Is There Coordination Among Aid Organizations to Avoid Duplication and Omission?

In past major disasters, there have been cases where aid organizations were concentrated in specific geographical areas that were reported in the media or there were duplications of the same kind of

In addition to exchanging information with other organizations that provide assistance, if there is a meeting or group that compiles information on aid provision, be sure to actively participate and coordinate with them.

Newspaper headline reads "Kumamoto Earthquake volunteer groups establish new organization for coordination." The names and details of aid organizations that are available to respond were compiled and published weekly in a reliable local newspaper. This way, a mechanism was established for disaster survivors to apply for assistance with peace of mind. Also, by having a single point of contact for applications, assistance could be provided without duplication or omission. [Kumamoto Nichinichi Shimbun, September 7, 2017]



Typical Example of How the Quality of Assistance Worsens



Share the status of relief activities among multiple aid organizations over multiple geographic areas. By responders being connected to each other, duplications and omissions in aid can be prevented. Sharing field- or sector-specific information, such as healthcare or aid for children, is also important to provide specialized assistance to those in need.

Check List

- Are disaster survivors feeling that assistance is lacking or duplicated?
- Are responders sharing enough information with each other about disaster survivors' needs and their own
- Are responders coordinating and collaborating with each other to avoid duplications and omissions in assistance?

Best Practice Cases

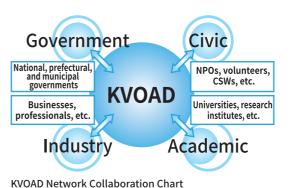


How Coordination Works for a Prefectural Intermediary **Support Organization**

Emergency Phase

Reconstruction Phase

Kumamoto Volunteer Organizations Active in Disaster (KVOAD)



was to eliminate omissions and duplication of assistance by gathering all the information from within the prefecture in one place and providing coordination. Their Hinokuni Kaigi, an information-sharing meeting held regularly, became the core of collaboration efforts among various sectors including local governments, councils of social welfare (CSWs), aid organizations, universities, and businesses.

Kumamoto Volunteer Organizations Active in Disaster's (KVOAD) goal

After the emergency phase passed, the meetings were gradually turned into a space for solving problems. Minutes were shared the next day so people could understand what had been discussed without having to be present at the meeting.

Throughout the year, study sessions for responders and reporting sessions on project outcomes were also held. KVOAD has also worked on creating a system that ensures smooth disaster response by signing



• They were an intermediary support organization for NPOs since prior to the disaster, so they focused on the specialty areas among aid groups in the prefecture and on collaborations with local governments, CSWs, and the media.

agreements with various parties.

 Organizations from both within and outside of the prefecture gathered three days after the main earthquake, and the conference was quickly set up at the prefectural government building.



Resident-Led Support System That Does Not Rely Only on the Local Government Minna no Volunteer Station (MVS)

| Reconstruction |



Activity announcement flyer distributed to residents



Minna no Volunteer Station (MVS) is a platform made up of multiple civic aid groups that have gathered to receive requests for volunteers from town residents and to support volunteers. Even after the closure of the official disaster volunteer center (DVC) in town, MVS worked with the town's council of social welfare (CSW) to respond to relief and reconstruction needs among their residents.

Eventually, they were able to set up a system where the reconstruction volunteer center was operated by the town's CSW, identification and training of local volunteers were done collaboratively, and the local people took charge of their own community's reconstruction efforts. They had shared information and challenges regularly, and accumulated know-how in providing hands-on support through public-private partnerships. As a result, when Kumamoto Prefecture was hit again with a disaster during the July 2020 Floods, they could build on their previous experiences in their relief activities and make local-led assistance provision possible.

- · Through different organizations coming together with their different areas of expertise, the burden on each group was reduced and long-term activities became possible.
- There is great need for assistance for residents moving to new housing during the reconstruction phase. They offered assistance for packing and unpacking, which cannot be taken up by professional movers, and this helped the disaster survivors ease into their new lives.
- By chatting with the disaster survivors while offering them the volunteer support they had asked, they were able to uncover issues that had not been previously identified. Whenever necessary, they shared these issues at meetings and connected the survivors to specialists for further assistance.

