




World Vision



**Tropical
Cyclone Pam
2015
Response
Report**

Contents

Welcome Note	2
Executive Summary	3
World Vision’s Response to Cyclone Pam	4
Timeline of Response	6
Tafea	12
Shefa	13
Penama	14
World Vision Partnerships	15
Staff Care	16
Strengthening World Vision Vanuatu	18
Private Donors: Complementary Projects	19
Thank You	20



Cover Photo: Alice and children with relief kits. Photo Credit: Andrea Swinburne-Jones/World Vision

Above: World Vision has supported more than 80 primary schools and preschools across Efate and Pentecost with emergency school supplies, providing students with backpacks and classrooms with teacher and student kits to replace damaged resources like stationary and books. Photo Credit: Chloe Morrison/World Vision

Welcome Note

For all of us who lived through Cyclone Pam, we each have a story to tell.

There's the story of the woman who first put her baby up on a mattress, then on top of a table, then on top of some other furniture as waters continued to rise in her home. As the waters came into her house, she hoped that her baby would be safe.

There's the story of the man who sheltered 17 people from his village inside his house. During the storm the iron roof sheets started to come off, so he braved going outside to pound the roof back into place, as the storm was raging and branches were flying about. The roof remained in place. But about an hour after fixing the roof, one of the outside walls was ripped from the house and all 17 people fled back to the farthest corner.

There are many more stories from Cyclone Pam survivors, but these are some of the stories from World Vision staff, who immediately after surviving the storm themselves, were propelled into emergency relief work helping others who had also been impacted.

In the weeks and months after Cyclone Pam, World Vision staff worked closely with community members, government officials and other agencies to ensure distribution of goods occurred effectively and equitably. Thus far World Vision has provided direct assistance to more than 62,000 people, which is almost 40% of total people impacted by the cyclone. This report highlights World Vision's response progress to date. Generous donations and support have been received from various governments, businesses, and individuals – too many to name. I take this opportunity to extend heartfelt gratitude to all who have provided assistance.

Cyclone Pam showed us some of the worst of Mother Nature, but she also brought out some of the best of human nature. I have been inspired by the resilience of the people of Vanuatu – their steadfast determination, their wholehearted joyfulness in the midst of very challenging times.

World Vision remains committed to partnering with government and communities during the recovery period, in supporting the people of Vanuatu to build a better Vanuatu for the future, with sustained improvements in the lives of children and communities.



Michael Wolfe

Country Director, World Vision Vanuatu



Executive Summary

On 13 March 2015 Cyclone Pam struck Vanuatu. Large areas of the country were devastated by the category 5 cyclone, the most powerful to ever hit the South Pacific. World Vision declared a Category II Emergency Response and began assessments and distributions immediately.

Since this time, **World Vision has reached over 62,000 people with essential aid to recover and rebuild their lives in Vanuatu.**

In partnership with the Government of Vanuatu, World Vision launched response efforts in Tafea, Shefa and Penama provinces, in the areas of food distribution, relief item distribution, livelihoods, water and sanitation/hygiene, assistance to schools and health interventions.

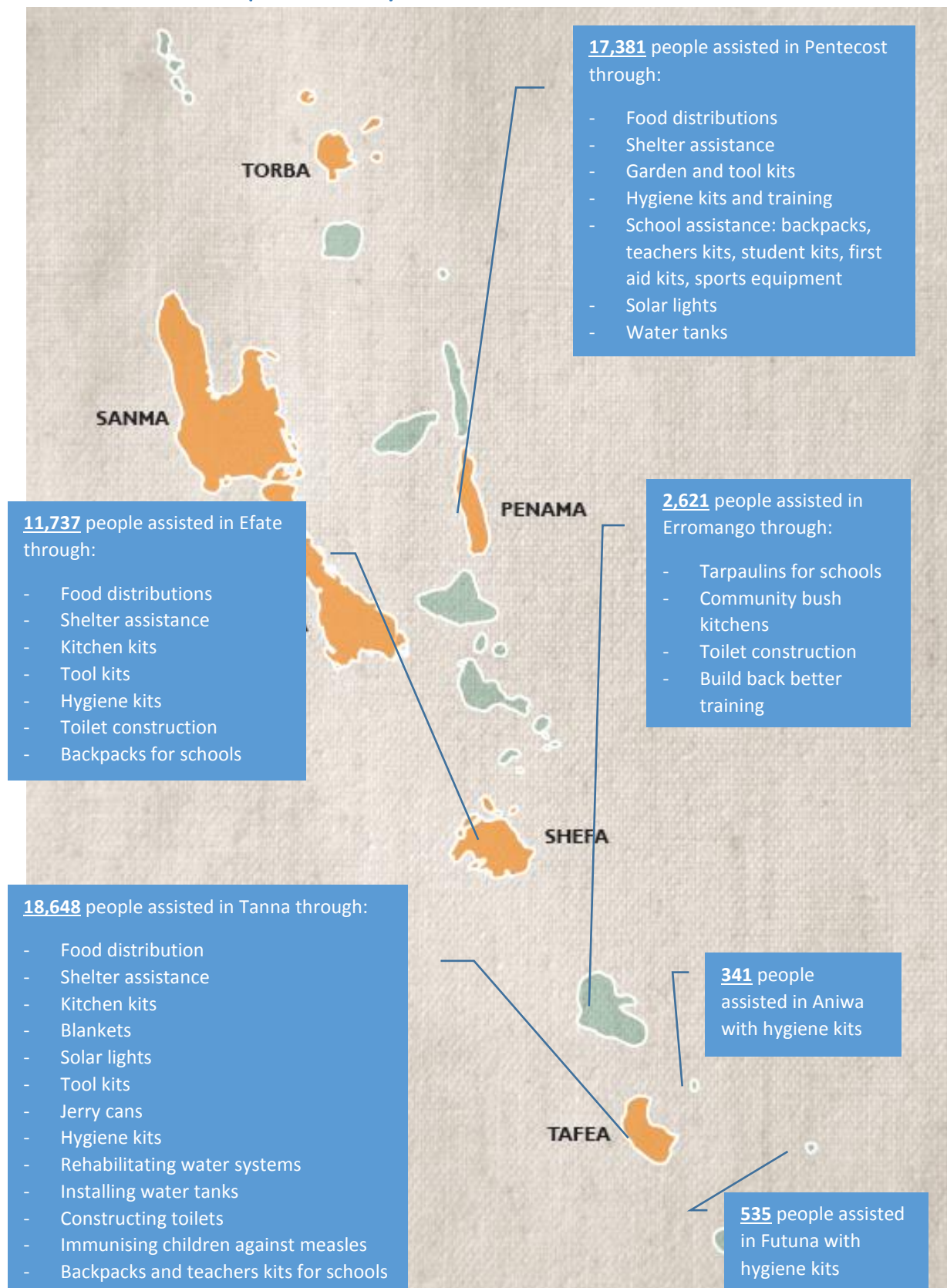
World Vision accessed funding through a variety of mechanisms, including private funds and institutional donors. From the outset, World Vision divided its response through nine major donors to complement and leverage funding, reaching the maximum number of people possible. In all grants, World Vision exceeded its target beneficiaries.

The response also provided World Vision with an opportunity to strengthen its Human Resources, known as People & Culture. Local staff were redeployed into positions of management in the response, and steps were taken to ensure staff's own welfare and wellbeing was prioritised. World Vision also took the opportunity to partner more closely with local organisations than it has done in the past, with innovative partnerships leveraging local knowledge, extending reach and ultimately enhancing programming quality.



Above: World Vision staff members Anita, Norolyn and Maurice organising a food distribution on 26 March to families in Tanna. Photo Credit: Mike Wolfe/World Vision

World Vision's Response to Cyclone Pam



*Note: number of people assisted is according to distribution records kept by World Vision. These figures only include those assisted directly by World Vision. **11,691 people are not included in the above graphic** – these are people reached through World Vision's partnership with ACTIV (see pg. 15 for details).*

Stories from Cyclone Pam

Children's uncertainty about the future of schooling

Chloe Morrison, World Vision

Year nine students Lini and Susie, both 15, grab me by the hand.

“Come,” they say. “We’ll take you to our school. It’s not far away.”

We walk across the muddy grass from the evacuation centre, sinking in its softness when we reach a cement field.

“This is where our classroom was,” said Susie.



Students Lini and Susie stand in what was once their classroom. Photo Credit: Chloe Morrison/World Vision

There is no classroom anymore, or school for that matter. After Cyclone Pam, all that remains is a pile of rubble and a fax machine, still intact. This doesn’t look like a classroom – it looks like a rubbish tip.

“When the cyclone came, I was scared. We could hear the wind. It was blowing really hard and the rain came into the building. There was water everywhere.

“My house fell down, it doesn’t have a roof on it anymore, or any walls,” Susie tells.

When the cyclone came, I was scared. We could hear the wind. It was blowing really hard and the rain came into the building. There was water everywhere.

Lini and her family also lost their home, but Lini is distressed about her school.

“The books were damaged by water, and there’s no building here anymore. Everything’s broken.

“I don’t know when I’ll go back to school,” she said.

For children, natural disasters like Cyclone Pam mean more than just losing homes and toys.

Cyclone Pam meant that children like Lini and Susie no longer have a home to go to, and while they are happy spending time with their younger brothers and sisters, they also want to get back to learning.

They want life to go back to how it used to be, before they were living in an evacuation centre. The road to recovery is a long one; life as they knew it had changed significantly.

Timeline of Response



Above: World Vision Vanuatu's office following preparations for Cyclone Pam. Photo Credit: Chloe Morrison/World Vision

Prior to Cyclone Pam: World Vision Vanuatu had pre-positioned relief items, including tarpaulins, blankets, and hygiene, shelter and kitchen kits in Port Vila and Santo. The communities that World Vision works with were informed of the impending cyclone, with discussions on how best to prepare themselves, including the best place to shelter and preserving food. World Vision developed and tested a call tree with staff, where in the instance of mobile phone coverage being available staff would call fellow colleagues to confirm safety. In the absence of phone connection, staff developed plans to physically make contact where possible with colleagues nearby.

March: On 13 and 14 March 2015, Category 5 Tropical Cyclone Pam struck Vanuatu with multiple direct hits over the islands, including Efate (home to the capital city of Port Vila), Erromango and Tanna Island. Winds reached up to 270km/hour with gusts of up to 320km/hour recorded on some islands. UNOCHA reported that the cyclone affected at least 166,000 people across the country, with the worst damage recorded in Shefa and Tafea provinces in the south. World Vision Vanuatu participated in an initial rapid assessment coordinated by the Vanuatu Government to gather preliminary data across the country, then conducted their own Needs Assessment in sixteen communities on the islands of Pentecost, Efate, Erromango and Tanna. The joint rapid assessment in Tafea found that 90% of houses had been destroyed or damaged during the cyclone; however, initial assessments of the extent of damage were extremely difficult to carry out, with many communities and villages unable to be accessed due to flooding and large amount of debris which littered roads. The Government of Vanuatu issued a formal appeal for international assistance.



Above: Only a bed is left standing as the thatched roof and walls from this hut lay scattered around what was once a home. Photo Credit: Chloe Morrison/World Vision

World Vision Vanuatu immediately responded with the distribution of pre-positioned kits, including shelter materials, hygiene supplies, and kitchen/cooking sets to more than 800 people. World Vision was also the first relief organisation to reach Tanna Island on 16 March, with some basic food supplies and water.



April: A month in, World Vision had distributed relief items – including food, safe shelter, hygiene kits and kitchen kits – to more than 10,000 people. In Efate, all distributions were completed by 16 April 2015. In partnership with the Ministry of Health and UNICEF, World Vision vaccinated more than 6,000 children in Tanna against measles. Food distributions, in partnership with the Government of Vanuatu (represented by the National Disaster Management Office) and the World Food Programme, also commenced in Tanna Island. WFP and NDMO sourced the food, while WV handled the distributions out into communities, as well as community sensitisation and mobilisation. National staff were also trained in commodity management, accounting and distribution procedures.

May: Food distributions were ongoing in Tanna. National staff there also received further training in distribution management and commodity accounting.

June: This month marked the end of the first 90 days of the emergency response. Three months in, World Vision had assisted more than 30,000 people across 3 provinces to access food and essential household items including tarpaulins, kitchen sets and hygiene kits. 4,110 tarpaulins, 2,350 toolkits, 4,000 blankets, 2,700 hygiene kits, and 5,400 jerry cans were distributed; the total number of children vaccinated against measles topped over 6,300, and food reached more than 30,000. Work was also done on rehabilitating water systems that had been damaged; building ventilated improved pit toilets to improve hygiene; raising awareness about gender-based violence in crisis situations; distributing “back to school” kits for 150 schools; and assisting unaffected provinces to transport seedlings, cuttings and root crops to affected provinces (see pg. 15 for more about this innovative partnership).

Above: World Vision staff member Nini oversees distributions in Efate. Photo Credit: Jodi Devine



July: With food distributions concluding and relief item distribution wrapping up this month, the focus moved towards livelihoods and long-term recovery. Relief item distributions were done in partnership with CARE International, providing kitchen kits to communities on Erromango Island, hygiene kits on Futuna and Aniwa islands, and jerry cans, kitchen kits and hygiene kits in Tanna. World Vision continued with water system rehabilitation and tank installation, as well as the construction of VIP latrines. To complement these installations, World Vision partnered with Wan Smolbag – a local theatre group based in Port Vila – to perform hygiene awareness-raising plays to communities. (See pg. 12 for more on local partnerships.)

As the Government-led food distributions wrapped up, World Vision turned to supporting schools and the hospital with fresh and nutritious food on Tanna. World Vision trained Ni-Vanuatu health professionals on Tanna on the implementation of a World Vision produced nutrition flip chart, and worked on adapting a local ingredient cookbook to improve nutrition.

World Vision worked with the Department of Agriculture on Tanna to provide agricultural training, as well as disseminate agricultural messages through IEC materials, particularly around the upcoming El Niño effect and impending drought conditions.

Post-distribution monitoring in Pentecost this month showed that all surveyed households found the relief items distributed to be “very useful”, helping families to recover from the immediate impact of the cyclone while also providing long-term benefits and use.

Above: World Vision partnered with local theatre group Wan Smolbag to perform engaging and entertaining hygiene plays at distribution sites discussing the importance of basic hygiene practices like washing hands and simple treatments for illnesses like diarrhoea. Photo Credit: Katharina Witkowski/World Vision

“The tools help us now, but our children and the next generations will use them too”

August: This month work centred around Tanna island, with hygiene replenishment kits provided to families and the implementation of “build back better” training, an approach that encourages communities to not only recover from the most recent disaster, but to recover in a manner that will help them be less vulnerable to disasters in the future. World Vision also began the process of constructing bush kitchens in Erromango – these communal kitchens are a great example of building back better, as they are properly ventilated, which will help reduce the prevalence of respiratory illness.

September and beyond: Marking the 6-month anniversary of Cyclone Pam, World Vision has assisted more than 62,000 people with their recovery in Vanuatu. However, work is far from over; on 20 October 2015, World Vision Pacific & Timor-Leste declared a Category III Emergency Response to the onset of El Nino. In Vanuatu, drought is impacting the entire country; these dry conditions are making things even more challenging for communities recovering from the devastation wrought by Cyclone Pam in March. World Vision will continue to monitor the food security and water conditions in communities where we operate. Preparations for a response are occurring, with World Vision distributing water filters to 600 households on Malo Island, Sanma Province.



Above: Smiles and a thumbs up for World Vision distributions. Photo Credit: Katharina Witkowski/World Vision

Stories from Cyclone Pam

Dancing for New Life on Tanna

Chloe Morrison, World Vision

Beneath a giant banyan tree that was lifeless and leafless three months ago, the community of Isaka on the island of Tanna dance below the lush new leaves in celebration of the renewed life around them.

This remote community – in the south-east of Tanna near the infamous Mt. Yasur volcano – was decimated by Cyclone Pam in March 2015.

The grey volcanic ash which carpets the village was a slushy mud patch. The few crops that families managed to grow here in tough conditions were flooded by heavy rains, and the lightly thatched huts which communities live in were blown apart.

The village of Isaka was devastated. Children were left without safe homes to sleep in, access to food destroyed and for a village that relies on tourists from the nearby volcano for income, no way to earn money.

Joanne, 22, who has lived in Isaka her entire life, described how the whole community sheltered, like so many other villages, in a school.

“We fled our homes...we knew they weren’t safe and went to the school where we stayed for hours, when we could leave all of the houses were destroyed,” said Joanne.

Tarpaulins remain on some of the homes today as a shortage of natangora leaves – used to thatch homes and walls – is widespread since the cyclone.

It is a sign that even though leaves on trees might be re-growing, the recovery for the people of Vanuatu is far from over.

“World Vision came to our village with food; rice, noodles and canned meat...without it we had nothing left to eat. We had some cassava but it got water damaged and was going rotten. But now our gardens are back again, we have vegetables to eat and some fruit too,” said Joanne.

And so the people of Isaka dance. In grass rainbow skirts made from pandanus, and sarongs, men, women and children stomp the ground, chant and clap. After Cyclone Pam, and in the face of ongoing food insecurity due to El Niño conditions, there is more work to do; but, there is much to celebrate – the safety of their families and the signs of life growing around them.



Above (2): Custom dance in Isaka, Tanna. Photo Credit: Katharina Witkowski/World Vision

Stories from Cyclone Pam

Play time and recovery time – school life after Cyclone Pam

Chloe Morrison, World Vision

It's morning recess time at Freshwota School and brown muddy water is forming shallow puddles at the edge of the classroom door.

Running children, laughing and chatting at a pace as fast as they move, pour under the small cover and begin to clap hands and sing songs while sheltering from the light rain in Vanuatu's capital, Port Vila.



World Vision has supported more than 150 primary schools and preschools across Efate and Pentecost with emergency school supplies, providing students with backpacks and classrooms with teacher and student kits to replace damaged resources like stationery and books. Photo Credit/Chloe Morrison

The cheerful scene is a stark contrast to 13 March 2015, when 500 people spent a terrifying night at the school sheltering from the fury of Cyclone Pam.

At Freshwota School, World Vision distributed backpacks to students and classroom kits with basic school supplies like chalk board paint and chalk, markers, crayons, and pencils. Teachers had resources to teach and students the tools to learn after many supplies were damaged by the cyclone.

"I was watching the children while removing their stationery from their old bags and packing them into the World Vision bags," said Year One teacher, Caroline James.

"Tears began pouring from their eyes and for the first time I noticed their bags were full of patches which were sewn with fishing line....To be honest, I too shared tears with the children," said Ms Caroline.

Despite the school serving as an evacuation centre during the cyclone, it did not escape damage.

"Cyclone Pam damaged all our stationery and I had nothing to give my class," said Ms Christina Saksak.

"These kids had no pencils, exercise books, or erasers. I could not teach the children well for one month. Today children have everything they need and they really enjoy their lessons," said Ms Saksak.

For school children, Jeffery and Harry, the backpacks and school supplies are signs that school life is getting back to normal.

"After the cyclone we didn't come to school for two weeks and when we did most of our things were wet and broken. These things mean we can start writing better again," said Jeffery.

Tafea

Tafea province, the southernmost province in Vanuatu, was the last to be struck by Cyclone Pam, with the cyclone tracking slightly to the west of Erromango and Tanna. According to scientists from Tropical Storm Risk, Erromango likely faced gusts of up to 320 kilometres per hour, and Tanna faced gusts of up to 260 kilometres per hour as the cyclone lingered over the area; the world record for highest wind gusts is 408 kilometres per hour. In Tafea, Cyclone Pam killed 5 people, damaged or destroyed over 90% of buildings, stripped most food gardens bare and contaminated water tanks.

World Vision chartered a flight to Tanna on 16 March to assess the situation and begin first distribution of emergency supplies. In the **first month** alone, with the support of the Government of Vanuatu and World Food Programme, World Vision **distributed food to 6,194 people** – 1,478 households – in Tanna. This number almost **doubled** in the months that followed.

In the months that followed, World Vision focused its efforts primarily in the areas of South-West and South Tanna. Families there received **comprehensive support** in the form of **three rounds of food distribution, tarpaulins, kitchen kits, blankets, tool kits, jerry cans, and hygiene kits**.

In addition to directly and comprehensively supporting families in South-West and South Tanna, World Vision worked in partnership with CARE International in Erromango. Overall in Tafea, World Vision:

- Distributed food to 12,021 people
- Distributed food to 9,134 children at schools
- Facilitated the transfer of fresh island healthy food for 2,200 people (see pg. 12)
- Distributed 2,094 backpacks to children in schools and 75 teachers kits
- Distributed 1,952 solar lights
- Rehabilitated 9 water systems
- Installed 13 water tanks
- Constructed 416 ventilated improved pit latrines
- Facilitated 18 hygiene drama plays in communities
- Delivered 2,317 hygiene replenishment kits to schools and aid posts
- Immunised 6,390 children against measles
- Conducted 19 training-of-trainer nutrition workshops for Provincial Health Promotion Officers
- Conducted “Build Back Better” training for community builders in Erromango
- Supported the construction of 9 community bush kitchens.

World Vision’s presence in Tanna, well-established before Cyclone Pam, continues long after the immediate disaster relief needs are met. Prior to Cyclone Pam, World Vision had been implementing activities in water, hygiene and sanitation, and awareness on gender-based violence. As well as preparing for El Niño, World Vision has resumed its previous programming, as well as commencing new work in livelihoods and disaster risk reduction activities. World Vision’s holistic approach to community development and disaster management means long-term support and empowerment for communities in Tanna.

World Vision had an important advantage in responding in Tanna, because it had worked in many communities for years before the disaster. It already had good relationships with communities and was therefore able to consult them effectively about their needs.

Peter Chamberlain: Independent Joint Peer Evaluation, Tropical Cyclone Pam (Humanitarian Partnership Agreement Response, October 2015)

Shefa

The province of Shefa, where the capital Port Vila is situated, was the hardest-hit by Cyclone Pam in terms of cost of damages – 66% of the total cost of damages for the country. The remaining 6 deaths for Cyclone Pam also happened on Efate.

World Vision **responded immediately** by distributing its pre-positioned kits in Efate, including **shelter materials, hygiene supplies, and kitchen/cooking sets to more than 800 people.**

Over the following month, World Vision also distributed:

- 351 tarpaulins
- 104 kitchen kits
- 688 tool kits
- 688 hygiene kits
- 2,524 backpacks for school children
- Fresh food distributed to schools for 7,794 schoolchildren in Port Vila
- 24 VIP toilets were constructed for kindergartens
- 25 Faith and Community leaders were trained in gender based violence prevention

World Vision also assisted with the distribution of fresh healthy food, bought from less-affected islands, for 9,491 people in Efate and the Shepherd Islands. See pg. 12 for more.

World Vision has an established presence on Efate Island, with programming in urban WASH, gender-based violence and early childhood education.

“Now the situation has changed because of the food was provided by World Vision... (In the Past) students are not concentrating in the class because they did not get enough for breakfast. Many students rely on bush ropes as food. Students also asked food from other students...they complained and did not want to work in class...At Lautapunga School, students are very smart because of the food donated by the NGOs.”

The food distributions provided by World Vision attracted some of the strongest praise from beneficiaries.

Peter Chamberlain: Independent Joint Peer Evaluation, Tropical Cyclone Pam (Humanitarian Partnership Agreement Response, October 2015)



Above: Heather of Waisisi, Port Vila, washes dishes in her former kitchen. Photo Credit: Chloe Morrison/World Vision

Penama

After chartering flights for an assessment and to find staff members who had been unable to contact colleagues since the cyclone, World Vision, in consultation with government and other partners, commenced distributions in Pentecost. Hygiene kits were prioritised, along with shelter, and wider health and nutrition messaging to communities.

Overall, World Vision distributed in Pentecost:

- 3,774 hygiene kits
- 1,889 tarpaulins
- 3,687 solar lights
- Food distribution to 17,318 people
- 4,916 seedlings, garden kits and tool kits
- Installed 10 water tanks
- 1,382 backpacks for school children
- 75 teacher kits
- 200 student kits
- 80 sets of sports equipment
- 35 first aid kits for schools



World Vision's long term engagement with Pentecost Island has not come to an end. Programming will continue in community health and WASH, and livelihoods.

Based on needs identified in affected areas and as the only agency active NGO in Penama Province, World Vision made an adjustment to the initial response and included solar lights packaged in NDMO procured toolkits for distribution to communities in Pentecost... These lights were a safe and cost-effective item that met the needs of community members. In essence, a simple, sustainable item that community members wanted and used. According to the PDM Report from Pentecost community members appreciated and used the lights and stated that they were good quality. These lights were specifically included in kits to support the safety of women and children at night. Several community members also reported that the lights enabled children to study at night, women to weave baskets in the evening and shopkeepers to stay open at night, in effect supporting the recovery of livelihoods.

Sarah Whitfield: Independent End of Project Evaluation, Dutch Relief Alliance, Joint Response for Vanuatu (November 2015)

Above: One of the major challenges of the Cyclone Pam response was the geography; with many parts of islands like Pentecost not accessible by vehicles, World Vision sailed around the island to distribution points. For large and essential items, this meant off-loading from the ship into a smaller boat so it could be unloaded on land. Photo Credit: Katharina Witkowski/World Vision

World Vision Partnerships

World Vision is a member of the Vanuatu Humanitarian Team (VHT), a network of agencies committed to effective humanitarian co-ordination, disaster preparedness and humanitarian response. Established in 2011, the VHT is recognised by UNOCHA as a model for co-ordination in the Pacific. World Vision remained engaged with the VHT throughout the Cyclone Pam response to ensure duplication was minimised and activities leveraged across the agencies. The VHT and its members worked closely with the NDMO and Government of Vanuatu to ensure a coordinated and effective response.

World Vision's national office in Port Vila was tasked with co-ordinating World Vision's overall response and liaising with other agencies. In addition, at the national level, 2,269 "Helti Kakaë" cookbooks were distributed to the Ministry of Health, Ministry of Education and Training, provincial health workers and health promotion officers, community health advocates, aid posts, schools, local NGO Wan Smolbag, and CARE International. These cookbooks give cooking instructions and ideas in Bislama for using local foods for optimal nutrition. 4,000 cultural children's books were also acquired from a local NGO, and distributed to damaged and affected schools and libraries throughout Vanuatu. Through partnership with the Ministry of Education and Training, World Vision has assisted three communities to rebuild their kindergartens destroyed in the Cyclone.

World Vision was able to leverage several local partnerships throughout this emergency response. Fresh island food was able to be bought from less-affected farmers and distributed to affected areas through a partnership with local Community Based Organisation **ACTIV**; and **Wan Smolbag** was engaged to deliver theatre plays on handwashing and sanitation. 34 hygiene drama plays were held in communities on Tanna and Pentecost, and 11,691 people were able to receive fresh island food through the ACTIV partnership. Furthermore, World Vision assisted **Nabanga Pikinini** to reprint 4000 local custom story books to distribute to schools where copies were destroyed in the cyclone.



Vaka Motu "Okeanos". Photo Credit: Natalia Tsoukala

In the wake of Cyclone Pam, World Vision worked with ACTIV to purchase fresh fruit and vegetables from small-scale farmers whose crops were undamaged by Cyclone Pam, and distribute them to communities who have been left without access to fresh island food. Tonnes of fresh food have been moved on the environmentally friendly yacht, the Okeanos. (See www.pacificvoyagers.org for more about Okeanos.) The partnership not only gave children access to fresh healthy food, but also helped small-scale farmers earn money and access markets post-Pam. More than 11,000 people were able to sell and receive fresh food through this partnership.



Left: World Vision Country Director, ACTIV Director, New Zealand High Commission and Okeanos crew celebrate.

Staff Care

Cyclone Pam was a challenging time for all, not least because staff were amongst those affected. In the initial days, World Vision prioritised locating all its staff members across the country and ensuring their safety. Many lost their possessions and their houses; thankfully, none lost their life.

Despite being affected themselves, World Vision staff dedicated themselves to helping affected communities around them, spending many long days prioritising community's needs above their own. Acknowledging this, World Vision Pacific & Timor-Leste set up a staff care fund, where World Vision staff members based in the Philippines, Laos, New Zealand, Australia, Papua New Guinea, Solomon Islands, Timor-Leste and the USA donated to assist their colleagues in Vanuatu re-establish their lives. Over USD\$23,000 was raised. Funds were provided to staff impacted by the cyclone as cash relief and shelter assistance, supporting the repair and rebuilding of homes and replenishment of household items and supplies. In addition, gift vouchers, gas stoves and transistor radios were presented to deployed staff and their families, as tokens of appreciation from World Vision. Through this, staff were supported to get back on their feet and were able to continue working to help the people of Vanuatu, without use of public donations or grant funding. However, for many, their dedication to communities meant that it was many months before they could rebuild their own homes; time off over the Christmas period helped to enable this.

With remaining funds, all World Vision Vanuatu staff were provided with a 500L water tank, ahead of the upcoming El Niño season and anticipated drought, to help strengthen resilience. Overall, World Vision experienced exceptionally low staff turnover during the emergency response period.

Stories from Cyclone Pam

World Vision Vanuatu Staff: Rose, Development Facilitator in Tanna

Dominica Leonard, World Vision

When category five storm Cyclone Pam hit in March, Rose, her husband and children, and two other families sought shelter under Rose's roof. They had prepared for the storm by sandbagging the roof and battening down the windows, but Rose wasn't prepared to see her veranda fly away in the 270 kilometre winds.

"I saw the veranda fly off and we were all just screaming," said Rose. "We thought the whole house would go next."

Rose's husband Daniel and the other men in the house acted quickly and nailed more mats to the windows, but there was little else they could do. As the storm battered around them, Rose prayed that her family would survive the worst cyclone to ever enter Vanuatu.

Rose's prayers were answered, she and her family survived Cyclone Pam but her house did not. Not only were they missing a veranda, the roof of their home was also badly damaged. It wasn't until Mike Wolfe, National Director of World Vision Vanuatu, came to visit and promised that he would help, did Rose feel a sense of relief.

“I’ve been working for World Vision for three years, and I’ve seen first-hand the amount of good they do. I never thought that one day I would be in need of World Vision’s help.”

Following the cyclone, Rose spent many long days away from her family as she undertook distributions to help those who’d lost their homes and livelihoods to Cyclone Pam. When she returned late each night, she looked upon her own home which was protected from the elements by a simple tarpaulin.

Today, Rose’s home has been repaired and her veranda restored, and Rose is forever grateful to the World Vision staff around the world who contributed to the staff care fund.

“It makes me feel so good to know that I’m a part of World Vision, and the whole company cares about what happened to us after Cyclone Pam hit,” says Rose.

“Thank you to everyone who contributed for your generous heart, and thank you to Mike for taking care of all World Vision Vanuatu staff during this difficult time. Cyclones happen too often in Vanuatu, but I feel good knowing that my house is very strong and my family are safe.”



Above: Rose and her husband Daniel and daughter Vepena stand outside their repaired home. Photo Credit: Dominica Leonard/World Vision

Strengthening World Vision Vanuatu

World Vision recognises the existing capabilities, knowledge and strengths of its ni-Vanuatu staff. As challenging as Cyclone Pam was, it also provided an opportunity for staff training, mentoring and development. Staff were redeployed, both into different positions and between islands, as staff in Sanma flew to Penama and Tafea for surge support. Staff within Melanesia were also deployed – support flew in from Papua New Guinea and the Solomon Islands, where their previous experience in managing disaster responses was applied. This reduced World Vision's reliance on the global roster, while simultaneously providing development opportunities for Melanesian and ni-Vanuatu staff.

Baxter
Development Facilitator to Warehouse
Supervisor

I'm a development facilitator in Port Vila for an urban WASH project. On Monday 16th March, I was reassigned to the position of warehouse supervisor.

I was first shown how to update an inventory list by a logistics specialist who had flown in from Australia. Over the following weeks my capacity and confidence in warehouse management grew. I received training in warehouse management from the World Food Programme. As well as managing the inventory, I managed twelve volunteers working in the warehouse. I also had the opportunity to go to Tanna for the dispatch of relief items via ship, which was a great experience.

Cyclone Pam turned out to be a great opportunity for me, to learn and practically apply that learning.



Nini Tamasui - from Area Manager, to Tanna Base Manager, to Operations Development Manager - World Vision Vanuatu

I was deployed to Tanna from Port Vila on 22nd March - 9 days after Cyclone Pam devastated Vanuatu - to lead response efforts there. This was my first time to ever be involved in an emergency response, let alone manage one. My family and I were affected by the cyclone too, but after discussing the situation with my wife, she agreed I should go help the people of Tanna. All international and ni-Vanuatu staff on Tanna involved in the response now reported to me. I'm grateful to Mike and the management team for first nominating and then supporting me in this role.

Private Donors: Complementary Projects

As well as the generous support of international governments, World Vision was fortunate to receive private donor support from around the world. Ordinary people in Australia, New Zealand, the United Kingdom, the United States of America, Canada, Germany, Hong Kong and South Korea all gave generously to help the people of Vanuatu in the wake of Cyclone Pam. These private donor funds were used to complement and support larger-scale activities, in order for World Vision to reach the highest number of people possible and have the greatest impact. Funds are maximised to increase resilience in the most at-risk country in the world to natural disaster. Here are just some of the ways in which your donations helped:

In partnership with Wan Smobag, providing nutritionally balanced lunches to 3500 people in peri-urban Port Vila communities

Installing seed nurseries at five Port Vila schools, providing materials and water tanks, allowing the schools to grow their own vegetable plants from seeds and provide healthy food to school children

In partnership with Wan Smolbag, conducting drama plays in health and sanitation, disaster preparedness and disability rights in 22 schools in Sanma, reaching 720 community members and 1,600 students

The addition of 10,000L water catchment tanks and infrastructure to nine community kitchens in Erromango - reaching 2650 people, as well as the addition of three 10,000L water tanks and infrastructure to improve rain-water harvesting in Tanna

In partnership with ACTIV, working with women in peri-urban Port Vila to earn an income from coconuts and virgin coconut oil produced to a high quality; following this, establishing savings groups and providing financial literacy training

Constructing three kindergartens - one in Efate and two in Ambrym - using the Build Back Better approach, allowing 86 children to access pre-school services (see photo below)



Left: Epule Kindergarten while under construction (now completed). Photo Credit: Lumu Architects & Engineers

Thank You

World Vision thanks individual and corporate donors from around the world who made this response possible. Thank you for your support and generosity for the people of Vanuatu.

World Vision is also thankful to the following institutional donors:

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- UNICEF
- World Food Programme

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Above: Vanuatu Still Smiles. Photo Credit: Katharina Witkowski/World Vision

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