GUIDELINES
ON
DISPLACEMENT AND PROTECTION CLUSTER

DIRECTORATE OF SOCIAL PROTECTION FOR NATURAL DISASTER VICTIMS
DIRECTORATE GENERAL PROTECTION AND SOCIAL INSURANCE
MINISTRY OF SOCIAL AFFAIRS REPUBLIC INDONESIA
2015
Preface

The increasing number of disaster will also increase the number of disaster affected people. Indonesia Disaster Data and Information (DIBi) published by BNPB recorded that in 2015 alone, there are 1,229 disaster events causing 226 people died, 726,694 people suffered and displaced. Complementing the data from other related ministries/institutions during emergency response, Ministry of Social Affairs provides Stimulant Assistance for Social Recovery in the form of Housing Material (BBR), Life Insurance (Jadup), Filling the Permanent/Temporary Shelter. Total funding used until November 2015 is Rp.24 billions and Rp.2.4 billion for compensation payment.

In 2015, in addition to providing assistance to internally displaced people, the Ministry for Social Affairs had to deal with refugees from outside of Indonesia, i.e. from Rohingya in Aceh and boat people in East Kalimantan. This is a hint to us that the issue of refugee will remain a concern to us considering that the geographical position of Indonesia as a stopover country for asylum seekers. In addition to that, the wealth of marine resources in Indonesia is the main attraction for foreign fishermen. At the sametime, we realize that our country has varied disaster vulnerability both natural and non-natural one.

The Ministry of Social Affairs has a mandate to coordinate the Displacement and Protection Cluster as well as becoming the Co-Coordinator for Logistics Cluster. The role and tasks on these two clusters are the main factor for the quality of service to disaster affected people.

As part of duty bearer for disaster management, the Ministry of Social Affairs is strongly committed to continue to the best, finding the best way for the implementation of disaster management, including working with other actors from the public, private sector, as well as international organizations and foreign non-government organizations. We believe that disaster management using cluster approach will improve the effectiveness and efficiency in providing services to disaster affected people.

This book describes how cluster approach is operationalized. The book explained the tasks and role of institution/organization based on the agreed sub-clusters under the Displacement and Protection Cluster. The explanation starts with the framework, management and coordination, as well as the standard operational procedures. The explanation is expected to provide comprehensive guidance for all members of Displacement and Protection Cluster in undertaking their activities related to disaster management. For the purpose of making this document relevant to any development, regular review will be needed.
We welcome the publication of this guidelines to provide clear guidance on the importance of coordination at all stages of disaster management. The book is made possible through the hard work of all those who have helped the Displacement and Protection Cluster rolls to whom we cannot mention their name one by one, however, we have listed the organizations in Annex 2. We wish that the cooperation will continue to grow and thrive in our joint efforts for the protection of disaster affected people. May God the Almighty will always give grace and His guidance for us in carrying out our humanitarian mandate.

Jakarta, November 2015

Coordinator
of Protection and Social Security

Director General
Protection and Social Security

Andi ZA. Dulung
BNPB recorded 10,817 disaster events in the last 30 years (1982-2012). In 2008, disaster events increased 47% compared to 2007. In 2009 the numbers was increased as much as 15.2% or 170 events compared to 2008. The upward trend in 2009 reached ten times compared to the data in 2002. Disaster events between 1982 to 2012 has led to 225,509 missing people and casualties. Disasters resulting from various types of disasters had caused death toll such as 174,101 people died due to earthquake and tsunami, 15,250 people of earthquake, 7,555 of floods and landslides, and 28,603 due to other disasters. The biggest cause of loss of life was the catastrophic earthquake and tsunami in Aceh and North Sumatera in December 26, 2004, which caused as many as 165,708 people died. The highest level of damage to buildings caused by the earthquake with the total destructed buildings of 588,697.

Those challenges in disaster management in Indonesia will continue as a consequence of geographical condition of the country, varied environmental problems, global climate change phenomenon, unevent distribution of population density, and uncontrolled utilization of natural resources. It is realized that there is a need to build a close working relationship between stakeholders. No single organization can work alone to handle emergencies affecting may people.

Indonesia is blessed with growing organizations or institutions engaged in the field of disaster management including humanitarian assistance. Bappenas recorded that at the end of 2005 there were approximately 470 non-government organizations, the number certainly is increasing in the last ten years. In addition to that, we have history and spirit of mutual cooperation in various activities. The large number of non-governmental organizations as well as various organizations working on disaster management with the spirit of mutual cooperation is social capital that needs to be maintained and develop in building the resilience of the nation. Thus, coordination is pivotal.

BNPB together with ministries/institutions have realized the importance of coordination to strengthen the cooperation between government and non-government players through cluster alignment process. In 2014, Badan Nasional Penanggulangan Bencana (BNPB) along with other government ministries/institutions agreed to develop eight national clusters (Education, Search and Rescue, Logistics, Displacement and Protection, Infrastructure and Facilities, Economy, Early Recovery, and Health). Displacement and Protection Cluster which is coordinated by Ministry of Social Affairs and the Police of the Republic of Indonesia (POLRI) is one of the most active clusters in building coordination with their networks.

Displacement and Protection Cluster covers a very broad field of activity including temporary shelter and its management, water-sanitation-and hygiene, security, and protection. Therefore, BNPB warmly welcome the publication of Guidelines for Displacement and Protection Cluster which will provide clarity for organizations working on displacement

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1 Source: National Preparedness Profile, BNPB, 2015
and protection. Our hope is that this guidelines could be disseminated in a massive scale throughout the Ministry of Social Affairs, POLRI, Social Affairs, and various involving organizations in making close cooperation between government, public and private sector on emergency response be realized at national and local level.

We hope the Displacement and Protection Cluster will be more solid for substantive and coordinative improvement of emergency response in our beloved country, strengthening cooperation between stakeholders, and provide valuable lessons for other national clusters.

Jakarta, November 2015

Ir. Tri Budiarto  
Deputy for Emergency Response  
BNPB
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Annex 1: List of Contact – Coordinator and Co-Coordinator of Displacement and Protection Cluster

Annex 2: Composition of Displacement and Protection Cluster
### Glossaries

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Local capacity</td>
<td>The capacity of the region which may be in the form of the local government, local economy, knowledge of the community, as well as other local resilience.</td>
</tr>
<tr>
<td>Remote indigenous communities</td>
<td>Indigenous groups who live in remote areas or in areas difficult to access</td>
</tr>
<tr>
<td>International Organisation</td>
<td>The international organizations within the organizational structure of United Nations or which undertakes tasks representing United Nations or other international organizations.</td>
</tr>
<tr>
<td>International Non-Government Organisation</td>
<td>Foreign non-government organizations which are organized functionally free of and non-representative of government of certain stake or international organizations which are formed separately from certain state where the organization is set up.</td>
</tr>
<tr>
<td>Cluster approach</td>
<td>Cluster approach is a model of coordination by grouping the actors involved in the handling of emergency based group/work unit led by the coordinator from agencies institutions that have technical authority by involving all the institutions/agencies, private sector, as well as the society to build a better coordination both for planning and implementation of activities.</td>
</tr>
<tr>
<td>Refugee</td>
<td>A person or group of people who flee and save themselves by crossing the borders of his/her/their country</td>
</tr>
<tr>
<td>Internally Displaced People</td>
<td>A person or group of people who flee and save themselves within the borders of his/her/their country</td>
</tr>
<tr>
<td>Minimum Standard of Service</td>
<td>Qualitative standard devoted to minimum levels to be achieved in a humanitarian actions including protection, provision of water, sanitation and hygiene promotion, food, nutrition, shelter, and health services.</td>
</tr>
</tbody>
</table>
A. Background

The Disaster Management Law Number 24 of 2007 mandated the National Disaster Management Agency (Badan Nasional Penanggulangan Bencana/BNPB) to mobilize resources for disaster management in Indonesia. To synergise various disaster management stakeholders in Indonesia, on 15 January 2014, BNPB and relevant ministries/agencies agreed to establish national clusters in the fields of education, health, search and rescue, logistics and equipment, displacement and protection, facilities and infrastructure, economy, and early recovery:

<table>
<thead>
<tr>
<th>No</th>
<th>Cluster</th>
<th>Coordinator</th>
<th>Co-coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Health</td>
<td>Centre for Health Crisis</td>
<td>Pusdokkes POLRI</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ministry of Health</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Search and Rescue</td>
<td>BASARNAS</td>
<td>TNI</td>
</tr>
<tr>
<td>3</td>
<td>Logistics</td>
<td>Deputy for Logistics and Equipment, BNPB</td>
<td>Ministry of Social Affairs</td>
</tr>
<tr>
<td>4</td>
<td>Displacement and Protection</td>
<td>Ministry of Social Affairs</td>
<td>POLRI</td>
</tr>
<tr>
<td>5</td>
<td>Education</td>
<td>Ministry of Education and Culture</td>
<td>Ministry of Religious Affairs</td>
</tr>
<tr>
<td>6</td>
<td>Infrastructure and Facilities</td>
<td>Ministry for Public Works and Public Housing</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Economy</td>
<td>Ministry of Agriculture</td>
<td>Ministry of Cooperatives and Small and Medium Entreprises</td>
</tr>
<tr>
<td>8</td>
<td>Early Recovery</td>
<td>Ministry of Home Affairs</td>
<td></td>
</tr>
</tbody>
</table>

Attached as Annex 1 is the list of contacts of cluster coordinator and co-coordinators. At the national level, BNPB functions as the coordinator of all of the above mentioned clusters.

The Indonesian Displacement and Protection cluster is a cluster which consists of various ministries/agencies, non-governmental organisations, and civil society. The Displacement and Protection Cluster hereinafter referred to as Disaster and Protection Cluster focuses on strategically mobilising resources in coordinating cluster activities and operations of humanitarian emergencies. The cluster approach is hoped to be operational at the national,
provincial and municipality/district level coherently and effectively in terms of displacement and protection. The Displacement and Protection cluster cooperates with a spirit of participative partnership for effective coordination, through activities beneficial for the such as community, as well as women, girls, boys, and men through exchange of experiences, application of standard, adaptation to local situation, appreciating differences, upholding transparency and accountability.

B. Scope of Activities
The scope of activities of the Displacement and Protection Cluster includes pre disaster, emergency, and post disaster. In conducting the activities, the Cluster takes into consideration cross-cutting issues, that include:
1. Gender equality
2. HIV/AIDS
3. Child Protection
4. Psychosocial and mental health support
5. Age and diversity
6. Environment
7. Law and justice

Separate from this guidelines, the working groups will have respective SOP taking into account the above cross-cutting issues.

During the emergency response phase, the Displacement and Protection Cluster will be part of the emergency response command structure under Operation Division or other division as necessary in accordance with the regulation.

In general, the Displacement and Protection Cluster activities in all disaster management phases are:
• Ensure effective relationship with other clusters
• Ensure that the cluster coordination mechanism is adjusted from time to time to reflect the capacity of local actors and the involvement of development partners.
• Ensure the involvement of IDPs such as women, girls, boys and men in every phase of disaster management, including communication (beneficiary accountability)
• Advocate for the fulfillment of displacement and protection needs including protection to violence, gender based violence, disabilities, and minority group;
• Ensure the functioning of information management
• Ensure that the humanitarian response builds the local capacity and prioritize the handling of vulnerable groups
• Encourage increased capacity of cluster; and
• Ensure that the monitoring and evaluation of cluster activities referred to the Indonesia National Standard Number 7937:2013 on Humanitarian Assistance in Disaster.

C. Objective
The Displacement and Protection Cluster is established to increase coordination between the government, local government, communities such as women, girls, boys and men, public and private sectors in mobilizing resources for the fulfilment of rights and protection of communities affected by disasters, in a comprehensive and accountable manner.

D. Activation
Realizing the need for synergy among the various pemangkukkepentingan from government, community: such as women, girls, boys and men and private sector, DP Cluster could be activated for all stages of disaster management, i.e. pre-disaster; during disaster either small-scale disasters (district/city), medium (provincial) and large (national level); as well as for post-disaster.

Assistance from the international community can come from international aid agencies and foreign non-governmental organizations who have been in the country or sent from abroad. For that purpose, the Government of Indonesia - through BNPB - has enacted the regulation of the Head of BNPB Number 22 Year of 2010 on the Guideline of Participation of the International Organizations and Foreign Non-Government Organizations during Emergencies. In case of large disasters where the Government of Indonesia welcomes the international assistance, the international humanitarian cluster will be activated once the Government of Indonesia issues an official statement to accept the offer of international humanitarian assistance.

E. Element of Coordination
Displacement and Protection Cluster is formed with the following element of coordination:

a. Displacement and Protection Cluster Coordinator to be supported by the Coordination Team
The Coordinator for the Displacement and Protection Cluster at the national level is the Ministry of Social Affairs and at the provincial/district/municipality level is the Office of Social Welfare; together with the members of the cluster, they are responsible for ensuring the fulfillment of basic needs in accordance with the minimum service standards and humanitarian principles that applies.
b. Supporting Team
The Supporting Team consists of:
- Representatives of government ministries/institutions and non-governmental organizations/institutions. From non-governmental organizations/institutions, the members are co-coordinator of the sub-clusters and working groups as listed in the table in section H on page 6 below.
- Secretary/Administration
- Communication/Information
- Logistics/Finance

Function of the Supporting Team is:
The Supporting Team has the task to support Displacement and Protection Cluster especially during large-scale disasters that will require huge mobilization and coordination capacity intensely. The function of the Supporting Team is as follows:
- Provide technical support on coordination, secretariat/administration, communication and information, as well as logistics and finance.
- Facilitate technical coordination between Government, private sectors, and civil society;
- Provide strategic advice to the Coordinator of Displacement and Protection Cluster in terms of coordination and resource mobilization of the cluster.

c. Sub-cluster Coordinators
To facilitate the coordination of Displacement and Protection Cluster, two sub-clusters are formed with appropriate working group to specifically address the issues:
1) Displacement Sub-cluster consists of:
   a) Shelter Working Group
   b) Water, Sanitation and Hygiene or WASH and Working Group that provide physical need of WASH related issue in cooperation with Infrastructure and Facilities Cluster; while Health Cluster deals with the quality of WASH related issue.
   c) Camp Management Working Group
   d) Security Working Group

2) Protection Sub-cluster consists of:
   a) Working Group for Child Protection
   b) Working Group for Protection of People with Disabilities
   c) Working Group for Protection of the Elderly
d) Working Group for Protection of Minority Groups including people living with HIV/AIDS, victims of drugs, psychothropics and addictive substances (NAPZA), and sexual minorities.

e) Working Group for Protection and Response to Gender-Based Violence and Women's Empowerment

f) Working Group for Psychosocial Support

d. Coordinators for Working Groups to facilitate coordination of working groups in sub clusters.

F. Role of Coordinators

The role of coordinators is as follows:

• Establish and maintain a coordination mechanism for the Displacement and Protection Cluster
• Identify and manage membership
• Coordinate key activities, especially assessments, monitoring and evaluation, and coordination meetings
• Ensure that the cluster members carry out activities in accordance with the referred standard or guidelines
• Ensure the availability of assistance in the field of displacement and protection based on segregated data based on gender and age.

G. Structure

There are two sub-clusters facilitated by the Coordinators of Sub-Clusters:

1. Displacement Sub-Cluster
2. Protection Sub-Cluster

Based on the related issues, the working groups are formed and facilitated by Coordinators of Working Groups. The Working Groups and sub-clusters is explained in the following coordination structure:
Diagram 1: Coordination Structure
Displacement and Protection Cluster at National Level

Institution in-charge:
KEMENSOS and POLRI

Coordinator: Cluster DP (Director of PSKBA & PSKBS)

Co-coordinator: Karo BINOPSOPS POLRI

Steering committee:
Director General KEMENSOS
Assistant operation KAPOLRI

Supporting Team:
Representative of Ministry/Govt. Organization and organisation/Govt. Organization/non govt. organization
Secretary/administration
Communication and information
Logistic / Finance

Sub-Cluster Displacement

- Shelter
- Water, Sanitation and Hygiene (WASH)
- Camp Management
- Security

Sub-Cluster Protection

- Child Protection
- Protection of People with Disability
- Protection of the Elderly
- Protection of Minority Groups including people with HIV/AIDS (ODHA) and sexual minorities
- Protection and Response to Gender Based Violence and Women’s Empowerment
- Psychosocial Support
As for the coordination structure for Displacement and Protection Cluster at the level of provincial/district/municipality is as follows:

Diagram 2: Coordination Structure
Displacement and Protection Cluster at Provincial/District/Municipality Level

Institution in-charge:
Dinas Sosial Provinsi/POLDA

Coordinator: Head of Dinas Sosial Provinsi
Co-coordinator: Kabag Roops POLDA

Steering committee:
Head of Dinas Sosial Prov/Karo Ops POLDA

Supporting Team:
Representative of Ministry/Govt. Organization and organisation/Govt. Organization/non govt. organization
Secretary/administration
Communication and information
Logistic / Finance

Sub-Cluster
Displacement

- Shelter
- Water, Sanitation and Hygiene (WASH)
- Camp Management
- Security

Sub-Cluster
Protection

- Child Protection
- Protection of People with Disability
- Protection of the Elderly
- Protection of Minority Groups including people with HIV/AIDS (ODHA) and sexual minorities
- Protection and Response to Gender Based Violence and Women’s Empowerment
- Psychosocial Support

Institution in-charge:
Dinas Sosial Provinsi/POLDA

Coordinator: Head of Dinas Sosial Provinsi
Co-coordinator: Kabag Roops POLDA

Steering committee:
Head of Dinas Sosial Prov/Karo Ops POLDA

Supporting Team:
Representative of Ministry/Govt. Organization and organisation/Govt. Organization/non govt. organization
Secretary/administration
Communication and information
Logistic / Finance
H. Coordination of the Displacement and Protection Cluster at the national/provincial/district/municipality level

The coordinator (government) and co-coordinator (non-government) for every sub-cluster is as follows:
### Tabel 2: Coordination of the Displacement and Protection Cluster at the national/provincial/district/municipality level

<table>
<thead>
<tr>
<th>Sub-cluster</th>
<th>Working Groups</th>
<th>Coordinator at National Level (Government)</th>
<th>Co-Coordinator National (non-government agencies/organizations)</th>
<th>Coordinator (Government) at Provincial/district/municipality level</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Displacement</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shelter</td>
<td></td>
<td>Direktorat Perlindungan Sosial Korban Bencana Alam (PSKBA), Kemensos</td>
<td>IFRC/PMI, UNICEF</td>
<td>BPBD dan Dinas Sosial</td>
</tr>
<tr>
<td>Camp Management</td>
<td></td>
<td>Direktorat Perlindungan Sosial Korban Bencana Sosial (PSKBS), Kemensos</td>
<td>IOM, Dompet Dhuafa</td>
<td></td>
</tr>
<tr>
<td>Water, Sanitation and Hygiene (WASH)</td>
<td></td>
<td>Direktorat Perlindungan Sosial Korban Bencana Alam (PSKBA), Kemensos</td>
<td>UNICEF, OXFAM, MDMC</td>
<td></td>
</tr>
<tr>
<td>Security</td>
<td></td>
<td>POLRI</td>
<td></td>
<td>POLDA</td>
</tr>
<tr>
<td><strong>Protection</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child Protection</td>
<td></td>
<td>Direktorat Kesejahteraan Sosial Anak, Kemensos</td>
<td>UNICEF</td>
<td>Dinas Sosial, Badan P3A (pemberdayaan perempuan dan perlindungan anak)</td>
</tr>
<tr>
<td>Protection of People with Disabilities</td>
<td></td>
<td>Direktorat Orang dengan Kecacatan, Kemensos</td>
<td>Handicap International</td>
<td>Dinas Sosial</td>
</tr>
<tr>
<td>Protection of the Elderly</td>
<td></td>
<td>Direktorat Kesejahteraan Lanjut Usia, Kemensos</td>
<td>Yayasan Emong Lansia</td>
<td>Dinas Sosial, KOMDA Lansia</td>
</tr>
<tr>
<td>Protection of Minority Groups including people living with HIV AIDS (ODHA) and sexual minorities</td>
<td></td>
<td>Direktorat Komunitas Adat Terpencil, KEMENSOS</td>
<td>Yakkum Emergency Unit</td>
<td>Dinas Sosial</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Direktorat Rehabilitasi Korban Penyalahgunaan Narkoba, Psikotropika, dan Zat Adiktif (NAPZA), Kemensos</td>
<td>Komisi Penanggulangan Aids Nasional (KPAN)</td>
<td>Dinas Sosial</td>
</tr>
<tr>
<td>Protection and Response to Gender-based Violence and Women's Empowerment</td>
<td></td>
<td>Kementerian PP-PA</td>
<td>UNFPA</td>
<td>Badan / Kantor PP-PA</td>
</tr>
<tr>
<td>Psychosocial Support</td>
<td></td>
<td>Direktorat Perlindungan Sosial Korban Bencana Alam (PSKBA), Kemensos</td>
<td>PUSKRIS UI</td>
<td>BPBD dan Dinas Sosial</td>
</tr>
</tbody>
</table>
In its activities, the Displacement and Protection Cluster coordinates with other national clusters. The mechanism of coordination is further detailed in Chapter III on Standard Operational Procedures.

I. Detail of Activities

1. Pre-disaster activities include:
   - Ensure that the coordination, collaboration and synergy is in accordance with all partners, through the establishment and maintenance of proper sectoral coordination mechanism, including working groups at the national and local (provincial, district/municipality, community) level.\(^2\)
   - Carry out emergency preparedness activities, including sufficient contingency planning and emergency response
   - Ensure commitment and responsibility of each cluster members for their main roles and functions
   - Apply standards and adapt to local situation.
   - Ensure that members of the Displacement and Protection Cluster understand the guidelines, policies, and technical standards applicable as well as the government’s commitment on the activities of displacement and protection.
   - Encourage the establishment of clusters at the provincial and district/municipality level
   - Conduct training and capacity building for government and civil societies at the national and local level.

2. Activities during disaster include:
   - Ensure a coordinated rapid assessment and an effective and coherent sectorial needs analysis, which involves all relevant partners.
   - Ensure a segmented data of people affected\(^3\) based on gender and age and needs analysis including for vulnerable groups.
   - Ensure availability of recommendation for Displacement and Protection Cluster disaster response strategy.

3. Post disaster activities (early recovery, reconstruction and rehabilitation) include:
   - Ensure availability of segregated data based on gender and age;
   - Ensure recovery strategy is prepared;

\(^2\) Based on Law No. 23 of 2014 on Local Government
\(^3\) In line with regulation of the Head of BNPB Number 8 Year of 2011 on Standardization of Disaster Data
• Analyse gaps in post disaster needs, and coordinate its fulfilment from the cluster members; and
• Ensure that good practice is documented as lessons learned for future emergency responses.

4. The Displacement and Protection Cluster ensures adequate reporting and effective information sharing based on segmented data and conduct sufficient monitoring and evaluation of each phase of activities.

J. Information Management
The Displacement and Protection Cluster Coordinators (Direktorat PSKBA dan PSKBS) with the support of the Coordination Team manage the overall information management with regards to overall displacement and protection related issues. DP Clusters Coordinators provide information to BNPB as the Inter-cluster Coordinator through coherent communication involving members of cluster.

K. Financial Mobilization
To ensure rapid availability of funds for immediate and efficient response in the framework of a recurring crises, the mobilization of funds will be as follows:
• Organizations in Displacement and Protection Cluster have a common vision and mission with DP Cluster which will help mobilize resources and to respond effectively in the various phases, i.e. state of emergency, early recovery, recovery and reconstruction;
• Mobilisation of funds available in each institution;
• Utilize On-call Funds (Dana Siap Pakai) provided by BNPB in accordance with the prevailing regulation;  
• Pooled fund managed by agencies/institutions/organization such as Indonesia Disaster Fund (IDF) managed by Government of Indonesia through BNPB and BAPPENAS, Emergency Response Fund (ERF) and Central Emergency Response Fund (CERF) managed by OCHA.

L. Security
Displacement and Protection Cluster Coordinator, in coordination with BNPB, Armed Forces and the Police ensure the security of:
• humanitarian workers
• disaster-affected communities.
• logistics and facilities used in the emergency response.
CHAPTER II
Management and Coordination

At the national level, the Coordinating Ministry for Human Development and Culture has the task of facilitating coordination, synchronization and control of the activities of the Ministry in the field of human development and culture\(^4\). For the implementation of cluster approach, BNPB functions as the Inter-Cluster Coordinator. Displacement and Protection Cluster Coordinator is the main liaison between BNPB, Ministry of Social Affairs and Sub-Cluster Coordinator and Working Group Coordinator.

The Displacement and Protection Cluster Coordinator supervises the overall performance of Displacement and Protection Clusters in Indonesia. Meanwhile, the co-coordinators of non-governmental agencies/organisations as Coordinators of Working Groups report to the Sub-Cluster Coordinator on issues related to the cluster approach, and at the same time are at the frontline of reporting for their own respective organisations’ activities.

The responsibility of overall inter agency coordination within the Displacement and Protection Cluster lies in the hand of Displacement and Protection Cluster Coordinator. The Sub-cluster Coordinators and working groups Coordinators will ensure cluster coordination at the operational level. In case of emergencies, personnel safety as well as communication and information management are key services between agencies. The roles of actors responsible are identified in the following table:

\(^4\) Website of the Coordinating Ministry for Human Development and Culture, www.kemenkopmk.go.id
Table 3: Role in Coordination at National Level

<table>
<thead>
<tr>
<th>MANAGEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Issues</strong></td>
</tr>
<tr>
<td>------------</td>
</tr>
<tr>
<td>Coordination</td>
</tr>
<tr>
<td>Plan of Resources/response (including access to isolated areas)</td>
</tr>
</tbody>
</table>
### MANAGEMENT

<table>
<thead>
<tr>
<th>Issues</th>
<th>Institutions in-charge at National Level</th>
<th>Technical Support</th>
<th>Institutions in-charge at provincial/district/municipality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security and Communication</td>
<td>POLRI</td>
<td>BNPB, MoSA, POLRI &amp; TNI, Kemenkominfo</td>
<td>Dinsos, BPBD/Sekda, POLDA</td>
</tr>
<tr>
<td>Information and Advocacy</td>
<td>MoSA</td>
<td>BNPB, POLRI, Kemenkominfo</td>
<td>Dinsos, BPBD/Sekda, POLDA</td>
</tr>
</tbody>
</table>

Tabel 4: Coordination role at operational level

### OPERATIONAL LEVEL

<table>
<thead>
<tr>
<th>Sub-Clusters and Working Groups</th>
<th>Coordinator at National Level</th>
<th>Coordinator at Provincial/District/Municipality Level</th>
<th>Co-coordinator and Partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Displacement</td>
<td>Direktorat PSKBA &amp; PSKBS, Kemensos Direktorat Penangangan Pengungsi BNPB</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

14
<table>
<thead>
<tr>
<th>Sub-Clusters and Working Groups</th>
<th>Coordinator at National Level</th>
<th>Coordinator at Provincial/District/ Municipality Level</th>
<th>Co-coordinator and Partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter Camp Management WASH</td>
<td>Direktorat PSKBA &amp; PSKBS, Kemensos Dirjen Pemberdayaan Sosial, Kemensos Direktorat penanganan pengungsi BNPB</td>
<td>Dinsos BPBD/Sekda With support of local organization working on disaster management</td>
<td>KEMENPU dan PR IFRC/PMI UNICEF IOM Dompet Dhuafa And members of other cluster from NGO, private sector, UN agencies, and community</td>
</tr>
<tr>
<td>Security</td>
<td>POLRI</td>
<td>POLDA</td>
<td>POLRI, TNI, Kemensos-TAGANA</td>
</tr>
<tr>
<td>Protection</td>
<td>Direktorat PSKBA &amp; PSKBS, Kemensos</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child Protection</td>
<td>Direktorat Kesejahteraan Sosial Anak Kemensos Deputi Perlindungan Perempuan &amp; Deputi Perlindungan Anak</td>
<td>Dinsos Badan Pemberdayaan Perempuan dan Perlindungan Anak With support of local organization working on disaster management</td>
<td>UNICEF And members of other cluster from NGO, private sector, UN agencies, and community</td>
</tr>
<tr>
<td>Protection for People with Disabilities</td>
<td>Direktorat Rehabilitasi Sosial Orang dengan Kecacatan Kemensos Deputi Perlindungan Perempuan &amp; Deputi Perlindungan Anak</td>
<td>Dinas Sosial Dinas Kesehatan Badan Pemberdayaan Perempuan dan Perlindungan Anak With support of local organization working on disaster management</td>
<td>Handicap International And members of other cluster from NGO, private sector, UN agencies, and community</td>
</tr>
<tr>
<td>Protection of the Elderly</td>
<td>Direktorat Kesejahteraan</td>
<td>Dinas Sosial Badan Pemberdayaan</td>
<td>Yayasan Emong Lansia And members of other cluster from NGO, private sector, UN agencies, and community</td>
</tr>
<tr>
<td>Sub-Clusters and Working Groups</td>
<td>Coordinator at National Level</td>
<td>Coordinator at Provincial/District/Municipality Level</td>
<td>Co-coordinator and Partner</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------</td>
<td>------------------------------------------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td></td>
<td>Lanjut Usia Kemensos Deputi Perlindungan Perempuan</td>
<td>Perempuan dan Perlindungan Anak With support of local organization working on disaster management</td>
<td>sector, UN agencies, and community</td>
</tr>
<tr>
<td>Protection of Minority Groups including people living with HIV AIDS (ODHA) and sexual minorities</td>
<td>Direktorat Komunitas Adat Terpencil Kemensos Kemenag Deputi Perlindungan Perempuan &amp; Deputi Perlindungan Anak</td>
<td>Dinas Sosial Kantor wilayah agama* Badan Pemberdayaan Perempuan dan Perlindungan Anak With support of local organization working on disaster management</td>
<td>Yakkum Emergency Unit (YEU) AMAN (Aliansi Masyarakat Adat Nusantara) UN AIDS Komisi Penanggulangan AIDS Nasional (KPAN) And members of other cluster from NGO, private sector, UN agencies, and community</td>
</tr>
<tr>
<td>Protection and Response to Gender-Based Violence and women’s empowerment.</td>
<td>Direktorat Rehabilitasi Sosial Tuna Sosial Kemensos Deputi Perlindungan Perempuan &amp; Deputi Perlindungan Anak Kementerian Perlindungan Perempuan dan Anak</td>
<td>Dinsos Badan Pemberdayaan Perempuan dan Perlindungan Anak With support of local organization working on disaster management</td>
<td>UNFPA And members of other cluster from NGO, private sector, UN agencies, and community</td>
</tr>
<tr>
<td>Psychosocial Support</td>
<td>Direktorat Perlindungan Sosial Korban Bencana Alam (PSKBA), Kemensos Direktorat Perlindungan Sosial Korban Bencana Sosial</td>
<td>BPBD dan Dinas Sosial With support of local organization working on disaster management</td>
<td>PUSKRI S UI And members of other cluster from NGO, private sector, UN agencies, and community</td>
</tr>
<tr>
<td>Sub-Clusters and Working Groups</td>
<td>Coordinator at National Level</td>
<td>Coordinator at Provincial/District/Municipality Level</td>
<td>Co-coordinator and Partner</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-------------------------------</td>
<td>-----------------------------------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>(PSKBA), Kemensos</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CHAPTER III
Standard Operational Procedures

The following procedures must be followed when a disaster strikes to ensure a timely, effective and coordinated humanitarian response:

Table 5: Standard Operational Procedure
Displacement and Protection Cluster

<table>
<thead>
<tr>
<th>Coordination Activities</th>
<th>Information and Communication Activities</th>
<th>Responsible Institutions</th>
<th>Time</th>
<th>Partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Contact internal partners to confirm the level of crisis and collect further information, including, but not limited to:</td>
<td>☒ Event: particular location (village, sub-district, district, province), the cause and the potential impact.</td>
<td>National: Ministry of Social Affairs</td>
<td>As soon as the first news of disaster is received</td>
<td>Coordinator of DP Sub-cluster of Displacement</td>
</tr>
<tr>
<td>☒ Humanitarian impact: deaths, injured, displaced, affected community, identification of vulnerable groups, using segmented data to show number of boys, girls, men, and women who have been affected, damaged infrastructure, impact to the government and services, and the community's disrupted access to basic services. As much as possible, segment the data based on gender, age, and infectious diseases.</td>
<td>☒ Potential of secondary impact, such as environmental impact (e.g. gas or oil leakage due to earthquake, or contamination of water during floods).</td>
<td>Provincial/District/Municipality: Office of Social Affairs</td>
<td></td>
<td>Coordinator of DP Sub-cluster of Protection</td>
</tr>
<tr>
<td>☒ Preliminary assistance provided and government as well as other actor's plans</td>
<td>☒ Position/plan of the Government of Indonesia</td>
<td>Working group Coordinators</td>
<td></td>
<td>Working group Coordinators</td>
</tr>
<tr>
<td>☒ Gaps that must be filled</td>
<td>☒ Security issues</td>
<td>BNPB, other relevant ministries, NGOs</td>
<td></td>
<td>BNPB, other relevant ministries, NGOs</td>
</tr>
<tr>
<td>☒ Logistical challenge, e.g. blocked roads, bad</td>
<td>☒ Utilizing existing data inventory and maps</td>
<td>UN agencies as members of DP Cluster</td>
<td></td>
<td>UN agencies as members of DP Cluster</td>
</tr>
<tr>
<td></td>
<td>☒ Contact and mailing list</td>
<td>and technical supporting ministries/</td>
<td></td>
<td>and technical supporting ministries/</td>
</tr>
<tr>
<td></td>
<td>☒ Meeting schedule</td>
<td>institutions</td>
<td></td>
<td>institutions</td>
</tr>
<tr>
<td></td>
<td>☒ Who What Where (3W)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>☒ Map (geographical information)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>☒ Prepare maps which shows the location and type of disaster</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>☒ Disseminate information to regional and central offices immediately</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>☒ Prepare and disseminate situational reports as soon as possible</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>☒ Displacement and Protection Cluster coordinator to approve relevant public communications in relation to the humanitarian situation</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
weather, limited transportation facilities and infrastructure, fuel shortage

2) Conduct one Displacement and Protection cluster meeting immediately and provide information and recommendation on:

- Appointment of staff for preliminary field assessment and direct contact with the local government. (As much as possible, appointment should be gender-balanced, if not, consider critical mass)
- Assignment of Rapid Assessment Team
- Availability of Funding
- On-Call Funds (provided by BNPB)

| National/province/district/municipality: DP Cluster coordinator in coordination with sub-cluster coordinators and working group coordinators | For the first 2x24 hours after disaster | Coordinator of DP Sub-cluster of Displacement |
| Coordinator of DP Sub-cluster of Protection | Working group Coordinators |
| BNPB, other relevant ministries, NGOs UN agencies as members of Displacement and Protection Cluster |

3) Carry out coordinated rapid needs assessment (which must be attached):

- Provide the forms, mechanism, methodology and assessment analysis
- Form a coordinated assessment team
- Coordinate with members of other clusters

| National/province/district/municipality: DP Cluster coordinator in coordination with sub-cluster coordinators and working group coordinators | 24/48 hours | Local authority NGOs and UN agencies |

4) Establish an operational base

- Join the disaster command post
- Report the arrival of DP cluster to the BNPB/BPBD and coordinate with the national/local command post on the occurrence of disaster.
- Field operation is established and operational

| National/province/district/municipality: DP Cluster coordinator in coordination with sub-cluster coordinators and working group coordinators | During emergency response | BNPB, BPBD, and local government |

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5 Critical mass is the number of sufficient men and women to enable them to vote and make a difference and influence the decision making.
## 5) Emergency Response Operation in the Field

- Carry out response activities, both the Displacement sub-cluster and Protection sub-cluster.
- Coordinate resources and activities
- Include Early Recovery
- Periodically report on the development of activities in carrying out tasks related to displacement and protection during emergency response to the disaster post and assigning superior.
- Phase out strategy is assigned to the Office of Social Affairs or authorities related to displacement and protection.

<table>
<thead>
<tr>
<th>National/province/district/municipality: DP Cluster coordinator in coordination with sub-cluster coordinators and working group coordinators</th>
<th>During emergency response</th>
<th>Various stakeholders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newest information 3W Evaluation of emergency response and highlight gaps after emergency response has completed, to be addressed before the recovery phase is started</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## 6) Program/Intervention Phase out

- Prepare complete report on the implementation of activities in the field.
- Monitor the program implementation for displacement and protection in disaster response carried out by relevant stakeholders (government or communities).
- Submit a progress report on the activities, achievements and recommendation for handover/follow-up to the cluster coordinator for further submission to the Commander of the Command Post for Emergency Response.

<table>
<thead>
<tr>
<th>National/province/district/municipality: DP Cluster coordinator in coordination with sub-cluster coordinators and working group coordinators</th>
<th>During emergency response</th>
<th>BPBD, Office of Social Affairs and/or other agencies in the disaster affected area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear communication on the program/intervention phase-out to the Government of Indonesia, donors, partner and other members.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Displacement and Protection Cluster Operations Centre will be established and located at the Ministry of Social Affairs Office in Jakarta, and other designated place. This centre will be equipped for coordination activities of Displacement and Protection Cluster.
CHAPTER IV

CLOSING

This guidelines is developed to help stakeholders understand the outline of coordination mechanism and Standard Operational Procedures for Displacement and Protection Cluster. Certainly each of working groups will have their own standard operational procedures which is the technical instructions/guidance in undertaking their thematic activities. It is expected that the Displacement and Protection Cluster will continue to progress in line with development of disaster management in Indonesia, and the guideline will become a living document which will need to be continually refined.

Ideally, this handbook should be reviewed regularly to adjust to the changing context of disaster management in Indonesia, at least once every six months, to maintain accurate contacts of coordinators and co-coordinators as well as the composition of Displacement and Protection Cluster from government, communities, and private sectors, and once every year to review the contents of the guidelines.
Attachment
References for activities of Displacement and Protection Cluster

a. Undang-Undang Nomor 39 Tahun 1999 tentang Hak Azasi Manusia;
b. Undang-Undang Republik Indonesia Nomor 23 tahun 2004 tentang Penghapusan Kekerasan dalam Rumah Tangga;
c. Undang-Undang Republik Indonesia Nomor 24 tahun 2007 tentang Penanggulangan Bencana;
d. Undang-undang Nomor 11 Tahun 2009 tentang Kesejahteraan Sosial;
e. Undang-Undang Nomor 7 Tahun 2012 tentang Penanganan Konflik Sosial;
f. Undang-undang Nomor 35 Tahun 2014 tentang Perubahan atas Undang-undang Nomor 23 tentang Perlindungan Anak;
g. Peraturan Presiden Nomor 8 Tahun 2008 tentang Badan Nasional Penanggulangan Bencana;
h. Peraturan Kepala BNPB Nomor 7 Tahun 2008 tentang Pedoman Tata Cara Pemberian Bantuan Pemenuhan Kebutuhan Dasar;
i. Peraturan Kepala Badan Nasional Penanggulangan Bencana Nomor 6 Tahun 2009 tentang Pedoman Pergudangan Penanggulangan Bencana;
j. Peraturan Menteri Sosial Indonesia Nomor 01 Tahun 2013 tentang Bantuan Sosial Bagi Korban Bencana;
k. Peraturan Menteri Kesehatan RI Nomor 64 Tahun 2013 tentang Penanggulangan Krisis Kesehatan Peraturan Pemerintah Nomor 21 Tahun 2008 tentang Penyelenggaraan Penanggulangan Bencana (Lembaran Negara Republik Indonesia Tahun 2008 Nomor 42 Tambahan Lembaran Negara Republik Indonesia Nomor 4828);
m. Peraturan Kepala Badan Nasional Penanggulangan Bencana 6A Tahun 2011 tentang Pedoman Penggunaan Dana Siap Pakai;
o. Peraturan Kepala Badan Nasional Penanggulangan Bencana Nomor 12 tahun 2014 tentang Peran Serta Lembaga Usaha dalam Penyelenggaraan Penanggulangan Bencana;
q. Peraturan Kepala Badan Nasional Penanggulangan Bencana Nomor 14 tahun 2014 tentang Penanganan, Perlindungan dan Partisipasi Penyandang Disabilitas dalam Penanggulangan Bencana;
s. SNI Nomor 7937.2013 tentang Layanan Kemanusiaan Dalam Bencana
	- SPHERE Standard
u. Humanitarian Accountability Principles
v. Active Learning Networks for Accountability in Practice (ALNAP)
<table>
<thead>
<tr>
<th>No</th>
<th>Cluster</th>
<th>Coordinator and Co-Coordinator</th>
<th>Contact</th>
<th>E-mail address</th>
<th>Phone</th>
</tr>
</thead>
</table>
| 1  | Health                        | Coordinator: Center for Health Crisis (Pusat Penanggulangan Krisis Kesehatan - PPKK), Ministry of Health  
Co-Coordinator: Pusdokkes POLRI | A. Yurianto  
Dr. Ina  
Shinta Rahamawati  
dr. Ira Cyndira Tresna  
Adi Sopiandi | a_yurianto362@yahoo.co.id  
reni.rivai@gmail.com  
shinta.rahamawati10@gmail.com  
iratresna@yahoo.com  
adisopiandi@yahoo.com | 08161805775  
081387055539  
08122008182 |
| 2  | Search and Rescue             | Coordinator: BASARNAS  
Abdul Haris  
Yopi Haryadi  
Doddy Haryanto | Haris_ach@yahoo.com  
yopiharyadi@yahoo.com  
dodyharyanto31@gmail.com | 082113799425  
08159791677  
085243777771 |
| 3  | Logistics                     | Coordinator: Deputy Chief of BNPB for Logistics and Equipment  
Co-Coordinator: Ministry of Social Affairs  
Margowiyono  
Subekti Haribawa | Prasinta Dewi  
Sunardi | prasintadewibnpb@gmail.com  
nardibw@hotmail.com  
nardi_bnpb@yahoo.com | 081584316778  
08151404432  
081386191165  
081584053702 |
| 4  | Displacement and Protection    | Coordinator: Ministry of Social Affairs  
Co-Coordinator POLRI | Tetrie Darwis  
Jaswadi  
RW Wirawan | tetrie1980@yahoo.co.id  
jaswadi@gmail.com  
rw.wirawan@yahoo.com | 0818107106  
081392460132  
0811717238 |
| 5  | Education                     | Coordinator: Ministry of Education and Culture  
Co-coordinator: Ministry of Religious Affairs  
Ida Nor Qosim | Fahturahman  
Lilik Sulistyaa  
A. Budi P.  
Ida Nor Qosim | fahturahman@yahoo.com  
lilik_dikmen@yahoo.com  
idanorqosim@gmail.com | 081897563  
0811965686  
081388500812 |
| 6  | Infrastructure and Facilities | Coordinator: Ministry of Public Works and Public Housing  
Sudarwanto (Cipta Karya)  
Ronny Bernard (SDA)  
Tris Raditians (SDA) | bencana_op@yahoo.com  
bencana_op@yahoo.com  
bencana_op@yahoo.com | 0816782698  
08118888842  
08119206999 |
|   | 7 Economy | Coordinator: Ministry of Agriculture  
Co-Coordinator: Ministry of Cooperatives and SMEs | Kementan:  
Rika A.  
Rasmi  
Kurniawatisari  
Anton  
Yuli H. Bakar  
KemenKop dan UKM:  
M. Subkhan  
Pariaman Sinaga  
Dewi Lestari w. | rika.shinju@yahoo.com  
rasmi.razak@yahoo.com  
Nia_kurniawatisari@yahoo.com  
yul_bakar@yahoo.com  
subkhan.kemdnkop@gmail.com  
pariamansinaga@msn.com  
restrukturisasi.manajemen@gmail.com | 08128226853  
081372047321  
089606266009  
08164802479  
021-7817611  
085695340048  
08111863956  
08161617993  
08122566520 |
|---|---|---|---|---|---|
| 8 Early Recovery | Coordinator: Ministry of Home Affairs | Dany IP  
Hartono | danang.ins@gmail.com | 08122566520 |
Annex 2

Composition of Displacement and Protection Cluster

RELATED MINISTRIES/INSTITUTIONS:
- Kementerian Koordinator Pembangunan Manusia dan Kebudayaan (Menko PMK)
- Kementerian Lingkungan Hidup dan Kehutanan (KLHK)
- Kementerian Pemberdayaan Perempuan dan Perlindungan Anak (Kemen PP dan PR)
- Kementerian Perhubungan (Kemenhub)
- TNI (Tentara Nasional Indonesia)

COORDINATORS AND CO-COORDINATORS
- Badan SAR Nasional (BASARNAS)
- Badan Nasional Penanggulangan Bencana (BNPB)
- Kementerian Agama (Kemenag)
- Kementerian Dalam Negeri (Kemendagri)
- Kementerian Kesehatan (Kemenkes)
- Kementerian Koperasi dan UKM
- Kementerian Pendidikan dan Kebudayaan (Kemdikbud)
- Kementerian Pertanian (Kementan)
- Polisi Republik Indonesia (POLRI)
- Badan Penanggulangan Bencana Daerah (BPBD)
- Sekretaris Daerah (Sekda)
- Dinas Sosial (Dinsos)
- Direktorat Perlindungan Sosial Korban Bencana Alam (Dir. PSKBA)
- Direktorat Perlinndungan Sosial

INTERNATIONAL ORGANIZATIONS AND FOREIGN NON-GOVERNMENT ORGANIZATIONS
- Aliansi Masyarakat Adat Nusantara
- CARE
- Disaster Resource Partnership (DRP)
- Dompet Dhuafa
- Handicap International
- Humanitarian Forum Indonesia (HFI): an interfaith forum consists of 13 members: CWS (Church World Service), DMC (Disaster Management Center) Dompet Dhuafa, Habitat for Humanity Indonesia, Karina (Karitas Indonesia), MDMC (Muhammadiyah Disaster Management Center), PKPU, PPKM (Perhimpunan untuk Peningkatan Keberdayaan Masyarakat), Rebana, Rumah Zakat, Unit PRB PGI (Pengurangan Risiko Bencana Persatuan Gereja Indonesia), WVI (Wahana Visi Indonesia), YEU (Yakkum Emergency Unit), YTBI (Yayasan Tanggul Bencana di Indonesia)
- Himpunan Psikolog Indonesia
- International Federation for Red Cross and Red Crescent (IFRC)/Palang Merah Indonesia (PMI)
- International Organizations for Migration (IOM)
Islamic Relief
Jesuit Refugee Services (JRS)
KARINA
Komisi Nasional (KOMNAS) PEREMPUAN
Komisi Perlindungan Anak Indonesia (KPAI)
KPAN (Komisi Penanggulangan AIDS Nasional)
LBH APIK (Lembaga Bantuan Hukum APIK).
MDMC (Muhammadiyah Disaster Management Centre)
OXFAM
PLAN INTERNATIONAL
PUSKRI (Pusat Krisis UI)
REBANA
SAPDA
Save the Children (SC)
United Nations Programme on HIV/AIDS (UN AIDS)
United Nations Funds for Population Activities (UNFPA)
United Nations Children’s Fund (UNICEF)
World Vision Indonesia (WVI)
YAYASAN EMONG LANSIA
YAYASAN PULIH
Yakkum Emergency Unit (YEU)
Yayasan Tanggul Bencana Indonesia (YTBI)

PRIVATE SECTOR
Disaster Resource Partnership (DRP)