

# 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 assistance.

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

Massive confusion without coordination



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 activities?
- ✓ Are responders coordinating and collaborating with each other to avoid duplications and omissions in assistance?

## Best Practice Cases

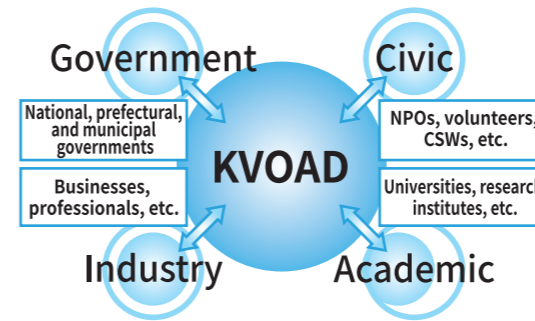
Kumamoto Earthquake

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

Emergency Phase

Reconstruction Phase

Kumamoto Volunteer Organizations Active in Disaster (KVOAD)



KVOAD Network Collaboration Chart

©KVOAD

### Responders' Wisdom

- 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.
- 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.

Kumamoto Earthquake

### Resident-Led Support System That Does Not Rely Only on the Local Government

Reconstruction Phase

Minna no Volunteer Station (MVS)



Activity announcement flyer distributed to residents

©Minna no Volunteer Station

### Responders' Wisdom

- 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.