the instruction from the Director
- Ensure all official and financial documents are properly filed and easy for retrieval when needed by staffs
- Ensure effective management of petty cash
- Ensure all invoices are paid and prioritizes department expenditures
- Ensure travelling arrangements, payment of air tickets and subsistence allowance of officers is organised
- To ensure that all office assets are registered and maintained, small electronic items kept in administration officer's office and ensure a sign in and out process for all department equipment
- Commitment of LPO
- To liaise with the Manager HRO MOIA of staffs leave and absences
- To keep an appropriate accounting control system of department standing imprests
- Effective management of Clerical Officers and administration volunteers
- During a natural hazard event, the role will change and will have a DM focus. This role will be decided by the director
- Other duties as may be directed by the Director of Department.

### **3.7.7 Clerical Officer**

To provide general support to the department staff including maintaining the cleanliness of the office and customer care.

Duties and Responsibilities:

- Ensure the reception desk is manned at all times
- Ensure all visitors are properly recorded and labelled.
- Ensure proper cleaning and tidiness of office at all times
- Maintain the filing system of the department
- Answer all incoming phone calls
- Responsible for all outgoing calls, including limiting phone calls to NDMO staff and work related calls only
- Ensure meeting and workshop arrangements are made well in advance
- Organise monthly staff meeting
- Organise management meeting as needed on the direction from the Director,
- Organize the staff incoming mail and dispatch outgoing mail
- Continually check the NDMO email address and dispatch to relevant staff members
- Provided secretarial support with minute taking to NDMO officers during meetings
- Update contact list every two months
- Provide assistance to NDMO officer when setting up displays
- To maintain the department official vehicle by ensuring that it is always clean
- Check the post office box Tuesday's and Friday
- Seek quotations for purchase of stationary, catering and other items as required
- During natural hazard events, the role will change and will have a DM focus. This role will be decided by the director
- Any other duties as may be required by the Director

## **4.0 Functions of the National Disaster Management Office**

### **4.1 Functions – (Preparedness, Response, Recovery)**

Preparedness

Response

Recovery

### **4.2 Location and Layout**

The NDMO is in a co-located building with VMGD located in Number 2 area Port Vila. The NDMO is currently setting up the space to include the following fully equipped;

- National Emergency Operations Centre Communications Room
- Meetings and Briefing Room, Information/ Media Liaison Room
- Offices (Director and Administration)
- Kitchen facilities
- Toilet and Bathroom facilities
- Sleeping and/or Rest Areas
- Supplies Room

The NDMO has the following space provisions (See **Annex 0** for illustration of floor plan)

#### **4.2.1 Registration of Visitors**

All visitors entering the NDMO building will be required to sign in at reception (**sign IN/OUT register annex 0**) and received an ID tag (**ID tag example annex 0**). During an emergency all visitors will still sign in at reception but then escorted to the appropriate area as to ensure that operations are not interrupted.

#### **4.2.2 Supplies**

General Office supplies are stored in the supply room for the NDMO staff to use as required to carry out the duties. All IT equipment will be managed by the Administration officer and staff will be required to sign in and out IT equipment (i.e laptops, cameras, projectors etc) (**Sign in out register annex 0**)

During an emergency there are specific supplies required. Operations kits will be developed to include specific supplies for roles during an emergency. The Clerical officer will be responsible for ensuring that kits are maintained and ready for any emergency. (**List of supplies for operational kits annex 0**). **PJ and Brenda should have this**

### **4.3 Support Agencies - Cluster Groups**

## 5.0 Information Management

Information Management (IM) in the NDMO supports effective decision making with efficient information flow and sound record keeping.

### 5.1 Filing and Recording

The NDMO has both an electronic filing system and paper filing system. (**Filing system content annex 5**).

The Shared drives will contain;

- Work documents only
- Final documents only
- Officer responsible for the creation of document to ensure it goes on the filing system
- Documents that need updating will be the responsibility of clerical officer
- The current operational service to become the communication systems server
- No changes to be made to the communications information server

### 5.2 Resource Boards

Different displays are provided and maintained in the Operations Room. The Operations Displays are regularly updated (by information and Intelligence Officer) and capture information provided by the Provincial DOCs and Agency EOCs, relating to the threat currently faced.

#### 5.2.1 Status boards

Inward and Outward information is available on different Status boards, such as the deployment of resources and requests for assistance. Electronic versions will also be created and are to be updated simultaneously. The types of Status Boards for the Operations Room are:

#### 5.2.2 Resource Status

Provides up-to-date information on resources requested / available/committed, units deployed etc. **See Annex 2.9.**

#### 5.2.3 Situation Status

The most current information on casualties, infrastructure, highways, bridges, damage and needs. **See Annex 2.13.**

#### 5.2.4 Significant Events

A chronology of key events that have occurred and need to be available for rapid reference. **See Annex 0.**

### **5.2.5 Emergency Contact List**

Displays the pertinent information of officers/offices and contacts of relatives to the incident. **See Annex 0.**

### **5.2.6 Evacuation Centers**

List location of shelter/centers available, needs to be regularly updated electronically (serves as baseline data for Status of Evacuation Centers).

### **5.2.7 Status of Evacuation Centers**

Displays the status of shelters/centers available in the affected areas, their activation status and use. Used for determining additional shelter needs. (schools or public building)

### **5.2.8 Meteorological Information**

Contains the latest observations, forecasts and warnings.

## **5.3 Maps, Charts and Tools**

These are used to record geographically and pictorially significant operational information including details of the area or specific locations under threat and the extent of damage caused. The Information and Intelligence Officer has to ensure that all maps and charts are regularly updated.

The types of maps and charts are:

National Map – used to plot locations of damage, resources, problems, etc.

Vessel Locations Chart – used to show the location of surface vessels.

Tracking Map – used to plot the location and movement of cyclones, etc. as reported by the Vanuatu Meteorological Service.

Pacific Catastrophe Risk Assessment Tool – use to assist in advice to focus concentration on damage affected areas

## **5.4 Situation Report**

The Director prepares the SITREP with the assistance from the NEOC staff. This SITREP should contain a progressive update of the emergency situation in terms of:

- Details of the hazard.
- The areas affected.
- Impact on food, water, housing, infrastructure, environment, etc.
- Number and nature of casualties.
- Continuity of essential services – health, police, etc.
- Actions taken and progress of response.
- Any other relevant information.

Information for the SITREP is drawn from SITREPS submitted by divisional, district and Agency EOCs. A template of the SITREP is in **Annex 0**.

## **5.5 Media Information**

Media information to be prepared by the Information – Media Liaison and External Communications Officer at regular intervals as determined by the information received from VMGD. Types of media information include;

- Bulletins (issues VMGD) (**annex 0**)
- Alerts (**annex 0**)
- Media release on Preparedness information (**annex 0**)
- Media release on Evacuation Center information (**annex 0**)

## **6.0 Finance**

- 6.1 National Operation Budget NDMO**
- 6.2 Emergency Fund (25M VATU)**
- 6.3 Response Fund (1.5% total budget)**
- 6.4 Donor Funding**
- 6.5 Project Funding**
- 6.6 Emergency Government Petty Cash Funds**
- 6.7 Regional Natural Disaster Fund (SOPAC/UNOCHA)**
- 6.8 Stakeholder Funds (NGO/CS)**

## **7.0 Communication Systems**

### **7.1 Short-Code Phone System**

The short code phone system is a public information service providing voice recorded updates about emergency events to the public who phone the toll-free number, 166. The system and voice recordings are managed from the Digital IP Handset located in the Communications Room.

#### Tropical Cyclone Warning & Update

The recorded message should be updated either: (1) every 6 hours coinciding with the release of Tropical Cyclone Advisory Bulletins, OR (2) every 3 hours coinciding with the release of Tropical Cyclone Warning Bulletins. The Communications Officer should liaise with the metrology department to manage the recording of this information. If the NEOC is not activated, the Meteorological Officer on duty will be responsible for recording Cyclone Updates at 6 hourly intervals coinciding with their scheduled release of public advisory information.

The recorded message should be brief and to the point. It should be recorded in Bislama and follow the script written in the latest VMGD TC Advisory or Warning Bulletin, and include information relating to:

- Projected areas of impact;
- Category of Cyclone, Current and Forecasted;
- Current NDMO issued warning level (Blue/Yellow/Red);
- Any NDMO advisory information or other relevant information

#### Tsunami Update

Following a Tsunami warning, 166 may be used for disseminating an all clear update. The Communications Officer is to prepare the message following information provided by VMGD, and/or The Pacific Tsunami Warning Centre.

#### Volcanic Activity Warning & Update

The VMGD Officer on duty will be responsible for recording a warning or update message relating to any increased volcanic activity throughout Vanuatu that presents a threat to any population.

#### Peace Time

During 'Peace Time', the recorded message is changed to "No current alerts".

**(Note: See Annex 5 for message templates and guidelines)**

## **7.2 Short-Code SMS System**

FrontlineSMS is used as the software platform for management of SMS information dissemination and information collection through the short-code number. FrontlineSMS is accessed through the computer in the NDMO communications room. The Communications Officer is responsible for managing the system during an emergency.

### **7.2.1 Public – Text “INFO” for NDMO update**

The Short code SMS allows the public to text “info” to 166 to generate an automatic reply containing NDMO and VMGD bulletin information and advisories. This message is in Bislama. During ‘Peace Time’, the message is deactivated.

#### Cyclone Warning & Update

The Communications Officer liaises with VMGD for updated TC bulletins (3 or 6 hourly), and updates the message with the latest TC information. If the NEOC is not activated, the Meteorological Officer on duty will be responsible for recording Cyclone Updates at 6 hourly intervals coinciding with their scheduled release of public advisory information.

#### Tsunami Update

Following a Tsunami warning, 166-SMS may be used for giving an all clear update. The Communications Officer is to prepare the message following information provided by VMGD, and/or The Pacific Tsunami Warning Centre.

#### Volcanic Activity Warning & Update

The VMGD Officer on duty will be responsible for disseminating volcano warning and update information to the NDMO. The Communications Officer will then update FrontlineSMS with this information.

### **7.2.2 Community Impact Assessment Requests**

Following approval from the Controller, the Communications Officer generates a mass SMS message sent to the key contacts in regions that require impact information gathering. The message should request that key contacts submit their initial assessment reports (Fes Kommuniti Assessment Form).

### **7.2.3 Communication of Disaster Management Information**

Following approval from the Controller, the Communications Officer sends an SMS messages to key contacts in the field, containing information about emergency response arrangements, specific updates or NDMO directives.

**(Note:** See Annex 5 for message templates and guidelines)

### **7.3 Landline and VOIP Phone**

The Administration Officer and the Communications Officer are to operate the landlines out of the communications room and front desk at reception. VOIP phones are also located throughout the EOC and can be used for contacting national and provincial government.

#### **7.3.1 Public - Enquires**

The Administrative Officer is responsible for answering phone calls and handling general public enquiries. In most instances, public enquires regarding further information about the status of an emergency or hazard are directed to call or SMS the 166 toll free number.

In instances where a member of the public calls in with important information, the Admin Officer should forward this call to the communications room. If the Administrative officer does record a message from a public caller, the officer should read the message back to confirm it is correct, and then distribute the message to the controller or intended party.

#### **7.3.2 Information Collection**

The Communications Officer is responsible for recording any information coming over the phone; this should be done using the EOC Message Form (Annex 2.2).

On completion of the message, the Officer should read the message back to the caller to confirm it is correct. The message is then logged in the 'Communications Log – Incoming' (Annex 2.1) and then distributed to the Controller.

#### **7.3.3 Information Dissemination**

The Communications Officer receives an outgoing EOC Message Form (Annex 2.2). The landline/VOIP can be used to contact the intended recipient on:

- Vanuatu Landline or VOIP
- Vanuatu Mobile Phone
- Satellite Phone

If the contact method & details are not known, the Officer can refer to the 'NDMO Emergency Phonebook' (located on the shared drive or in hardcopy) for the intended recipient's contact information. The Officer relays the message on EOC Message Form to the recipient, and asks for the recipient to confirm the information that was relayed. Finally, the message is logged in the 'Communications Log – Outgoing' (Annex 2.1), and the form is filed.

## **7.4 HF Radio**

Messages by radio should be brief and to the point so that the frequency will not be cluttered. When contact is established, the sender should ensure the receiver gets the following information: sender name, location, and message. The receiver should be asked to read back the message for accuracy.

Different HF channels/frequencies are used for contacting specific stakeholders and specific areas of Vanuatu. Refer to the 'NDMO Emergency Phonebook' for details of HF frequencies used around Vanuatu. The current channels used by emergency services are:

- HF: Channel 9 (27.065 MHz)
- VHF: Channel 5 (476.525 MHz); & Channel 35 (477.275 MHz)

When communicating via the HF Radio, the Communications Officer should follow these good principles for HF communication:

- Use plain language and common terminology - do not use slang;
- Avoid use of technical jargon unless it is operationally necessary;
- Keep radio transmissions short and simple;
- Speak clearly and slowly so you can be easily understood.

### **7.4.1 Information Collection**

The Communications Officer is responsible for recording information coming from the HF frequencies; information should be recorded onto the EOC Message Form (Annex 2.2).

On completion of the message, the Officer should read the message back to confirm it is correct. The message is then logged in the Communications Log, and then distributed to the Controller.

### **7.4.2 Information Dissemination**

The Communications Officer receives an outgoing EOC Message Form. If not known, the Officer can refer to the 'NDMO Emergency Phonebook' (located on the shared drive or in hardcopy) for the intended recipient's HF Channel.

The Officer relays the message on EOC Message Form to the recipient, and asks for the recipient to confirm the information that was relayed. Finally, the message is logged in the 'Communications Log – Outgoing' (Annex 2.1), and the form is filed.

## **7.5 Satellite Phone**

The NEOC is equipped with two Satellite Phones. Satellite phones run independently of the cell tower network, and can be used as a contingency communications technology for information collection and dissemination if the mobile phone network, and/or landline network is damaged. Satellite phones have the capability to call landlines, mobile phones and other satellite phones, both locally and internationally. Refer to the 'NDMO Emergency Phonebook' (located on the shared drive or in hardcopy) for the list of key contacts with satellite phones and the satellite phone numbers.

### **7.5.1 Information Collection**

For information gathering purposes, the Officer uses the NEOC Landline/Mobile Phone/Satellite Phone to contact key actors in the field who hold satellite phones.

The Communications Officer is responsible for recording information coming from Satellite Phone messages; information should be recorded onto the EOC Message Form (Annex 2.2). On completion of the message, the Officer should read the message back to confirm it is correct. The message is then logged in the Communications Log, and then distributed to the Controller.

### **7.5.2 Information Dissemination**

For information dissemination purposes, the Officer uses the NEOC Landline/Mobile Phone/Satellite Phone to contact key actors in the field who hold satellite phones.

## **7.6 Written Messages**

If the use of telephone, cell phone, satellite phone or radio is impossible, a messenger and written message may be used. This method should be used only for required messages or urgent messages due to the risk to the messenger.

1. Written operational communications between the NDMO and key stakeholders will contain, as a minimum, the following: sender name and phone number, position, location, receiver name, position, location, date, time, message.
2. Some messages will require acknowledgement, which means, the receiver will acknowledge receipt of the message by signature, date, and time. If the message must be returned, it can be returned by the messenger that brought it.

## **7.7 FM Radio**

Radio Broadcasters in Vanuatu have agreed to break into programming to broadcast pre-recorded emergency warnings in order to notify radio listeners that an emergency is occurring in their area. Additionally, Radio Broadcasters will announce any updates on current hazards from information provided by the NDMO or VMGD.

### **7.7.1 Public - Early Warning & Hazard Updates**

#### **(A)Tsunami**

VMGD responsibility, if tsunami warning is confirmed the VMGD officer on duty, is to immediately contact the 'Contact Point' of each Radio Agency with a request to immediately broadcast the pre-recorded Tsunami Alert Message. Phone numbers of the Radio Broadcaster Contact points are recorded in the 'NDMO Emergency Phonebook' (located on the shared drive or in hardcopy).

#### **(B)Tropical Cyclone**

Following information from VMGD regarding a forming Tropical Cyclone in the region, the Media Liaison Officer will contact the 'contact point' of each radio broadcaster to inform them of the situation and to warn the public by breaking into regular broadcasting, and/or playing the pre-recorded Cyclone emergency warning. During the time before the Cyclone impact, the officer is to also confirm each contact point's primary contact details for the duration of the event.

During the Cyclone event, the NDMO Officer will provide 'Public Alert Broadcasts' and 'Emergency Advisories' to radio broadcasters in a timely and accurate manner. Radio Broadcasters are expected to break into regular programming to disseminate this information. If there is a new alert level, or if an alert level is upgraded, the Media Liaison Officer is to advise the Radio Broadcasters to begin playing the pre-recorded alert level message relating to the appropriate provinces.

Care should be taken not to confuse cyclone warnings issued by the VMGD, with the National Community Alerts issued by NDMO. VMGD cyclone warnings are a general warning to the community that a cyclone exists, whilst NDMO Alerts provide information specific to the community action required in response to the level of threat.

## **8.0 National Emergency Operations Centre**

### **8.1 NEOC directed by NDMO**

The NDMO Director is responsible for the activation and operations of the NEOC.

### **8.2 Functions**

The NEOC is to ensure a coordinated response and recovery to all emergencies and disasters when activated. The specific functions of the NEOC are to:

- Coordinate the response and recovery and included personnel from government and the Vanuatu Humanitarian Team (VHT) ie. Red Cross, NGOs, UN Agencies, donors, private sector, etc.
- Control and direct the allocation of aid provided by government, bi-lateral, multi-lateral and non-government agencies;
- Coordinate requests for assistance;

### **8.3 Stages of Operations**

There are 4 stages of emergency or disaster operations:

#### **Stage 1: Readiness**

This will initiate preparation for the NEOC after receiving information from the VMGD or other emergency services

#### **Stage 2: Standby**

This warning will initiate manning of the NEOC by skeleton staff on a 24/7 basis

#### **Stage 3: Activation**

Issued when an emergency or disaster has occurred and full activation of the NEOC on 24 hours

#### **Stage 4: Stand down**

This will initiate termination of the NEOC and the recovery and rehabilitation activities can be implemented under normal procedures.

### **8.4 24 hour Roster**

The 24 hour roster will work on an 8 hour shift rotation with 4 teams made up of 6 people sourced from NDMO staff, line government and partner agencies.

#### **8.4.1 On Call Roster**

The Director is on call 24/7 at all times, in his absence the role will fall on the officer in charge of the NDMO, and other NDMO staff are required to be on standby according to the roster

**Weekly On Call Roster (Event Occurs After Hours)**

	On Call Staff	Back Up Staff
Monday	Director	
Tuesday	Director	
Wednesday	Director	
Thursday	Director	
Friday	Director	
Saturday	Director	
Sunday	Director	

Roster will change weekly and ensure that everyone has opportunity for a break. Duty roster to be given to VMGD

Duties of on call personnel;

- Staff member will be on call from 4:30pm – 7:30am during week days and 24hrs of weekends
- Staff member of call must liaise with Director of NDMO as to the need to call staff into operation Centre
- On call Staff member to follow communication tree to initiating the NEOC

#### **8.4.2 Staff call outs**

A rotating roster to be developed (**annex 0**) that indicates 2 staff on call during the closure of the office. Another two staff will be nominated as call in staff should the operation center need to be activated during an emergency outside of normal operational hours.

##### **8.4.2.1 Code of Conduct for On Call Staff**

- NDMO staff on roster will be responsible for the NDMO vehicle and are not to be under the influence of alcohol, kava or any other substance
- Staff member on call must have mobile phone with them at all times, with sufficient credit and battery
- Should any staff members change a number they should directly notify clerical officer to have information updated with NDMO and VMGD
- Staff member must remain in Vila during their on call rostered time
- Staff to be reachable at all times

#### **8.4.3 Human Resourcing for Roles**

The NDMO has 8 full time staff, 3 volunteers and works with the VHT 2 staff members, who will staff the operations center during an event. Further assistance can be sourced from other government departments, Cluster leaders and VHT members.

##### **8.4.3.1 Office Hours**

NDMO general office hours are 7:30am to 4:30pm with a 1hr lunch break.

##### **8.4.3.2 NDMO resources**

All NDMO resources are to be used for work use only. Sign in/ out register is located with Finance Officer and all equipment is under their responsibility (equipment to included; projectors, laptops, cameras etc).

## **8.5 The NDMO vehicle**

Must be signed out using white board located at entrance to the office. Vehicle can only be driven by NDMO officers holding a current driver's license. Volunteers, VHT and other stakeholders are not permitted to drive the vehicle.

## **8.6 Staff Meetings**

Monthly staff meeting will occur and will be organized by clerical officer.

## **8.7 Activation Authority**

The NEOC is activated by the Director of the NDMO under the provisions of **Section 8 of the National Disaster Management Act 2000 [CAP 267]**.

## **8.8 Activation Procedure (activated during office hours)**

Following the decision to activate the NEOC the director shall;

- Inform NDMO staff of the decision to activate and of the eminent hazard.
- Inform members of the NDC of activation and of eminent hazard and call first meeting
- Inform Provincial Disaster Coordinators and Secretary General of activation and of eminent hazard.
- Inform the VHT (NGOs, donors, faith based organizations, public, etc...) of eminent hazard

The Operations Manager shall;

- Facilitate the duty roster of NEOC
- Brief NDMO staff on the nature of the emergency or disaster

The on call staff shall;

- Inform back up staff of the decision to activate and of the eminent hazard.

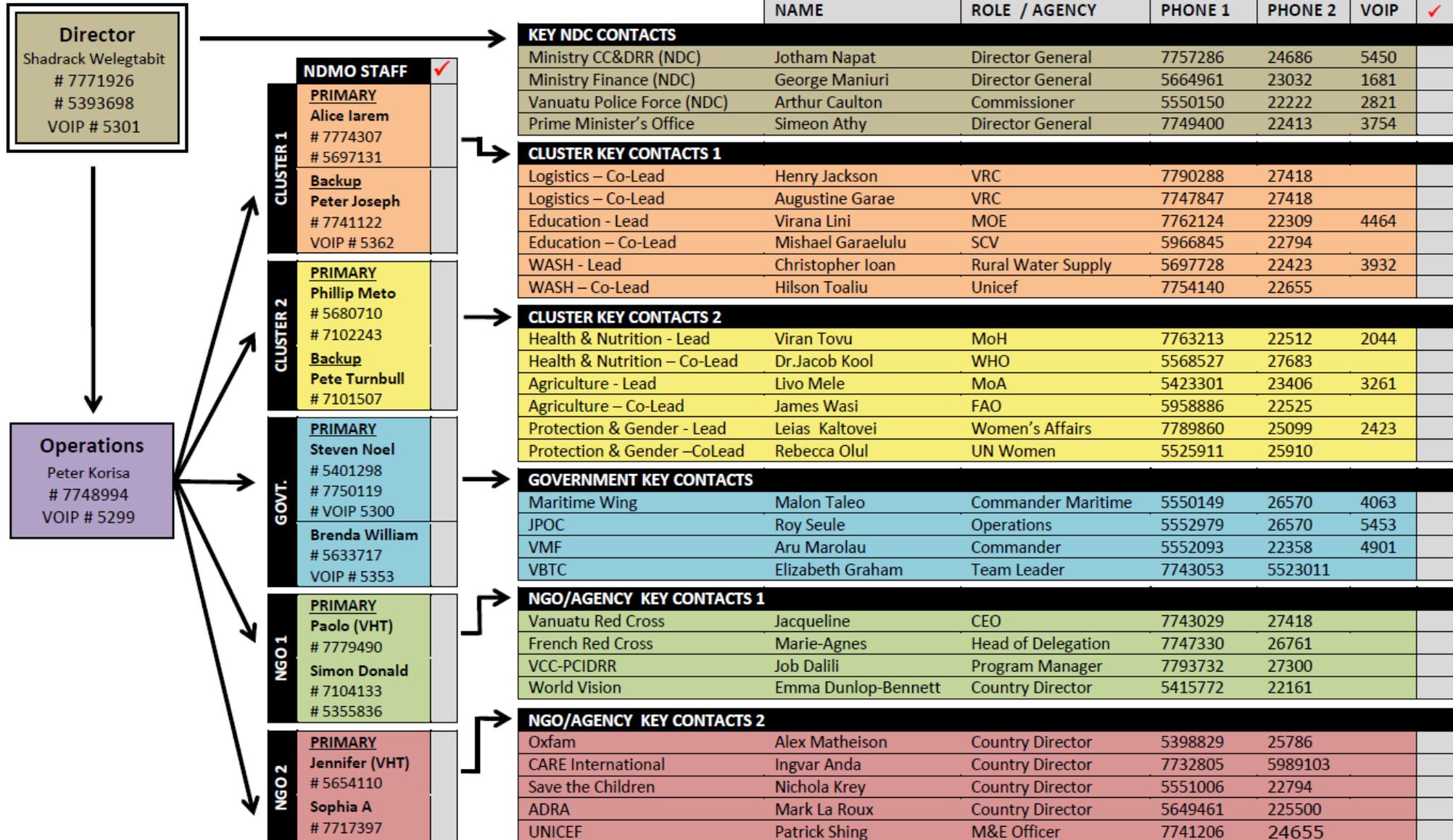
## 8.9 Communication Tree

### NEOC ACTIVATION: KEY STAKEHOLDER COMMUNICATIONS TREE



#### OBJECTIVE: TO QUICKLY INFORM KEY PEOPLE THAT THE NEOC IS ACTIVATED – OVERVIEW:

- (1) The NDMO Director phones the 'Operations Manager' and 'Key NDC Contacts'. The Operations Manager then contacts ALL NDMO staff.
- (2) The NDMO staff members listed as 'PRIMARY' phone ALL 'key contacts' listed in the box corresponding to their name.
- (3) If a 'Primary' staff member cannot be reached, the Operations Manager should inform the 'BACKUP' staff member to phone these 'key contacts'.
- (4) ✓ Tick off each person once contact has been made. Report to the Director with this list showing those who have been contacted.



## **8.10 Resource Deployment**

When a hazard is presented or following the declaration of a State of Emergency, the Minister may require to take charge of other government department resources as to best respond the situation. Types of resources may include but are not limited to;

- Personnel
- Vehicles
- Equipment
- Equipment consumables
- Office space

## **8.11 Cluster - Lead and support Agencies**

The government of Vanuatu has taken the UN Humanitarian approach to assist the NDMO in preparing and responding to disasters. Five clusters have been developed to represent Vanuatu. All clusters are led by government departments with the assistance from NGO or civil society partners.

The table in **Annex 4** indicates the Lead Agency and Support Agency roles in the event of major natural and human-caused hazards affecting Vanuatu

## **8.12 Initial Briefings**

Coordination Meetings

Who calls and attends

Chaired

### **8.12.1 Shift Briefing – change of shifts for NEOC**

## **9.0 Emergency Operations Centre Staff (Roles and Responsibilities)**

The tasks and responsibilities of members of the NEOC are described in detail below.

For a general outline of roles relating to the 7 functional areas in the NEOC (Executive/Directorate/Command, Intelligence and Planning, Operations, Logistics, Administration, Financial, Public Information and Media),

### **9.1 Director**

- Activate the NEOC.
- Instructs the SG of the affected province to activate the Provincial Disaster Operation Centres
- Chair stakeholder meeting
- Update the NDC and other stakeholders with SITREPS
- Attend NDC meetings
- Liaising with Donors, line government agencies and the VHT members
- Signing off on external communications, such as press releases and media statements.
- To ensure the National Disaster Management Office (NDMO) performs its functions properly, efficiently and effectively.
- To ensure that clear directions are given to all government and non-government agencies responsible for taking action in relation to disasters
- To specify in writing agencies to be responding agencies.
- Such other functions as are conferred on the Director by the National Disaster Act.
- Approve SITREPS and other information through Public broadcasting networks, other media outlets and other communication facilities so as to keep members of the public throughout Vanuatu well informed.
- Request resources (including Human Resources) from NDM, if not possible the request to VHT.
- Call NDC meetings on the advice of the NDMO.
- Annual NDC Meeting before cyclone season.

## **9.2 Roles and Responsibilities**

The roles in the NDCO are assigned based on staff capacity and availability as assigned by the Director or Officer In Charge of the NDMO. These can be assigned to NDMO staff, government or partner agency staff as needed.

### **9.2.1 Controller**

The controller is line managed by the NDMO director and appointed by the Operations Manager during shifts. The NDMO Director calls for the NEOC to be activated in the time of a disaster. The Operations Manager then assumes the role of the Controller in the NEOC during the first shift. The Controller is the overseer of all activities in the NEOC.

- Controller is to brief all NEOC staff on their roles and responsibilities at the beginning and throughout the shift.
- Coordinate activities of all the staff in the NEOC and the emergency activities
- Approve requests for resources
- Coordinate and chair briefings between shift changes.
- To set the objectives and the tactical plans for an emergency response
- Ensure staff welfare and motivation
- Oversee the compiling of SITREPS
- Request regular updates from all staff in the NEOC
- Work with finance and records to document process
- Compile costs for response for Director to present to the NDC to approve emergency funds
- Ensure operation center is manned 24hrs
- Authorise information release to the media if the Director is not available

## 9.2.2 Operations

The role of the Operations is to oversee the information management and resource mobilisation processes and the implementation of response plans.

- Organise initial operations meeting to brief the team on the potential risks and impacts of the hazard
- Organise rosters and manage staff ensuring an effective operation
- Coordinate the deployment of aerial surveillance/initial assessment and Rapid Technical Assessment teams
- Operations reports to the Controller and provides feedback to Logistics, Administration, Planning and Intelligence teams.
- Ensure all finances, staffing, logistics etc. are in place to facilitate assessment and response activities
- Brief Controller of significant developments including requests from villages and communities
- Source resources as required i.e. vehicles or volunteers
- Compile recommendations from Rapid Technical Assessment for the Controller
- Brief Controller of resource requests (human, financial and other)
- Monitor and evaluate the SITREPS and make recommendation for use in the next operational shift

### **9.2.3 Intelligence and Planning**

Collect, compile and analyse the information coming into the NEOC

- Maps of potentially affected or affected areas to be displayed in the operations centre.
- Intelligence and Planning reports to the Operations team.
- Information boards/ butchers paper set up for each island to receive information as it comes in.
- Island display boards for collection of incoming information
- Brief team of volunteers in the collecting of information from affected communities.
- Contact provincial SG, Area Secretaries and CDC's, in case the Area Secretaries are not available, in affected areas.
- Set up a hub in the province or space for rapid Assessment Team information collecting.
- Coordinate information collection as a part of Rapid Assessment Team
- Collate information from information support
- Collate all information coming back from the rapid assessment teams
- Analyse information collected
- Determine need for any specialized resources

## 9.2.4 Communications

Communications manages the information flow in and out of the NEOC.

- Communications reports to the Intelligence and Planning
- All raw intelligence is to go the Intelligence and Planning for analysis
- Maintain all telephone, email and HF communications
- Manage the collection and collation of the information from multiple sources
- Identify critical information and prioritise on the EOC message form and decide what information goes to Intelligence and Planning or straight to the controller in a critical situation.
- Maintain and update all contact lists
- Receive information from assessment teams
- Receive information from Area councils, provincial governments and CDC's
- Record and file all incoming and outgoing messages in Communication Log.
- Brief and supervise any volunteers that are assisting the NEOC with answering telephones and HF communications
- Liaise with CDC's, Areas Councils to transcribe community assessment forms over a communications tool (phone, HF radio ect.)
- Maintain and monitor the Short Code System and work with VMGD to ensure timely and accurate updates of the any alerts and warnings
- Manage the activation of pre-recorded voice messages to be broadcast by Radio Stakeholders.

### **9.2.5 Media Liaison**

Responsible for interfacing with the public and media and with other agencies with incident related information requirements.

- Reports to the Controller.
- Assemble and prepare information for release to the media and public.
- Inform media and conduct regular scheduled meetings.
- Obtain approval from Controller for the release of media information.
- Manage media requests and organise media interviews and briefings in the meeting room or via telephone with approval from the Controller.
- Set up an information board outside the NDMO and update it as information is made available.
- Liaise with media agencies and monitor all forms of media for rumours and inaccuracies
- Record all media and public information releases and any information received from the media in the activity log.
- Write media articles and script voice messages to be air on radio, television, and in newspaper. All communications to be approved by the Controller.
- Liaise with Planning and Intelligence Officer for updated information.
- Liaise with the Communications officer to arrange the dissemination any media information to media outlets if telecommunications systems are failed.

### 9.2.6 Logistics

- Reports to Operations
- Provide Operation with periodic updates
- Ensure communication systems are operational
- Ordering of all resources
- Provide a list to finance officer of all supplies required during the emergency.
- Immediate transport.
- Utilise requisition forms
- Arrange with both helicopter and light aircraft to have on standby for aerial surveillance.
- Arrange for transport to be on standby for the potential deployment of rapid assessments teams.
- Logistics capacity Assessments and updates on wharfs, airstrips, roads, storage facilities and emergency resources in country
- Liaise with VHT on existing resources in country and potential evacuation centres
- Arrange with JPOC/Franz boat for the potential use during the deployment of relief supplies.
- Arrange with shipping companies on potential deployment of relief supplies.
- Arrange with information collector to develop a distribution plan.
- Ensure all documents for delivery and receiving of stock occurs in a timely and accountable manner
- 
- Work with Media Liaison to inform the public on evacuation centres that are operational
- Logistics do not liaise with donors without the approval of the Director or Controller

### **9.2.7 Finance and Records**

- Staff timesheets/ overtime records.
- Ensure there are correct financial documentation of all purchases, i.e. receipt
- LPO- food, fuel, stationary.
- Ensuring NDMO staff have DSA for travel i.e rapid assessments,
- Stock control forms.
- Stock received forms.
- Register incoming donor pledges.
- Register incoming donations.
- Maintenance of Operations Room records
- Ensure security of Operations Room by organizing identification cards for all visitors to the NDMO
- Ensure emergency and petty cash 3,000,000 vt
- Financial agreements
- M & E in line with funding agreements

Ensure staff entitlements are met i.e overtime, breaks or DSA or extra duty allowance

### **9.2.8 General Support Admin**

- Ensure NEOC and the office is stocked with essential supplies such as, paper, stationary, tea, coffee, toilet paper ect.
- Answer all incoming calls
- Manning the reception desk at all times.
- Ensuring al visitors are registered and only authorised persons allowed in the NDMO office
- Maintain the Sign In/Out Log.
- All forms available
- Screening all calls to the NEOC and referring calls to either 166 or to the relevant staff member
- Maintain inventory of supplies.
- Attend to the clerical/typing
- Ensure that all hard copy forms are digitised in a timely manner
- Ensure the NDMO office is cleaned
- Photocopying and other office duties
- Ensuring equipment is operational

### **9.2.9 VMGD**

- Provide information to Director of NDMO on the increase threat of hazard
- Update the NDMO, Ministers/ Cabinet, Police on updated information
- Liaise with local media on the technical aspects of the hazards
- Provide any feedback from remote meteo offices to NDMO on impact of the hazard
- Work with VMGD HF Radio systems
- Issue alerts or warning on behalf of the NDMO after liaising with NDMO

### **9.2.10 Vanuatu Humanitarian Team**

- Provide Planning and Intelligence Officer with updated contact list of all NGO's, Red Cross ect. working in the affected area as well as any updates or information from VHT members in the field
- Forwarding approved SITREPS to VHT member and Donors
- Invite cluster & VHT members on coordination Meetings as required by the NDMO.
- Liaise with VHT members to identify potential; staff in affected area to assist the Rapid Assessment Teams with cluster members or resources if required (eg. Staff, Office space, access to transport, etc).
- Provide logistics with updates on VHT member prepositioned stock lists of all NFIs to logistics.
- Liaise with the controller / NDMO director/ any technical advisors on additional technical staff required for the response or the NEOC and seek support from the VHT. Eg. Medical staff, information management staff, logistics, UNDAC staff, etc

### **9.2.11 Provincial Disaster Coordinators**

- Activates the Provincial Disaster Operation Centers on the instruction of the NDMO Director
- Liaise with their respective Agency heads on tasking of Agency resources, personnel and any other aspects of the emergency operations.
- Provide reports on Agency emergency response, relief and rehabilitation operations.
- Reports to the Planning and Intelligence Officer with updates in their respective provinces

## **10.0 Assessment**

Damage assessment is a process that begins right after a disaster has occurred and continues for several weeks/months afterwards. It is organized in 3 phases as described below;

### **10.1 Initial Situation Overview (ISO)**

This is also referred to as the Fly Over in which members of the NDC will fly over the affected areas to quickly ascertain the extent of damages soon after the threat has diminished. The ISO is expected to be completed within the first 24-36 hours after the disaster has occurred. The ORT in collaboration with the Director, Operations and the Logistics Officer will coordinate the members of the team and is limited due to seating capacity of the aircraft that will be engaged. The focus here is on issues such as areas affected, damages to lifelines and critical facilities. In most instances the report of the ISO team will assist the NDC determine its next cause of response action, for example, declaration of state of natural disaster

### **10.2 Initial Community Assessment (ICA)**

The ICA (appendix) is carried out within the first 48 hours after a disaster has occurred and is coordinated at the provincial DOCs. Assessment forms are then sent to the NDMO for collation by the Intelligence and Planning Officer to present to the controller.

#### **10.2.1 Community Disaster Committee's or alike**

#### **10.2.2 Area Secretaries**

#### **10.2.3 Provincial Governments – through TAG**

#### **10.2.4 Humanitarian Partners (NGO's, Civil Society, Churches etc)**

#### **10.2.5 Cluster Agencies**

#### **10.2.6 Secondary Data**

#### **10.2.7 Pacific Disaster Catastrophe Risk Management Tool**

#### **10.2.8 Census Data**

### **10.4 Rapid Technical Assessment**

The RTA (appendix 2.16) is carried out as soon as teams are able to be deployed. Cluster members with expertise in Education/ Child protection, WASH, Logistics, Health and Agriculture and Food Security with NDMO officers will make up the RTA teams. The Rapid Technical Assessment Form is available to guide the assessment impact

## **10.5 Data Collation RTA**

Assessment teams will visit affected areas and return to base. The information and Planning Officer will collate information. Based on the information collected the Assessment team/s will make recommendations. Operations will draft a report including recommendations for the controller to present to the NDC. Report will also include whether the RTA team/s recommend a declaring a disaster.

## **11.0 Stand Down Phase**

### **11.1 Stand Down Authority**

The Director is the rightful authority to authorize the Stand-Down phase of operations.

### **11.2 Staff Stand-Down**

The Stand-Down of staff will be organized by the Controller. Prior to staff departure the Controller must conduct a quick debrief and will include issues arising from such debrief in the final SITREP submitted to the Director.

### **11.3 Debriefings**

Once the full operations have been finalized the NDMO team will have a debriefing followed by a wider debriefing. Results will be used to update SOP's and Support Plans accordingly.

#### **11.3.1 Lessons Learned**

The NDMO post disaster and disaster response will organise a debriefing and lessons learned with staff and stakeholder on the response and ways forward for improving emergency responses

## **12.0 Specific Hazards**

### **12.1 Hazards**

#### **12.1.1 Tropical Cyclones**

The annual cyclone season for the Republic of Vanuatu commences in November each year and extends to the end of April the following year. Whilst cyclones can develop outside of this period, their cyclical nature increases the predictability of such occurrences and thus enables pre-planned measures to be formulated beforehand and community preparedness programmes put in place and promulgated.

#### **12.1.2 Earthquakes**

#### **12.1.3 Tsunamis**

#### **12.1.4 Volcanic Eruptions**

#### **12.1.5 Floods**

#### **12.1.6 Droughts**

#### **12.1.7 Man-Made Disasters**

## **12.2 Common Alerting Protocol**

## **Annexes**

- 1. NDMO Equipment Sign Out Form**
- 2. EOC Forms**
  - 2.1. Communications Log**
  - 2.2. EOC Message form**
  - 2.3. Donations/Appeals form**
  - 2.4. Evacuations/Emergency Sheets**
  - 2.5. Master Operations Log**
  - 2.6. Press Release**
  - 2.7. Relief Supplies Distributions/Receipt Sheet**
  - 2.8. Request Log**
  - 2.9. Resource Status (RESTAT)**
  - 2.10. Sign In/Out Register**
  - 2.11. ID Badge**
  - 2.12. Situation Report**
  - 2.13. Situation Status**
  - 2.14. Initial Community Assessment Forms – Telephone Communication**
  - 2.15. Initial Community Assessment Forms – Telephone Communication  
Bislama version**
  - 2.16. Rapid Technical Assessment form**
- 3. Layout of EOC**
- 4. Lead Agency and Support Agency roles**
- 5. Communications Templates**
- 6. NDMO Filing System**









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**Communicator:** \_\_\_\_\_

**Delivered to:** \_\_\_\_\_

**Time:** \_\_\_\_\_











Government of the Republic of Vanuatu  
National Disaster Management Office  
Phone: +678 22699 / +678 23035 Email: ndmo@vanuatu.gov.vu  
Post: NDMO, Private Mail Bag 9107, Port Vila, Vanuatu



## EMERGENCY OPERATION CENTRE

### PRESS RELEASE

For release:

Date: \_\_\_\_\_

Time: \_\_\_\_\_

\_\_\_\_\_

Incident/Event: \_\_\_\_\_

Who :

---

---

---

What:

---

---

---

When:

---

---

---

Where :

---

---

---

Additional Information :

---

---

---





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ID Badge Example



**Visitor**

Badge No. 01



**Visitor**

Badge No. 02



**Visitor**

Badge No. 04



**Visitor**

Badge No. 05



**EMERGENCY OPERATIONS CENTRE**

**SITUATION REPORT**

**Incident/**

**Event:** \_\_\_\_\_

**Sitrep No:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Time:** \_\_\_\_\_

**From:** \_\_\_\_\_

**To:** \_\_\_\_\_

**Copies to:** \_\_\_\_\_

**Situation**

**General** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SITSTAT** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Current Operations**

**Community Response** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Provincial Response** \_\_\_\_\_

\_\_\_\_\_



**National Response** \_\_\_\_\_

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**International Assistance**

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**Future Operations**

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**Recommendations**

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## EMERGENCY OPERATIONS CENTRE

### SITUATION STATUS

Incident/Event: \_\_\_\_\_

SITSTAT No: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

**No.      Notes**

<b>People</b>	<b>Dead</b>		
	<b>Missing</b>		
	<b>Hospitalised</b>		
	<b>Sick/Injured</b>		
	<b>Homeless/evacuated</b>		
<b>Permanent Dwellings</b>	<b>Destroyed</b>		
	<b>Damaged not habitable</b>		
	<b>Damaged habitable</b>		
<b>Schools and community buildings</b>	<b>Damaged or Destroyed</b>		
<b>Business</b>	<b>Destroyed</b>		
	<b>Damaged not habitable</b>		
	<b>Damaged habitable</b>		
<b>Utilities</b>	<b>Damaged or Destroyed</b>		

**Comments:**



## Initial Community Assessment Form –telephone updates

Date:		Time:
Community Member	Position	Contact Details

### 1. General Information

Province:	Island:
Area Council / Ward:	Village / Community:

### 2. Infrastructure

What Transport is available to the Village / Community? (please tick)				Comment/s
Bush Track	Truck	Boat	Plane	

### 3. Population Information

Children 0-5 years	Children 6-18 years	Adults
Boys	Boys	Men
Girls	Girls	Women
Total People in the Village:		Number of Households:

### 4. Evacuation centre –

Evacuation centre Location \_\_\_\_\_

Children 0-5 years	Children 6-18 years	Adults
Boys		Men
Girls		Women
Total People in the Centre		How many days in the centre:

### Evacuation centre –

Evacuation centre Location \_\_\_\_\_

Children 0-5 years	Children 6-18 years	Adults
Boys		Men
Girls		Women
Total People in the Centre		How many days in the centre:



## 5. Water Supply

Sources of Drinking Water	Good	Bad	Sources of Drinking Water	Good	Bad
Spring			Gravity Water Supply		
River / Lake			Pump Water Supply		
Hand Pump Well			Rainwater Tank/ Well		
Underground Well			Other		

## 6. Hygiene/ Sanitation

What type of toilet do people in the community use? <i>(please tick)</i>				
Bush	Bush Toilet	VIP Toilet	Water Shield	Flush Toilet

How do you use to wash your hands? <i>(please tick)</i>							
Soap & Water	Water only	Plant Leaves	Coconut husk	Sea Water	Sand	Nothing	Other

## 7. Damage to food supply

Damage to Food Supply	Yes	No
Crops		
Livestock		

## 8. Health

Anyone with health issue in Village/ Community? <i>(please tick)</i>					
Deaths	Injury	Sickness	Pregnant	Disabled	Other

## 9. Shelter

Damage to Property	All Destroyed	Roof Destroyed	Wall Destroyed	Other
Sleeping Houses				
Kitchen Houses				
Classrooms				
Clinic / Health Post				
Church				
Government Buildings				
Other				

## 10. Security / Protection

Are these activities happening in Village / Community? <i>(please tick)</i>					
Stealing	Violence against Man	Violence against Woman	Violence against Children	Sexual Violence	Other



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### 11. Communications

What types of communication are still working? <i>(please tick)</i>					
Mobile TVL	Mobile Digicel	HF Radio	Sat Phone	Landline	Internet
E Gov	AM/FM Radio	Television	Early Warning System	Other	

### 12. Most needed Supplies

No.	Item	Comment
1	Water Containers	
2	Soap	
3	Hygiene Kits	
4	Water Filters	
5	Food	
6	First Aid Kits	
7	Tooth Brushes/ Tooth Paste	
8	Kitchen packs	
9	Tarpaulins	
10	Tents	
11	Construction Tools (specify)	
12	Gardening Tools (specify)	
13	Other	

**Please write any more notes or information here**



## NASONAL DISASTA MANEJMEN OFIS

### Fes Komuniti Assessment Fom

Deit:		Taem:	
Komuniti Momba	Posisen		Ol kontak blong yu.

#### 13. General Infomesen

Provens:	Aelan:
Eria Kaonsel / Wod:	Vilej / Komuniti:

#### 14. Infrastraja

Tranpot iko long vilej/Komuniti/? <i>(Plis u tikem sapos hemi aksesibol)</i>				Komen
Bus rod	Trak	Bot	Plen	

#### 15. Populesen Infomesen

Ol Pikinini we yia blong olgeta I stat long 0 kasem5	Ol Pikinini we yia blong olgeta I stat long 6 kasem18	Ol bigman, Woman mo ol fala :
Namba blong everi wan we oli liv long vilej blong yu:		Namba blong ol haos we wan family I slip/kuk long hem:

Komuniti sef haos long saeklon:	Raf namba blong ol pipol we oli mov iko long sef haos:

#### 16. Wota Saplæ

Ol Ples we yu karem wota blong dring	Plis tikem wan long ansa bilow		Ol Ples we yu karem wota blong dring.	Plis tikem wan long ansa bilow	
	I gud	Hemi no gud?		I gud	Hemi no gud
wota we I stap kamaot long kraon			Wota Saplæ we ino iusum Elekriciti		
Riva			Wota Saplæ we I iusum elekriciti		
Han Pam well			Ren wota		



Well we I stap andaneat long graon.			Ol nara ples we yu karem wota long hem:		
-------------------------------------	--	--	---	--	--

### 17. Klinliness

Wanem kaen toilet ol pipol long komiuniti oli iusum? ( <i>plis yu tikem</i> )				
Bus	Bus Toilet	Toilet we I iusum simen.	Toilet we yu kapsaedem wota	Toilet we yu prestem wota

Hao nao yufala I wasem han blong yufala? ( <i>plis yu tikem</i> )							
Sop mo wota	Wota nomo	Lif blong ol tri	Skin blong kokonas	solwota	San bij	Yu no wasem han	Nara wei blong wasem han

### 6. Damej long ol kakai/animol

Damej long ol kakai	Yes	No
Ol kakai long kraon		
Ol Animol		

### 18. Health

I gat Sam wan wei gat helt problem long vilej / Komiuniti? ( <i>plis tik</i> )					
I gat wan I ded	Olgeta we I kasem kill	Olgeta we oli sik	Woman we I gat bel	Ol handicap	Ol nara problem

### 19. Haos

Damej long ol Propeti	Ful damej	Ruf I damej	Wol I damej	Ol narafala damej
Haos blong silip				
Kitjin				
Ol klasrum				
klinik / Aid Pos/Helt senta				
Jios				
Haos blong gavmen				
Other				

### 20. Sefty

Ol aktiviti ia oli stap happen long vilej/Komiuniti? ( <i>plis tik</i> )					
Ol pipol oli stil	Man I mekem rapis fasin long man	Man I mekem rapis fasin long woman	Man mo I mekem rapis	Man I mekem Sexual trabol long pikinini	Ol narafala rapis fasin



			fasin long /woman pikinini	
--	--	--	-------------------------------	--

### 21. Komiunikesen

Wanem kean komiunikesen I stap wok nao ia? <i>(plis tik)</i>					
Mobael fon blong TVL	Mobael fon blong Digicel	Hae frekwensi Radio	Satelaet fon	telefon	Intanet
Voip fon	Radio Vanuatu/AM/FM	Televisen	Eli Woning Sistem	Ol narafala komiunikesen	

### 22. Ol saplae we komiuniti I nidim kwik taem

No.	Ditel	komen
1	Wota kontena	
2	Sop	
3	Hygiene Kits ( eg;ol sop blong wasem han)	
4	Wota Filta	
5	kakai	
6	Fes Aid Kits	
7	Tooth Bras/ Tooth Paste	
8	Kitjen packs	
9	Tarpaulins	
10	Tents	
11	Ol tool blong Konstraksen (Raetem nem)	
12	Ol Tool blong Karen (Reatem nem)	
13	Ol narafala samting we yu nidim kwik taem	

**Plis taem yu complitim fom ia yu sendem iko long eria kaonsel**



## Rapid Technical Assessment Form

DATE:			
TEAM MEMBER	ORGANIZATION	POSITION	CONTACT DETAILS

### 1. GENERAL INFORMATION

PROVINCE:	ISLAND:
AREA COUNCIL / WARD:	VILLAGE / COMMUNITY:
GPS:	

TYPE OF DISASTER? <i>(please tick)</i>			
Cyclone	Drought	Earthquake	Tsunami
Volcanic Eruption	Epidemic	Infestation	Flood
Mudslide	Landslide	Other	

BRIEF OVERVIEW OF DISASTER:

WHICH GOVERNMENT DEPARTMENTS, NGO'S/CBO'S ARE CURRENTLY WORKING IN THE AREA?	
Department /NGO / CBO	Activities / Programs

IS THE LOCAL COMMUNITY INVOLVED IN THE EMERGENCY RESPONSE ACTIVITIES?			
Community group / individual	Yes	No	Type of activity

AREAS WHERE COMMUNITY CAN PLAY A ROLE IN DISASTER RESPONSE?
---




## 2. INFRASTRUCTURE

MEANS OF ACCESS TO VILLAGE / COMMUNITY?	ACCESS	NO ACCESS	COMMENTS
Bush Track			
Truck			
Four Wheel Drive			
Plane			
Boat			
Ship/boat			

TYPES OF POWER SOURCE AVAILABLE IN VILLAGE /COMMUNITY? (please tick)					
Power Supply (Unelco)	Generator	Solar	Hurricane Lamp	Battery	None

## 3. POPULATION INFORMATION

PEOPLE AFFECTED BY DISASTER IN VILLAGE / COMMUNITY?(please provide numbers)					
Children 0-5 years		Children 6-18 years		Adults	
M:	F:	M:	F:	M:	F:
Pregnant Women		Disabled People		Elderly 60+	
		M:	F:	M:	F:
Total People in the Village:			Number of Households:		

HAVE PEOPLE BEEN RELOCATED FROM THE DISASTER AREA?		Yes:	No:
Evacuation Centre/s	Estimated number of people	Toilets with adequate privacy for Women and Children?	
Relatives House		Yes	No
Church		Yes	No
Class room		Yes	No
Nakamal		Yes	No
Community Hall		Yes	No
Sporting Facility		Yes	No
Another Village / Community		Yes	No
Another Island		Yes	No



Other		Yes	No

#### 4. WATER SUPPLY

SOURCES OF DRINKING WATER	GOOD	BAD	IF BAD WHY IS CONSIDERED BAD?
Spring			
River			
Lake			
Hand Pump Well			
Underground Well			
Gravity Water Supply			
Pump Water Supply			
Rainwater Tank/ Well			
Imported Bottled Water			
Other			

DISTANCE TO MAIN CLEAN WATER SOURCE?		Km	Minutes by Foot
--------------------------------------	--	----	-----------------

IS THIS SUFFICIENT DRINKING WATER SUPPLY FOR THE VILLAGE / COMMUNITY?	Yes	No	Comments:

SOURCES OF WATER FOR COOKING	GOOD	BAD	IF BAD WHY IS CONSIDERED BAD?
Spring			
River			
Lake			
Hand Pump Well			
Underground Well			
Gravity Water Supply			
Pump Water Supply			
Rainwater Tank/ Well			
Imported Bottled Water			
Other			

DISTANCE TO MAIN WATER FOR COOKING?		Km	Mins by Foot
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IS THIS SUFFICIENT COOKING WATER SUPPLY FOR THE VILLAGE / COMMUNITY?	Yes	No	Comments:



IS THERE WATER TANK/S AVAILABLE IN THE VILLAGE / COMMUNITY?			
Location	Yes	No	Size of tank

## 5. HYGIENE/ SANITATION

WHAT TYPE OF TOILET DO PEOPLE IN THE COMMUNITY USE?( <i>please tick</i> )				
Bush	Bush Toilet	VIP Toilet	Water Shield	Flush Toilet

HOW DO YOU USE TO WASH YOUR HANDS?( <i>please tick</i> )							
Soap & Water	Water only	Plant Leaves	Coconut husk	Sea Water	Sand	Nothing	Other

## 6. DAMAGE TO FOOD SUPPLY

WHAT FOOD SUPPLIES ARE AVAILABLE?				
Food Supply	Adequate	Not Adequate	Not Available	Number of days food will last
Root Crop				
Fruit & Nuts				
Livestock				
Fish				
Imported Food				

DAMAGE TO SPECIFIC FOOD SOURCES			
Food Source	No Damage	Damage	Percentage Crop Damage
Banana			
Bread fruit			
Taros			
Cassava			
Yams			
Sweet Potato			
Vegetables			
Fruit Trees			
Livestock			
Other			

## 7. HEALTH



FUNCTIONING HEALTH FACILITIES IN VILLAGE / COMMUNITY?	ACCESS	NO ACCESS	DISTANCE TO TRAVEL	NUMBER
Hospital				
Health Centre				
Dispensary				
Aid Post				
Private Clinic				
Temporary Clinic				
Other				

HEALTH PROFESSIONALS IN THE VILLAGE / COMMUNITY?	ACCESS	NO ACCESS	DISTANCE TO TRAVEL	NUMBER
Doctor				
Nurse Practitioner				
Nurse				
Midwife				
Village Health Worker				
Traditional Birth Attendant				
Other				

MEDICAL SUPPLIES IN THE VILLAGE / COMMUNITY?	ADEQUATE	NOT ADEQUATE	NOT AVAILABLE
Basic essential drugs / supplies			
Measles vaccines			
Other vaccines			
Vitamin A capsules			
Other			

FOLLOWING FROM A DISASTER PEOPLE SUFFERING FROM? <i>(please provide numbers)</i>						
	Children 0-5yrs	Children 6-18yrs	Adults	Pregnant	Disabled	Elderly 60+
Death						
Injury						
Diarrhea						
Respiratory Infection						
Measles/small pox						
Malaria						



Dengue Fever						
Red Eye						
STI						
Other						

LEADING CAUSES OF DEATH AND OR SICKNESS IN VILLAGE / COMMUNITY?

### 8. EDUCATION

ACCESS TO SCHOOLS FOR EDUCATION PURPOSED. <i>(please tick)</i>				
Name of School	Primary	Secondary	Access	No Access

IS THE SCHOOL BEING USED FOR OTHER PURPOSES? <i>(please tick)</i>				
Name	Evacuation Centre		Storage Centre	
	Yes	No	Yes	No
	Yes	No	Yes	No
	Yes	No	Yes	No
	Yes	No	Yes	No
	Yes	No	Yes	No

### 9. SHELTER

DAMAGE TO PROPERTY	ALL DESTROYED	ROOF DESTROYED	WALL DESTROYED	OTHER
Sleeping Houses				
Kitchen Houses				
Classrooms				
Clinic / Health Post				
Church				
Government Buildings				
Other				



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### 10. SECURITY / PROTECTION

ARE THESE ACTIVITIES HAPPENING IN VILLAGE / COMMUNITY? <i>(please tick)</i>					
Stealing	Violence against Man	Violence against Woman	Violence against Children	Sexual Violence	Other

CHILDREN LIVING WITHOUT PARENTS OR RELATIVES			
	Number of children	Reason	Staying with whom
Case 1			
Case 2			
Case 3			
Case 4			
Case 5			
Case 6			

IS THERE ANY DISCRIMINATION AGAINST THE VILLAGE OR GROUPS IN THE VILLAGE OR COMMUNITY?			
Type of Discrimination	Yes	No	Description of discriminating Activity

### 11. COMMUNICATIONS

WHAT TYPES OF COMMUNICATION ARE STILL WORKING? <i>(please tick)</i>					
Mobile TVL	Mobile Digicel	HF Radio	Sat Phone	Landline	Internet
E Gov	AM/FM Radio	Television	Early Warning System	Other	

WHAT IS THE BEST FORM OF COMMUNICATION?
---

### 12. Non Food Item Supplies

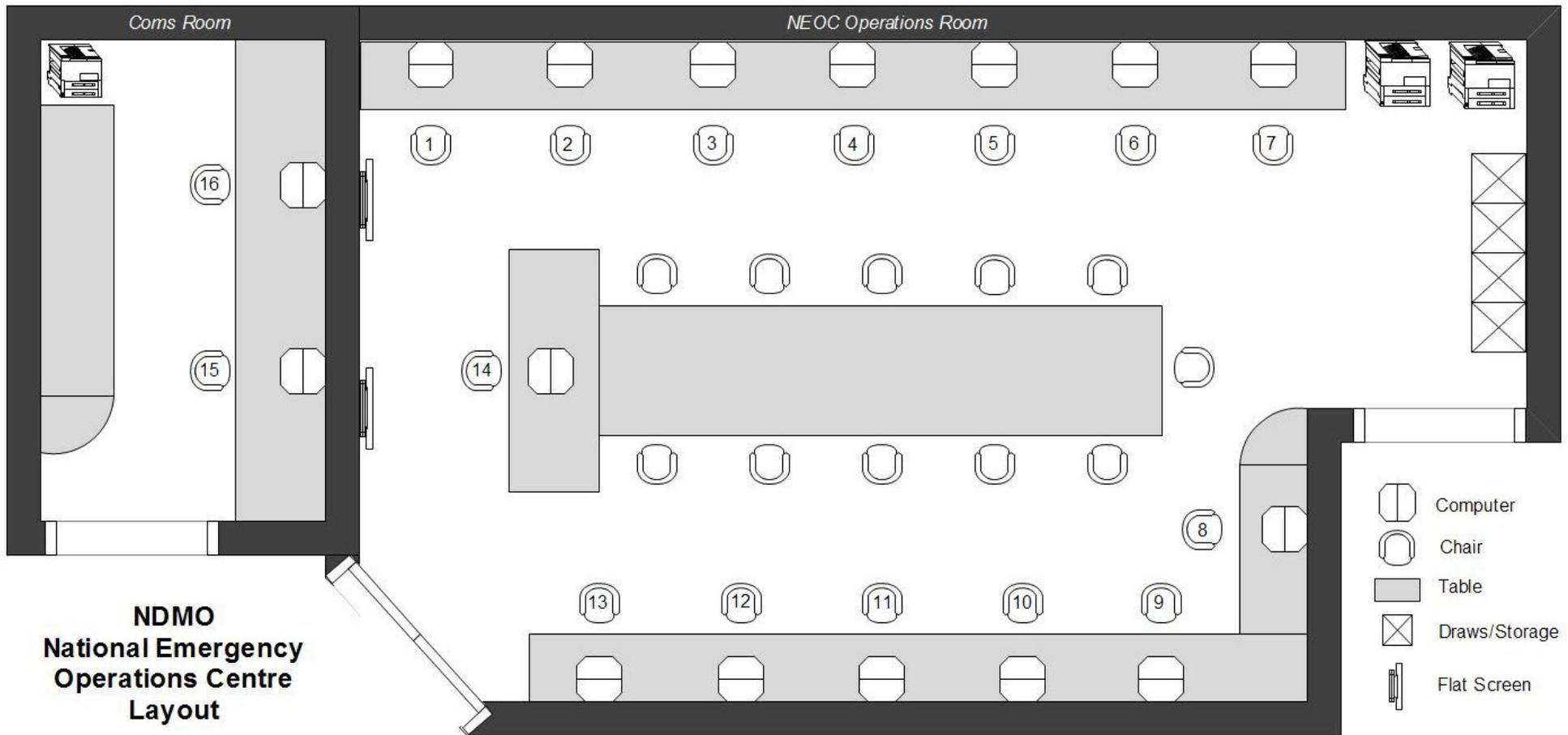
NO.	ITEM	ADEQUATE	NOT ADEQUATE	NOT AVAILABLE
1	Water Containers			
2	Tarpaulins			



3	Hygiene Kits			
4	Water Filters			
5	First Aid Kits			
6	Tooth Brushes/ Tooth Paste			
7	Kitchen packs			
8	Soap			
9	Tents			
10	Blankets			
11	Construction Tools (specify)			
12	Mosquito Nets			
13	Gardening Tools (specify)			
14	Other ( <i>please list</i> )			
15				
18				

**13. Final General Remarks**


**Annex 3: Layout of EOC**



**Annex 4:Lead Agency and Support Agency roles**

<b>Cluster</b>	<b>Lead</b>	<b>Co-lead</b>
WASH	RWSSP	UNICEF
Agriculture & Food Security	Ministry of Agriculture - Agriculture Dept	FAO
Health & Nutrition	Ministry Health -Public Health Unit	WHO
Logistics	NDMO	Red Cross
Education	Ministry of Education	UNICEF/ SCV

## ANNEX 5: COMMUNICATIONS TEMPLATES

### Annex 2.2 Short Code Pre-Recorded Message Template – Tsunami All Clear [Example]

Tsunami All Clear	Date:	Time:
<p><i>Update ia blong [Date/Time]. VMGD I issue wan 'All Clear' blong Tsunami threat we I stap long Vanuatu. Tsunami threat I finis finis. Plis phonem NDMO long 22699 mo VMGD long 24686 blong further enquiry.</i></p>		

### Annex 2.3 Short Code Pre-Recorded Message Template – Peace Time [Example]

Peace Time	Date:	Time:
<p><i>Welcome long NDMO, I no gat disasta warning mo alert we I stap noaia. Taem warning I stap yu save phonem 166 blong kasem event information. Sipose yu wantem moa information, yu save phonem NDMO long 22699 mo Meteo long 24686.</i></p>		

### Annex 2.4 Short Code SMS Template – Cyclone Warning and Update [Example]

Frontline SMS – Keyword: INFO
<p><i>OFFICIAL NDMO MSG: [Time/Date] – NDMO I issue wan [COLOR] alert blong [PROVINCES]. TC [NAME] I stap long [CODE] long TC Tracking Map, hemi go long [DIRECTION] long [SPEED]. Wind I kasem [SPEED]. Next update bae I kam long [TIME].</i></p>

### Annex 2.5 Short Code SMS Template – Tsunami All Clear [Example]

Frontline SMS – Keyword: INFO
<p><i>OFFICIAL NDMO MSG: [Time/Date] – VMGD I issue wan 'All Clear' blong Tsunami threat we I stap long Vanuatu. Tsunami threat I finis finis. Phonem NDMO long 22699 mo VMGD long 24686 blong moa information.</i></p>

### Annex 2.6 Short Code SMS Template – Impact Assessment Request [Example]

Frontline SMS
<p><i>OFFICIAL NDMO MSG: [Time/Date] – Plis completem firs komunita assessment form mo karem I go long Area council. Plis usem reporting wheel blong sendem ani impact information long NDMO.</i></p>

**ADMIN**

1. Templates
  - 1.1. General Forms (*Letter head, Fax, Memo etc*)
  - 1.2. Finance Forms (*timesheets, petty cash request etc*)
  - 1.3. HR Forms (*Leave, sick leave etc*)
  - 1.4. Response documentation Forms
    - 1.4.1. Delivery of stock
    - 1.4.2. Distribution
  - 1.5. MOU /MOA
  - 1.6. Assessment
  - 1.7. Presentation (*PowerPoint Presentation, trifold flyer etc*)
2. HR
  - 2.1. NDMO Structure
3. National Policy and Legislation
  - 3.1. Disaster Management Act
    - 3.1.1. Disaster Management Act 2000
    - 3.1.2. Disaster Management Act 2013
  - 3.2. NAP
    - 3.2.1. NTF
  - 3.3. NAB
    - 3.3.1. Policy
    - 3.3.2. JNAP
  - 3.4. NDC
  - 3.5. COM
4. NDMO Operations
  - 4.1. Strategic Plan
  - 4.2. Business Plan
    - 4.2.1. Business Plan 2012
    - 4.2.2. Business Plan 2013
  - 4.3. Work Plans
    - 4.3.1. January - March 2012
    - 4.3.2. April – June 2012
    - 4.3.3. July – September 2012

#### 4.3.4. October – December 2012

#### 4.4. Budget

##### 4.4.1. Budget 2012

- 4.4.1.1. January
- 4.4.1.2. February
- 4.4.1.3. March
- 4.4.1.4. April
- 4.4.1.5. May
- 4.4.1.6. June
- 4.4.1.7. July
- 4.4.1.8. August
- 4.4.1.9. September
- 4.4.1.10. October
- 4.4.1.11. November
- 4.4.1.12. December

#### 4.5. NDMO SOP

#### 4.6. Contact lists

- 4.6.1. Torba
- 4.6.2. Penama
- 4.6.3. Malampa
- 4.6.4. Sanma
- 4.6.5. Shefa
- 4.6.6. Tafea

### 5. Regional and International Frameworks

- 5.1. Hugo Framework
- 5.2. UN Cluster System

## **PARTNERS AND DONORS**

### 1. Government Departments

- 1.1. VMGD
- 1.2. Agriculture
- 1.3. Environment
- 1.4. Local Authorities

### 2. Partners

- 2.1. VHT
- 2.2. Red Cross
- 2.3. CARE Int
- 2.4. PCIDRR
- 2.5. Oxfam
- 2.6. Save the Children Australia
- 2.7. World Vision
- 2.8. ADRA
- 2.9. UN Agencies
  - 2.9.1. Unicef
  - 2.9.2. UNDP
  - 2.9.3. WHO

- 3. Donors
  - 3.1. FRANZ
  - 3.2. AusAID
  - 3.3. Chinese
  - 3.4. EU
  - 3.5. FranceAID
  - 3.6. NZAID
  - 3.7. USAID
  - 3.8. World Bank
    - 3.8.1. ACP GRDRR Project
  - 3.9. SOPAC
    - 3.9.1. NEOC
    - 3.9.2. Cell Broadcasting

## **DRR**

- 1. Support Plans
  - 1.1. Cyclone
  - 1.2. Earthquake
  - 1.3. Tsunami
  - 1.4. ENSO
    - 1.4.1. Drought
    - 1.4.2. Flood
  - 1.5. Volcano

1.6. Landslide

2. Education Materials

2.1. Cyclone

2.2. Earthquake

2.3. Tsunami

2.4. ENSO

2.4.1. Drought

2.4.2. Flood

2.5. Volcano

2.6. Landslide

2.7. DVD's and movie awareness material

3. CDC's

3.1. Criteria

3.2. Torba

3.3. Penama

3.4. Malampa

3.5. Sanma

3.6. Shefa

3.7. Tafea

4. PDC's

4.1. Criteria

4.2. Torba

4.3. Penama

4.4. Malampa

4.5. Sanma

4.6. Shefa

4.7. Tafea

5. LCA

**DRM**

1. NEOC

- 1.1. Structure
- 1.2. Resources
- 1.3. Kit information
  - 1.3.1. Operations
  - 1.3.2. Controller
  - 1.3.3. Intelligence and Information Collector
  - 1.3.4. Logistics
  - 1.3.5. Planning
  - 1.3.6. Information – media and external communications
  - 1.3.7. Finance and Record
  - 1.3.8. Clerical
  - 1.3.9. General Support and Admin

## 2. EWS

- 2.1. Cyclone
- 2.2. Earthquake
- 2.3. Tsunami
- 2.4. ENSO
  - 2.4.1. Drought
  - 2.4.2. Flood
- 2.5. Volcano
- 2.6. Landslide

## 3. Past Disasters

- 3.1. Cyclone
  - 3.1.1. 2011
    - 3.1.1.1. TC Vania
    - 3.1.1.2. TC Atu
  - 3.1.2. 2012
    - 3.1.2.1. TC Jasmine
  - 3.1.3. 2013
- 3.2. Earthquake
- 3.3. Tsunami
- 3.4. ENSO
  - 3.4.1. Drought
  - 3.4.2. Flood
- 3.5. Volcano
- 3.6. Landslide