Australian AID

AusAID Jakarta
Disaster Response Plan

December 2012

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REVISION HISTORY

This table should be updated each time a major revision to this document is made and released to users.

Revision Data	Changes / Contents	Author(s)
24 November 2011	CBR Amendment	CBR & DRU
22 February 2012	Contact Details Update	DRU
31 May 2012	Updates after ERT Training 2012 • Principles of Australian Response – added as per new Humanitarian Action Policy 2011 • ERT Structure – deputy positions • How to Gather Disaster Information – updated • How to Manage Information – newly added • Satellite Phone Numbers – newly added • How to Deal with Consular Issues – newly added • ERT Roster and Contact list – updated • Duty phone guidelines – updated	DRU
27 June 2012	Work Health & Safety – incident reporting procedure at Post	DRU
31 July 2012	New Media "how to" Guides	DRU
1 December 2012	General Update (& Printing)	DRU

PREFACE

AusAID Jakarta's Disaster Response Plan is designed to be a consolidated one-stop resource for senior management and staff members who are likely to get involved in managing natural disasters. It incorporates key messages and procedures from previous Emergency Response Resource Manuals (2005 and October 2008) and the Emergency Duty Phone Guidelines (April 2010).

The Disaster Response Plan captures lessons from disaster experiences in Indonesia, especially since the 2009 West Sumatra Earthquake. It also reflects rapidly evolving disaster trends and dynamics in Indonesia as well as the Asia Pacific region, which include:

- Indonesia is working towards establishing a comprehensive disaster management system, recognising that effective response to a disaster is most likely to occur if there have been ongoing investments in risk mapping, evidence based contingency planning, agreed response options and standards, credible needs assessment, pre-agreed procedures, etc.;
- Indonesia is increasingly hesitant to request foreign assistance for disaster response;
- Disaster response is well understood by the general public; therefore, considered as a yardstick for measuring government's performance;
- Disaster response is now regarded as an important non-traditional, regional security and diplomatic cooperation issue;
- More stakeholders are getting involved in disaster response (e.g. Whole of Government partners, etc.); hence, coordination with different players is becoming more complex and important (e.g. civil-military coordination); and
- The Independent Review of Aid Effectiveness report in July 2011 recommended, "Humanitarian and disaster assistance should be increased as a share of the program"; and 'humanitarian and disaster response' is one of five core strategic goals defined in the Australian Government's response to the review.

The Disaster Response Plan is structured as follows:

- *Chapter One* – policy framework and disaster risks in Indonesia;
- *Chapter Two* – overall flow of a disaster operation including "How to" guides and relevant tools;
- *Chapter Three* – AusAID Canberra;
- *Chapter Four* – AIPD regional offices;
- *Chapter Five* – Emergency Response Team administrative arrangements;
- *Chapter Six* – Duty Phone guideline;
- *Chapter Seven* – useful resources and web-links; and
- *Annex* – stakeholders contact details (available as separate "staff-in-confidence" annex to printed version)

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ABBREVIATIONS

ACC	Australian Civilian Corps
AIFDR	Australia Indonesia Facility for Disaster Reduction
AIPD	Australia Indonesia Partnership for Decentralisation
ASEAN	Association of Southeast Asian Nations
BMKG	(Indonesia's) Meteorology, Climatology and Geophysics Agency
BNPB	(Indonesia's) National Disaster Management Agency
BPBD	(Indonesia's) Local Disaster Management Agency
CBR	Canberra
CMCoord	Civil Military Coordination
DFAT	Department of Foreign Affairs and Trade
DRM	Disaster Risk Management
DRU	Disaster Response Unit
EDO	Emergency Duty-Phone Officer
EMA	Emergency Management Australia
ERT	Emergency Response Team
ETF	Emergency Task Force
GDACS	Global Disaster Alert and Coordination System
GHD	Good Humanitarian Donorship
GOI	Government of Indonesia
HA/DR	Humanitarian Assistance / Disaster Relief
HAP	Humanitarian Action Policy
HER	Humanitarian Emergency Response
HOM	Head of Mission
HPA	Humanitarian Partnership Agreement
IDETF	Interdepartmental Emergency Task Force
IFRC	International Federation of Red Cross and Red Crescent Societies
ICS	Incident Command System
MinSub	Ministerial Submission
NGO	Non-Governmental Organisation
PAGER	(USGS') Prompt Assessment of Global Earthquake for Response
PMI	Indonesian Red Cross / Palang Merah Indonesia

PSC	Post Security Committee
RRT	Rapid Response Team
SitRep	Situation Report
SOP	Standard Operating Procedures
ToR	Term of Reference
TP	Talking Point
UN	United Nations
UNOCHA	UN Office for the Coordination of Humanitarian Affairs
USAR	Urban Search and Rescue
USGS	United States Geological Survey
WHS	Work Health and Safety
WoE	Whole of Embassy
WoG	Whole of Government

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CHAPTER I

INTRODUCTION

1.1. Why DR Plan?

The Disaster Response Plan (DR Plan) is an operational document which provides guidance on implementing humanitarian responses in Indonesia. It aims to reduce the complexity and pressure of disaster response by establishing roles and responsibilities; developing policies and procedures; and identifying and developing generic tools for response. It is expected, as a result, the Indonesia Program's readiness to respond to disasters will be improved.

It is not an instruction manual which needs to be strictly followed. Rather, it provides common standards and establishes key working relationships, roles, responsibilities and coordination mechanisms.

It is developed in consultation with members of AusAID's Emergency Response Team (ERT), AusAID Jakarta senior management, whole-of-government partners in the Australian Embassy, and the Humanitarian Emergency Response Section and Indonesia Desk in AusAID Canberra.

1.2. DR Plan Policy Framework

Guiding Principles of Australian Response

The Australian Government's aid policy – *An Effective Aid Program for Australia: Making a real difference delivering real results* – outlines the purpose of the Australian aid program, to help people overcome poverty. The policy identifies 'saving lives' and 'humanitarian and disaster response' as two of the five strategic goals of the aid program.

AusAID's Humanitarian Action Policy (December 2011) lays out the strategic framework for Australia's humanitarian operations and support. It is underpinned by these four guiding principles:

1. *Respect and promote humanity, impartiality, neutrality and independence in humanitarian action*. Australia provides humanitarian action on the basis of need and respects the independence, impartiality and neutrality of our humanitarian partners.

2. *Support the primary responsibility of states for affected populations within their borders in times of crisis, and help build partner states' capacity to do this.* When international assistance is requested, Australia supports coordinated humanitarian action that complements the efforts of partner governments aiming to protect and help their citizens. Where a government lacks the capacity and/or the political will to support affected populations, Australia may work with partners to meet the affected population's needs.

3. *Promote respect for international humanitarian law, refugee law and human rights law in the provision of humanitarian action and the protection of populations affected by humanitarian crises.* Australia works with governments and our humanitarian partners to advocate for the rights and protection of affected populations.

4. *Practice Good Humanitarian Donorship, including by providing predictable and flexible humanitarian funding.* Australia is committed to international standards of being a good donor, with a focus on predictable and flexible funding.

Objective of DR Plan

The objective of the DR Plan is to:

"Enable effective Australian Government support to Indonesian humanitarian response"

An effective humanitarian response includes[1]:

- Good information access and management to determine both the Government of Australia's and Indonesia's priorities, humanitarian needs, contributions of other donors, who the effective implementers are and how each separate response is contributing to a coherent overall response; and

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1 From AusAID Guideline "Respond to a Humanitarian Emergency". AusAID Rules and Tools website: http://intranet2.ausaid.gov.au/rulesandtools/Pages/EmergencyResponse.aspx

- Timely reporting (SitReps, ministerial submissions, briefs, talking points, cables) on incident impact, the Australian response and that of others for the Minister, AusAID, Post, the affected government and international partners.

The DR Plan does not attempt to define the internal roles and responsibilities of whole of government partners, but outlines AusAID's engagement with these partners as appropriate. Within a whole-of-government disaster response, AusAID Jakarta's roles are to:

- Lead and coordinate the Australian Government's humanitarian response to natural disasters in Indonesia (noting that AusAID is the lead agency in Australian Government humanitarian assistance efforts in developing countries)[2];
- Lead a whole-of-government team in the field, if requested by the Embassy's Post Security Committee;
- Provide liaison officers to facilitate the work of whole-of-government partners in the field, if needed;
- Provide logistics and administrative support to whole-of-government partners in the field, if requested by the Embassy's Post Security Committee.

Scope of DR Plan

The DR Plan is a general plan which can be applied in all disaster response situations in Indonesia where there is a humanitarian need. However, the arrangements outlined could also be applied to other emergencies such as social conflict and pandemics.

The key audience for the plan is the AusAID Jakarta program, particularly senior managers and the Emergency Response Team members. Secondary audiences are AusAID's whole of government partners and the Indonesian government.

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2   Consistent with the 'Order to Establish the Australian Agency for International Development as an Executive Agency', signed by the Governor-General and published in the Commonwealth of Australia Gazette, No. S129, 13 July 2010.

Management Arrangements

The DR Plan fits within a range of other structures within the Australian Embassy Jakarta[3] as outlined below.

Roles	Responsibilities
Post Security Committee (PSC) Chaired by Deputy Head of Mission and attended by heads of agencies in the Embassy	Oversee and coordinate all aspects of the Embassy's response, including consular and humanitarian. Provide advice to HOM, Canberra and operational areas of the Embassy. Approve AusAID field deployments and recommend humanitarian packages of assistance for the Minister's approval.
AusAID Jakarta senior management ▪ Head of AusAID Jakarta ▪ Minister Counsellor ▪ Chief of Operations ▪ Australian Co-Director of AIFDR / DM Counsellor	Lead AusAID Jakarta's response. Head of AusAID Jakarta oversees AusAID Jakarta's operations, including participating in the PSC and communicating with senior managers in AusAID Canberra.
Embassy Emergency Response Team (ERT)	A 58 member team of trained Embassy staff (mainly AusAID) who may be deployed as surge capacity during a disaster. ERT members may be deployed in Jakarta or the field.
Disaster Response Unit (DRU)	Act as the operations support unit for AusAID's disaster response by supporting Head of AusAID Jakarta and PSC; conducting early assessments; coordinating ERT deployments; and mobilising response tools and mechanisms.
Public Affairs	Monitor Indonesian media and manage in-country media inquiries. Facilitate approval from the Minister's office for Indonesia-based staff to speak to international media.

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3   More information on the role of other departments and whole-of-government structures in Canberra can be found in the Guideline "Respond to a Humanitarian Emergency". AusAID Rules and Tools website: http://intranet2.ausaid.gov.au/rulesandtools/Pages/EmergencyResponse.aspx

AusAID Canberra[4], in conjunction with DFAT Canberra • Indonesia desk • HER • Communications	Manage relationships with the Minister's Office, AusAID Executive and whole-of-government partners in Canberra. This includes participating in the Inter-Departmental Emergency Task Force (IDETF), seeking approval for assistance packages and drafting talking points.
	If required, convene the AusAID Emergency Task Force, work with DFAT to initiate an IDETF, activate the Crisis Centre and provide Rapid Response Team support to Indonesia. Monitor Australian media, manage Australian based media inquiries and seek approval for staff to speak to non-Indonesian media.
AusAID AIPD offices in Indonesia • Kupang, NTT • Mataram, NTB • Jayapura, Papua • Manokwari, West Papua • Surabaya, East Java • Makassar, South Sulawesi	If disasters occur in relevant areas, staff from regional offices may: • gather and report initial information; • recommend response options, and • prepare for arrival of ERT

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4 More information on the roles of AusAID Canberra can be found in the Guideline "Respond to a Humanitarian Emergency". AusAID Rules and Tools website: http://intranet2.ausaid.gov.au/rulesandtools/Pages/EmergencyResponse.aspx

Other Policy Documents

The DR Plan also fits within a range of Embassy and AusAID plans and policy documents as outlined below.

Plan / Policy		Relationship with DR Plan
Embassy and AusAID Business Continuity Plans	Outline how the Jakarta post will continue key business functions following a disruption to normal operations	DR Plan may be implemented simultaneously / in coordination with the Business Continuity Plans. "How to relocate DRU function" provides specific guidance on maintaining continuity of DRU's functions
Embassy Consular Contingency Plan	Provides guidance to protect and assist Australians during an emergency in Indonesia	DR Plan may be implemented simultaneously / in coordination with the Consular Contingency Plan
Embassy Evacuation Plan	Provides guidance on evacuating Australian citizens from Indonesia	DR Plan may be implemented simultaneously with the evacuation plan. Note significant ADF resources may be devoted to implementation of this plan.
AusAID Humanitarian Action Policy	Strategic-level framework to guide delivery of AusAID's humanitarian assistance	Humanitarian Action Policy provides policy framework for implementation of DR Plan. HAP is consistent with the principles of Good Humanitarian Donorship (GHD).
AusAID Rules and Tools 'Respond to a Humanitarian Emergency'	Provides operational guidelines for AusAID responses to humanitarian emergencies	DR Plan has adapted these broad operational guidelines to the Indonesian context.

Implementation of the DR Plan, particularly the implementation of assistance packages in Indonesia, will also be guided by other AusAID policy documents including:

- Development for All: Towards a disability-inclusive Australian aid program (2009)
- Gender equality in Australia's aid program-why and how (2007)
- Intensifying the response: Halting the spread of HIV (2009)
- Pandemics and Emerging Infectious Diseases Framework (2010–2015)
- Food Security and Rural Development Policy Note (2011)
- Child Protection Policy (2009)

1.3. Disaster Risk Analysis

The Government of Indonesia's Law No 24/2007 on Disaster Management categorises disaster into natural disaster, non-natural disaster, and social disaster. Natural disaster is caused by a natural event or a series of natural events, such as earthquake, tsunami, volcanic eruption, flood, drought, typhoon, and landslide. Non-natural disaster is caused by a non-natural event or a series of non-natural events, such as technological failure, modernization failure, epidemics, and disease outbreak. Social disaster is caused by an event or a series of man-made events, comprising social conflicts between groups or communities, and terrorism.

The Indonesian National Action Plan for Disaster Risk Reduction 2010-2012 concluded that one out of two regencies/municipalities in Indonesia is exposed to high and very high risk of earthquake. Four out of ten regencies/municipalities in Indonesia are exposed to high risk of landslide, drought and flood. More than 15 per cent of the regencies/municipalities in Indonesia are exposed to high risk of volcano, while one sixth of the regencies/municipalities in Indonesia are exposed to high risk of tsunami. Compared to other major islands, Java Island is exposed to the highest risk of various disasters.

Specific areas with high risks are:

Hazards	Areas of High Risks[5]
Earthquake	Western regions of Sumatra Island; south regions of Java Island; Bali; NTB; NTT; central and northern Sulawesi; and parts of Papua region.
Tsunami	Cities and regencies in the western part of West Sumatra; Southern regions of Java Island; Northern Aceh; and Lampung.
Landslide / Land Movement	The Western regions of Sumatra Island; Southern regions of West Java; the majority of Papua and West Papua regions; the central and Northern parts of Sulawesi; Eastern part of Kalimantan Island; Western part of West Nusa Tenggara; Central and Southeast parts of Sulawesi; and part of Maluku Province.
Volcano	Java Island; many regencies in Sumatra Island; some of the regions in NTB and NTT; and Northern Sulawesi.
Flood	High risk of flood in five major islands in Indonesia. North and West Jakarta exposed to high risk; and Indramayu known as a flood area in West Java; 18 regencies/municipalities in East Java Province including Sidoarjo and Bojonegoro; Nanggroe Aceh Darussalam; North Sumatra; Kalimantan; Sulawesi; East Nusa Tenggara; and Papua.
Drought	In Java Island, Central Java Province (25 regencies/ municipalities); West Java Province (15 regencies/municipalities); East Java Province (14 regencies/ municipalities); while in Sumatra, the Provinces of South Sumatra; Lampung; and Riau Islands.

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5   Drawn from the National Action Plan for Disaster Risk Reduction 2010-2012 (Chapter 2 Section 5: Disaster Risk Analysis).

Risk Map – Seismic, Volcanic and Tropical Storm Risk [6]

6   Source: UN Office for the Coordination of Humanitarian Affairs (OCHA) Regional Office for Asia Pacific (ROAP), 2007.

CHAPTER II

OPERATIONAL PLAN

2.1. High Level Flow Chart

1. Preparedness

DRU / HER / Desk
- Regularly check relevant telephone numbers
- Monitor key information sites
- Maintain and test deployment equipment
- Maintain regular contact with humanitarian partners

- Maintain standby arrangements
- Participate in ERT/RRT training
- Action lessons learned from post-response evaluations

Disaster

2. Receive Alert

Duty Officer / DRU
- Implement Duty Phone Guidelines

DRU
- Prepare for early assessment team deployment including coordination with Embassy partners (ADF, DFAT including Consular)
- Commence completing Event Log
- Monitor Indonesian Media

HER / Desk / Comms
- Notify AusAID Senior Managers, WoG partners & Minister's Office as required
- Prepare holding line for Ministers Office
- Monitor Australian Media
- Commence completing event log (Desk)

Head of AusAID Jakarta / PSC
- Initiate dialogue with GoI / BNPB
- Establish & participate in PSC
- Establish responsibility and timing of SitReps, media releases, cables from Embassy
- If required Head of AusAID Jakarta clears deployment of assessment team through PSC
- Nominate media spokespeople:
  - HOM: Jakarta & Team Leader: Field

indicates that there are relevant references/tools in this DR Plan. Please refer to the Table of Contents to find the most appropriate references/tools.

3. Information Gathering and Assessment

DRU / ERT
- Liaise with BNPB
- Deploy Assessment Team
- Commence Preparation for larger deployment as required
- Prepare AusAID SitRep
- Coordinate Cables with WoE

HER Canberra
- Establish Emergency Taskforce (ETF), if required
- Coordinate WoG in CBR (including IDETF), if required

Jakarta & Canberra
- Confirm desk-post responsibilities on tasks that fall within grey areas, e.g. FMA Reg 9, Min Subs.
- Confirm schedule and clearance process for Talking Points, SitRep, cables and website updates to match Canberra needs
- Discuss possible RRT support
- Identify source of funding for operation & programming

Assessment Team
- Provide information and recommendations to DRU
- Prepare for ERT arrival, if required

HER / Desk / Comms
- Confirm responsibilities for preparing, clearing and issuing TPs
- Liaise with Minister's office on a general offer of assistance
- Seek ministerial clearance for media spokespeople

4. Prepare AusAID Response

Jakarta
- Liaise with GoI (to confirm needs & potential assistance)
- Draft package of assistance
- Assistance package cleared by Head of AusAID Jakarta / PSC
- Assistance package provided to CBR

HER / Desk
- Receive and consider package of assistance from Jakarta
- ETF and/or IDETF consider package of assistance, if required

DRU
- Organise formal letter from HOM to BNPB confirming Australian Assistance.

HER / Desk
- Finalise package of assistance
- Seek ministerial approval
- Coordinate planning for Australian technical teams, if required.
- Liaise with HPA partners and/or ARC on any involvement

5. Implement AusAID Response

Jakarta & Canberra
- Revise schedule for SitReps, TPs, and Cables
- Determine responsibility for managing Australian NGO
- HPA partners, if required.

Jakarta
- Deploy ERT in Jakarta and Field
- Produce SitReps, coordinate with WoE on Cables
- Fulfil corporate requirements on package of assistance
- Develop Indonesia Specific Media Products; support media spokespeople

HER / Desk
- WoG Coordination
- Ministerial Updates (TPs and other)
- Cable Funding arrangements to Geneva

HER
- Coordinate and manage the deployment of RRT and/or technical teams, as required.

Communications / Desk
- Media and communications management

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2.2. Emergency Response Team

AusAID has developed stand-by arrangements whereby AusAID Jakarta staff (consisting of both A-Based and O-Based) can be deployed rapidly to a disaster response operation. The group is known as the Emergency Response Team (ERT).

Note that other whole of government partners, such as DFAT (including Consular) and the ADF may also have staff in the field.

ERT Structure

Indonesia utilises the Incident Command System (ICS) when responding to a disaster. The equivalent BNPB section, under ICS, is in *italics*. This will assist in liaison with BNPB if required.

This diagram can be utilised when establishing a field emergency tree, where required.

Term of Reference	
Area:	Management (SES and EL2)
Main responsibilities:	• Oversight of Response • Briefing Senior Managers in Embassy and Canberra • Emergency Response Team Management • Representation
Location:	Deployed in the field or in Jakarta

Specific tasks and responsibilities – Head of AusAID Jakarta and/or Minister Counsellor

1. Manage overall humanitarian response program from Jakarta.
2. Ensure Embassy's Post Security Committee (PSC) and Canberra have appropriate information and reporting.
3. Clear AusAID SitReps and cables.
4. Confirm Government of Indonesia has requested international assistance; and facilitate offer of assistance from the Australian Government to the Government of Indonesia.
5. Provide recommendations to the PSC and Canberra on possible assistance packages, and facilitate approval processes.
6. Represent AusAID and/or Australian Government at high level meetings in Jakarta

Specific tasks – Operations Coordinator/Deputy (Jakarta) and Head/Deputy Head (Field)

1. Confirm Canberra's reporting requirements and set Jakarta/field timetables appropriately.
2. Ensure AusAID sitreps and cables are coordinated with whole-of-embassy partners.
3. Confirm respective roles of Canberra and Jakarta relating to AusAID business process including FMA9 minutes and ministerial submissions.
4. Manage strategic liaison with BNPB.
5. Appoint and manage Jakarta and field response team members, including determining objectives of field team and nominating coordinators for each job area

6. Establish reporting structure/line of command for information sharing and operations.
7. Ensure all field teams are properly briefed prior to departure, including on security, safety and welfare arrangements.
8. Oversee implementation of assistance packages, including components implemented by ADF and other whole of government partners.
9. Responsible for duty of care, including team rotations, appropriate rest time, identifying and managing risks in the field, and safety and security, including providing security information to senior managers if required
10. If required, request additional staff resources from Canberra.
11. If directed, manage and coordinate whole-of-government operations in the field.
12. Represent AusAID and/or Australian Government at high level meetings in the field
13. Work with Public Affairs to identify and manage public affairs opportunities, and if directed (upon the approval of Canberra), become a media spokesperson.
14. Oversee organisation and implementation of high level visits.

Duties applicable to all:

1. Work towards the Australian Government's objectives in humanitarian assistance.
2. Ensure humanitarian principles and accountability measures are applied.
3. Respect relationship/partnership with host governments and other stakeholders.
4. Perform other duties and responsibilities as may be assigned.

ToR – Disaster Response Unit

Term of Reference	
Area:	Disaster Response Unit (DRU)
Main responsibilities:	• Early Assessment • Support for senior managers and ERT • Records Management • Operational Enabling and Mobilisation • Liaison with GOI including BNPB
Location:	Deployed in the field or in Jakarta

Disaster Response Unit (DRU), as operations support unit, will facilitate AusAID disaster response operations by providing coordination and support services to senior managers and the Emergency Response Team; and by mobilising response tools and mechanisms.

Specific tasks and responsibilities during disaster response

1. Conduct (and/or participate in) assessments to identify humanitarian needs in early stages of a disaster, prior to deployment of ERT.
2. Provide support to the Head of AusAID Jakarta and Embassy PSC, including:
   a. facilitating the provision of disaster information in a timely manner;
   b. recommending assistance packages, including relief and early recovery options;
   c. supporting communications with BNPB, e.g. consulting on needs and offering packages of assistance.
3. Following decision of Head of AusAID Jakarta and PSC, activate and mobilise ERT and appropriately assign roles and responsibilities among ERT members available for deployment. This includes establishing a command and control system for effective communication and reporting, as well as ensuring duty of care requirements are fulfilled (e.g. liaising with security adviser for security issues and with AusAID welfare counsellor).

4. In the field, provide support to the Head of Operations, including providing advice on:
   a. coordination and communication mechanisms (including with WoG partners);
   b. liaison with Indonesian authorities and other external partners;
   c. possible assistance packages, and quality of partners and proposed activities.
5. Liaise with AIPD Offices, where necessary.
6. Keep appropriate records, including recording AusAID actions.
7. Prepare and manage the mobilisation of response tools/mechanisms/partnerships:
   a. Pre-positioned Funding – IFRC
   b. Science Analysis – AIFDR
   c. Logistics Support and Warehouse – HK Logistics
8. If required, coordinate with key stakeholders including donors, NGOs under AusAID's Humanitarian Partnership Agreement[7], other relevant NGOs and Australian Red Cross.
9. Work with Public Affairs to identify public affairs opportunities and contribute to public affairs, including through photos and human interest stories.
10. Continue to manage Jakarta Emergency Duty Phone for other potential disasters.
11. Manage early recovery activities.
12. Lead the process of operation closure and lessons learnt.

Duties applicable to all:

1. Work towards the Australian Government's objectives in humanitarian assistance.
2. Ensure humanitarian principles and accountability measures are applied.
3. Respect relationship/partnership with host governments and other stakeholders.
4. Perform other duties and responsibilities as may be assigned.

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7   Oxfam, Caritas, World Vision, CARE, Save the Children and Plan International

Term of Reference	
Area:	Program
Main responsibilities:	• Humanitarian Needs Assessment • Host Government Liaison • Disaster Information Collection/ Sharing • Cluster Engagement • Donor Relations • UN, Red Cross, NGO Engagement • Post Disaster Needs Assessment (for Recovery)
Location:	Deployed in the field or in Jakarta

Specific tasks and responsibilities

1. As a contact point, gather disaster information on damage, relief, organisations present and capacities (resource base, sectors).
2. Conduct (and/or participate in) assessments to identify humanitarian needs and assess other contributing factors/ dynamics in early stage of disaster.
3. Liaise with GOI, especially with Posko (BNPB as well as BPBDs/local governments), in the field. When requested, can also be seconded to GOI during the operation.
4. Coordinate with other donors/UN/Red Cross/NGO on operational matters.
5. Attend and represent Australia at relevant coordination and cluster meetings.
6. Identify and make recommendations for possible AusAID programs/engagement, including longer term rehabilitation and reconstruction options.
7. Manage and work with AusAID implementing partners (except HK Logistics).
8. Undertake management of relief items in the field e.g. identifying trusted partners for distribution and/or facilitating the handover of relief items to the partners.

9. If directed, facilitate links between whole-of-government partners, GOI and other partners. This may include acting as a liaison officer to facilitate the set up and implementation of whole-of-government partner activities in the field.
10. Consider and ensure integration of gender and disability issues.
11. Liaise with BNPB, Bappenas and World Bank/UNDP to assess damages and loss for early recovery. Participate in the Post Disaster Needs Assessment (PDNA) if required.
12. Based on the PDNA report, define appropriate early recovery options (e.g. reconstruction packages for schools and clinics, livelihoods, engagement of ACC, etc).
13. Work with Public Affairs to identify public affairs opportunities and contribute to public affairs, including through photos and human interest stories.

Duties applicable to all:

1. Work towards the Australian Government's objectives in humanitarian assistance.
2. Ensure humanitarian principles and accountability measures are applied.
3. Respect relationship/partnership with host governments and other stakeholders.
4. Perform other duties and responsibilities as may be assigned.

ToR – Logistics and Administration

Term of Reference	
Area:	Logistics & Administration
Main responsibilities:	• Operational enabling • Procurement, if necessary • Management of Relief Items (dispatch and replenishment) • ERT Deployment and Duty of Care
Location:	Deployed in the field or in Jakarta

Specific tasks and responsibilities

1. Facilitate operations, logistics and administration[8] for AusAID in Jakarta and the field, including directing HK Logistics to meet AusAID's needs.
2. If directed, facilitate operations, logistics and administration[9] for whole-of-government partners in Jakarta and the field. This may include providing direct support to partners or coordinating HK Logistics to provide this support.
3. If directed, responsible for issuing tasking notes for HK Logistics, and ensure services provided are consistent with tasking notes.
4. If required, task (or work with) HK Logistics or other logistics experts to evaluate logistics situation in the field e.g. logistics assessment including status of roads; ports; communications; airfield; landing zones; warehousing.
5. Facilitate mobilisation of AusAID relief items, including managing customs if required
6. Provide assistance in procurement of disaster relief items e.g. liaison with Procurement Unit.
7. Coordinate establishment and management of field office systems and functionality including IT, telecommunication, etc.

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8   Including but not limited to accommodation, air and ground transport and field office locations
9   Ibid

8. If directed, organise and manage operational finance in the field
9. Collect, update and post field movement daily schedules and field emergency tree.
10. Become a contact point for deployed ERT, manage ERT roster in the field and Jakarta.
11. Facilitate and manage ERT deployments (deployment kits, travel, accommodation, office-in-a-box, etc.), rotations, and duty of care in the field
12. Manage the closing of office field operation (including inventory of the ERT deployment equipment; finalise accounts for field accommodation/transport/offices; asset handover, if required; etc.).

Duties applicable to all:

1. Work towards the Australian Government's objectives in humanitarian assistance.
2. Ensure humanitarian principles and accountability measures are applied.
3. Respect relationship/partnership with host governments and other stakeholders.
4. Perform other duties and responsibilities as may be assigned.

ToR – Information and Reporting

Term of Reference	
Area:	Information & Reporting
Main responsibilities:	• Information gathering and analysis • SitRep, Cable • Reporting to Operations Coordinator and Head of AusAID Jakarta • Liaison and communication with Canberra (HER and Indonesia Desk)
Location:	Deployed in the field or in Jakarta

Specific tasks and responsibilities

1. Responsible for flow of information between field, Jakarta and Canberra (including desk and HER),
2. Coordinate, collate and analyse information from program officers located in Jakarta and the field
3. Produce SitReps and/or cable as per requirements set by the Head of Operations (Field) and/or Head of AusAID Jakarta.
4. Ensure SitReps, talking points and cables are coordinated with whole-of-embassy partners
5. Monitor and seek further updates from different information sources including WOG partners, media, web-pages, local contacts, UNOCHA SitReps, IFRC Info Bulletin, etc.
6. Monitor mass media (internet, television, newspapers and radio) on the coverage of events and related human interest stories.
7. Ensure the Head of AusAID Jakarta and Operations Coordinator (and through them, the Embassy's Post Security Committee) receive appropriate briefing and seek appropriate information from them to provide to ERT in the field.
8. If directed by the Head of AusAID Jakarta or Operations Coordinator or DRU, draft FMA9 minutes and funding agreements with partners.
9. Facilitate sharing of information amongst ERT members
10. Facilitate high level visits to the field through itinerary and briefing coordination

11. Assist in electronic filing as well as physical/hard copy files
12. Work with Public Affairs to identify public affairs opportunities
13. When deployed to the field, manage the Australian Government field office, including
    a. prepare records of AusAID field office meetings
    b. prepare field welcoming packs for new ERT members in the field, including briefing, administration and logistics, and safety and security information
    c. brief visitors and whole-of-government partners

Duties applicable to all:

1. Work towards the Australian Government's objectives in humanitarian assistance.
2. Ensure humanitarian principles and accountability measures are applied.
3. Respect relationship/partnership with host governments and other stakeholders.
4. Perform other duties and responsibilities as may be assigned.

ToR – Public Affairs

Term of Reference	
Area:	Information & Reporting
Main responsibilities:	• Media monitoring and management • Developing media products (media release, talking points, factsheets) • Identifying media opportunities • Ensuring visibility of Australian aid • Documentation • Reporting to Operations Coordinator and Head of AusAID Jakarta • Liaison and communication with Canberra (Communication Coordinator and Indonesia Desk)
Location:	Deployed in the field or in Jakarta

Specific tasks and responsibilities

1. Contribute to SitReps and/or cable as per requirements set by the Head of Operations (Field) and/or Head of AusAID Jakarta
2. Ensure media talking points, media release and factsheets are coordinated with DFAT public affairs, AusAID Jakarta, Desk and AusAID communications coordinator
3. Identify media opportunities on the ground to increase Australian aid visibility
4. Monitor mass media (internet, television, newspapers and radio) on the coverage of events and related human interest stories.
5. If spokespeople approved, ensure they receive up-to-date talking points and appropriate briefing before speaking to media
6. Ensure appropriate branding on all Australian aid assistance
7. Provide public affairs support to high level visits to the field through itinerary and briefing coordination
8. Facilitate sharing of information amongst ERT members
9. When deployed to the field, manage the Australian Government field office relationship with media, including
   a. Assist spokespeople before and during interviews
   b. Record all media enquiries and interviews
   c. Manage documentation (video and photos)

Duties applicable to all:

1. Work towards the Australian Government's objectives in humanitarian assistance.
2. Ensure humanitarian principles and accountability measures are applied.
3. Respect relationship/partnership with host governments and other stakeholders.
4. Perform other duties and responsibilities as may be assigned.

ERT Roster (last updated in Dec 2012)[10]

<u>Jakarta Teams</u>

Positions	Option #1	Option #2
Head of AusAID Jakarta	Jacqui De Lacy	Jean-Bernard Carrasco
Operations Coordinator	Matt Hayne Mark Jeffcott	Trevor Dhu Rachel Moore
DRU operations support	Ben O'Sullivan Fenni Rum	Piter Edward Allan Bell (BNPB Liaison)
Program (relief, coordination, recovery)	Patricia Bachtiar Andi Muhardi Didi Marjimi Henry Pirade (BNPB Liaison)	Anggiet Arifianto Arief Sugito Wita Krisanti Widya Setyowati
Logistics (contract, HK Logistics, ERT deployment, admin support)	Febrian Orry Imron Gasanto Amritha Wedha Radhietya Hadikusuma	Endang Dewayanti Melinda Hutapea Wiwid Prathiwi Rina Lestari
Info and Reporting (SitRep, info mgt, reporting and briefing)	Melanie Calvert Sarah Leslie Nicola Ross	Melissa Tipping Dias Rahwidiati Fiona McIver
Public Affairs	Rendy Djauhari Clare Price	Mia Salim Maria Siahaan

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10 DRU may be available to fill any positions, as required, that do not conflict with a pre-determined placement above or associated rest periods.

Field Teams

Positions	Option #1	Option #2
Head of Operations (Field)	Mat Kimberley Petra Karetji	Matt Hayne Scott Roantree
DRU operations support	Piter Edward Allan Bell Jeong Park	Ben O'Sullivan Fenni Rum
Program (relief, coordination, assessment)	Jason Brown Lila Sari Dimas Purnama Sri Novelma (Rino)	Julia Wheeler Eko Setiono Widya Setiabudi Reza Irwansyah
Logistics (Field Office support, logistics, WoG admin/IT)	Asep Saepudin Hendra Haryanto Elia Surya Chairani Siregar	Imron Gasanto Amrita Wedha Kristy Van Putten
Info and Reporting (SitRep, Media drafting)	Dias Rahwidiati Jennifer Donohoe Dominic Morice	Ben Davis Anne Joselin
Media (Field Communication/ Media)	Mia Salim Irfan Herlambang (Toni)	Rendy Djauhari Clare Price

2.3. "How to" Guides

How to Deploy ERT

The decision to deploy ERT will be made at the stage where AusAID is implementing a disaster response operation. ERT can be deployed to both field and Jakarta. DRU has established a roster for ERT personnel who are deployable to both field and Jakarta in a parallel manner.

A
- DRU stands up ERT
- DRU recommends deployment

B
- Ensure the Head of AusAID Jakarta & PSC have approved the deployment of ERT
- Ensure HER and Desk (Canberra) are aware of the deployment of ERT
- Inform BNPB of the decision to deploy ERT
- Liaise with DFAT Security Adviser on potential risks
- Report event and proposed response to OW&SU Canberra

Head of AusAID Jkt

C
- Identify team composition and skills required
- Review and update the ERT deployment roster
- DRUs ensure other Counsellors (and/or WoG partners) have agreed/approved the release of staff members as part of ERT

C1 — Approves team for field and Jakarta

Head of AusAID Jkt

DRU

D
- Organise ticketing and accommodation and ground transportation for field team
- Ensure all Duty of Care for deployed ERT
- Ensure field team are fully equipped with deployment kit

**ERT DEPLOYED
(commence rotation as required)**

A: When a serious event occurs, DRU stands up ERT via SMS or email, requesting availability for deployment. As the event develops, DRU will recommend ERT deployment.

B: Organisational Wellbeing and Support Unit (OW&SU) in Canberra will develop an appropriate critical incident mental health support (CIMHS) response for the operation.

C: DRU should determine the size and composition of deployment team and develop brief terms of reference. DRU should contact staff members' Counsellors (and/or the WOG partners) to agree/approve that their staff members can be released.

C1: Head of AusAID Jakarta should approve final team composition for deployment.

D: DRU will organise a briefing for the deployment team and ensure duty of care is fulfilled (e.g. security, insurance, CIMHS response). DRU and Logistics-Jakarta will also facilitate flights and, where possible, accommodation and ground transport. DRU will ensure deployment team and HK Logistics arrange the pick-up of deployment equipment from the warehouse. As required DRU/ERT facilitate the rotation of ERT members.

How to Request Staffing from Canberra

If the scale of the disaster is beyond AusAID Jakarta's ability to respond, surge capacity from Canberra can be requested. AusAID Canberra has a Rapid Response Team (RRT), a group of AusAID staff who are trained to be deployed to assist existing in-country emergency responders. Assistance can also be requested from other groups, such as Australian states and territories (through Emergency Management Australia), Australian Defence Force and the private sector.

A

Verify the needs
• Identify number of personnel required, what skills and time frame (when the support required and for how long)
• Seek approval from the Head of AusAID Jakarta to the request for support from Canberra

DRU

B

Put the request to HER in Canberra
• The request should come with information in relation to: Term of Reference / Job Descriptions; number of personnel required; and time frame
• Ensure Desk in Canberra is aware of the request to HER

B1

HER selects appropriate personnel/ specialists

HER

DRU

HK Logistics

C

In-Country Preparation
• Organise accommodations and ground transportation for the deployed RRT (or technical teams, if necessary)
• Prepare pre-deployment briefing for the newly arrival RRT or technical teams
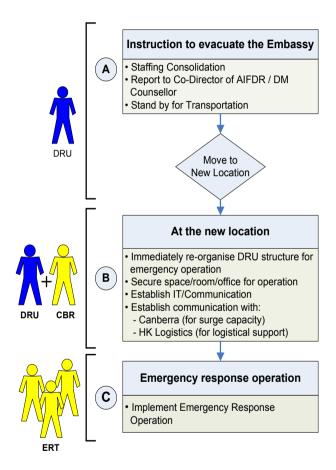• Organise access to Embassy and security briefing from DFAT (if required)

A: In a large or complex disaster, DRU should confirm RRT deployment is required and identify number of staff and their roles. The Head of AusAID Jakarta should approve a request for RRT deployment. DRU may also identify and request other support required from HER.

B: DRU should provide request for RRT deployment to HER in Canberra. The request should include terms of reference, number of staff required and timeframe. Indonesia desk in Canberra should follow up the request with HER.

B1: HER should implement its procedures for deploying RRT members. HER should also send a standard travel cable advising of RRT deployment.

C: DRU (with support from ERT logistics officers) should organise accommodation, transport and briefing for RRT members. DRU (with support from ERT) should also organise access to the Embassy and security briefings if needed.

DRU may be requested to organise administration and/or logistics for Australian technical teams such as USAR and medical teams e.g. local transportation, fuel, and accommodation (only in case they are not self-contained).

The Humanitarian Emergency Response (HER) Section in AusAID Canberra is responsible for the RRT and for liaising with EMA and other partners to arrange technical team deployments such as Urban Search and Rescue (USAR) teams, medical teams, and engineering specialists. HER may also be able to provide other support to the Indonesia program, for example in arranging the movement of people and goods across borders.

How to Relocate DRU Function

In a natural disaster in Jakarta, the Embassy may not be accessible. In such a situation, DRU will be relocated to several possible locations – second AusAID office; HOM Residence; or Head of AusAID Jakarta's Residence.

DRU

A
Instruction to evacuate the Embassy
• Staffing Consolidation
• Report to Co-Director of AIFDR / DM Counsellor
• Stand by for Transportation

Move to New Location

DRU + CBR

B
At the new location
• Immediately re-organise DRU structure for emergency operation
• Secure space/room/office for operation
• Establish IT/Communication
• Establish communication with:
  - Canberra (for surge capacity)
  - HK Logistics (for logistical support)

ERT

C
Emergency response operation
• Implement Emergency Response Operation

A: DRU should evacuate immediately when directed. DRU Manager should confirm with Co-Director of AIFDR / DM Counsellor that DRU will be relocated to a contingency site. Also confirm DRU staff availability and, if required, identify ERT staff who can fill vacant positions.

B: Immediately upon arrival at the contingency site, DRU manager should secure office space and establish communications with Canberra (and HK Logistics for office-in-a-box and logistics support).

C: DRU and ERT should commence disaster response operations.

How to Gather Disaster Information

One of the key roles for AusAID ERT members in disaster response operations is to collect timely and relevant disaster information that can inform appropriate decision making. The information required is outlined in the SitRep Template.

The type and quantity of information being gathered during an assessment will depend on which phase of the disaster the assessment is being conducted.

- Phase 1 (0-72 hours) – assessments are primarily used to determine the level of life saving assistance required e.g. how many shelters, how much food and water and how much medical assistance is required. No assessment below the community level is conducted. It is during this phase that a decision on whether Australia provides USAR, medical and possibly military assistance is likely to be made.
- Phase 2 (first two weeks) – rapid, multi-cluster assessments are conducted in order to support operational planning that will allow the ongoing impact of the disaster to be minimised e.g. the Emergency Capacity Building Consortium (ECB) Joint Initial Rapid Assessment Tool. This phase will help in determining the viability of partner organisations proposals.
- Phase 3 (second two weeks) – clusters will commence in-depth sectoral assessments in order to best prepare for early recovery considerations for the second month (phase 4) and beyond. This phase will help shape AusAID's long-term recovery plans for those affected by the disaster.

During Phase 1 and 2, the majority of information obtained will be secondary data (not collected by AusAID), and as such a decision will need to be made as to its accuracy. This is done by determining the reliability of the source and the credibility of the information.

The following checklist provides guidance on what to consider in the process of information gathering and assessment in Jakarta and the field.

	Checklist	Completed
Jakarta	Contact BNPB Crisis Centre (for updated disaster information)	❑
	Attend donor coordination meetings (normally hosted by UNOCHA jointly with BNPB)	❑
	Attend government-led coordination / information sharing meetings e.g. Ministry of Health, etc.	❑
	Attend Jakarta UN cluster meetings (if activated)	❑
	Contact local partners for further disaster information e.g. local government contacts or AusAID programs (AIPD) in the affected area.	❑
	Attend or monitor (if any) NGO activities in Jakarta (to understand who is doing what, where)	❑
	Individual meetings with relevant stakeholders, as required	❑
	Monitoring media including local media	❑
	Collect additional information through web pages (for scientific information, may contact AIFDR)	❑
Field	Upon arrival, establish contact/ relationship with government disaster response management e.g. BPBDs, provincial/district government, or in some cases, BNPB-led National Task Force	❑
	Upon arrival, establish contact/relationship with UN team in field, where exists.	❑
	Attend coordinating/information sharing meetings (government, UN, NGOs, etc.)	❑
	Participate in joint assessment missions (optional – where possible, with governments).	❑
	Attend cluster coordination meetings	❑
	Individual meetings with relevant stakeholders (governments; donors; Red Cross and NGOs)	❑

<u>Tips for field assessment</u>

Natural disasters have different characteristics from one to another. This certainly influences the way and method of information gathering, especially in the field. Several things to note are:

- Balance the importance of the data collected versus the time required to find it.
- Collect only what can be used.
- Assessment is not only about the collection of primary data. It is also about gathering existing data and undertaking analysis.
- Be aware of political sensitivity between different levels of governments during the disaster response;
- Be aware that different districts have different disaster management structures e.g. BPBDs or Satkorlak. In some cases, BNPB takes a lead, subject to the level of disaster.
- Be aware of any secondary threats e.g. after shocks, additional volcano eruptions, etc.

How to Manage Information

Information management during disasters can be difficult because of the high volume of information and the large number of people working on different tasks.

Below are some tips to help ERT members manage information during disaster response.

Saving Documents

Are you saving documents in the disaster response 'Dummy Folder' at S:\Disaster Response\1. DUMMY FOLDER (for Disaster - Emergency)?

When saving documents, are you including dates and version numbers?

Email Protocols

Are you using the following prefixes in your email headings, to guide the reader?
- For decision: [insert email subject]
- For action:
- For information:
- For clearance:
- For advice please:
- Staff in confidence:

After sending emails marked '*For decision*'/'*For action*', are you following up with a phone call?

Are you cc'ing the DRU email address (at dru@ausaid.gov.au) into all emails?

Central Place for Sharing Documents

Have you identified a central location (e.g. notice board) to keep hard copy key documents, so all staff can see the most recent version? Key documents may include:
- Sitreps
- Talking points
- Funding and activity tracking table (see template below)

When new versions of the above documents are finalised, have you printed them and placed them in the central location?

Tracking Funding and Activities

Are you maintaining a table outlining funding and activities? (see template below)

Tracking Funding and Activities

Origin of Commitment	Amount of Funding	Partners	What the Funding Buys	Status Update Remarks/ Progress
<example: AusAID IFRC Prepositioned Fund>	<example: AUD500,000>	<example: IFRC>	<example: PMI volunteer deployment>	<example: PMI teams undertaking assessments in 4 locations>
<example: PM announcement on 2 May>	<example: AUD850,000>	<example: WFP>	<example: Food for IDP Camps>	<example: delivered through soup kitchen>

How to Proactively Manage the Media

During any disaster response it is important that AusAID, in coordination with DFAT and the ADF, proactively manages the media. This means we need to provide:

- positive, useful story ideas which the media can use
- media spokespeople who can be quoted
- structured scheduling of interactions with media
- appropriate branding to ensure Australia's assistance is recognised.

The following table sets out roles and responsibilities for proactively managing the media.

Jakarta Roles	Canberra Roles

Embassy Post Security Committee
▪ Ensure DFAT Public Affairs is included in PSC to coordinate Embassy public affairs
▪ Nominate media spokespeople
  • Jakarta: HOM
  • Field: Team Leader
▪ Nominate public affairs officer to deploy to the field
	HER / Desk / Comms
	▪ Confirm responsibilities for preparing, clearing and issuing talking points and ministerial media releases

Head of AusAID Jakarta ▪ If nominated media spokespeople are from AusAID, submit to ADG Communications, Media and Transparency Branch in Canberra and request ministerial approval	
AusAID Jakarta Public Affairs ▪ Contact AusAID Comms Coordinator to inform them of PSC decisions ▪ Ensure all media products are coordinated with DFAT and AusAID Canberra ▪ Work with DFAT public affairs to develop Indonesia specific media products, e.g. HOM media release, factsheets, photos. ▪ Activate the on-call photographer; deploy to the field ▪ Identify useful products e.g. maps, background briefs, etc. to provide to the media ▪ Monitor Indonesian media	**Comms Branch** ▪ Nominate Comms coordinator ▪ Facilitate ministerial approval process for media spokespeople ▪ Develop and share schedule for talking points ▪ Develop website content (e.g. Hot Topic) ▪ Monitor Australian media

Field Public Affairs • Support media spokespeople and ensure they have up-to-date talking points • Record all media interviews in the field • Identify public affairs opportunities in the field • Ensure appropriate branding of Australian assistance • Collect human interest stories • Coordinate with other agencies in the field e.g. ADF	
All ERT members • Work to identify public affairs opportunities • Link public affairs with key partners in the field who may be able to comment to media e.g. BPBDs, NGO • Wear AusAID shirt in the field • Ensure goods/signs have the Australian Aid identifier • Keep a camera handy just in case	

How to Work with Media (Media Spokespeople)

ERT Management staff may receive clearance from the Minister's office to speak to the Indonesian and Australian media.

If you have clearance to talk to the media

If you have clearance to talk to the media the following checklist is useful:

Checklist	Completed
Do you have the most recent set of **Ministerial talking points**? • These outline the key messages for you to deliver. You should limit your responses to these cleared talking points or the more general points described below. • <u>Do not</u> discuss Australian assistance packages <u>unless</u> they have already been announced by the Minister	❏
Have you contacted the **Jakarta public affairs unit** to receive tips and preparation assistance? (contact email at jakarta.pa@ausaid.gov.au) • Have you discussed the questions that might be asked or the angles that might be taken?	❏
Have you asked for the interviewer's contact details?	❏

If Ministerial talking points are not available

If Ministerial talking points are not available, or you are unsure what the Minister has announced, use following talking points as a guide:

- On behalf of the Australian Government I would like to express my condolences to the victims of the [insert event, include location and date]
- Australia, as a close friend and neighbour of Indonesia, stands ready to support Indonesia at this difficult time
  - We are working closely with Indonesian authorities to determine how Australia can best assist
  - [if you know the Minister will soon be announcing assistance, indicate when more details will be available]

- [include any field details, for example the number of Australian staff in the field]
- Australia already works closely with the Government of Indonesia through the Australia-Indonesia Facility for Disaster Reduction.
  - This Facility has been working to strengthen Indonesia's ability to reduce the impact of disasters.

How to Work with Media (ERT Members)

Identifying public affairs opportunities

The key media management role for most ERT members is to identify public affairs opportunities and the timely and accurate reporting of information to support briefs and media releases. The following checklist is useful for this purpose:

Checklist	Completed
Have you identified an event the media may be interested in? e.g. • arrival of Australian-funded relief items • arrival of Australian personnel (e.g. search and rescue team) • opening of an Australian supported facility (e.g. medical clinic)	❑
Have you notified the Jakarta public affairs unit of the time and details of the event?	❑
Do all goods and signs include the Australian Aid identifier?	❑
Are you wearing your AusAID shirt in the field?	❑
Do you have access to a camera in case of photo opportunities?	❑
Have you linked AusAID public affairs with key partners in the field (BNPB, BPBD, NGOs) who may be able to comment to media?	❑

Approaches by the media

The majority of ERT members will not have permission to speak to the media (Indonesian or Australian). Assume you do not have permission to talk to media unless you have specifically been told otherwise.

If you are approached by a media representative, you may use the following points:
- Thank you for your inquiries.
- Unfortunately I am not able to provide the information you are requesting.
- I suggest you contact our public affairs representatives who will be able to assist you:

- [provide details of any public affairs staff in the field] and/or
- Please contact Jakarta Public Affairs at jakarta.pa@ausaid.gov.au
- If you provide me with your name and contact details, I will pass them to our public affairs officer who will get in contact with you.

How to Clear SitReps and Cables

A — **Determine timetable for SitRep & Cable**
- Determine who's coordinating the Embassy cable reporting
- Approval from Head of AusAID

Head of AusAID

B — **Draft SitRep**
- Collect info from program officers, WoG partners, websites including GoI websites, OCHA, local media
- Ensure new info is *italicised* and references are included

ERT-Info & Reporting

C — **Clear SitRep through Head of AusAID Jakarta**

Head of AusAID

D — **If AusAID emailing SitRep**
- Clear through DFAT Consular

D1 — **Email SitRep**
- Include AusAID Indonesia desk and Post, AIFDR, HER, DFAT Jakarta on Distribution list

ERT-Info & Reporting

E — **If SitRep will be sent as part of WoE cable**
- Provide sitrep to WoE cable coordinator

E1 — **Clear cable with SitRep attached**
- Through relevant agencies e.g. AusAID, DFAT, ADF
- Through DHOM

WoE Cable Coordinator

E2 — **Send cable with SitRep attached**
- Inform WoE partners of MRN number

A: The Head of AusAID Jakarta should determine reporting timetables with Canberra and the Whole of Embassy partners, including who is coordinating the Embassy cable (note AusAID may coordinate this cable).

B: The Information and Reporting officer should draft an AusAID SitRep. A template is in this DR Plan. Key information sources are included in the contact list.

C: The Information and Reporting officer should clear the SitRep through Head of AusAID Jakarta.

D: If the SitRep will be distributed by email, the Information and Reporting officer should clear it through DFAT Consular.

D1: The Information and Reporting officer should email the cable to the distribution list, including DRU, Co-Director of AIFDR / DM Counsellor, Chief of Operations, Minister Counsellor, Head of AusAID Jakarta, relevant staff from Indonesia desk, HER, and DFAT Jakarta (political and consular).

E: The Embassy cable coordinator may be an AusAID person.

E1: The WoE cable coordinator should clear the cable with attached SitRep through Head of AusAID Jakarta, relevant Embassy agencies (e.g. DFAT, ADF, AusAID); then clear through DHOM.

E2: The WoE cable coordinator should send the cable and inform WoE partners of the MRN number.

How to Mobilise "Office in a Box"

DRU

A — DRU briefs ERT for deployment

B —
- Contact HK Logistics for the deployment activation
- Identify the equipment required for deployment
- Provide ERT details to HK Logistics

HKL

C —
- HK Logistics contact ERT deployee to discuss what, where how to collect the equipment

D

Option 1
ERT meets HKL at the warehouse to collect equipment

Warehouse

Equipment Location :
Soewarna complex E2
Soekarno Hatta Airport, Jakarta

Option 2
HKL delivers equipment to ERT

Option 3
HKL (with equipment) travelling with ERT to field

ERT

E —
- Re-check the equipment
- Fill in log sheet book (check in)

F —
Upon return from deployment….
- Contact HK Logistics to return the equipment
- Report and make notes of any missing items or repair (if any)
- Sign the log sheet (check out)
- Report back to DRU

A: DRU will contact the appointed ERT and organise a briefing for deployment.

B: DRU will ask HK Logistics to standby and provide contact details (name, role, contact details, time for deployment, etc.) of ERT personnel being deployed.

C: HK Logistics will contact ERT deployees to discuss further arrangement for equipment.

D: All ERT equipment is located in Soewarna complex E2 Soekarno-Hatta International Airport. Therefore pick up arrangements should be made based on agreed option.

E: Deployee should re-check the equipment and is responsible for maintaining and looking after the equipment during deployment. This includes maintaining assets register and hand over as required. The log sheet book is kept with the equipment.

F: The deployee shall return equipment immediately after deployment. The deployee should note any items that have been depleted (e.g. printer toner) and any missing or broken equipment.

HK Logistics is on period offer with AusAID for the management of AusAID equipment deployment, which is called "Office in a Box".

Equipment is classified into 2 groups:

- Quick Assessment Kit (two sets of two boxes) for assessment teams.
  - Box 1 – satellite phone, laptop; extra batteries for laptop; video camera; digital recorder; solar power charger; different types of USB modems with SIM cards; and other accessories
  - Box 2 – bag; laser printer; stationery; and both packed in Pelican hard case

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- Office in a box kit (one set of two boxes) for large field deployments or a field office.
  - Box 1 – four laptops; two printers; network switch; satellite phones*; and electrical equipment
  - Box 2 – digital camera; Garmin GPS; external hard drive; USB flash drive; two wireless routers; network switch; USB hubs; two colour scanners; one laser printers; mobile phones; digital recorder; card reader; printer toners; solar power charger; stationery; other accessories and electrical equipment.

The equipment is stored at Soewarna Warehouse, Kavling E2, Airport Soekarno Hatta, Jakarta.

Satellite Phone Numbers

Satellite Phone	Locations	Type
+881631570719	Assessment Kit #1 – Box 1	Iridium Motorola 9505a
+881631570718	Assessment Kit #2 – Box 1	
+881631570717 +881631570716	Office in a Box (ICT Kit) – Box 1	

How to Manage Emergency Petty Cash

For some disaster situations where cash is urgently required, DRU maintains emergency petty cash, which is meant to be used for the initial operational support of ERT deployment. The petty cash is an advance to the DRU Unit Manager and should always be managed under his/her management e.g. actual acquittal should be done with the DRU Unit Manager as a money holder, not with the finance unit.

The petty cash should not be mixed with other cash advances that each individual might receive from the finance unit. All expenses must be recorded and every entry should include at least the reason for the payment, amount, and date.

EXPENDITURE OF ERT TEAM **Program :** < Insert Name of Program/Operation >			
Cash Holder: < insert name > **receiving** < insert amount > **on** <insert date>			
Receipt Number	**Date**	**Description / Expenses**	**Debit (IDR)**
<insert no>	<insert date>	< insert descriptions >	< insert amount >
<insert no>	<insert date>	< insert descriptions >	< insert amount >
GRAND TOTAL EXPENSES – Period < Insert Date > to < Insert Date >			< insert amount >
REMAINING BALANCE (TOTAL ADVANCE – TOTAL EXPENSES)			< insert amount >
NOTE: Remain Balance of < Insert Remaining Balance Amount > handed over to < Insert Name > on < Insert Date >			

How to Organise Field Offices

Logistics and Admin officers may be required to set up a field office. This checklist provides guidance on issues to consider.

	Checklist	Completed
Location	Real estate e.g. housing complex, hotel, host government office, tents, warehouses, AusAID existing partners office (i.e. contractor/NGO) etc.	❏
	Facilities e.g. water, electricity, landline phone, road access, etc.	❏
	Proximity (closeness and strategic area for staff mobilisation)	❏
	Security	❏
Room Layout	Sufficient space	❏
	Multi-purpose (e.g. office and accommodation together)	❏
	Workflow (e.g. staff movement within the office, separation between public/reception and confidential area)	❏
	Maps (e.g. area maps, location of response/assistance)	❏
	Message Board (e.g. notice board, information exchange, vehicle use, key contacts, etc.)	❏
	Storage area	❏
Contingency	Emergency route (e.g. from field office to the meeting point/ airport)	❏
	Emergency tree similar to the normal AusAID emergency tree (e.g. update roster, key emergency contact, etc.) – ERT structure can be used for the field emergency tree (see Section 2.2.)	❏
	Resources (e.g. standby car, driver, etc.)	❏

Staff Housekeeping	Accommodation (e.g. room, tent or residents' house, proximity to the office, toilet options, break areas, etc.)	❑
	Transport and driver	❑
Key Contact Numbers	Laminated card for key contacts (drivers, logistics contactors, key stakeholders, ERT field team, etc)	❑
	Regular update (keep informed and renew the key contact periodically)	❑
Asset Management	Registration of asset	❑

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Gender and Disability into Disaster Response

<u>Why is gender and disability important in disaster response?</u>

Gender is important during natural disasters because disasters affect men and women differently. Both men and women may suffer gender-based discrimination or become more psychologically or physically vulnerable in disaster response. However, due to the disproportionate negative impact on women, many strategies to address gender inequality focus on the needs of women and girls.

People with disabilities face disproportionate risks during natural disasters as they may have lost assistive devices, family members or carers, as well as medication and health services. In addition, stigma can exist around disability, and humanitarian agencies may not have a strong understanding of the needs of people with disabilities. As a result, this group can easily be excluded from relief and recovery processes.

<u>Addressing gender and disability issues in disaster response</u>[11]

The questions below provide guidance on gender and disability issues which AusAID staff should consider during disaster response. The guidance is a starting point and AusAID staff should use their judgement to identify and act on other issues which may arise.

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11   Drawn from the following sources:
- 'Women, Girls, Boys and Men: Different Needs – Equal Opportunities'. IASC Gender Handbook in Humanitarian Action, 2006.
- 'Gender Sensitive Disaster Management: A Toolkit for Practitioners'. Chaman Pincha, 2008
- 'Passport to Mainstreaming a Gender Perspective in Emergencies'. Socio-Economic and Gender Analysis Programme, Food and Agriculture Organisation and World Food Programme.

Data

Is sex disaggregated data being collected by AusAID, Indonesian authorities and other partners?

Are special efforts being made to locate and register people with disabilities and identify their particular needs?

Considering Proposals from Partners

Do proposals demonstrate an understanding of the different needs of men, women and people with disabilities? Are these different needs addressed?

Who is likely to benefit from the proposal? Are there groups who are excluded or may lose out from the activity?

Were men, women and people with disabilities consulted in proposal development? Are all groups involved in community management committees?

Will proposed activities affect existing gender relations? With what implications?

Are female-headed households recognised?

Expertise

Are there gender and/or disability advisors in the field?

Are there local women's or disability organisations which could be supported?

Health

Are suitable reproductive health services available, including birthing facilities?

Are suitable services available for people with disabilities (e.g. the housebound)?

Are condoms and HIV education materials available?

Are sexual violence services available?

Are psychosocial support programs accessible to everyone, including men?

Are feminine hygiene products available?

Water and Sanitation

Are separate male and female latrines and washing areas available? Do they provide appropriate privacy and security?

Are latrines suitable for people with disabilities? e.g. do they have access ramps, handrails and space to enter or turn a wheelchair?

Are water sites accessible to women and people with disability? e.g. are access points near camps, not too high and have taps/pumps which are easy to use?

Camp Management

Are men, women and people with disabilities involved in camp management?

Have protection issues been considered? For example, appropriate lighting in areas used by women and children; security patrols on water and fuel collection routes and school routes; sexual harassment complaint mechanisms.

Are temporary shelters accessible for people with disabilities? e.g. do they have access ramps, wide doorways and handrails?

Food and Non Food Items (NFI) Distribution

Are distribution sites easily accessible and safe and the distribution times are convenient for women and men of different age groups and background?

Are women and men consulted on what food and NFIs are culturally appropriate and familiar?

Is there any discrimination or restricted access to food and NFIs based on sex, age or abilities?

Are the specific needs of elderly persons, person with disabilities and the chronically ill addressed through community support and targeted distribution systems?

Education

Are education activities accessible to boys, girls and children with disabilities?

2.4. HK Logistics

Scope of Services

The following is extracted from the AusAID–HK Logistics International period offer global contract (Aidworks Initiative No. INK 340 – Agreement Number 65334).

DEED SCHEDULE 1 – SCOPE OF SERVICES

Objective:

The objective of the Humanitarian Logistics Period Offer is to facilitate timely, effective and flexible delivery of Australian humanitarian assistance through the provision of appropriate high quality humanitarian supply chain logistics support

Services:

1. The Humanitarian Logistics Period Offer is comprised of three components as follows:
   a. Component 1: Core Logistics Management Resources (Service Order 1);
   b. Component 2: Warehouse Management Resources (Service Order 2); and
   c. Component 3: Logistics Operation Services (Ad hoc future Services Orders)

2. The Contractor shall undertake the services outline under Components 1 to 3 above (Please refer to full details of Period Offer document attached in the Aidworks). The services shall be delivered in accordance with Key Performance Indicators specified at Clause 7.1 of the Schedule 1 of the Period Offer. All tasking under the Period Offer will be contracted through Services Orders. An indicative list of services to be provided under each of the components is at Attachment 1 of the Period Offer.

3. At AusAID's direction, the Contractor may be tasked under Services Order to provide logistics and procurement support services in accordance with the Services outlined in this Schedule to partner governments and to other entities or organisations nominated by AusAID.

To obtain HK Logistics' services during a disaster response, AusAID Jakarta Program, in consultation with HER Canberra, is responsible for developing and maintaining:

- Service orders which broadly outline the services required from HK Logistics, consistent with the scope of services. The template can be obtained from the Contract Templates Intranet Site.
- A tasking note which outlines the day to day tasks with HK Logistics. The tasking note should be consistent with the services order, but will be updated every day to reflect new tasks which have been delegated to HK Logistics. A tasking note template is in the 'How to' guide below.
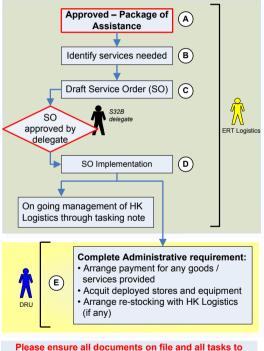
HK Logistics 24 Hours Emergency Contacts

HK Logistics is on standby for 24 hours 7 days a week in order to facilitate urgent logistics provision or access to the deployment equipment (emergency number +61 414 222 757).

How to Work with HK Logistics

During the disaster response, AusAID may require the following services:

- Deployment of ERT to the disaster areas – HK Logistics will liaise with ERT to release "office in a box";
- Logistics for field teams – if requested, HK Logistics will assist ERT with organising accommodation, transport options and/or conducting logistical ground assessments as per the service order (and tasking note) e.g. access, warehousing, etc.

Approved – Package of Assistance (A)

Identify services needed (B)

Draft Service Order (SO) (C)

SO approved by delegate

S32B delegate

SO Implementation (D)

On going management of HK Logistics through tasking note

ERT Logistics

Complete Administrative requirement:
- Arrange payment for any goods / services provided
- Acquit deployed stores and equipment
- Arrange re-stocking with HK Logistics (if any)

(E)

DRU

Please ensure all documents on file and all tasks to HK Logistics must be recorded!

A: The expected requirements for goods / logistics services should be in the Package of Assistance

B: Services might include a) procurement of goods; b) movement of goods; c) logistical support for AusAID; d) ensuring all goods appropriately branded; e) logistical support for WoG via AusAID; and f) organisation and implementation of relief item distribution.

C: AusAID Jakarta program is responsible for drafting, finalising and managing the Service Order in consultation with HER CBR. Use the most current service order template.

D: Liaise and coordinate with HK Logistics contact point; monitor and supervise implementation; and facilitate HK Logistics interactions with ERT field team.

E: At the end of disaster operations, DRU completes the services order and pays invoices.

Tasking Note

No	Date Requested	By	Scope of Service	Due Date	Remarks/ Progress
TASKING NOTE for Service Order No: < Insert Number > **Program :** < Insert Name of Program/Operation >					

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2.5. Whole-of-Government Partners

All ERT members should be prepared to work cooperatively with whole-of-government (WoG) partners, including DFAT (Political and Consular), ADF, AFP and/or Australian State/Territory teams, e.g. urban search and rescue (USAR) and medical teams.

Of the four key roles[12] that AusAID Jakarta could possibly play in disaster response, three of these directly relate to the WoG partners, which are:
- Lead a whole-of-government team in the field, if requested by the Embassy's PSC;
- Provide liaison officers to facilitate the work of WoG partners in the field, if needed;
- Provide logistics and administrative support to WoG partners in the field, if requested by the Embassy's PSC.

Leading a whole-of-government team in the field

The PSC may request an ERT Management staff member to lead a WoG field team (as outlined in Management term of reference). This could include:
- Overseeing the humanitarian aspects of disaster response, with support from the ERT and other Australian Government partners (e.g. ADF, AFP)
- Overseeing consular aspects of disaster response, with support from consular officers
- Arranging daily coordination meetings and ensuring all WoG partners attend
- Reporting to the PSC in Jakarta on behalf of WoG
- Being a media spokesperson (if approved by the Minister's office).

Acting as a liaison officer to whole-of-government partners in the field

ERT Program staff may be requested to act as liaison officers to facilitate the work of whole-of-government partners, including

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12 The fourth role is to "lead and coordinate the Australian Government's humanitarian response to natural disasters in Indonesia"

ADF teams and civilian USAR and medical teams (as outlined in Program term of reference). Tasks could include:

- Introducing WoG partners to relevant stakeholders and coordination mechanisms
- Identifying local partners to distribute goods transported by the ADF
- Working with USAR, medical and ADF teams to identify appropriate work location
- Escorting civilian teams and ensuring they are good representatives of Australia
- Ensuring WoG partners coordinate with the Embassy response, including attending daily coordination meetings.

Providing logistics and admin support to whole-of-government partners in the field

ERT Logistics and Administration staff may be asked to provide logistics and administrative support to whole-of-government partners in the field, including ADF teams and civilian USAR and medical teams (as outlined in Logistics and Administration term of reference).

ERT Logistics and Administration staff can work with HK Logistics to fulfil the needs of WoG partners – see section 'How to Work with HK Logistics'. All requests for assistance from WoG partners must be approved by the Head of Operations (field) and communicated to the ERT Logistics and Administration officers. WoG partners should not directly task HK Logistics.

The Administration and Logistics officers and HK Logistics may work together to:
- Assist in obtaining clearance of teams and goods through immigration and customs
- Identify accommodation, food and transport for WoG partners, if required.

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Consular Issues in Disaster Operations

Any consular issues should be referred to DFAT as these can be personal/private and sensitive. However, to assist the consular effort, AusAID ERT members coming across any Australians in the field, should collect the following details and pass on as soon as possible to:

Jakarta Consular section Consular.Jakarta@dfat.gov.au or +62 21 2550 5500
DFAT 24 hour consular emergency line:
Centre.Conops@dfat.gov.au or +61 2 6261 3305

NAME	
DATE OF BIRTH	
PASSPORT NUMBER	
CONTACT NUMBERS	(client, family, friends)
WELFARE/HEALTH CHECK	
CONSENT TO SPEAK TO FAMILY MEMBERS	Yes / No
CONSULAR ASSISTANCE REQUIRED	Yes / No

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2.6. Tools and Templates

Options for Humanitarian Assistance

Types of Australian assistance to Indonesia can include:

People

- Deploy an AusAID assessment team;
- Provision of specific technical assistance or secondments to GOI;
- Provision of expertise in disaster victim identification and/or cold storage facilities for deceased victims;
- Deployment of civilian personnel including USAR and medical teams;
- Deployment of the ADF[13]. Deployment could include: assessment teams, medical and engineering personnel, aircraft, field hospitals and water purification systems.

Goods

- Distribution of up to 1,500 AusAID family kits[14] pre-positioned in Indonesia;
- Distribution of additional relief items, including tarpaulins and tents.

Funding

- Release of AusAID funds pre-positioned with the IFRC to the PMI;
- Funding support for Indonesian NGO's such as Muhammadiyah and NU;
- Funding support for Indonesian based INGO's including but not limited to Save the Children, Oxfam, World Vision, CARE, Caritas, Plan and SurfAid;

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13 Record of Understanding (RoU) between AusAID and ADF available at AusAID Intranet.

14 A family kit includes a plastic bucket with lid; a nylon bag with closure/string; a small aluminium frypan/wok; a small aluminium pot; a wooden cooking spoon/spatula; a kitchen knife; eating bowls; spoons; forks; drinking cups; dishwashing detergent; a sponge/cleaning cloth; a box of candles; a box of matches; sarong; sandals; disinfectant soap; toothpaste; toothbrush; female hygiene pads; sleeping mats; a mosquito net; a tarpaulin; nylon ropes; a water bottle with lid; towel; can opener; and a plastic container box

- Funding support for the Red Cross including the Indonesian Red Cross, the Australian Red Cross and IFRC;
- Funding support for multilateral organisations in Indonesia;
- Assistance to medical partner organisations already in Indonesia and/or the Indonesian Government to expand their medical capacity.

Reporting – Situation Report (SitRep)

This template is based on the SitRep developed by Canberra HER (registered #067, current to 31 October 2011), but without the Section 5 that provides over-arching comment on Post recommendations[15].

<table>
<tr><td colspan="2" align="center">Emergency Response SitRep</td></tr>
<tr><td colspan="2" align="center"><insert name of emergency></td></tr>
<tr><td colspan="2">NOTE: If you do not have the information to complete all sections of the report, eg, in the early stages of an emergency response, do not wait for all the details, but complete the sections you can and send it as soon as possible to emergencies@ausaid.gov.au, cc the email distribution list. Additional information can be added in subsequent reports. The information provided in the SitRep will provide details for the initial cable (or, if you have prepared the cable first, you can use that information for the SitRep), FMA Reg 9 preparation and Talking Points. ALL INFORMATION SOURCES AND DATE MUST BE CITED

<em align="center">Refer to Instruction How Do I Respond to a Humanitarian Emergency? For further information email emergencies@ausaid.gov.au or phone +6206 4846</td></tr>
</table>

Report date and time		Sitrep No:	
Report prepared by		Contact No:	
Next Sitrep expected			
Background			
Key issues covered in this report			
Significant changes reported in this report			
Information pending			
Post contact details			

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15 This Section was deliberately taken out because such recommendations should only be used within AusAID for operational purposes. As the Jakarta Post is obliged to share any SitRep produced in emergencies with WoG partners in Indonesia, however, there is a concern that any recommendations are mistakenly considered formal without proper approvals or announcements.

Section 1 - Official Request and Security	
1.1 Official government request	
1.2 Security assessment	

Section 2 - Damage and Needs Assessment	
2.1 Event	
2.2 Affected area(s)	
2.3 Affected population(s)	
2.4 Immediate requirements	
2.5 Condition of lifelines	
2.6 Safety, Security & Protection Issues for Local Populations	
2.7 Organisational structures	
2.8 High risk secondary hazards	
2.9 Early recovery activities	
2.10 Support services	

Section 3 - Post arrangements
Provide information on issues relevant to humanitarian relief administration and logistics to facilitate Australian response

3.1 Impact on Post capacity	
3.2 Request for RRT deployment/Post relief	
3.3 Response options at Post	
3.4 Customs Clearance and Visas	
3.5 Communication	

Host Government and Partners
Provide information on measures being taken by the Host Government and other agencies to respond to the emergency, and comment on their impact

4.1 Donor co-ordination meeting convened?	
4.2 Response of local authorities?	
4.3 Any field assessment undertaken?	
4.4 UNOCHA / UNDAC team assistance?	
4.5 FRANZ partner collaboration	
4.6 In-country logistics management?	
4.7 Key private sector and community stakeholders?	
4.8 NGO appeal launched?	

Other Issues
Provide over-arching comment on Post recommendations for options below

Letter to BNPB

During a natural disaster BNPB needs to be fully aware of the assistance which the Australian Government can offer. Following agreement from the Australian Foreign Minister that support should be offered, appropriate letters from the Australian Ambassador to the Chairman of BNPB should be sent to support working level discussions.

A letter template is below. Depending on the situation, a number of different letters may need to be sent as follows:

Situation	Letters
Unclear if GOI will accept international assistance[16]	The **first letter** can broadly outline that Australia's wishes to offer assistance. Examples of the types of assistance can be included.
	If BNPB accepts this broad offer, a **second letter** can outline specific assistance (e.g. recipient organisations and funding amounts).
Clear that GOI will accept international assistance	**One letter** outlining Australia's specific assistance (e.g. recipient organisations and funding amounts) can be sent.
Australia announces more than one assistance package	A **new letter** should be sent for each assistance package which is announced.

Letter Template (Ambassador)

AUSTRALIAN Ambassador
JAKARTA

< Insert date >

Bpk DR. Syamsul Maarif, M.Si.
Chairman
Badan Nasional Penanggulangan Bencana (BNPB)
Jl. Ir. H. Juanda No. 36
Jakarta Pusat 10120

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16 This is most likely to occur with a disaster in a politically sensitive region or a 'medium' sized disaster – i.e. with very large scale disasters it can be fairly safely assumed that Indonesia will welcome international assistance. In this case, one approach Australia can take is to make high level diplomatic approaches. Ultimately, if Australian bilateral funding is refused, funding international organisations is still an option.

Your Excellency,

On behalf of the Australian Government, I am writing to express my sincere condolences to BNPB and the Government of Indonesia for < Insert details of specific disaster (Sample words: the tragic loss of life and damage inflicted by the recent earthquake and tsunami in the Mentawai Islands and by the eruption of Mt Merapi) >

In the spirit of our strong partnership, and consistent with the Agreement between Australia and the Republic of Indonesia on the Framework for Security Cooperation, Australia would like to offer whatever assistance might be required to respond to these events. This could include the following immediate assistance to BNPB:

• < Insert details of assistance being offered (Sample words: Release and shipment of pre-positioned AusAID relief stores, for example family kits and medical items) >
• < Insert details of assistance being offered (Sample words: Support for the Indonesian Red Cross (PMI) and other organisations, such as Muhammadiyah and Nahdlatul Ulama, to provide humanitarian assistance) >
• < Insert details of assistance being offered >

Australia is pleased to offer this assistance in support of the broader Australia-Indonesia partnership. As you know, the Australia-Indonesia Facility for Disaster Reduction (AIFDR) works in close partnership with BNPB and the resources and expertise of the Facility also stand ready to help the Government of Indonesia during the immediate response and longer term recovery from these events. < Optional - Insert details of any specific assistance AIFDR might be able to offer (Sample words: AIFDR has offered its support to Badan Geologi to model the likely distribution of ash from the escalating eruption of Mt Merapi) >

Please accept my assurances that Australia stands ready to provide any assistance you may require in responding to these tragic events.

Yours sincerely

Greg Moriarty

Cc: < Insert names of Governor of effected province; Head of BPBD; BNPB Deputy II; and relevant names in President's office (if known), Menko Kesra and Deplu > (Where possible put cc list on a separate page in case it needs to be changed)

*[NOTE] **Format of the letter head needs to be checked** if it was signed by anyone other than the Ambassador.*

Event Log

AusAID needs to record decisions and actions in emergencies to ensure there is an accurate record of events. This record is required for **accountability** in case AusAID is called on to justify decisions and actions, and to help monitor and later evaluate the effectiveness of Australia's humanitarian action.

Examples of what should be recorded in the event log include:
- key decisions and actions which affect personnel, such as deployment of staff to the field, rotation of staff, or arrival of additional staff from Canberra;
- key decisions which shape the assistance provided, such as approval of offers of assistance by the Minister and acceptance by GOI;
- actions related to the implementation of assistance packages, such as the distribution of family kits, the finalisation of NGO funding agreements, the arrival of USAR or ADF teams in the field etc;
- the sharing of key information within the Australian Government, for example when sitreps, cables and talking points are distributed.

The template below can be used to record decisions and actions. There might be a dedicated person (ERT) to complete this Event Log, subject to the scale of events.

Date and Time	Actions	Comments (if any)	Actioned by
< Insert date >	< example: Post Security Committee approves deployment of assessment team >	< example: Jointly with Consular, total 5 members >	
< Insert date >	< example: Talking point issued by Canberra >	< example: Liaise with desk >	
< Insert date >	< example: Cable #1 issued >	< example: Jointly with DFAT >	

< Insert date >	< example: BNPB approved Australian offer of assistance >	< example: Copy of written email in S: Drive dummy folder >	

Activity Handover Note

This template aims to smooth the work transition for ERT members when handing over to their successor at the end of their duty. The handover might be in the field or Jakarta.

Activity Handover Note	
Tasks being handed over:	
From:	
To:	
Date of Handover:	
Key Partners and Contact Details e.g. local government, NGOs, contractors, etc.	
Section 1 – Activity Background	
•	
Section 2 – Implementation Status	
2.1. Current Issues *(including any outstanding and finance issues, etc)*	
2.2. Key decision points/activity management tasks to be delivered *(including any reports, outstanding payments, contracting issues, FMAs, etc...)* and Who should be involved *(including within AusAID, stakeholders, and/or contactors)*	

2.3. Key Documents *(key emails, minutes, meeting notes etc outlining recent decisions or processes – please attach the electronic/hardcopy file location)*	
Section 3 – Financial Position / Status	
•	
Section 4 – Things to Follow Up	
•	

NGO Proposal Format[17]

NOTE: The Proposal should be no more than two (2) A4 pages, excluding annexes (e.g. maps, budget and optional log frame).

1. Executive Summary

Head Office Contact Officer	– – – – –
Proposal Details	– – – – –

2. Outline
- Brief needs analysis and proposed response to identified assistance gaps.
- Organisational and implementing partner experience and capacity in-country and in specific activities proposed.
- How does the proposal relate to the work of other humanitarian actors in the disaster, including any relevant cluster/sector activities?

3. Proposed activities, outputs & outcomes
- Geographical areas where the activities will be conducted.
- Duration of the proposed activities.
- Beneficiary details, including number of direct/indirect beneficiaries; measures to ensure gender, age and vulnerability participation.
- Consideration of cross-cutting issues.
- Monitoring and evaluation plan, including indicators for operational management and for intended outcomes.

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17 Adopted for non-Humanitarian Partnership Agreement (HPA) partners such as faith-based organisations in Indonesia.

4. Statements addressing the Selection Criteria
  - Where criteria have already been addressed above, refer.

5. Contingency Planning
  - What are the main identified risks associated with the project?
  - What is the NGO strategy to manage the identified risks, particularly with reference to local/implementing partners?

6. Funding Situation
  - Total funding sought for project
  - Amount seeking from AusAID
  - Current funding coverage

Annex 1: Indicative Budget
  - Budget narrative (no more than one (1) paragraph)
  - Budget should conform to the following general outline:

Activity Costs *Personnel*	▪ Deployments costs ▪ Field office costs ▪ Other (specify)	
Activity Costs *Non-personnel inputs*	▪ Materials or equipment ▪ Freight/logistics estimates ▪ Insurance estimates ▪ In-country travel ▪ Monitoring and Evaluation ▪ Other (specify)	
Subtotal		
Administration		
Total		

CHAPTER III

THE ROLE OF AUSAID CANBERRA

There are three key AusAID Canberra Sections involved in Indonesian disaster response: Desk, Humanitarian Emergency Response (HER) and Communications.

The key WoG partner in Canberra is DFAT Consular. In the immediate aftermath of a disaster, one of the first decisions made by AusAID and DFAT Consular (in Canberra) is which agency will lead on managing the disaster from the Canberra end, including updates to the Minister's Office. If there are concerns that Australians may be involved in the disaster (or firmer indications that Australians are in fact involved) DFAT Consular leads. This may include calling an Inter Departmental Emergency Task Force (IDETF). Where there aren't serious concerns about Australians involved in the disaster, AusAID will lead. In both cases the lead agency consults the other agency, for example in the creation of Talking Points (TPs).

Within AusAID, HER leads disaster responses for country programs which lack the resources or capacity, or are overwhelmed by the scale of the disaster. Following notification of a serious humanitarian emergency, a determination will be made on the roles and responsibilities between desk-post and HER, often through an Emergency Task Force (ETF). The Indonesia Program – Post and Desk – tend to lead and manage small to medium scale disaster responses with support from HER, including planning, tasking and managing AusAID's humanitarian logistics provider. This is due to the fact that the Indonesia Program, with its large Post and in recognition of the frequency and severity of natural disasters in Indonesia, has a much larger capacity to deal with disaster response than, for example, some smaller Pacific island country programs.

Humanitarian Emergency Response (HER)

Therefore the role of HER in a small to medium scale Indonesian disaster response is a supportive one. For example, giving Desk advice, being consulted on TPs and media releases, and liaising with WOG partners (other than DFAT Canberra Consular).

However, if a major disaster (for example, of the magnitude of the 2004 Indian Ocean tsunami) were to exceed the capacity of the Indonesia Program to respond, HER would lead coordination of the response – although of course the Indonesia Program would continue to play a central role. When assuming leadership of a response in Indonesia, HER would follow their Standard Operating Procedures[18] and probably activate the Canberra Crisis Centre, initiate an ETF and liaise with DFAT Consular (Canberra) to determine whether a DFAT-led IDETF or a Humanitarian IDC will be convened.

HER will always take the primary operational liaison role with ADF, and with EMA to deploy state and territory based assets such as Urban Search and Rescue and Australian Medical Assistance teams. HER will also manage the deployment of RRT members. These response options are most likely to be invoked in response to a major disaster.

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18 http://intranet2.ausaid.gov.au/rulesandtools/Pages/EmergencyResponse.aspx

Communications

The Communications Section in AusAID also supports the Indonesia Program in disaster responses, particularly in relation to TPs, liaison with the Minister's Office and managing the media. The Communications Section's key responsibilities are:

- While normally done by Desk, Communications may need to notify the Minister's Office of a disaster and provide an initial holding line. Responsibility for this task is confirmed between Desk and Communications (in consultation with DFAT to clarify which agency will notify the Minister's Office) soon after a serious disaster occurs.
- Monitoring the Australian media and informing Desk of the degree and type of coverage.
- Being consulted by Desk on TPs and issuing them after finalising the distribution list in consultation with Desk.
- Managing media enquiries, updating the website and creating media releases for the Minister's Office.

Desk

Desk's main task in a disaster response is sharing information and decisions with key stakeholders. Desk's responsibilities in a disaster response are:

- Ensuring that all decision makers 'up the line' in Canberra are informed of a disaster and the response as it unfolds. When a disaster occurs, the Humanitarian Desk Officer ensures that ADG Indonesia and Timor-Leste (ITL) Branch has informed: FADG East Asia, DDG CPG, the Office of the Director General and (in consultation with DFAT to clarify which agency will notify the Minister's Office) the Minister's office. After the initial notification (usually via phone), most updates to these levels will be via TPs.
- The Humanitarian Desk Officer communicates at the operational level with Post, HER, Communications and DFAT Consular to confirm responsibilities for preparing (usually Desk), clearing (usually ADG ITL) and issuing (usually Communications) TPs.
- Maintaining a list of key contacts (changes for every disaster given staffing changes/availability so is built on the default list) and a running log of events.
- Confirming with Post responsibility for other tasks that arise, such as drafting FMA9s and Ministerial Submissions (and completing these tasks if assigned).
- Finalising the assistance package in consultation with HER, seeking clearance of it from the DG and the Minister's Office[19] and communicating its clearance to Post (and to other stakeholders informally or via updated TPs).
- Depending on the nature of the assistance package, Desk may need to: liaise with the Australian Red Cross; request proposals from Australian NGOs; and/or cable funding arrangements to Geneva.

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19 Occasionally the Minister will delegate this power, e.g. allow AusAID to approve the assistance package and inform his Office of its contents

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How to Create Talking Points

A template and advice on how to write TPs for the Minister can be found on the intranet[20] and examples of TPs produced during previous Indonesian disasters can be found in the shared drive.[21]

```
A    Talking Points (TP) Required

B    Confirm Schedule & Distribution List
     • Desk confirm Schedule of TP with
       Post, HER, Com & DFAT Consular
     • Confirm Distribution List with Comm

C    Draft Talking Points
     • TP drafted drawing on Sitreps & input
       from DFAT CBR consular
     • Run a copy of the TP past HER
       Director, Com, Indonesia Section for
       comments and input

D    Clear TP                      ADG-ITL
     Through ADG ITL               FADG-Asia
     (or FADG Asia)
     Canberra

E    Forward TP to AusAID Media
     email in-box
```

Desk

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20 http://intranet2.ausaid.gov.au/communications/Pages/
    NewsMediaandSpeeches.aspx
21 S:\ASIA\IET\Sectors Issues\DISASTER & RISK\Disaster responses

A: Establish need for TPs with Indonesia Section Director and ADG ITL (who may seek advice from the Minister's Office).

B: Confirm with Post, HER, Communications and DFAT Canberra Consular TPs schedule and that Desk will draft TPs.

C-D: Desk will draft TPs drawing on SitReps and input from DFAT Canberra Consular (prior confirmation of TPs schedule with DFAT will enable them to send timely consular updates). Desk will then run a copy (email and hard copy hand delivered) of TPs past the Directors of HER, Communications and the Indonesian Section (or colleague they delegate to) before seeking ADG ITL clearance. If the time is short, a copy of the TPs (for consultation or clearance) can be given to all of the above simultaneously. For version 1 of the TPs it is advisable to also seek FADG East Asia approval.

E: Once cleared by ADG ITL (or FADG East Asia for version 1), forward the TPs to the AusAID Media email inbox for issuing and wait for the final version to be delivered via email.

CHAPTER IV

WORKING WITH AIPD REGIONAL OFFICES

Scope of Work

As part of the Australia-Indonesia Partnership for Decentralisation (AIPD), AusAID has regional offices in:

- Kupang, NTT
- Mataram, NTB
- Jayapura, Papua
- Manokwari, West Papua
- Surabaya, East Java
- Makassar, South Sulawesi

Staff from AIPD offices, who are contracted to a managing contractor, may assist with disaster response in their provinces. In particular, they may be asked to gather and report initial information, liaise with local government, recommend response options and prepare for the arrival of the ERT from Jakarta. A full Term of Reference is below.

ToR – AIPD Regional Offices

Term of Reference	
Area:	AIPD (Regional) Offices
Main responsibilities:	• Initial information gathering and reporting • Liaising with key stakeholders including local government • Identifying and recommending response options • Preparing for arrival of Emergency Response Team
Location:	Deployed in their regional area

Specific tasks and responsibilities

1. Conduct initial information gathering and early assessments of the situation. This may include:
   a. Gathering information – Sex disaggregated data should be collected where possible;
   b. Estimating affected areas, affected populations, number of deaths and injuries, number of buildings damaged and condition of infrastructure;

   c. Provide advice on the capacity of local government authorities to respond to the event;

   d. Identifying stakeholders (NGOs, Red Cross, multilateral organisations) who are present and have strong capacity to respond;

   e. Attend coordination meetings convened by government or international community;

   f. Provide advice on the security situation and safety issues for AusAID staff.

2. Report relevant information to the Disaster Response Unit in Jakarta.

3. Based on information gathered (point 1 above), provide advice to AusAID on possible local partners and collate recommendations for possible AusAID programs/engagement.

   a. Ensure gender and disability issues are considered in programming options.

4. Prepare for arrival of AusAID Emergency Response Team or whole-of-government team. This may include:

   a. Identifying and organising accommodation, transport, translators and field offices

   b. Facilitating introductions to key government and non-government contacts

   c. Ongoing participation in disaster response, as directed by head of field team.

5. Work with Public Affairs to identify public affairs opportunities, including providing photos and identifying human interest stories.

Duties applicable to all:

1. Work towards the Australian Government's objectives in humanitarian assistance.

2. Ensure humanitarian principles and accountability measures are applied.

3. Respect relationship/partnership with host governments and other stakeholders.

4. Perform other duties and responsibilities as may be assigned.

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How to Work with AIPD Offices

A

Early notification of disaster in an AIPD province

- Contact AIPD representative to seek information on initial situation (see contact numbers)

Duty Officer / AIPD Staff

B

Serious situation in AIPD Province

- Contact Counsellor for Decentralisation, and the head of AIPD seeking agreement to use AIPD staff
- Identify available staff and brief them on tasks required (see 'how to gather information')
- Arrange briefing with AusAID staff counsellor

DRU

C

Ongoing situation in AIPD Province

- Provide updates to AIPD staff on further requirements, e.g. arrival of ERT
- Keep relevant Counsellor and head of AIPD informed of developments

ERT Field / DRU

D

Post disaster event

- Ensure AIPD staff have access to staff counselling and appropriate rest time

DRU / AIPD Head

A: Following notification of a disaster in an AIPD province, the Duty Officer may contact AIPD staff to ask for initial information.

B: If further assistance is required from AIPD staff, DRU should seek agreement from Counsellor for Decentralisation and the head of AIPD. DRU should write to the AIPD contractor to formalise the release of AIPD staff.

DRU should identify appropriate AIPD staff and brief them on tasks, including information required and reporting timetables. AIPD staff should be included in any counselling support response from Canberra's OW&SU.

C: DRU should keep AIPD staff updated on requirements, e.g. preparing for the ERT arrival from Jakarta. Once the ERT arrives, AIPD staff are to return to their normal responsibilities, unless directed.

D: AIPD should have access to counselling and rest time, where appropriate

< Insert date >

Dear Mr Schottler

Following the < Insert details and date of disaster, e.g. Mag. 7.1 earthquake in West Papua on 2 August >, AusAID would like to request the release of Australia-Indonesia Partnership for Development (AIPD) staff to assist AusAID in disaster response.

The following AIPD staff are requested for approximately < Enter timeframe >:

< Enter staff member 1 >
< Enter staff member 2 >
< Enter staff member 3 >

The Co-Director of AIFDR / DM Counsellor, the Counsellor for Decentralisation, and the Head of AIPD have agreed to this request.

I understand this request may impact on AIPD's day to day work. Following the disaster response period, you may wish to work with AusAID to re-visit AIPD's annual work plan and revise expected outputs to account for the impact of staff being re-directed to disaster response.

I am happy to discuss further.

Yours sincerely,

Ben O'Sullivan
Unit Manager
Disaster Response Unit

Cc:
Matt Hayne, AIFDR Co-Director
Petra Karetiji, Counsellor for Decentralisation
Richard Manning, Head of AIPD

CHAPTER V

ERT ADMINISTRATIVE ARRANGEMENTS

This section is in two parts – rules and regulations and duty of care. Information contained in this section is drawn from several sources including: AusAID Corporate Policy and Guidelines, USAID/OFDA Field Operations Guide, UNHCR Handbook for Emergencies, UNDAC Field Handbook as well as the IFRC Handbook for Delegates.

5.1. Rules and Regulations

What is ERT?

The AusAID Jakarta Emergency Response Team (ERT) is a register of Jakarta based AusAID staff with skills to fulfil various functions as part of an AusAID response to disaster situations.

ERT Recruitment

1. The recruitment of ERT members is managed by Disaster Response Unit (DRU) of AusAID Jakarta Post.
2. The need for an ERT member may be identified by DRU, or directly by the senior management.
3. ERT members will be selected through expressions of interest.
4. Once the candidate's qualifications have been checked against the Terms of Reference, suitable candidates will be recommended to complete the following courses:
    a. ERT Training Course – general basic course
    b. ERT Skills Training – position specific course, and
    c. First Aid Training (intermediate level)[22]
5. ERT Training Course can be substituted or replaced by Canberra-led Rapid Response Team (RRT) training, for example RedR training.

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22 Level three of first aid training is based on the international protocols of the Red Cross and St John Ambulances performed by SOS International Indonesia.

Deployment of ERT

6. As a general rule, ERT deployment to the field will not normally be less than 5 calendar days excluding travel time. Subject to the needs and field conditions, it may vary, provided that ERT member is physically and psychologically fit.
7. Extension of deployment beyond 14 consecutive days must be agreed to by the ERT member, and Head of AusAID Jakarta or Head of Operations (Field).

Support Services for ERT Members

Preparation of Deployed ERT Member

8. DRU will ensure that all ERT Member selected for deployment receive adequate briefing. Prior to the deployment, DRU will also ensure that members consent to their deployment and have a full understanding of their responsibilities and obligations whilst deployed.

Psychological Support

9. AusAID recognises that stress is an important part of disaster operation and that it has responsibilities in mitigating its impact on staff in the interest of staff's well-being and operational efficacy.
10. AusAID will ensure that all ERT members selected for deployment receive ongoing psychological support services prior to the deployment, on mission and following their return to work.
11. The Organisational Wellbeing and Support Unit (OW&SU) in Canberra is responsible for developing and delivering an appropriate psychological support response for AusAID staff involved in the management of critical incidents, including natural disasters. DRU and senior management at Post will ensure OW&SU are involved in all critical incidents involving DRU or ERT mobilisation.

<u>Debriefing</u>

12. AusAID will facilitate different types of debriefing as required:
    a. Individual – related to the duty of care, and relevant personal matters e.g. settling per diem balance, private telephone bills, etc.;
    b. Lessons learnt – normally to be organised in a group discussion format, which may involve AusAID staff and management as well as other Australian whole of government (WoG) partners such as DFAT, ADF and AFP, as appropriate.

<u>Insurance for ERT</u>

13. All ERT members are covered by insurance during deployment to a disaster response operation. The insurance covers sickness, accidents and medical repatriation/evacuation (from disaster area).

Local Travel

14. ERT members will be provided with means of transport according to operational needs and financial possibilities. They must expect that there will be a necessity to share vehicles with others.
15. As a general rule, the ERT members will be expected to use the services of a local driver. ERT members should not attempt to drive any vehicles by themselves unless authorised.
16. Before driving any car, the authorised ERT members must have a valid driving license for the type of vehicle to be driven. ERT members will be held personally legally and financially responsible for any damages or costs occurring to an official vehicle, property or person due to their negligence or carelessness, whether on or off duty.

5.2. Duty of Care

Allowance

17. Applicable allowances and allowance rates for all ERT members are as outlined in AusAID's Travel Policy.[23]
18. These allowances also apply to non-ERT trained AusAID members who are requested to work in an operation. In such a case, approval of Head of AusAID Jakarta or Head of Operations (Field) is required.
19. ERT members should always keep receipts for acquittal purposes.
20. Allowances will be paid in a lump sum as soon as possible; however, it might not be paid until the end of deployment. Allowances will be paid in Indonesian Rupiah, unless otherwise specially authorised.

Accommodation

21. While expecting a lack of comfort, particularly during the initial phase of an operation, ERT members should be provided with the best accommodation available, in line with AusAID travel policy and contingent upon the disaster situations and availability e.g. ranging from sleeping bags and tents to private houses and hotels.
22. Where ERT members arrange their own accommodation, the cost should be kept at a reasonable level, approved by Head of AusAID Jakarta or Head of Operations (Field). In this case, the costs will be reimbursed based on receipts and any relevant documents.

Shared Accommodation

23. ERT members may be asked to share accommodation whenever possible. In such cases the Head of Operations (Field) will be responsible for making the most reasonable allocations, allowing for privacy.

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23 See AusAID's Admin Circular No 2011/02: "Official (Short Term) Travel Policy."

Domestic Expenses

24. Should the employment of security guard(s) be required, AusAID Jakarta will meet the cost thereof. The decision to hire such guards is taken by the Head of Operations (Field) who will ensure that Head of AusAID Jakarta is properly informed.
25. If ERT members choose to engage domestic staff, the costs will be at their own expense.
26. ERT members are responsible for other domestic expenses including any private telephone calls, laundry, etc.

Medical Expenses

27. All expenditure related to medical treatment or medical evacuation/repatriation will be borne by AusAID (through existing insurance provisions). The settlement of expenses is done through the insurer making direct payment to service providers or through ERT members claiming reimbursement from the insurer.

Vaccination

28. Vaccination is the responsibility of each ERT member.
29. Should AusAID request ERT members to undergo vaccination prior to or during an operation, the cost will be borne by AusAID Jakarta.

Medical Evacuation/Repatriation

30. An ERT member can be sent home because of injury or illness – physical or mental – or because of a lack of adequate medical facilities in the area of disaster operations.
31. The Australian Embassy (including AusAID) uses International SOS that operates a 24-hour Alarm Centre[24] for medical advice and information on the network of medical facilities in remote areas and more cost-effective evacuations.

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24 International SOS Alarm Centre Jakarta (Cipete) opens 24 hours a day; at +62 21 750 6001 (office)

32. Medical Evacuation/Repatriation of an ERT member from the field can be implemented as soon as the need is confirmed in writing by a qualified medical doctor. Head of AusAID Jakarta can authorise any transportation means to the nearest location for adequate medical treatment.

33. International Medical Evacuation can also be arranged through International SOS, which is managed and operated from Singapore. All A-based staff in the Embassy are registered with International SOS under the DFAT Med Access Membership Contract for emergency and medical evaluation.

34. Any medical evacuation – domestic or international – should be reported to the Head of AusAID Jakarta as well as AusAID Canberra.

Leave

Rest and Recuperation

35. Rest and Recuperation (R&R) Leave may be granted to ERT members who have worked in an operation – either in the field or in Jakarta.

36. R&R Leave cannot be accumulated or taken as cash in lieu and no special allowance will be paid for R&R leave.

37. R&R provision will be one calendar day for every 5 consecutive days working in an operation (excluding travelling time/day). R&R Leave should be taken immediately after the deployment.

38. If an ERT member's deployment causes them to work over the weekend, they are entitled to TOIL following the disaster operation (see paragraph 40 below).

39. R&R can be combined with annual recreational leave, subject to approval of respective supervisors, to allow a longer break if required.

Time-Off-In-Lieu (TOIL)

40. In the event ERT members have to work over the weekend, ERT members are entitled to TOIL for the time on the weekend which they worked. TOIL should be taken at the end of a disaster operation at a point in time agreed by the ERT member's supervisor.

<u>Recall to Duty from Recreational Leave</u>

41. Head of AusAID Jakarta and/or Head of Operations (Field) have the discretion to recall any ERT members who are taking any other leave entitled. In such a case, leave balance will be adjusted from the date of resumption of duties. ERT members are then responsible to inform their respective supervisors of the recall. Subject to Head of AusAID Jakarta's approval, all costs associated with return airfare, pre-arranged accommodation and other costs will be reimbursed to a reasonable amount.

Security

42. All ERT members must strictly obey the Australian Embassy Jakarta security regulations and advice.
43. If there is any conflict between the regulations and advice issued in Jakarta and those issued in the field, the Head of Operations (Field) has the discretion to apply local guidelines. This needs to be, however, in consultation with the Australian Embassy's Post Security Committee, chaired by DHOM.
44. The Head of AusAID Jakarta and/or Head of Operations (Field) are responsible for ensuring that every ERT member is informed about the Australian Embassy security regulations and advices, any other specific security rules or evacuation plan, and relevant field safety precautions.

5.3. Work Health and Safety Procedures

In order for AusAID to meet its obligations under the *Work Health and Safety Act 2011*, all health and safety incidents need to be reported to the AusAID Work Health and Safety (WHS) Section.

What is an Incident?

An event that occurs while you are conducting work for AusAID that has the potential to, or actually leads to, an illness or injury.

What is a Notifiable Incident?

An incident that carries a legal requirement that Comcare be provided with immediate notification. This includes:
- The death of a person
- Serious illness or injury (immediate treatment as an inpatient in hospital)
- Dangerous incidents

The WHS Section will notify Comcare of any notifiable incident.

Who do I report an incident to?

You may already be required to report incidents to the Corporate Counsellor and/or the DFAT Senior Admin Officer (SAO). Please continue to follow your procedures at post, **but ensure you notify whs@ausaid.gov.au as part of this process.** This is to ensure the WHS section is correctly capturing incident data and can notify Comcare if required.

How do I report an Incident?

AusAID incident report form is located on the Work Health and Safety intranet page at http://intranet2.ausaid.gov.au/whs/Pages/default.aspx

Complete this form and notify whs@ausaid.gov.au and your Corporate Counsellor.

5.4. Recommended Deployment Checklist[25]

A basic rule is that you should pack in a way that makes you as mobile as possible. You may have to move quickly, frequently, or even under extreme stress. If possible, you should limit your personal belongings to what you can handle by yourself without assistance.

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25 from USAID/OFDA Field Operations Guide (FOG) Individual Team Member checklist.

Nonetheless the checklist below provides ERT members with a general idea of essential personal items:

	Checklist	OK
Personal Items	Valid passport/ ID card with appropriate visa (if required). Copy the picture and visa pages and keep them separate.	❏
	Immunisation record/WHO yellow book including a blood type	❏
	Adequate amount of cash for the length of assignment	❏
	Personal credit cards (optional)	❏
	Clothing appropriate for the location, elevation, time, and kind of assignment	❏
	Toilet articles (e.g. tissue, wet tissue, hygiene kits)	❏
	Four extra passport photos	❏
	Business cards	❏
	Camera with memory card, extra batteries (optional)	❏
	Electrical adapters for personal appliances (if relevant)	❏
Personal Health Items	Prescription medicine for expected length of stay.	❏
	Medication for cold, allergies, diarrhoea, menstrual cramps, constipation, and headaches.	❏
	Sunscreen (SPF15+ or higher), lip balms, heat powder	❏
	Insect/mosquito repellent	❏
	One packet of oral rehydration salts	❏
	Cap or hat for sun and rain	❏
	Extra pair of glasses/sun-glasses	❏

Separately, DRU has prepared several 'grab bags', 'survival kits' and 'catering kits' (stored at the Jakarta warehouse), which can be made available for ERT deployment. Please note these may not be available immediately (or at all), depending on the nature of deployment.

AusAID Deployment Kits		
Grab Bag (available for individuals)	Pocket knife	1
	plastics zip-lock	2
	Personal first aid/hygiene kit	1
	Flashlight (torch/head torch).	1
	Mask 3M	10
	Stick light	5
	Rope, para cord 5 metres length with multifunction belt use	1
	Glove	1
	Plastic water bottles	1
	Rain coat with AusAID logo	1
	Knife, spoon , fork - eating set	1
	Karabiner, snap gate screw lock	1
	Balaclava, cold climate	1
Survival Kits (available for a deployment team up to 4-6 people)	Waterproof Tatonka 80L	1
	Sleeping Bag Pallin Trail LH	1
	Sleeping Bag Liner to Summit thermolite	1
	Pillow Self-Inflating Blackwolf Deluxe	1
	Mattress Thermolite Prolite Plus Large	1
	Mattress Thermolite Stuff Sack Large	1
	Mozzie Dome Tent	1
	Mozzie Dome Tent Cover	1
	Mozzie Head Net	1
	Mozzie Bush Net Hanging WHO Std Chemical Impregnated	1
	Teak Towel Xlarge Sea to Summit	1
	Camelback Mule Model No 61239 with Mouthpiece Cap	1
	Leatherman Wave	1
	Compass Ranger 3	1

	LED Head Torch Petzal E93PS	1
	Water Proof Matches	1
	Flint and Striker	1
	10Ltr Collapsible Water Container	1
	Microspore Purification Tablets x 100	1
	Knife Spoon Fork Set Sea to Summit	1
	Plate Metal	1
	Mug Stainless Steel Canteen Cup Military Grade	1
	Clothes Line Pegless Kookaburra	1
	Insect Repellent / Sun Block Bushman	1
	Liquid Soap	1
	Toilet Paper flat pack biodegradable	1
	Dust Mask P2	2
	Ear Plugs	8
	Glow Sticks	2
	Safety Glasses	2
	Wet Weather Gear Rain Jacket / Poncho	1
	Stuff sack mesh	1
	Plastic Bag S/M/L	8
	Riggers Gloves Pair	1
	Waterproof LED torch	1
	Lightweight digging tool	1
	Snaplock plastic bags two each s/m/l	1
	Wet ones travel packs (or similar)	4
	Dishwashing scourer	1
	Daypack Kathmandu	1
	First Aid Kit	1
Catering Kits (provision of food ration packs up to 4 days)	Waterproof carry bag	1
	Food pack (ration pack)	4
	Water filtration hang bag	1
	Micropure water purification tablets x100	2
	Multi fuel stove whisperlight	1
	Fuel bottle whisperlight	2
	Toilet paper flat back	2

CHAPTER VI

DUTY PHONE GUIDELINES

6.1. AusAID Jakarta Emergency Duty Officer

The Emergency Duty Officer (EDO) is the key AusAID action officer in the *Preparedness* phase of an emergency response (overall flowchart), where events are monitored and contingency arrangements are in place. The AusAID Emergency Duty Phone is manned 24/7 by the EDO.

In the *Preparedness* phase, the Emergency Duty Officer is responsible for receiving alerts, and monitoring, warning, disseminating and communicating information relevant to consideration of humanitarian assistance to Embassy and Canberra officers.

The Emergency Duty Officer must remain in Jakarta and surrounding areas within mobile phone contact range and keep the Emergency Duty Phone – charged and switched on – with them at all times. At the end of the seven-day rostered duty period, the Emergency Duty Phone and Kit must be passed by hand/in person to the next rostered Emergency Duty Officer.

Should a response proceed to the *Receive Alert* phase where a response is required, the Emergency Duty Officer will continue monitoring other disasters apart from the event being responded to.

6.2. Purpose and Scope of Emergency Duty Officer

Purpose

The primary purpose of the Emergency Duty Officer (EDO) is to provide early notification of natural disaster events to AusAID in order to inform a timely humanitarian response. As part of this process, the Emergency Duty Officer is also able to inform other government agencies of disaster events when they occur. The EDO will not always be able to provide analysis on the impacts of the disaster event.

Scope

The Emergency Duty Officer will monitor natural rapid-onset events. The EDO will not monitor events of a security nature (e.g. bombings, conflict), health emergencies (e.g. epidemics, pandemics) or other man-made disasters (e.g. chemical spills, dam breaks etc.). Some events which are linked to early warning services (e.g. earthquakes) will be notified via the emergency phone more quickly than those dependent on investigation by the EDO (e.g. volcanic eruptions, landslides, floods etc).

6.3. Duties of Emergency Duty Officer

Responsibilities of the Emergency Duty Officer in *Preparedness* and *Receive Alert* phases are as follows:

Alert Sources
In case of earthquakes and tsunami, the EDO will receive notifications of a potential disaster event from:

- BMKG (through SMS in Bahasa Indonesia)
- HER Duty Officer in Canberra (either sms or phone calls)
- USGS (by e-mail at ausaid.dru@gmail.com)
- GDACS (by e-mail at ausaid.dru@gmail.com)

In case of other events such as major floods, landslides, volcanic eruption, etc., the EDO will receive email alerts[26] from partner agencies in Indonesia such as UNOCHA and/or IFRC/PMI.

Occasionally the EDO will also receive disaster information from HER Duty Officer in Canberra or DRU members in Jakarta.

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26 The emergency duty phone is linked to a common email at DRU@ausaid. gov.au

Alerts Received

In case of an earthquake, follow the Duty Phone flowchart below.

For other disasters, EDO should collect relevant information and pass it on to DRU; then DRU makes a decision for further notification.

A duty phone log book is provided. For any events that have been disseminated, EDO should record following details in the duty phone log book.

- Name of Emergency Duty Officer
- Name and location of caller
- Time of notification call Location of event, including latitude and longitude coordinates if available
- Type of event, e.g. earthquake, tsunami, floods, landslides, volcanic eruptions, etc.
- Time of event (Local UTC/GMT + XX hours)
- Known or potential impact
- Other dimensions e.g. magnitude, width, depth, timeframe for tsunami impact
- Source of information
- Any follow-up calls made or other actions undertaken

An iPhone log sheet is also provided for AusAID Canberra to monitor phone handover (e.g. who is holding the phone and when).

BMKG < 6 → **GDACS – Green (Likely No/Low Humanitarian Impact) or No GDACS** → No Info Re. Damages & Fatalities (News Media) → Nothing to be Reported

BMKG < 6 → **GDACS – Amber / Red (Likely to have Humanitarian Impact/high Impact)** → Duty officer sends SMS **Message No 4** to 'Emergency All' List

BMKG ≥ 6 → **GDACS – Green (Likely No/Low Humanitarian Impact)** → Duty officer sends SMS **Message No 1** to 'Emergency All' List

BMKG ≥ 6 → **GDACS – Amber (Likely to have Humanitarian Impact)** → Duty officer sends SMS **Message No 1** to 'Emergency All' List

BMKG ≥ 6 → **GDACS – Red (High Humanitarian Impact)** → Duty officer sends SMS **Message No 1** to 'Emergency All' List

Duty officer sends SMS **Message No 2** to 'Emergency All' List

Duty Officer monitors alert tools, media, key contacts

SITUATION SERIOUS → Duty Officer Contacts DRU Manager

SITUATION NOT SERIOUS → Duty Officer Send SMS **Message No 3** to confirm No Damage & Fatalities

NOTE:
Green: (Likely No/Low Humanitarian Impact)
Amber: (Likely to have Humanitarian Impact)
Red: (High Humanitarian Impact)

GLOSSARY
BMKG: *Badan Meteorologi Klimatisasi dan Geofisika* (Meteorology, Climatology and Geophysics Agency)
GDACS: Global Disaster Alert and Coordination System
DRU: Disaster Response Unit

MESSAGE NO 1:
"BMKG reported earthquake Mag: X.X, [date], [time], [location/coordinate], Depth: XX km. Will provide GDACS alert level when it's available. AusAID Jkt Duty Phone."

MESSAGE NO 2:
"Further to previous SMS on Mag X.X earthquake (BMKG), GDACS reported [GREEN/ORANGE/RED] alert earthquake [type the meaning of colour code - See Note Box] (X.XM, depth: XXkm) in Indonesia [Date/Month]; [Time] UTC, Pop XXkm: X www.gdacs.org – JRC, AusAID Duty Officer."

MESSAGE NO 3:
"Further to the previous SMS re. Earthquake in [Location], Info from the ground: Earthquake caused (e.g. short term panic), but situation calm now. No reports of significant damage or casualties. AusAID Jkt Duty Phone Officer.

MESSAGE NO 4:
"GDACS reported [ORANGE/RED] alert earthquake [type the meaning of colour code - See Note Box] (X.XM, depth: XXkm; BMKG Reported XXM, Depth XXkm) in Indonesia [Date/Month]; [Time] UTC, Pop XXkm: X www.gdacs.org – JRC, AusAID Duty Officer."

Broad Notification by SMS

Where notification of an earthquake above magnitude 6 in the Richter scale is received or when requested by the DRU, the EDO immediately sends SMS to relevant Jakarta and Canberra contacts. These contacts form one distribution list in the duty phone titled *Emergency All*.

1. Make a call
   - Tap a phone number in contacts, favourites, an email, a text message, in iPhone to make a call; or
   - Open the phone app and tap the keypad button to dial manually;
   - To silence an incoming call, press the On/Off button once;
2. Create an SMS text message
   - Tap the messages icon to send a message to other mobile phone users;
   - Type a name or phone number in the 'To field' or select someone from your contacts.
   - Type your message, then tap Send
   - To send photos or videos, tap the Camera button
3. Cut, copy, and paste.
   - Tap the text you want to edit, or touch and hold to bring up the magnifying glass, then slide your finger to move the insertion point;
   - You can select a word by double-tapping it, and select more or less text by dragging the grab points;
   - Then tap to cut, copy, or paste.
   - To copy text from web pages, email, or text messages, touch and hold to select the text, and then tap Copy.

To learn more about iPhone features, and the iPhone User Guide, please visit www.apple.com/iphone or www.apple.com/manuals/iphone

Information Gathering

It is the responsibility of EDO to access appropriate and adequate information to decide whether the situation is serious and whether DRU is contacted.

The EDO may contact different sources to report/verify the substance of the alert and to gather information on the magnitude and impact, if any, of an event[27].

Depending upon availability, sources may include:

- BNPB Hotline[28] - operational 24/7 (Hotline phone number on the card attached to the duty phone).
- Other GOI agencies (BMKG, Badan Penelitian dan Pengembangan Teknologi Kegunung-apian, Crisis Center DepKes)
- UNOCHA Indonesia Office (Nova Ratnanto, Disaster Response Officer)
- International Federation of Red Cross and Red Crescent Societies (IFRC) Indonesia Delegation (Wayne Ulrich, Disaster Management Coordinator)
- Posko Bencana PMI Pusat (Arifin Hadi, Head of Disaster Management Division)
- USGS PAGER at http://earthquake.usgs.gov/earthquakes/pager/
- A range of internet sources including the GDACS website at http://www.gdacs.org/
- Local media e.g. Kompas, MetroTV, Antara News, the Jakarta Post, etc.
- Any other contacts including AIPD regional officers, NGOs, etc.

Refer to the emergency contact list for further information. Key numbers are also listed on the card attached to the duty phone.

Notification to DRU

For a serious disaster that involves an actual or potential serious humanitarian impact, the EDO contacts key AusAID Officers as defined on the card attached to the duty phone.

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27 It needs to be noted that most of these sources will also be in the process of trying to verify information and investigate impact. Therefore, contacting such sources immediately will therefore not achieve useful information, prevent such agencies from performing their duties, and will therefore subsequently delay the process of acquiring such information.

28 BNPB Hotline obtains disaster information from local governments including BPBD, local Police, Depsos, Depkes, etc. It also receives casualty numbers, if any, from local hospitals/clinics.

Depending on the situation DRU would take further actions/ responsibilities. EDO will follow further guidance from DRU, while monitoring other disasters.

The EDO will also forward electronically any information gathered on the disaster to the *DRU list*, specifying sources of information.

6.4. Emergency Duty Phone and SMS Lists

The contacts directory of the Emergency Duty Phone is loaded with key emergency contacts. Do not delete text messages received and sent during your duty period for any SMS disaster alert above 5.8 magnitudes from BMKG, disaster notification and any SMS exchange with Canberra and other key contacts.

Updating the Duty Phone Contact

Disaster Response Unit (DRU) will insert the key contacts list for *Emergency All* distribution into the core mobile phone (iPhone) in the first set up. And for the next update, EDO will be responsible to update the contact lists should there are any update such as addition or deletion of the contact on the list. DRU will contact the EDO either by e-mail or SMS to advice on the update necessarily.

6.5. Emergency Duty Phone Kit

The Emergency Duty Phone is accompanied by a Kit that comprises:

- Core duty phone device: 1 mobile phone/iPhone 4S and phone charger
- AusAID Jakarta Disaster Response (DR) Plan that includes:
  - High Level Flow Chart
  - Emergency Duty Phone Guidelines
  - Emergency Call Tree
  - Emergency Contact List
  - Standard Operating Procedures
- Current Emergency Duty Officer Roster Card
- Laminated Duty Phone Flow Chart
- iPhone Quick Guidelines
- Map of Indonesia
- Log book for disaster event
- Log sheet for iPhone users

6.6. Management of Emergency Duty Phone

An Emergency Duty Officer (EDO) is entitled to receive the Emergency Standby allowance for the period that he/she holds the Emergency Duty telephone. The allowance is *a flat rate*, which is calculated on *a daily basis* after the EDO accomplished a 24 hours' duty. The duty phone allowance is calculated from 8AM on Wednesday through to the following Wednesday 8AM. Therefore the duty officers are encouraged to handover the duty phone at 8AM every Wednesday.

The calculation of allowance will be compiled by DRU and sent to the AusAID Finance officer for payment. The allowance will be incorporated in the salary payment on a *monthly basis*. The respective duty officer will be copied in to e-mail correspondence when DRU send the calculation to the finance officer.

6.7. Duty Phone Call Tree

AusAID Jakarta Duty Phone Call Tree

Duty Officer
Mobile No.: **0812 106 9098** (24 hr)

The Emergency Duty Officer receives telephone notification of a potential emergency event (usually a natural disaster); reports it to key embassy staff; and seeks further information.

The EDO must carry the phone for 24 hrs a day and remain within cellular telephone coverage.

If significant impact has occurred, the EDO should activate the Duty Phone Call Tree below.

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Unit Manager, Disaster Response
AusAID Jakarta

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AIFDR Co-Director / DM Counsellor
AusAID Jakarta

↓

Head of AusAID
AusAID Jakarta

Procedural Steps

Event
Receive SMS advice from BMKG (for EQ)

Step 1
SMS to "Emergency All" list

Step 2
Seek information from local contacts
- BNPB Posko   +62 21 345 8400
- BMKG Hotline   +62 21 424 6321
- IFRC   +62 811 82 6614
- OCHA   +62 812 65 341 341

Step 3
SMS update from GDACS

Step 4
(if not serious)
SMS to confirm NO further damage and fatalities
(if serious)
Contact DRU to follow up while EDO continues monitoring other disaster events.

AusAID HER Duty Officer (Canberra)
Moble No.: +61 407 101 146 (24 hr)

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CHAPTER VII

RESOURCES AND USEFUL LINKS

7.1. BNPB Structure (version May 2012)

CHAIRMAN BNPB
DR. Syamsul Maarif, M.Si

STEERING ELEMENT

GENERAL AFFAIRS BUREAU
Drs. Mulatno, M.Si

SECRETARY GENERAL
Ir. Fachrul Hadi, Dipl., IHE

LEGAL & PARTNERSHIPS BUREAU
Drs. R. Sugiharto

FINANCE BUREAU
Irawan Wisnobroto, SE

PLANNING BUREAU
Ir. Sriidayani, MM

DATA, INFORMATION AND PUBLIC RELATIONS CENTRE
Dr. Sutopo Purwo Nugroho

MAIN INSPECTORATE
Drs. Bintang Susmanto N. AK.MBA

SUBDIVISION HEAD of ADMINISTRATION

INSPECTORATE II
Dra. Anry Isgiati, MM

Functional Title Group

INSPECTORATE I
Rudi Phadmanto, Ak., MBA.

Functional Title Group

TRAINING AND EDUCATION
Ir. Bernardus Wisnu Widjaja, M. Sc.

DEPUTY of EMERGENCY MANAGEMENT
Ir. Doddy Ruswandy, MSCE

DIRECTORATE of EMERGENCY RESPONSE
Ir. Tri Budiarto, M. Si

DIRECTORATE of EMERGENCY RELIEF
Ir. Harmensyah, Dipl. SE., MM

DIRECTORATE of EMERGENCY RECOVERY
Yolak, SE., MM

DEPUTY of PREVENTION AND PREPAREDNESS UNIT
Ir. Sugeng Triutomo, DESS

DIRECTORATE of DISASTER RISK REDUCTION
Dr. Ir. Teddy W. Sudinda, M.Eng

DIRECTORATE of COMMUNITY EMPOWERMENT
Drs. Muharuddin, M.Si

DIRECTORATE of PREPAREDNESS
Ir. H. Medi Herlyanto, CES., MM

DEPUTY of REHABILITATION AND RECONSTRUCTION UNIT
Ir. Bambang Sulistianto, M.M

DIRECTORATE of DAMAGE ASSESSMENT
Drg. Maria Sidang Doki, M.Kes

DIRECTORATE of PHYSICAL RECOVERY
Ir. Unung Sarosa, MM

DIRECTORATE of SOCIAL-ECONOMIC CONDITION RECOVERY
Ir. Siswanto Budi Prasodjo, MM

DIRECTORATE of IDP MANAGEMENT
Purdji Rahardjo, SH

DEPUTY of LOGISTIC AND EQUIPMENT
Dewina Nasution, S.H., M.Si

DIRECTORATE of LOGISTIC
Sunardi, MSc

DIRECTORATE of EQUIPMENT
Ir. Siti Noerhayati, MM.

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Badan Nasional Penanggulangan Bencana (BNPB)

The Disaster Management Law No 24 in 2007 (and Presidential Decree 8/2008) established a formal institution at the national level, which is the National Disaster Management Agency (BNPB). BNPB is responsible for formulating and setting disaster management policies, providing assistance to the disaster affected population, and coordinating the implementation of disaster management activities in a planned, integrated and comprehensive manner. Indonesia utilises the Incident Command System (ICS) when responding to a disaster.

Badan Penanggulangan Bencana Daerah (BPBD)

The Law 24/2007 also suggested the establishment of local disaster management agencies (BPBD). Regulated under the Ministry of Home Affairs regulation no 46 of 2008 (and BNPB Guideline 3/2008), BPBD is integral to regional and local governments (provinces and districts). Like BNPB at the central level, BPBD is responsible for formulating policies, providing humanitarian assistance and coordination activities in disaster management. To date there are more than 360 BPBDs established across Indonesia.

While BNPB provides technical support, the Ministry of Home Affairs (through regional and local governments) will be responsible for supervision and guidance in disaster administration as well as facilitation of BPBD managed emergency response, including the declaration of emergency at districts or provincial levels. The primary budget for BPBD will come from regional budget.

In case of national scale disasters, however, BNPB may lead emergency response by establishing BNPB-led national task force.

7.2. Disaster Response Tools

United Nations

UNOCHA is mandated to "coordinate effective and principled humanitarian action in partnership with national and international actors". UNOCHA plays a key role in operational coordination in crisis situations. This includes assessing situations and needs; agreeing common priorities; developing common strategies to address issues such as negotiating access, mobilising funding and other resources; clarifying consistent public messaging; and monitoring progress. UNOCHA also administers the cluster coordination system for the Humanitarian Coordinator, including meetings, data and information management and reporting.

UNOCHA serves as the secretariat for critical rapid-response tools, such as the United Nations Disaster Assessment and Coordination (UNDAC) system and the International Search and Rescue Advisory Group (INSARAG). UNOCHA also promotes efficient interaction between civilian and military actors in humanitarian operations, bridges gaps in environmental emergency management, and maps global emergency relief stockpiles on behalf of the whole humanitarian community.

Coordination Tools

- *Central Emergency Response Fund (CERF)* – It is an OCHA-managed fund which is provided for critical, life-saving activities. UN agencies and IOM can request CERF.

- *Clusters* – Clusters, led and coordinated by Clusters Lead Agencies, are the groupings of humanitarian organisations (both UN and non-UN) in each of the main sectors of humanitarian action. They operate at both global and country level. The 11 Global Cluster Leads are:
  - Agriculture – FAO;
  - Camp Coordination and Management – UNHCR & IOM;
  - Early Recovery – UNDP;
  - Education in Emergencies – UNICEF & Save the Children;
  - Emergency Shelter – UNHCR (for conflict generated IDPs) & IFRC as convenor (for disaster situation);

- Emergency Telecommunications – WFP;
- Health – WHO;
- Logistics – WFP;
- Nutrition – UNICEF;
- Protection – UNHCR & UNICEF; and
- Water, Sanitation & Hygiene (WASH) – UNICEF.

- *Financial Tracking Service (FTS)* – FTS is a real-time searchable database of all reported international humanitarian aid, with a special focus on Consolidated Appeals and Flash Appeals.

- *Flash Appeal* – It provides a concise overview of urgent life-saving needs and a plan to address acute needs for up to six months based on the best available information at the time of writing. All implementing agencies, ranging from UN agencies, international organisations, the Red Cross Movement, and NGOs, are encouraged to list their priority humanitarian projects in a joint Appeal. Flash Appeals, and the projects in them, evolve as the situation evolves and as more information becomes available.

- *Humanitarian Response Depot (HRD)* – WFP manage the UN Humanitarian Response Depots (warehouses), one of which is located in Subang, Malaysia.

- *International Search and Rescue Advisory Group (INSARAG)* – The INSARAG is a network of disaster-prone and disaster-responding countries and organisations dedicated to urban search and rescue (USAR) and operational field coordination. The INSARAG gives international certifications for USAR teams.

- *On-Site Operations Coordination Centre (OSOCC)* – OSOCC is a facility that acts as a coordination nerve centre and meeting place for the humanitarian community. An OSOCC is generally established in a major national coordination centre, with one or more sub-OSOCCs at various disaster sites as required.

- *United Nations Disaster Assessment and Coordination (UNDAC)* – It is designed to help the United Nations and

governments of disaster-affected countries during the first phase of a sudden-onset disaster. UNDAC coordinates international assistance at national level and/or at the site of the disaster. UNDAC teams can deploy at short notice (12-48 hours) anywhere in the world.

- *UN Surge Capacity* – Experienced professionals who can be deployed upon request following a sudden and unforeseen humanitarian disaster. Such advisers include generalists, administrative/operational support staff and technically specialised profiles such as Gender Advisers from GenCap Secretariat and Protection Officers from ProCap Secretariat.

Association of Southeast Asian Nations

- *Emergency Rapid Assessment Teams (ERAT)* – The ERAT is the specialised team made up of experts from ASEAN member countries, with experiences in disaster response and background with the UN and other disaster response agencies.

- *Humanitarian Task Force* – Chaired by the ASEAN Secretary General, it is activated when there is a disaster in an ASEAN country.

- *Standard Operational Procedure for Regional Standby Arrangements and Coordination of Joint Disaster Relief and Emergency Response Operations (SASOP)* – This SOP provides a) the guides and templates to initiate the establishment of the ASEAN Standby Arrangements for Disaster Relief and Emergency Response; b) the procedures for joint disaster relief and emergency response operations; c) the procedures for the facilitation and utilisation of military and civilian assets and capacities; and d) the methodology for the periodic conduct of the ASEAN regional disaster emergency response simulation exercises (ARDEX) which shall test the effectiveness of this procedure.

7.3. Civil Military Coordination

Guidelines on the Use of Foreign Military and Civil Defence Assets in Disaster Relief (Oslo Guidelines) focuses on the use of military and civil defence assets in disaster relief operations, whereas *the Guidelines on the Use of Military and Civil Defence Assets to Support United Nations Humanitarian Activities in Complex Emergencies (MCDA Guidelines)* focuses on the use of military and civil defence assets in complex emergencies. The foundation for effective coordination of military and civilian assistance during reconstruction and rehabilitation of a disaster or post-conflict society is often established during relief operations; however reconstruction and rehabilitation activities are beyond the scope of this document.

United Nations Civil Military Coordination (UN-CMCoord) Officer Field Handbook is designed to assist the Humanitarian UN-CMCoord Officer in the performance of the key tasks identified in the Inter-Agency Standing Committee (IASC) endorsed UN Humanitarian CMCoord Concept. UNOCHA Regional Office for Asia and the Pacific has drafted *the Asia-Pacific Regional Guidelines for The Use Of Foreign Military Assets In Natural Disaster Response Operations*, which are currently undergoing a 12-month testing and validation period with regional groups and through regional forums.

In 2009, the ASEAN Defence Ministers Meeting (ADMM) endorsed two civil-military coordination related concept papers – *ASEAN Defence Establishments and Civil Society Organisations (CSOs) Cooperation on Non-Traditional Security* as well as *the Use of ASEAN Military Assets and Capacities in Humanitarian Assistance and Disaster Relief*. The later recognises that the ASEAN militaries could play an important role in any humanitarian assistance and disaster relief operations, and discusses the utilisation of military assets and capacities in support of the ASEAN Standby Arrangements as provided for under the AADMER.

Separately ASEAN Region Forum has been working on *Standard Operating Procedures for Humanitarian Assistance and Disaster Relief (DRAFT) and Voluntary Model Arrangement for the Use of*

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Foreign Military and Civil Defence Assets (MCDA) in Disaster Relief. Both documents are intended to improve interoperability and cooperation between ARF members, and so reduce their response time in disaster relief. They acknowledge the primacy of sovereignty, and are nonbinding.

The US Pacific Command also produced *Multinational Force Standing Operating Procedures* to increase the speed of response, interoperability, mission effectiveness and unity of effort in multinational force (MNF) operations within the Asia-Pacific region during crisis action situations.

7.4. Useful Web Sites

Indonesian Governments and Media

BNPB	www.bnpb.go.id
Bappenas Disaster Web Page	bencana.bappenas.go.id
BMKG	www.bmkg.go.id
Badan Geologi	www.bgl.esdm.go.id
PMI	www.pmi.or.id
Antara News	www.antaranews.com
MetroTV	www.metrotvnews.com
Kompas Online	www.kompas.com
Viva News	us.viva.co.id
The Jakarta Post	www.thejakartapost.com

Others

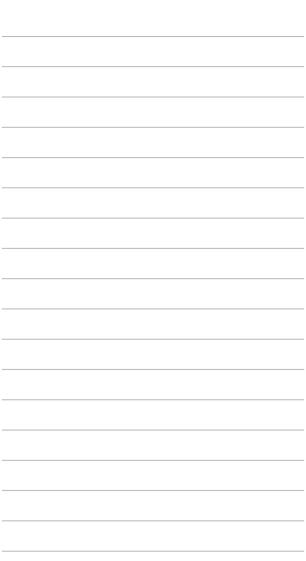|	
HER Standard Operating Procedures and templates	intranet2.ausaid.gov.au/rulesandtools/ Pages/EmergencyResponse.aspx
UNOCHA	www.unocha.org
On-Site Operations Coordination Centre (OSOCC)	www.unocha.org/what-we-do/ coordination-tools/osocc-rdc/overview
United Nations Disaster Assessment and Coordination (UNDAC)	www.unocha.org/what-we-do/ coordination-tools/undac/overview
International Search and Rescue Advisory Group (INSARAG)	www.unocha.org/what-we-do/ coordination-tools/insarag/overview
Financial Tracking Service (FTS)	fts.unocha.org
OneResponse (Inter-Agency webpage on cluster coordination)	oneresponse.info
Relief Web	www.reliefweb.int
The Sphere Project	www.sphereproject.org
International Federation of Red Cross and Red Crescent Societies (IFRC)	www.ifrc.org
Global Disaster Alert and Coordination System (GDACS) & Virtual OSOCC	www.gdacs.org
Humanitarian Early Warning System	www.hewsweb.org
US Geological Survey Earthquake Hazards Program	earthquake.usgs.gov
USGS PAGER	earthquake.usgs.gov/earthquakes/ pager

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