



DISASTER MANAGEMENT AND RESPONSE GUIDELINES

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SECTION 1: INTRODUCTION

1. PURPOSE

The aim of these guidelines is to provide ACCI staff, Field Workers, Strategic Partners and other responding partner organisations clear guidance regarding how ACCIR approaches disaster management and the roles and responsibilities of both ACCI Relief and responding partners (Field Workers, Strategic Partners, Associates or other responding partner organisations)

These guidelines include the following sections:

- [Section 1](#): Introduction
- [Section 2](#): Defining Disasters
- [Section 3](#): Responding to a Disaster
- [Section 4](#): ACCIR's Disaster Response Plan
- [Section 5](#): Ongoing Learning and Development

2. WHY WE RESPOND

During and in the aftermath of a disaster the rights, dignity and life of affected populations are significantly at risk. Therefore, when ACCI Relief has the capacity, resources and on the field connections, ACCI Relief will aim to assist those affected by disasters and take steps to alleviate human suffering. This aligns with ACCI's mission to *"promote equal access to the rights and services that protect life and human dignity"*.

3. GUIDING DOCUMENTS

ACCIR is committed to ensuring our disaster or humanitarian response initiatives abide by the following codes of conduct:

- Australian Council for International Development (ACFID): Code of Conduct
- Sphere Code: Humanitarian Charter and Minimum Standards in Humanitarian Response
- The Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief

These codes are consistent with ACCI Relief's mission and vision. For more information on the above codes see *Appendix 1*.

All ACCI responding partners and field workers must familiarise themselves with these codes and agree to commit to abide by them before launching a joint response with ACCI Relief.

ACCI Relief is also committed to complying with relevant international conventions including International Humanitarian Law, Refugee Laws, the UN Convention on the Rights of the Child and the Universal Declaration of Human Rights.

4. GUIDING PRINCIPLES

ACCI Relief is committed to the following **4 Core Humanitarian Principles**, which provide the foundations for humanitarian action. Promoting and ensuring compliance with the principles are essential elements of effective disaster responses.

ACCIR is an accredited NGO that has the ability to distribute tax deductible funding for domestic and international disasters. Therefore, in addition to abiding by the above codes and humanitarian principles, all ACCIR disaster responses must also follow the Australian Government's **tax deductibility guidelines and standards** (For more info see *ACCIR's Aid and Development Policy*).

The core humanitarian principles and the tax deductible guidelines are summarised in the table below.

Humanitarian Principles ¹	Humanity	Neutrality	Impartiality	Independence
	Human suffering must be addressed wherever it is found. The purpose of humanitarian action is to protect life and health and ensure respect for human beings.	Humanitarian actors ² must not take sides in hostilities or engage in controversies of a political, racial, religious or ideological nature.	Humanitarian action must be carried out on the basis of need alone, giving priority to the most urgent cases of distress and making no distinctions on the basis of nationality, race, gender, religious belief, class or political opinions.	Humanitarian action must be autonomous from the political, economic, military or other objectives that any actor may hold with regard to areas where humanitarian action is being implemented.
Tax Deductible Guidelines	Participation & Sustainability	Evangelistic & Political Activities	Fair Distribution	Counter Terrorism
	<p><u>Participation</u>: Disaster responses should always seek to build upon local community responses and initiatives and involve the local community in all stages of response.</p> <p><u>Sustainability</u>: Disaster recovery initiatives should produce lasting benefits that will continue long after the project activities have been completed including increasing community resilience and decreasing vulnerability to future hazards and 'shocks'.</p>	<p><u>Evangelistic/ Missionary activities</u> which aim to convert people to another religion, build up the knowledge/faith of believers or build/repair places of worship are not eligible for tax deductible funding & therefore cannot be part of an ACCIR response*.</p> <p><u>Partisan political activities</u> which are carried out for the sake of, or in aid of, a particular political party are also not eligible.</p>	<p>Disaster Relief projects must seek to assist those affected by a disaster without favouritism or discrimination by race, religion, culture or political persuasion.</p> <p>Although a project may target a particular location or community, it must seek to bring about positive changes for the benefit of all members of the community.</p>	<p>All disaster responses must comply with the relevant counter terrorism law and must ensure that responding partners are in no way linked to organisations & individuals associated with terrorism (<i>For more info see page 16</i>).</p>

Note: In limited circumstances ACCI Relief's sister organisation ACCIM may chose to establish a project to support affected churches or other ministries. Funding for these projects is **not eligible for tax deductibility. ACCI will always maintain a very clear distinction between each appeal through all donor communication and will have separate donation portals and systems.*

¹ https://docs.unocha.org/sites/dms/Documents/OOM-humanitarianprinciples_eng_June12.pdf

² **Humanitarian actors** are a wide range of organizations, agencies and inter-agency networks that all combine to enable international humanitarian assistance to be provided where needed. They include UN agencies, the International Red Cross/Red Crescent Movement, non-governmental organizations (NGOs), military institutions, local government institutions etc.

SECTION 2: DEFINING DISASTERS

Before we look in more detail at ACCIR’s processes and procedures for responding to a disaster, it is important that we first define what a disaster is, unpack the various concepts included or implied in the definition, and discuss how this influences when and how ACCIR will respond.

1. HOW IS A DISASTER CLASSIFIED?

The International Federation of the Red Cross (IFRC) defines a disaster as:

“A calamitous event that seriously disrupts the functioning of a community or society and causes human, material, and economic or environmental losses that exceed the community’s or society’s ability to cope using its own resources”³.

Despite how disasters are often spoken of in the media, a disaster is not solely defined on the basis of the scale and characteristics of a given hazard event, for example the size of an earthquake and the proximity (distance and depth) to an affected community, but is defined on the basis of the outcome of several interacting factors, namely:



When the result of those interacting factors is that the community is overwhelmed by the impacts of the hazard event and cannot cope independently, then the event is classified as a disaster and external assistance might be requested.

Therefore in order to define and understand disasters we need to further define and understand the following concepts:

- (a) Hazard Events
- (b) Resilience & Vulnerability

(a) HAZARD EVENTS

A hazard is a:

“Potentially damaging physical event, phenomenon and/or human activity, which may cause loss of life or injury, property damage, social and economic disruption or environmental degradation”⁴.

Hazards can be natural or induced by human processes and can happen quickly (fast onset) or over a long period of time (slow onset).

Examples of Hazard Events:	Natural Hazards may include:	Man-Made Hazards may include:
Fast Onset Hazard Events: <i>Hazards that happen quickly and are usually unexpected or occur with little forewarning.</i>	<ul style="list-style-type: none"> • Earthquakes • Tsunamis • Volcanic eruptions • Floods • Fires 	<ul style="list-style-type: none"> • Terrorist attack • Infrastructural failure (e.g. building collapses) • Explosions • Chemical spills
Slow Onset Hazard Events: <i>Hazards that occur over a long period of time and often require an extended period of engagement.</i>	<ul style="list-style-type: none"> • Drought • Disease or biological agents (e.g. Bird flu) 	<ul style="list-style-type: none"> • Wars • Large conflicts • Displaced populations • Climate change

³ <http://www.ifrc.org/en/what-we-do/disaster-management/about-disasters/what-is-a-disaster/>

⁴ Twiggs, J 2004, *Good Practice Review*, Disaster risk reduction: Mitigation and preparedness in development and emergency planning, Humanitarian Practice Network, London

The majority of hazard events are not classified as disasters as they are managed locally by government bodies and community-based services (emergency services, hospitals, community based organisation’s etc.). However when the impacts overwhelm the coping capacity of the community/government then external assistance may be required and the government may call for an international disaster or humanitarian response. It is generally in these cases that ACCIR will consider launching an appeal and response.

(B) RESILIENCE AND VULNERABILITY

In any given community, vulnerability and resilience co exist and have a significant bearing on the impact of a hazard event on given population.

Case Study: Bam, Iran vs. California, US

In 2003, only 4 days apart two earthquakes of a near identical magnitude on the Richter scale impacted two very different cities- Bam in Iran and California in the US. The earthquake in Bam killed 28,000 people while the earthquake in California killed only 3. Post comparative studies have highlighted the different levels of vulnerability and resilience between these two populations and locations.

Poor building methods and a lack of proper regulation left the community of Bam vulnerable to the impacts of earthquakes and resulted in tens of thousands of deaths primarily due to collapsed buildings. The situation was further exacerbated as emergency service personnel were inadequately trained to respond and numerous hospitals were destroyed in the earthquake. In contrast California had enforced earthquake resistant buildings standards and emergency services personnel were trained to effectively respond to disasters. There had also been extensive earthquake preparedness public education campaigns conducted so people knew what to do in the event of an earthquake. This reduced people’s vulnerabilities and enhanced their resilience.



Bam housing damage



California housing damage

Vulnerability refers to the characteristics or qualities of social systems and how those characteristics **expose** people or property to risk of harm, as well as the **degree** to which people and or property/places can be harmed⁵.

Examples of what makes a community vulnerable

- Entrenched poverty
- Lack of social safety nets
- Unsustainable development practices
- Lack of diversified livelihoods
- Suburbanisation- encroaching on hazardous areas such as flood plains or fault lines
- Migration into areas where people are unfamiliar with the risks, signs of impending hazards and have little knowledge of appropriate coping responses
- Weak regulations (building codes, resource usage etc)

⁵ Cutter, S et al 2008, ‘A place-based model for understanding community resilience to natural disasters’, *Global Environmental Change*, no. 18, pp. 598-606

- Numerous successive hazard events and cumulative shocks (annual floods, regular droughts)
- Lack of disaster preparedness

Resilience refers to “a system’s capacity to absorb disturbance and re-organise into a fully functioning system”⁶.

In the context of disaster management, there are two types of resilience; **inherent resilience**, which refers to the level of resilience of a community before a hazard event (i.e the characteristics of their pre-existing systems), and **adaptive resilience**, which refers to how a community adapts and changes behaviour and practices in response to a hazard event.

Inherent resilience plays an important role in reducing the impacts of a hazard event on a community and increasing the community’s ability to absorb shocks created by hazard events.

Adaptive resilience plays an important role in increasing the speed and degree of recovery after a hazard event and reducing on-going vulnerability to future hazard events.

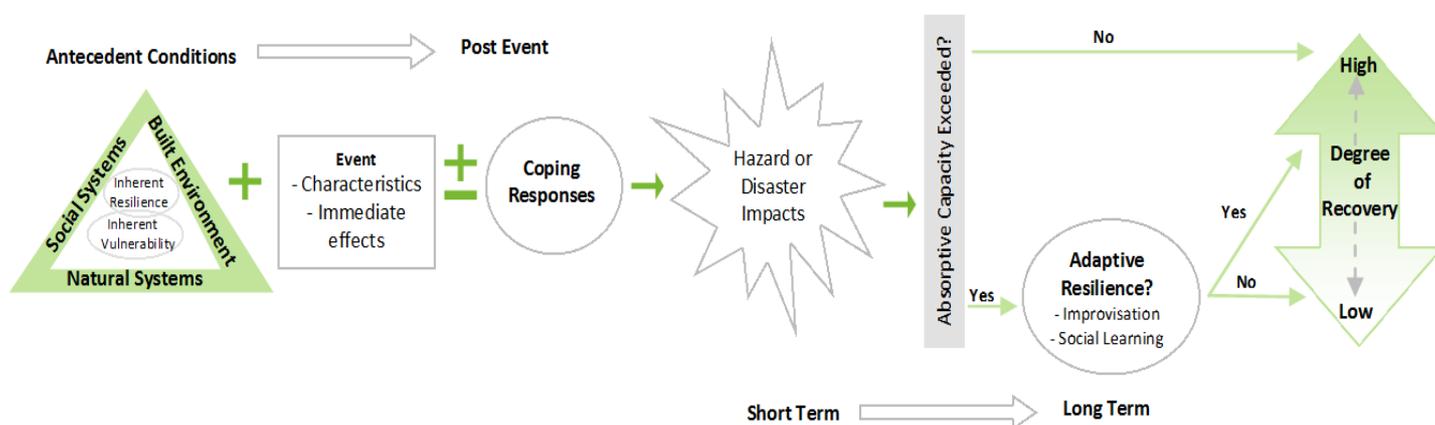


Figure: Schematic representation of the disaster resilience of place model⁷

Note: Within a given location there will likely be different ‘communities’ or population groups who have different levels of resilience and vulnerability and will therefore experience varying degrees of recovery.

In both our long-term development work and in our disaster response activities it is important that our efforts include intentionally reducing community vulnerabilities and enhancing resilience. This is often referred to as **disaster risk reduction** and it is a central component of the new sustainable development goals and framework (See page 9 for more information).

How can we build resilience?

Community resilience can be enhanced through both our approach to long-term development and how we engage with the local community in post-event disaster response and recovery. Some keys strategies to build resilience include:

- Adopting an integrated approach to sustainable development practices, disaster risk reduction and climate adaptation. Key issues to address include:
 - a. Livelihoods
 - b. Food security
 - c. Resource management

⁶ Cutter, S et al 2008, ‘A place-based model for understanding community resilience to natural disasters’, *Global Environmental Change*, no. 18, pp. 598-606

⁷ Cutter, S et al 2008, ‘A place-based model for understanding community resilience to natural disasters’, *Global Environmental Change*, no. 18, pp. 598-606

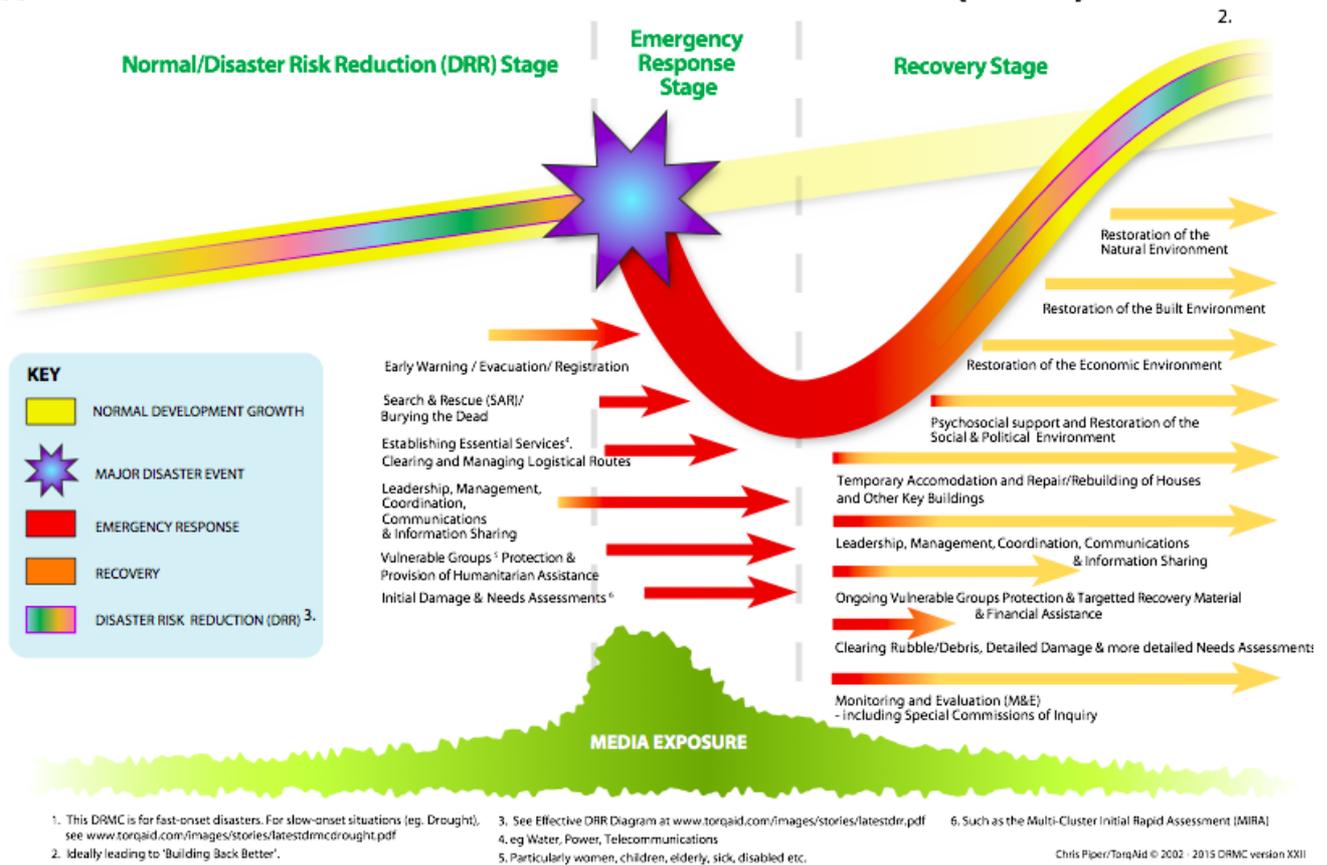
- d. Security and protection
- e. Health
- f. Migration
- Engage community members in mapping and understanding vulnerabilities and address these as a part of longer-term development initiatives.
- Identify and involve high risk groups in disaster risk reduction and preparedness planning and implementation (i.e children, people living with disabilities, marginalised community members).
- Recognise community resilience in disaster responses and intentionally build upon community responses. This fosters ownership and resilience in the disaster response phase as well as better prepares a community to respond to future hazard events.
- Invest in disaster risk reduction and disaster preparedness at the community and government level. Disaster risk reduction and preparedness are integral to enhancing resilience and are discussed in more detail in the next section.

SECTION 3: RESPONDING TO A DISASTER

1. THE DISASTER MANAGEMENT CYCLE



The DISASTER RISK MANAGEMENT CYCLE (DRMC)¹



1. DISASTER RISK REDUCTION (DRR) (Prevention, Mitigation and Preparedness)

It is widely accepted that disasters are not unavoidable interruptions to development, to be dealt with solely through rapid delivery of emergency relief, but are the result of unmanaged risks. They are created when a hazard occurs where people, assets and systems are exposed and vulnerable to its effects. Whilst it is not always possible for us to avert the occurrence of hazards (natural, human influenced or man-made), it is possible to reduce the risk of hazards becoming disasters through prevention, preparedness and resilience building activities. This is often referred to as **disaster risk reduction** and can reduce people's vulnerability to hazards and therefore reduce the impacts of these events.

Building communities' resilience and reducing their vulnerability to hazards or 'shocks' is not only a consideration in disaster management, but it is key to achieving sustainable development impacts more broadly as the increasing prevalence of disasters threaten to undo decades of development gains in low and middle income countries. Therefore disaster prevention, mitigation and resilience building activities should be integrated into longer-term development projects as a normal part of sustainable development practice.

The lack of investment in disaster preparation initiatives was identified in the Yokohama Strategy Review (UN 2004) as one of the five specific gaps that have limited the effectiveness of disaster management and responses in the past. It was subsequently incorporated into the Hyogo Framework for Action 2005-2015: Building the Resilience of Nations and Communities to Disasters, as one of the five key priority areas for action. The Hyogo Framework is the accepted international framework outlining strategies and actions to build disaster resilience (*See Appendix 1 for more information*).

Disaster Risk Reduction includes the following:

a) Disaster Mitigation & Prevention

Disaster mitigation and prevention is any action taken to reduce or avoid risk, damage or adverse impacts from a hazard event.

Mitigation and prevention measures are both physical or structural (such as flood defences or strengthening buildings) and non-structural (such as training in disaster management, regulating land use and public education).

Examples of Disaster Mitigation & Prevention activities may include:

- Ensuring that proper drainage, dykes or raised pens are considered when establishing a livestock or agriculture project in flood prone areas.
- Using proper techniques and materials when constructing a building, such as a community centre or church to limit damage during a disaster.
- Planting trees to prevent mud slides, water run-off and wind impact.
- Building community capacity to analyse hazards & stresses.
- Diversifying and securing livelihoods. This may include:
 - Livelihood diversification and climate adaptation
 - Improving access to markets and employment
 - Ensuring secure living and working conditions
 - Promoting access to skills and technologies

b) Disaster Preparedness

Disaster Preparedness refers to action undertaken to ensure that a community is prepared and understands how to respond when a hazard occurs.

Examples of Disaster Preparedness activities may include:

- Establishing early warning systems in a village to alert community members to an incoming disaster (e.g. flags, bells, alarms, and media communication systems).
- Conducting First Aid training with community or church members.
- Appropriately gathering and storing of small stocks of emergency supplies or other items such as sand bags.
- Identifying and planning 'safe areas' to move people to in a disaster and conducting evacuation drills to familiarise community members with evaluation protocols.
- Addressing asset protection in a disaster including the storage of seed/grains and the security of livestock in the event evacuation is required.
- Raising awareness about hazards, the signs of onset and how to respond.
- Asset protection plans and insurance mechanisms
- Initiatives designed to enhance collective action

2. DISASTER RESPONSE *(Rescue and Relief)*

Disaster Responses aims to meet the immediate needs of people in the aftermath of a disaster. The primary objective of this stage is to save lives, alleviate suffering, and maintain human dignity.

Examples of Disaster Response activities may include:

- Conducting rapid assessments and reporting on the situation.
- Providing direct assistance to survivors including the distribution of food, water, shelter and medical care.
- Establishing evacuation centres or organising shelter for displaced persons.
- Establishing child friendly spaces for affected children.

It is important to note that the first people to respond and assist others in the aftermath of a disaster to are usually local people assisting members of their own communities. This is a demonstration of capacity and resilience and our efforts as secondary responders should identify community capacity and build upon the efforts of local people rather than undermine or disregard them. Building upon local people's efforts ultimately enhances the resilience of local communities and leads to more appropriate disaster response initiatives with a greater degree of local ownership.

Also, in this phase it is important to balance the need for fast action with the need for basic assessments, planning and coordination with other responders. Doing so will ensure our response activities are effective, deliver true assistance to affected populations and avoid unnecessary duplication of services.

3. DISASTER RECOVERY *(Rehab and Reconstruction)*

Disaster recovery refers to the decisions and actions taken after a disaster with a view to restoring or improving the pre-disaster living conditions of the stricken community, while encouraging and facilitating necessary adjustments to reduce disaster risk and build community resilience.

Examples of Disaster Recovery activities may include:

- Rebuilding damaged buildings or making other structural repairs.
- Assisting families re-establish businesses or livelihood initiatives.
- Assisting schools to ensure children's education can be resumed as soon as possible.
- Restoring access to clean water where water supplies have been contaminated or compromised due to the disaster.

Recovery activities should do more than merely return disaster-affected people and institutions back to the situation that existed before a disaster. The recovery phase of a disaster response offers opportunities to strengthen the capacity of communities and their governments to cope with the impact of disasters and to reduce their vulnerability to future hazards and shocks.

Examples of ways to include disaster risk reduction during recovery stage:

- Building earthquake or hurricane tolerant buildings or housing
- Hospitals and clinics are repaired and restocked to increase their capacity to respond to future disasters (e.g. improved equipment, hazard tolerate buildings, training for staff, improved emergency response plans)
- Assisting households rebuild more resilient and less vulnerable livelihoods. For example, promoting livelihood diversification such as small/scale enterprise development or introducing new farming activities (e.g. small scale livestock, fish ponds, new crops of higher market value).

2. CHILD PROTECTION

Natural disasters and conflict situations have a disproportionately negative impact on children living in low and middle-income countries, adversely affecting their immediate wellbeing and posing a significant threat to children’s long-term development. Disasters not only create a new set of threats to child wellbeing in the form of direct disaster impacts, they further exacerbate and compound pre-existing risks to children caused by entrenched poverty, power disparities and weak social protection frameworks.

For this reason ACCIR is committed to ensuring that we uphold our commitment to child protection and safeguarding throughout all our disaster relief responses. For more information on ACCI’s Child Protection commitments and requirements see *ACCI Child Protection Policy*.

ACCIR’S Responsibilities:	Responding Partner Responsibilities	
<ul style="list-style-type: none"> ❑ ACCI Relief may require a responding partner to sign and commit to ACCIR’s Child Protection Policy. ❑ For responses that will work directly with children, ACCI Relief will evaluate the responding partners existing commitment to being a child safe organisation/church and their child protection procedures. ❑ For responses which will work directly with vulnerable children and are classified as high- medium risk, ACCI Relief will also require that the responding partner has an existing child protection policy that meets ACCIR’s standards and have staff well trained in child protection. 	<ul style="list-style-type: none"> ❑ Assess all disaster response plans from a child protection perspective and ensure that disaster response plans take into account the perspectives, views and needs of children. 	
	Domestic Disasters:	International Disasters:
	<ul style="list-style-type: none"> ❑ Ensure that in all disaster responses there is a designated person responsible for child protection. This person must have: <ul style="list-style-type: none"> ○ Completed the ACC child protection training ○ A current police check and working with children’s card on file with the relevant church or department ○ Read and signed the ACC child protection policy and provided a signed copy to the relevant church or department 	<ul style="list-style-type: none"> ❑ ACCIR recommends that a responding partner has a designated person, trained in child protection responsible for child protection.

Specific Responsibilities:

Evacuation Centres:

In the event that an ACCIR responding partner decides to establish an evacuation centre, they must ensure that:

- ❑ There is a child friendly space established within the evacuation centre
- ❑ The child friendly space is adequately supervised by volunteers or staff who have relevant background checks (e.g. Working with children, Police checks) and who have signed relevant child protection policy.
- ❑ There are processes in place for dealing with unaccompanied children which include:
 - Registration and collection of the child and family’s details and contact information
 - Mechanisms for signing children in and out of the evacuation centre
 - Appropriate supervision and support for unaccompanied children at all time
 - Linkages with government departments/organisations responsible for family tracing/reunification where the whereabouts of the family is unknown.

Working with separated, unaccompanied or orphaned children:

In disaster situations, ACCIR remains committed to family preservation and ensuring children achieve their right to be raised in a family environment. Maintaining family ties and preventing the prolonged separation of children from their families is critical to enhancing children's recovery from disaster related trauma and protecting their fundamental rights.

The influx of orphanages and children in residential care in the aftermath of a disaster is often the result of donor interest rather than from actual need or government approval. In previous disaster situations, governments have put in place strict measures to protect children including officially suspending inter-country adoption, enforcing temporary moratoriums on orphanages, placing restrictions on new admissions into existing orphanages and in some cases restricting the movement of unaccompanied children from rural to urban areas, in an endeavour to prevent the unnecessary institutionalisation of children

All ACCIR responses that work with separated, unaccompanied or orphaned children must:

- Ensure that they avoid any actions that inadvertently cause family separation.
- Prioritises the development of services designed to reunify separated children with their caregivers and preserve vulnerable family units.
- Work with government and official child protection cluster to assist unaccompanied children who require short-term care while family tracing and reunification processes are put in place. Governments through their disaster readiness activities should already have established systems and approved organisations to assist unaccompanied minors during disasters. The placement of children in residential care must always be short term, a last resort and should never interfere with the main priority of providing services to preserve and reunify families.

SECTION 4: ACCIR'S DISASTER RESPONSE PLAN

The table below is a summary of the stages and processes involved in launching and implementing a disaster response. Each stage will be discussed in more detail in the following section.

SUMMARY TABLE:

	DOMESTIC DISASTERS	INTERNATIONAL DISASTERS	PROJECT FORMS
1. DECISION MAKING & APPROVAL: <i>Will we launch an appeal?</i>	In order to decide if a domestic disaster appeal will be launched, ACCIR will liaise and gather information from: <ul style="list-style-type: none"> ▪ Relevant State President & National Executive ▪ Local Churches ▪ Chaplaincy Australia ▪ First Responder Organisations ▪ Other local contacts 	In order to decide if an International disaster appeal will be launched, ACCIR will liaise and gather information from: <ul style="list-style-type: none"> ▪ Partner and affiliated organisations ▪ Relevant Field Workers and Strategic Partners ▪ Other local contacts ▪ Government 	<input type="checkbox"/> Situation Report (SitRep) For new partners: <ul style="list-style-type: none"> □ See "Project Verification Process" on page 16
2. DETERMINING ROLE OF ACCIR IN RESPONSE: <i>How will ACCIR respond to the disaster?</i>	Once an appeal has been approved ACCIR will decide what response will be taken: For a domestic disaster response ACCIR will either: <ul style="list-style-type: none"> ▪ Administrate a response; or ▪ Act as a Lead Agency in coordinating a response Relevant assessment and planning documents will be required to outline the appeals disaster response plan.	For all international disasters ACCIR will take an Administrative role . Relevant assessment and planning documents will be required to outline the appeals disaster response plan.	<input type="checkbox"/> Rapid/Needs Assessment <input type="checkbox"/> Disaster Response Plan <input type="checkbox"/> Budget
3. LAUNCH APPEAL: <i>Appeal is officially launched and funds dispersed</i>	<ul style="list-style-type: none"> • Promotional materials and financial processes will then be prepared and organised. • Once this has been completed the appeal is officially launched to the public and the funds are collected. • Responding partner/s can then request funds using the funds request form and ACCIR will disperse funds to approved requests. 		<input type="checkbox"/> Funds request forms <input type="checkbox"/> <i>Media Release Statement (ACCIR Only)</i> <input type="checkbox"/> <i>Review and approval (ACCIR Only)</i>
4. IMPLEMENT RESPONSE: <i>Reporting, monitoring and ongoing disbursement of funds</i>	<ul style="list-style-type: none"> • ACCIR Staff will coordinate and correspond with the responding partner throughout the duration of the response. • Relevant progress reporting documents may be requested for long term responses. • Monitoring and evaluation trips will also be conducted during a response if needed. 		<input type="checkbox"/> Activity and Progress Reports
5. COMMUNICATION: <i>Regular updates and reporting between ACCIR, responding partner/s and donors</i>	<ul style="list-style-type: none"> • Updates will be provided to donors on ACCIR's social media accounts and on ACCIR's website. • Reports may also be compiled for significant donors. • ACCIR projects team will regularly liaise with the responding partner and update ACCIR management on the progress of the response. 		
6. CLOSURE: <i>Evaluations completed and appeal officially closed</i>	<ul style="list-style-type: none"> • ACCIR will coordinate the writing of the completion report with the responding partner/s. • A monitoring and evaluation trip may be completed at conclusion of the response if necessary. • ACCIR staff member to complete close-out report. 		<input type="checkbox"/> Completion Report <input type="checkbox"/> <i>Monitoring Trip (ACCIR Only)</i> <input type="checkbox"/> <i>Close-out report (ACCIR Only)</i>

STAGE 1:

DECISION MAKING AND APPROVAL STAGE

Deciding if ACCIR will launch an appeal for a disaster

The first step that must be taken when a disaster occurs is determining whether as an organisation ACCI Relief will respond and launch an appeal. In order to make this decision ACCI Relief staff will liaise and gather information from a range of sources and local contacts and will then make a decision in consultation with ACC leadership.

The following must have occurred in order for ACCIR to decide to respond to launch an appeal to respond to a disaster:

1. The hazard event has been officially classified as a disaster and the affected government/state have requested external assistance

In limited circumstances, an ACCIR field worker or partner with an existing development project in a community impacted by a hazard event may wish to provide assistance even if the hazard has not been declared a disaster and the affected government has not asked for assistance. In these circumstances ACCIR will liaise with the field worker and partner and provide the opportunity to open a special project to assist rather than launching an appeal.

2. There is a high level of interest from ACCIR's donor base

To determine the level of interest, ACCIR staff will assess the level of:

- Connection & engagement our movement has with the affected country, population or particular situation
- Interest from ACC churches and donors
- Broad and ongoing media coverage

3. ACCIR has partners with sufficient capacity able to respond

To determine sufficient capacity, ACCI Relief leaders must have or be able to form a partnership with a local entity or network on the ground able to provide direct assistance. This partner must be willing and able to uphold the core humanitarian principles and abide by the relevant codes mentioned in the introduction section of this document.

A **responding partner** could be an:

- ACCI field worker, associate or strategic partner organisation
- ACC church/department or AOG church/denomination who we have a prior relationship/partnership
- ACCIR Disaster Response Partner Organisation

Ideally these partnerships would already be in place prior to a disaster occurring. In limited circumstances we may be able to form new partnerships when a disaster has occurred to link our efforts with the efforts of an on-field organisation which ACCIR or one of our local churches have a pre-existing relationship.

All new partners must be able to meet the below criteria and provide the appropriate verification documents (*See table on page 16*).

4. ACCIR has confidence that adequate accountability, planning and assessment processes and measures are in place

ACCI Relief is committed to ensuring that all our disaster responses are of a high standard, are appropriate, meet the actual needs of affected populations, avoid duplication and are accountable to the affected populations.

Therefore to achieve this, all responses need to be well planned, properly assessed and ACCIR needs to have confidence that adequate accountability and transparency measures are in place. It is for



this reason that ACCIR require partners to complete proper assessments and planning documents (See page 18 for list of required tasks and documents).

New Partners: Criteria and Process

When ACCIR is seeking to form a new partnership relevant checks, discussions and verification documents must first be completed.

Potential responding partner must:	Verification Documents:
✓ Be registered as a Not-for-Profit entity	<input type="checkbox"/> Registration letter or certificate
✓ Have a bank account in the name of the above Not-for-Profit entity	<input type="checkbox"/> Sufficient bank details
✓ Demonstrate capacity and social capital to implement a disaster plan	<input type="checkbox"/> Disaster Needs Assessment and Disaster Response Plans
✓ Have a willingness and capacity to meet basic financial, program and accountability reporting requirements	
✓ Can demonstrate a commitment to child protection and being a child safe organisation	<input type="checkbox"/> See Page 12 for child protection requirements

ACCIR will:	
✓ Ensure all new partners are aware and are sent copies of relevant ACCIR policies and guiding documents	This will include: <ul style="list-style-type: none"> <input type="checkbox"/> Copies of codes and other guiding documents listed in introduction <input type="checkbox"/> ACCI Child Protection Policy and other relevant child protection documents <input type="checkbox"/> All ACCIR required documents listed in this document at end of each stage
✓ Check potential partner organisations against terrorism databases (See ACCI Counter Terrorism Policy).	Databases include: <ul style="list-style-type: none"> ○ 'Listing of Terrorist Organisations' (www.nationalsecurity.gov.au) ○ 'Consolidated List' (www.dfat.gov.au/icat/freezing_terrorist_assets.html)

STAGE 1: REQUIRED DOCUMENTS

Situation Report (Sitreps)

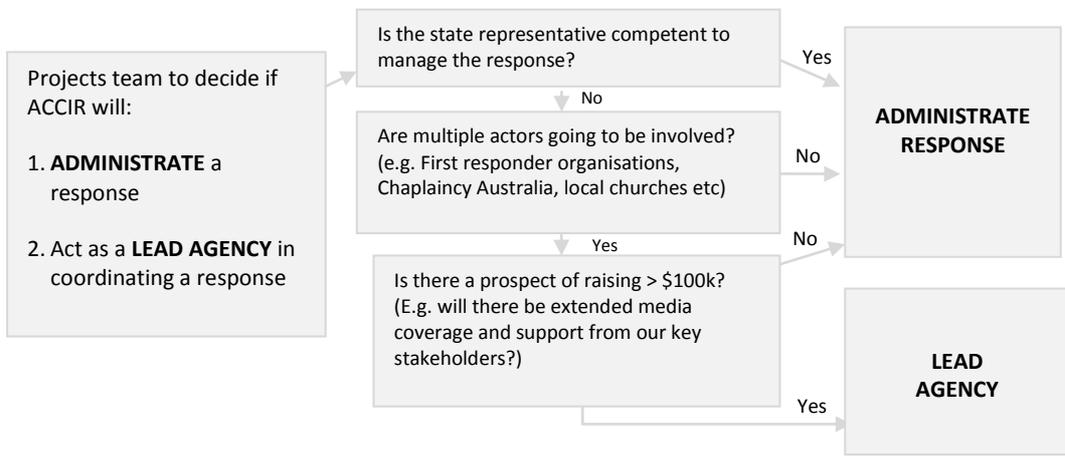
- ACCIR will require a Sitrep from our on the ground partner to give a brief outline of the situation to assist in determining whether ACCIR will launch an appeal.
- Sitrep's are brief summaries of known information on the following:
 - Situation to date (what has happened)
 - Actions to date (what has been done)
 - Actions to be completed (what will be done)
- A partner can use their organisations own sitrep template, ACCIR's template or include information in an email.

STAGE 2:

DETERMINING ROLE OF ACCIR IN RESPONSE

What type of response will we take?

ACCIR will take either an administrative or lead agency role in the disaster response. The table below outlines when ACCIR will take each response, what both roles mean and how ACCIR will determine which role to take.

A) RESPONSE TYPE		
	1. Administrative Response	2. Lead Agency
When ACCIR will take this response?	<p>ACCIR will take on an administrative role when:</p> <ul style="list-style-type: none"> Partnering with First Responder Organisations that are equipped to respond within hours of a fast onset disaster occurring. Responding to an international disaster where ACCIR is working through field workers and partner organisations. 	<p>ACCIR may take a Lead Agency role in a domestic disaster but will not take a Lead Agency role in an international disaster.</p> <p>However, an ACCI Field Worker or Strategic Partner working in the affected country may choose to take a lead agency role in an international disaster.</p>
What does each response type mean?	<p>When administrating a disaster response, ACCIR will not be directly involved in the implementation of the project on the ground.</p> <p>Instead ACCIR's role will be to:</p> <ul style="list-style-type: none"> Raise and distribute funds to support the disaster response plan of the responding partner. Ensure proper accountability, assessments & monitoring is conducted. 	<p>When taking a lead agency role in a disaster ACCIR will be central to the design, management and coordination of the response.</p> <p>ACCIR's role will be to:</p> <ul style="list-style-type: none"> Manage the response and coordinate various partners and actors to work together to achieve ACCIR's own disaster response plan. This may include sending an ACCI Staff member to the affected area to conduct assessments and develop an overarching disaster plan.
How will ACCIR decide?	<ul style="list-style-type: none"> International Disasters: ACCIR will always administrate the response Domestic Disasters: ACCIR will use the below flowchart <div style="text-align: center;">  <pre> graph TD Start[Projects team to decide if ACCIR will: 1. ADMINISTRATE a response 2. Act as a LEAD AGENCY in coordinating a response] --> Q1{Is the state representative competent to manage the response?} Q1 -- Yes --> Admin[ADMINISTRATE RESPONSE] Q1 -- No --> Q2{Are multiple actors going to be involved? (e.g. First responder organisations, Chaplaincy Australia, local churches etc)} Q2 -- No --> Admin Q2 -- Yes --> Q3{Is there a prospect of raising > \$100k? (E.g. will there be extended media coverage and support from our key stakeholders?)} Q3 -- Yes --> Lead[LEAD AGENCY] Q3 -- No --> Admin </pre> </div>	



Once ACCIR has determined whether we will take an administrative response or lead agency role all the necessary assessment and planning documents and tasks listed in the table below need to be completed.

B) ASSESSMENT & PLANNING		
	1. Administrative Response	2. Lead Agency
Who?	All tasks listed below are to be completed by the responding partner.	ACCI staff will be sent to affected area to complete below tasks.
Tasks:	<ul style="list-style-type: none"> <input type="checkbox"/> Complete a <u>Rapid Assessment</u> (Initial response) or <u>Needs Assessment</u> (Rebuilding stage) <input type="checkbox"/> Draft a <u>Disaster Response Plan</u> <input type="checkbox"/> Formulate a Basic <u>Budget</u> <input type="checkbox"/> Send ACCIR sufficient banking details for transfers <input type="checkbox"/> Understand ACCIR's bank transfer procedures and processes <input type="checkbox"/> Be aware of ACCIR's reporting requirements 	

STAGE 2: REQUIRED DOCUMENTS

Rapid Assessment

- A rapid assessment is conducted immediately after the onset of a disaster in order to locally assess the disaster-affected areas and the needs of those affected.
- A rapid assessment should be completed as soon after the disaster as possible.
- This report should be completed quickly using information currently available.
- A rapid assessment is important as it will help ACCIR and responding partner understand the situation and the extent of the disaster in the immediate aftermath.
- Specific attention should be made to observe how people are coping with their immediate needs and how they are assisting one another.

Needs Assessment & Disaster Response Plan

- A more detailed 'Needs Assessment' and 'Disaster Response Plan' should then be completed to plan how you will respond over a longer period of time especially for projects that will focus on the recovery stage of the disaster management cycle .
- In many situations the assessment process will need to be ongoing as circumstances, information, emergency needs etc. change and evolve. The response's objectives may need to be altered to reflect these changes.

STAGE 3

LAUNCH APPEAL STAGE

Appeal is officially launched and funds dispersed

a) Launch Appeal

Once all the initial assessment documents and tasks listed above have been completed ACCIR will complete the process of launching the appeal to the public. This includes gaining final approval from ACCI management and setting up relevant financial, administrative and promotional processes. The appeal will then be launched on website and information communicated through ACCIR’s social media platforms and through an email to our donor base.

b) Disperse Funds

Once funds have been collected the responding partner/s can begin to request funds using the ‘ACCIR Funds Request Form’. The ‘Funds Request Form’ will then be reviewed and approved by the ACCIR projects team and forwarded to the ACCIR Finance team who will disperse the funds.

STAGE 3: REQUIRED DOCUMENTS

Disaster Relief Funds Request:

- A Funds Request Form must be completed by the responding partner, or an ACCIR staff member on behalf of the responding partner prior to funds being dispersed.
- These forms are designed to ensure that the money requested goes towards activities that have been listed and approved in the Disaster Response Plan.

STAGE 4

IMPLEMENTATION STAGE

Reporting, monitoring and ongoing disbursement of funds throughout project

The following table outlines the roles and responsibilities of ACCIR and the responding partner in the implementation phase of a disaster response.

ACCIR Responsibilities:	Responding Partner Responsibilities:
<ul style="list-style-type: none"> <input type="checkbox"/> Provide on-going assistance with planning and design as the response progresses through the disaster management stages (See page 9 for Disaster Management Cycle) <input type="checkbox"/> Communicate with responding partner throughout the duration of the response <input type="checkbox"/> Coordinate the ongoing disbursement of funds until all funds have been utilised <input type="checkbox"/> Conduct monitoring and evaluation trips when necessary 	<ul style="list-style-type: none"> <input type="checkbox"/> Utilise ACCIR funding according to approved plans. Where variations are necessary, communicate and discuss changes with ACCIR <input type="checkbox"/> Keep ACCIR regularly updated on progress, changes and issues <input type="checkbox"/> If requested, complete Progress Reports (See below) <input type="checkbox"/> Ensure that finances reconciled

STAGE 4: REQUIRED DOCUMENTS

Progress Reports:

- For disaster responses with ongoing activities over a longer period of time, ACCIR may require progress reports and financial reports from the responding partner.

STAGE 5 COMMUNICATIONS

Regular updates and reporting between ACCIR, responding partner/s and donors

It is important that ACCIR maintains good communication with donors and other relevant stakeholders during the implementation phase. The following table outlines the roles and responsibilities of ACCIR and responding partner to ensure clear communication between all stakeholders.

ACCIR Responsibilities:	Partner Responsibilities:
<ul style="list-style-type: none"> <input type="checkbox"/> Provide updates to donors on ACCIR's social media accounts and website. <input type="checkbox"/> Regularly liaise with responding partner and update ACCI management on the progress of the response. <input type="checkbox"/> When needed, compile reports for significant donors. 	<ul style="list-style-type: none"> <input type="checkbox"/> Provide ACCIR with photos and media where available and appropriate <input type="checkbox"/> Keep ACCIR regularly updated on progress

ACCIR Communication Policy

ACCIR is committed to ensuring that through all our communications and promotional materials we respect human dignity and uphold the rights, safety and well-being of the people being portrayed. Upholding the rights of survivors of disasters and ensuring we do not cause further harm should always take precedence over the desire and need to share images or stories with donors.

Therefore, in all disaster response communications ACCIR staff will abide by ACCI's Communication Policy. This includes:

- Being conscious and respectful of how we portray local communities and people. Including ensuring we not only portray the needs and vulnerabilities of survivors of disasters but also their resilience.
- Ensuring materials are truthful, accurate and avoid exaggerating facts or sensationalising issues
- Gaining consent from those we photograph, film or record their story.
- Taking particular care when portraying sensitive issues (e.g. trauma victims, unaccompanied children).
- Managing levels of risks to prevent putting individual or groups at risk of stigma, reprisal, violence or rejection.

See ACCIR's Communication Policy for more information.

STAGE 6 CLOSURE STAGE

Evaluations completed and appeal officially closed

At the completion of the disaster response, when all funds have been dispersed the following tasks need to be completed in order to officially close the appeal. The following table outlines the roles and responsibilities of ACCIR and responding partners in the closure stage of an ACCIR joint disaster response.

ACCIR Responsibilities:	Partner Responsibilities:
<ul style="list-style-type: none"> <input type="checkbox"/> Evaluate completion report and complete a 'Close-out Report' <input type="checkbox"/> Finalise all the financial and administration requirements <input type="checkbox"/> If necessary, complete final monitoring visit <input type="checkbox"/> Provide final update or reports to donors 	<ul style="list-style-type: none"> <input type="checkbox"/> Fill in a 'Completion Report' <input type="checkbox"/> Send ACCIR a financial report which: <ul style="list-style-type: none"> ○ Clearly outlines how the money sent from ACCIR was used in accordance with the Disaster Response Plan. ○ Is prepared in such a way that it can be audited independently from within Australia (e.g. written in English, sufficient detail)

STAGE 6: REQUIRED DOCUMENTS

Disaster Relief Completion Report:

- ACCIR will request a completion report from responding partner once the project activities and funds have been completed.
- This form is important so ACCIR has clear records that outline how funds were spent.
- It also assists ACCIR to reflect on lessons learnt and report accurately to the donors.



SECTION 5: ONGOING LEARNING AND DEVELOPMENT

ACCIR is committed to on-going learning and increasing our effectiveness and capacity regarding disaster risk management. This requires us to build our capacity in two distinct areas:

1. Disaster Response
2. Mainstreaming disaster risk reduction in ACCIR development projects

ACCIR will achieve this by:

1. PROVIDING TRAINING:

Including:

- Provide training opportunities and resources for key ACCIR staff, Field Workers, and ACCIR strategic partners. This will cover the fields of disaster response and disaster risk reduction mainstreaming in development.
- Assisting our partners to access other training opportunities both in Australia and overseas, so they can have skills that match their specific needs and contexts.

2. ADAPTING AND IMPROVING OUR PROCESSES AND PROJECTS:

Including:

- Providing information about processes and obligations to all field staff and strategic partners so all are using and understanding the systems and procedures required.
- Incorporating disaster preparedness, prevention and mitigation in our community development efforts; where appropriate.
- Adapting processes to meet changes and the lessons learnt.

3. SHARING LESSONS LEARNT:

Including:

- Monitoring and evaluating all our disaster relief responses
- Sharing lessons learnt from evaluations with partners
- Providing peer-to-peer forums whereby Field Workers and partners can share their experiences and lessons learnt with each other.



APPENDIX 1: ACCIR DISASTER RELIEF GUIDING DOCUMENTS & PRINCIPLES

ACCIR supports and commits to upholding and ensuring our partners abide by the following codes in all our disaster responses. These codes are consistent with ACCIR's mission and vision.

The Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief

This Code of Conduct was developed and agreed upon by eight of the world's largest disaster response agencies in 1994. The Code of Conduct is a voluntary one. It lays down ten points of principle which all humanitarian actors should adhere to in their disaster response work, and goes on to describe the relationships that agencies working in disasters should seek with donor governments, host governments and the UN system.

The Code of Conduct is used by the International Federation to monitor its own standards of relief delivery and to encourage other agencies to set similar standards. It is hoped that humanitarian actors around the world will commit themselves publicly to the code by becoming a signatory and by abiding by its principles. Disaster-affected communities have a right to expect that those who assist them measure up to these standards.

Principles:

1. The humanitarian imperative comes first;
2. Aid is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone;
3. Aid will not be used to further a particular political or religious standpoint;
4. We shall endeavor not to be used as an instrument of government foreign policy;
5. We shall respect culture and custom;
6. We shall attempt to build disaster response on local capacities;
7. Ways shall be found to involve program beneficiaries in the management of relief aid;
8. Relief aid must strive to reduce vulnerabilities to future disaster as well as meeting basic needs;
9. We hold ourselves accountable to both those we seek to assist and those from whom we accept resources;
10. In our information, publicity and advertising activities, we shall recognize disaster victims as dignified human beings, not hopeless objects.

For more information and to download the code visit: <http://www.ifrc.org/en/publications-and-reports/code-of-conduct/>

Sphere Code: Humanitarian Charter and Minimum Standards in Humanitarian Response

The Sphere Project is a voluntary initiative that brings a wide range of humanitarian agencies together around a common aim - to improve the quality of humanitarian assistance and the accountability of humanitarian actors to their constituents, donors and affected populations.

The Sphere Handbook, Humanitarian Charter and Minimum Standards in Humanitarian Response, is one of the most widely known and internationally recognised sets of common principles and universal minimum standards in life-saving areas of humanitarian response.

Humanitarian Charter

The Humanitarian Charter summarises some of the most fundamental rights involved in humanitarian response.

1. The right to life with dignity
2. The right to receive humanitarian assistance
3. The right to protection and security

Protection Principles

Core humanitarian protection concerns in this context are freedom from violence and from coercion of various kinds and freedom from deliberate deprivation of the means of survival with dignity. These concerns give rise to four basic Protection Principles that inform all humanitarian action:

1. Avoid exposing people to further harm as a result of your actions
2. Ensure people's access to impartial assistance – in proportion to need and without discrimination
3. Protect people from physical and psychological harm arising from violence and coercion
4. Assist people to claim their rights, access available remedies and recover from the effects of abuse.

Core Standards

The Core Standards describe processes that are essential to achieving all the Sphere minimum standards. They are a practical expression of the principles of the Sphere Humanitarian Charter and are fundamental to the rights of people affected by conflict or disaster to assistance that supports life with dignity. The Core Standards define the minimum level of response to be attained (as signalled by the key indicators) by humanitarian agencies, be they community-based, local, national or international.

1. People-centred humanitarian response
2. Coordination and collaboration
3. Assessment
4. Design and response
5. Performance, transparency and learning
6. Aid worker performance

Minimum Standards:

The Sphere Charter also outlines the minimum standards of the below key areas:

1. Water Supply, Sanitation and Hygiene Promotion
2. Food security and nutrition
3. Shelter, Settlement and Non-Food Items
4. Health action

Australian Council for International Development (ACFID): Code of Conduct

B.5 Emergency management

Emergency management involves plans, structures and arrangements established to engage the normal endeavours of government, voluntary and private agencies in a comprehensive and coordinated way to respond to the whole spectrum of emergency needs. This includes preparedness, mitigation, response, rehabilitation, reconstruction, development and prevention activities.

B.5.1 International standards

Signatory organisations commit to providing humanitarian assistance in times of disaster, armed conflict, internal displacement and protracted crisis according to internationally agreed standards and principles of ethical practice.

Obligation:

1. Signatory organisations will incorporate the principles of the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief into their work.
2. Signatory organisations will adhere to the Sphere Humanitarian Charter and Minimum Standards in Disaster Response.
3. When involved in the distribution of pharmaceuticals and other donations in kind, signatory organisations endorse the Australian Guidelines for Drug Donations to Developing Countries and will strive to reflect the principles in their practices and advocacy.
4. Signatory organisations will comply with International Humanitarian Law, Human Rights law and Refugee Law and other relevant International Conventions.

5. Signatory organisations will consider the principles of the IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings.

Core Humanitarian Principles:

The four humanitarian principles are:

1. Humanity
2. Neutrality
3. Impartiality
4. Independence

These principles provide the foundations for humanitarian action. They are central to establishing and maintaining access to affected people, whether in a natural disaster or a complex emergency, such as armed conflict. Promoting and ensuring compliance with the principles are essential elements of effective humanitarian coordination.

The humanitarian principles are derived from the core principles, which have long guided the work of the International Committee of the Red Cross and the National Red Cross/Red Crescent Societies.

Humanity	Neutrality	Impartiality	Independence
Human suffering must be addressed wherever it is found. The purpose of humanitarian action is to protect life and health and ensure respect for human beings.	Humanitarian actors must not take sides in hostilities or engage in controversies of a political, racial, religious or ideological nature.	Humanitarian action must be carried out on the basis of need alone, giving priority to the most urgent cases of distress and making no distinctions on the basis of nationality, race, gender, religious belief, class or political opinions.	Humanitarian action must be autonomous from the political, economic, military or other objectives that any actor may hold with regard to areas where humanitarian action is being implemented.

See link below for more information:

- https://docs.unocha.org/sites/dms/Documents/OOM-humanitarianprinciples_eng_June12.pdf

Other Relevant Frameworks

Hyogo Framework:

The Hyogo Framework for Action 2005-2015: Building the Resilience of Nations and Communities to Disasters (HFA) is the first plan to explain, describe and detail the work that is required from all different sectors and actors to reduce disaster losses.

It was developed and agreed on with the many partners needed to reduce disaster risk - governments, international agencies, disaster experts and many others - bringing them into a common system of coordination. The HFA outlines five priorities for action, and offers guiding principles and practical means for achieving disaster resilience.

See link below for copy of framework:

- <http://www.unisdr.org/2005/wcdr/intergover/official-doc/L-docs/Hyogo-framework-for-action-english.pdf>

APPENDIX 2: ACCIR'S NATIONAL DISASTER RESPONSE PLAN (Last updated July, 2015)

