



# 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 taks 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 organiations 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

## Preface

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<sup>1</sup>.

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, uneven 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 many 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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<sup>1</sup> 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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### Refereces

Attachment:

Annex 1:     List of Contact – Coordinator and Co-Coordinator of Displacement and Protection Cluster

Annex 2:     Composition of Displacement and Protection Cluster

## GLOSSARIES

Local capacity	:	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.
Remote indigenous communities	:	Indigenous groups who live in remote areas or in areas difficult to access
International Organisation	:	the international organizations within the organizational structure of United Nations or which undertakes tasks representing United Nations or other international organizations.
International Non-Government Organisation	:	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.
Cluster approach	:	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.
Refugee	:	A person or group of people who flee and save themselves by crossing the borders of his/her/their country
Internally Displaced People	:	A person or group of people who flee and save themselves within the borders of his/her/their country
Minimum Standard of Service	:	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 .

## CHAPTER I FRAMEWORK

### 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 1. List of National Cluster, Coordinator and Co-Coordinator

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

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 pemangku kepentingan 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, psychotropics 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.

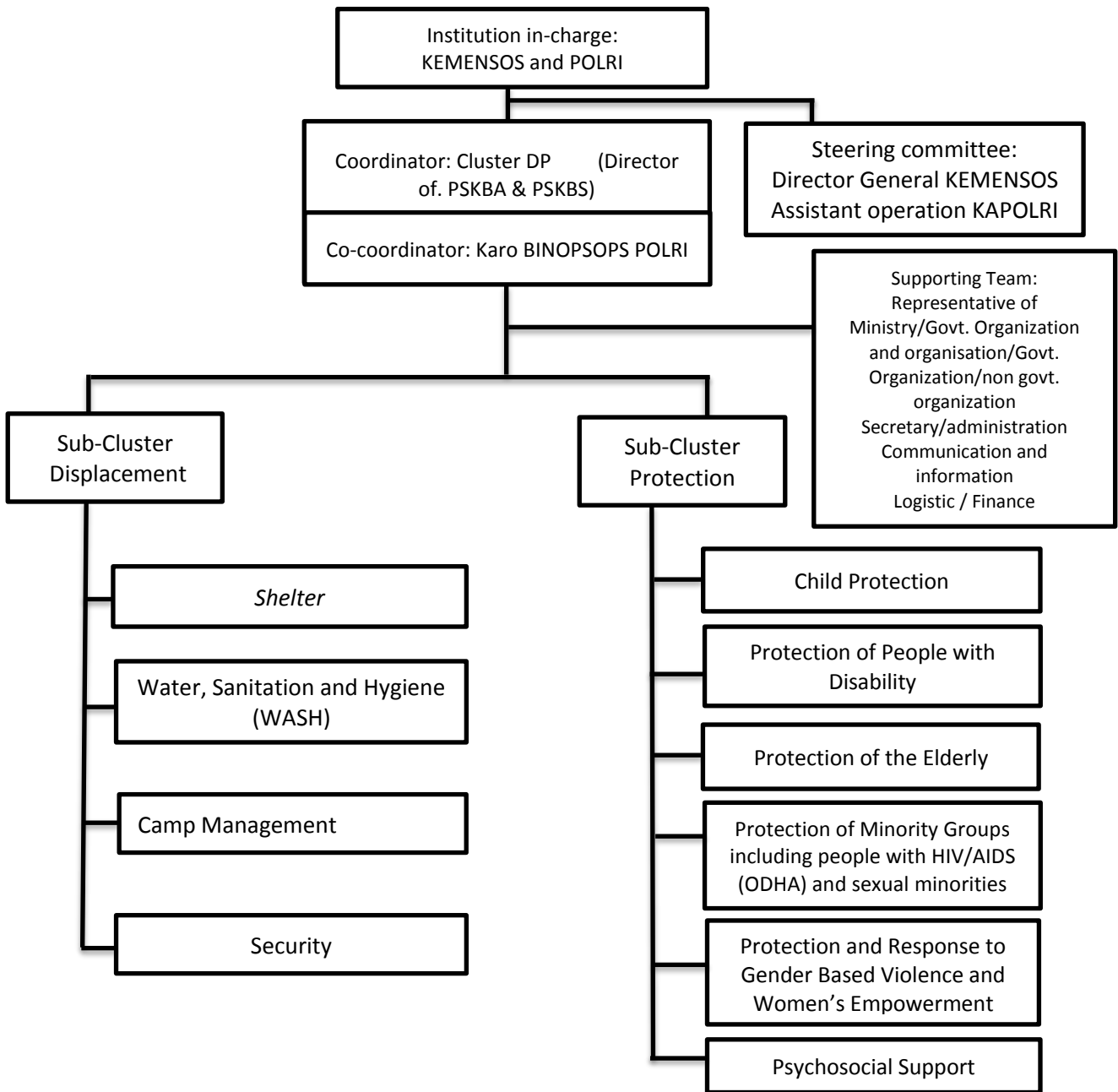
## **G. Structure**

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

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

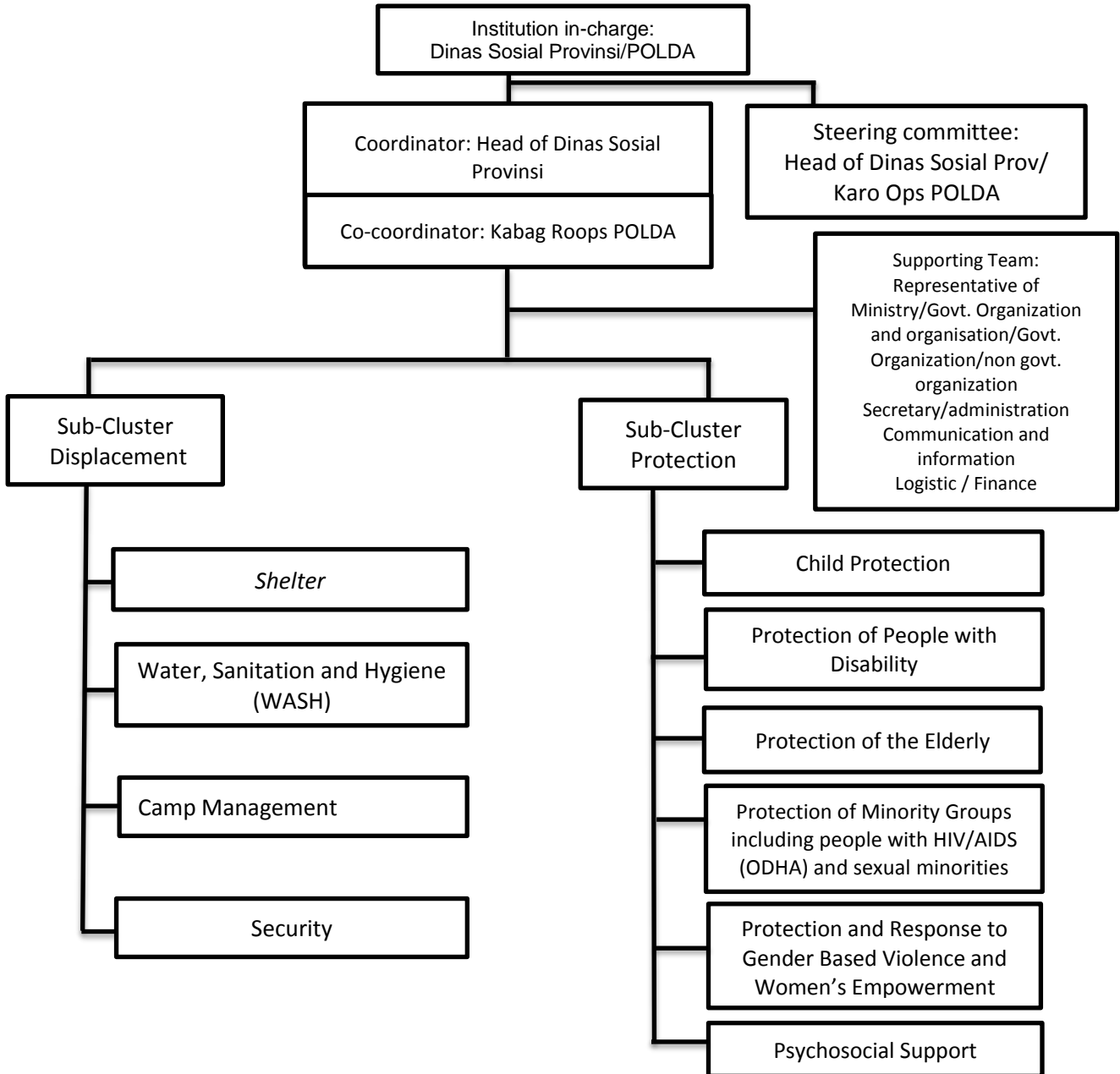
Based on the related issues, the working groups are formed and facilitated by Coordinators of Working Groups. The Working Groups and sub-clusters is explained in the following coordination structure:

Diagram 1: Coordination Structure  
 Displacement and Protection Cluster at National Level



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



## **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**

Sub-cluster	Working Groups	Coordinator at National Level (Government)	Co-Coordinator National (non-government agencies/organizations)	Coordinator (Government) at Provincial/district/municipality level
<b>Displacement</b>	Shelter	Direktorat Perlindungan Sosial Korban Bencana Alam (PSKBA), Kemensos Direktorat Perlindungan Sosial Korban Bencana Sosial (PSKBS), Kemensos	IFRC/PMI UNICEF	BPBD dan Dinas Sosial
	Camp Management	Direktorat Penanganan Pengungsi BNPB	IOM Dompot Dhuafa	
	Water, Sanitation and Hygiene (WASH)	Direktorat Perlindungan Sosial Korban Bencana Alam (PSKBA), Kemensos Direktorat Perlindungan Sosial Korban Bencana Sosial (PSKBS), Kemensos	UNICEF OXFAM MDMC	
	Security	POLRI	POLDA	
<b>Protection</b>	Child Protection	Direktorat Kesejahteraan Sosial Anak, Kemensos	UNICEF	Dinas Sosial, Badan P3A (pemberdayaan perempuan dan perlindungan anak)
	Protection of People with Disabilities	Direktorat Orang dengan Kekacatan, Kemensos Kemendikbud Pendidikan Khusus Layanan Khusus	Handicap International	Dinas Sosial
	Protection of the Elderly	Direktorat Kesejahteraan Lanjut Usia, Kemensos	Yayasan Emong Lansia	Dinas Sosial, KOMDA Lansia
	Protection of Minority Groups including people living with HIV AIDS (ODHA) and sexual minorities	Direktorat Komunitas Adat Terpencil, KEMENSOS	Yakkum Emergency Unit	Dinas Sosial
		Direktorat Rehabilitasi Korban Penyalahgunaan Narkoba, Psikotropika, dan Zat Adiktif (NAPZA), Kemensos	Komisi Penanggulangan Aids Nasional (KPAN)	Dinas Sosial
	Protection and Response to Gender-based Violence and Women's Empowerment	Kementerian PP-PA	UNFPA	Badan / Kantor PP-PA
	Psychosocial Support	Direktorat Perlindungan Sosial Korban Bencana Alam (PSKBA), Kemensos Direktorat Perlindungan Sosial Korban Bencana Sosial (PSKBA), Kemensos	PUSKRIS UI	BPBD dan Dinas Sosial



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.<sup>2</sup>
- 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<sup>3</sup> 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;

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<sup>2</sup> Based on Law No. 23 of 2014 on Local Government

<sup>3</sup> 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<sup>4</sup>. 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:

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<sup>4</sup> Website of the Coordinating Ministry for Human Development and Culture, [www.kemenkopmk.go.id](http://www.kemenkopmk.go.id)

Table 3: Role in Coordination at National Level

<b>MANAGEMENT</b>			
<b>Issues</b>	<b>Institutions in-charge at National Level</b>	<b>Technical Support</b>	<b>Institutions in-charge at provincial/district/municipality</b>
Coordination	MOSA	BNPB Kemendagri TNI POLRI, Related National Cluster (particularly Health, Infrastructure and Facilities, Logistics, Education) Co-Coordinator from non-government organizations: IFRC/PMI, UNICEF, IOM, Dompot Dhuafa, Handicap International, Yayasan Emong Lansia, Yakkum Emergency Unit, KPAN, UNFPA, PUSKRIS UI	Dinsos, BPBD/Sekda, POLDA Badan Pemberdayaan Perempuan dan Perlindungan Anak di tingkat propinsi
Plan of Resources/response (including access to isolated areas)	MoSA	BNPB Kemendagri TNI POLRI Related National Cluster (particularly Health, Infrastructure and Facilities, Logistics, Education) Co-Coordinator from non-government organizations: IFRC/PMI, UNICEF, IOM, Dompot Dhuafa, Handicap International, Yayasan Emong Lansia, Yakkum Emergency Unit, KPAN, UNFPA, PUSKRIS UI	Dinsos, BPBD/Sekda, POLDA

<b>MANAGEMENT</b>			
<b>Issues</b>	<b>Institutions in-charge at National Level</b>	<b>Technical Support</b>	<b>Institutions in-charge at provincial/district/municipality</b>
Assessment and Monitoring	MoSA	BNPB Kemendagri POLRI Related National Cluster (particularly Health, Infrastructure and Facilities, Logistics, Education) Co-Coordinator from non-government organizations: IFRC/PMI, UNICEF, IOM, Dompot Dhuafa, Handicap International, Yayasan Emong Lansia, Yakkum Emergency Unit, KPAN, UNFPA, PUSKRIS UI	Dinsos, BPBD/Sekda, POLDA
Security and Communication	POLRI	BNPB MoSA, POLRI & TNI, Kemenkominfo	Dinsos, BPBD/Sekda, POLDA
Information and Advocacy	MoSA	BNPB, POLRI Kemenkominfo	Dinsos, BPBD/Sekda, POLDA

Tabel 4 : Coordination role at operational level

<b>OPERATIONAL LEVEL</b>			
<b>Sub-Clusters and Working Groups</b>	<b>Coordinator at National Level</b>	<b>Coordinator at Provincial/District/Municipality Level</b>	<b>Co-coordinator and Partner</b>
<b>Displacement</b>	Direktorat PSKBA & PSKBS, Kemensos Direktorat Penanganan Pengungsi BNPB		

<b>OPERATIONAL LEVEL</b>					
<b>Sub-Clusters and Working Groups</b>		<b>Coordinator at National Level</b>	<b>Coordinator at Provincial/District/ Municipality Level</b>	<b>Co-coordinator and Partner</b>	
	Shelter	Direktorat PSKBA & PSKBS, Kemensos	Dinsos BPBD/Sekda	KEMENPU dan PR IFRC/PMI	
	Camp Management	Dirjen Pemberdayaan Sosial, Kemensos	With support of local organization working on disaster management	UNICEF IOM Dompot Dhuafa	
	WASH	Direktorat penanganan pengungsi BNPB		And members of other cluster from NGO, private sector, UN agencies, and community	
	Security	POLRI	POLDA	POLRI, TNI, Kemensos-TAGANA	
<b>Protection</b>		Direktorat PSKBA & PSKBS, Kemensos			
	Child Protection	Direktorat Kesejahteraan Sosial Anak Kemensos Deputi Perlindungan Perempuan & Deputi Perlindungan Anak	Dinsos Badan Pemberdayaan Perempuan dan Perlindungan Anak With support of local organization working on disaster management	UNICEF And members of other cluster from NGO, private sector, UN agencies, and community	
	Protection for People with Disabilities	Direktorat Rehabilitasi Sosial Orang dengan Kecacatan Kemensos Deputi Perlindungan Perempuan & Deputi Perlindungan Anak	Dinas Sosial Dinas Kesehatan Badan Pemberdayaan Perempuan dan Perlindungan Anak With support of local organization working on disaster management	Handicap International And members of other cluster from NGO, private sector, UN agencies, and community	
	Protection of the Elderly	Direktorat Kesejahteraan	Dinas Sosial Badan Pemberdayaan	Yayasan Emong Lansia And members of other cluster from NGO, private	

<b>OPERATIONAL LEVEL</b>					
<b>Sub-Clusters and Working Groups</b>		<b>Coordinator at National Level</b>	<b>Coordinator at Provincial/District/ Municipality Level</b>	<b>Co-coordinator and Partner</b>	
		Lanjut Usia Kemensos  Deputi Perlindungan Perempuan	Perempuan dan Perlindungan Anak  With support of local organization working on disaster management	sector, UN agencies, and community	
	Protection of Minority Groups including people living with HIV AIDS (ODHA) and sexual minorities	Direktorat Komunitas Adat Terpencil Kemensos  Kemenag  Deputi Perlindungan Perempuan & Deputi Perlindungan Anak	Dinas Sosial  Kantor wilayah agama*  Badan Pemberdayaan Perempuan dan Perlindungan Anak  With support of local organization working on disaster management	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	
	Protection and Response to Gender-Based Violence and women's empowerment.	Direktorat Rehabilitasi Sosial Tuna Sosial Kemensos  Deputi Perlindungan Perempuan & Deputi Perlindungan Anak  Kementerian Perlindungan Perempuan dan Anak	Dinsos  Badan Pemberdayaan Perempuan dan Perlindungan Anak  With support of local organization working on disaster management	UNFPA  And members of other cluster from NGO, private sector, UN agencies, and community	
	Psychosocial Support	Direktorat Perlindungan Sosial Korban Bencana Alam (PSKBA), Kemensos  Direktorat Perlindungan Sosial Korban Bencana Sosial	BPBD dan Dinas Sosial  With support of local organization working on disaster management	PUSKRIS UI  And members of other cluster from NGO, private sector, UN agencies, and community	

<b>OPERATIONAL LEVEL</b>					
<b>Sub-Clusters and Working Groups</b>		<b>Coordinator at National Level</b>	<b>Coordinator at Provincial/District/Municipality Level</b>	<b>Co-coordinator and Partner</b>	
		(PSKBA), Kemensos			



## 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

Coordination Activities	Information and Communication Activities	Responsible Institutions	Time	Partner
<p><b>1) Contact internal partners to confirm the level of crisis and collect further information, including, but not limited to:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Event: particular location (village, sub-district, district, province), the cause and the potential impact.</li> <li><input checked="" type="checkbox"/> 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.</li> <li><input checked="" type="checkbox"/> Potential of secondary impact, such as environmental impact (e.g. gas or oil leakage due to earthquake, or contamination of water during floods)</li> <li><input checked="" type="checkbox"/> Preliminary assistance provided and government as well as other actor's plans</li> <li><input checked="" type="checkbox"/> Position/plan of the Government of Indonesia</li> <li><input checked="" type="checkbox"/> Gaps that must be filled</li> <li><input checked="" type="checkbox"/> Security issues</li> <li><input checked="" type="checkbox"/> Logistical challenge, e.g. blocked roads, bad</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Utilizing existing data inventory and maps               <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Contact and mailing list</li> <li><input checked="" type="checkbox"/> Meeting schedule</li> <li><input checked="" type="checkbox"/> Who What Where (3W)</li> <li><input checked="" type="checkbox"/> Map (geographical information)</li> </ul> </li> <li><input checked="" type="checkbox"/> Prepare maps which shows the location and type of disaster</li> <li><input checked="" type="checkbox"/> Disseminate information to regional and central offices immediately</li> <li><input checked="" type="checkbox"/> Prepare and disseminate situational reports as soon as possible</li> <li><input checked="" type="checkbox"/> Displacement and Protection Cluster coordinator to approve relevant public communications in relation to the humanitarian situation</li> </ul>	<p>National: Ministry of Social Affairs</p> <p>Provincial/District/Municipality: Office of Social Affairs</p>	<p>As soon as the first news of disaster is received</p>	<p>Coordinator of DP Sub-cluster of Displacement</p> <p>Coordinator of DP Sub-cluster of Protection</p> <p>Working group Coordinators</p> <p>BNPB, other relevant ministries, NGOs UN agencies as members of DP Cluster</p> <p>and technical supporting ministries/institutions</p>

weather, limited transportation facilities and infrastructure, fuel shortage				
<p><b>2) Conduct one Displacement and Protection cluster meeting immediately and provide information and recommendation on:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> 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)<sup>5</sup></li> <li><input checked="" type="checkbox"/> Assignment of Rapid Assessment Team</li> <li><input checked="" type="checkbox"/> Availability of Funding</li> <li><input checked="" type="checkbox"/> On-Call Funds (provided by BNPB)</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Deployment of staff for information management</li> <li><input checked="" type="checkbox"/> Compilation of information on disaster-affected areas</li> <li><input checked="" type="checkbox"/> Allocation of resources in disaster-affected areas</li> <li><input checked="" type="checkbox"/> Formation of Displacement and Protection Cluster information centre for members of cluster and other related clusters.</li> </ul>	National/province/district/municipality: DP Cluster coordinator in coordination with sub-cluster coordinators and working group coordinators	For the first 2x24 hours after disaster	<p>Coordinator of DP Sub-cluster of Displacement</p> <p>Coordinator of DP Sub-cluster of Protection</p> <p>Working group Coordinators</p> <p>BNPB, other relevant ministries, NGOs UN agencies as members of Displacement and Protection Cluster</p>
<p><b>3) Carry out coordinated rapid needs assessment (which must be attached):</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Provide the forms, mechanism, methodology and assessment analysis</li> <li><input checked="" type="checkbox"/> Form a coordinated assessment team</li> <li><input checked="" type="checkbox"/> Coordinate with members of other clusters</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Conduct coordinated assessment</li> <li><input checked="" type="checkbox"/> Result of assessment is submitted to Displacement and Protection Cluster Coordinator</li> <li><input checked="" type="checkbox"/> Dissemination of information.</li> </ul>	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
<p><b>4) Establish an operational base</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Join the disaster command post</li> <li><input checked="" type="checkbox"/> Report the arrival of DP cluster to the BNPB/BPBD and coordinate with the national/local command post on the occurrence of disaster.</li> <li><input checked="" type="checkbox"/> Field operation is established and operational</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Design an operational base to enable easy information exchange and coordination</li> </ul>	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

<sup>5</sup> Critical mass is the number of sufficient men and women to enable them to vote and make a difference and influence the decision making.

<p><b>5) Emergency Response Operation in the Field</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Carry out response activities, both the Displacement sub-cluster and Protection sub-cluster.</li> <li><input checked="" type="checkbox"/> Coordinate resources and activities</li> <li><input checked="" type="checkbox"/> Include Early Recovery</li> <li><input checked="" type="checkbox"/> 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.</li> <li><input checked="" type="checkbox"/> Phase out strategy is assigned to the Office of Social Affairs or authorities related to displacement and protection.</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Newest information 3W</li> <li><input checked="" type="checkbox"/> Evaluation of emergency response and highlight gaps after emergency response has completed, to be addressed before the recovery phase is started</li> </ul>	<p>National/province/district/municipality: DP Cluster coordinator in coordination with sub-cluster coordinators and working group coordinators</p>	<p>During emergency response</p>	<p>Various stakeholders</p>
<p><b>6) Program/Intervention Phase out</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Prepare complete report on the implementation of activities in the field.</li> <li><input checked="" type="checkbox"/> Monitor the program implementation for displacement and protection in disaster response carried out by relevant stakeholders (government or communities).</li> <li><input checked="" type="checkbox"/> 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.</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Clear communication on the program/intervention phase-out to the Government of Indonesia, donors, partner and other members.</li> </ul>	<p>National/province/district/municipality: DP Cluster coordinator in coordination with sub-cluster coordinators and working group coordinators</p>	<p>During emergency response</p>	<p>BPBD, Office of Social Affairs and/or other agencies in the disaster affected area</p>

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);
- l. Peraturan Menteri Negara Pemberdayaan Perempuan dan Perlindungan Anak Nomor 01 Tahun 2014 tentang Standar Pelayanan Minimal Bidang Layanan Terpadu bagi Perempuan dan Anak Korban Kekerasan;
- m. Peraturan Kepala Badan Nasional Penanggulangan Bencana 6A Tahun 2011 tentang Pedoman Penggunaan Dana Siap Pakai;
- n. Peraturan Kepala Badan Nasional Penanggulangan Bencana Nomor 11 tahun 2014 tentang Peran Serta Masyarakat dalam Penyelenggaraan Penanggulangan Bencana;
- o. Peraturan Kepala Badan Nasional Penanggulangan Bencana Nomor 12 tahun 2014 tentang Peran Serta Lembaga Usaha dalam Penyelenggaraan Penanggulangan Bencana;
- p. Peraturan Kepala Badan Nasional Penanggulangan Bencana Nomor 13 tahun 2014 tentang Pengarusutamaan Gender di Bidang Penanggulangan Bencana;
- q. Peraturan Kepala Badan Nasional Penanggulangan Bencana Nomor 14 tahun 2014 tentang Penanganan, Perlindungan dan Partisipasi Penyandang Disabilitas dalam Penanggulangan Bencana;
- r. Surat Keputusan Kepala Badan Nasional Penanggulangan Bencana Nomor 173 Tahun 2014 Tentang Klaster Nasional Penanggulangan Bencana.
- s. SNI Nomor 7937.2013 tentang Layanan Kemanusiaan Dalam Bencana
- t. SPHERE Standard
- u. Humanitarian Accountability Principles
- v. Active Learning Networks for Accountability in Practice (ALNAP)

**Annex 1:**  
**List of Contacts**

No	Cluster	Coordinator and Co-Coordinator	Contact	E-mail address	Phone
1	Health	Coordinator: Center for Health Crisis (Pusat Penanggulangan Krisis Kesehatan - PPKK), Ministry of Health  Co-Coordinator: Pusdokes POLRI	A. Yurianto Dr. Ina Shinta Rahmawati dr. Ira Cyndira Tresna Adi Sopiandi	<a href="mailto:a_yurianto362@yahoo.co.id">a_yurianto362@yahoo.co.id</a> <a href="mailto:reni.rivai@gmail.com">reni.rivai@gmail.com</a> <a href="mailto:shinta.rahmawati10@gmail.com">shinta.rahmawati10@gmail.com</a> <a href="mailto:iratresna@yahoo.com">iratresna@yahoo.com</a> <a href="mailto:adisopiandi@yahoo.com">adisopiandi@yahoo.com</a>	08161805775 081387055539  08122008182
2	Search and Rescue	Coordinator: BASARNAS	Abdul Haris Yopi Haryadi Doddy Haryanto	<a href="mailto:Haris_ach@yahoo.com">Haris_ach@yahoo.com</a> <a href="mailto:yopiharyadi@yahoo.com">yopiharyadi@yahoo.com</a> <a href="mailto:dodyharyanto31@gmail.com">dodyharyanto31@gmail.com</a>	082113799425 08159791677 085243777771
3	Logistics	Coordinator: Deputy Chief of BNPB for Logistics and Equipment  Co-Coordinator: Ministry of Social Affairs	Prasinta Dewi Sunardi  Margowiyono Subekti Haribawa	<a href="mailto:prasintadewibnpb@gmail.com">prasintadewibnpb@gmail.com</a> <a href="mailto:nardibw@hotmail.com">nardibw@hotmail.com</a> ; <a href="mailto:nardi_bnpb@yahoo.com">nardi_bnpb@yahoo.com</a>  <a href="mailto:margo7668@gmail.com">margo7668@gmail.com</a> <a href="mailto:masbexty@yahoo.co.id">masbexty@yahoo.co.id</a>	081584316778 081514104432  081386191165 081584053702
4	Displacement and Protection	Coordinator: Ministry of Social Affairs  Co-Coordinator POLRI	Tetrie Darwis Jaswadi  RW Wirawan	<a href="mailto:tetrie1980@yahoo.co.id">tetrie1980@yahoo.co.id</a> <a href="mailto:jjaswadi@gmail.com">jjaswadi@gmail.com</a>  <a href="mailto:rw.wirawan@yahoo.com">rw.wirawan@yahoo.com</a>	0818107106 081392460132  0811717238
5	Education	Coordinator: Ministry of Education and Culture  Co-coordinator: Ministry of Religious Affairs	Fakturahman Lilik Sulistya A. Budi P.  Ida Nor Qosim	<a href="mailto:fakturahman@yahoo.com">fakturahman@yahoo.com</a> <a href="mailto:lilik_dikmen@yahoo.com">lilik_dikmen@yahoo.com</a>  <a href="mailto:ida.nor.qosim@gmail.com">ida.nor.qosim@gmail.com</a>	081897563  0811965686  081388500812
6	Infrastructure and Facilities	Coordinator: Ministry of Public Works and Public Housing	Sudarwanto (Cipta Karya) Ronny Bernard (SDA) Tris Raditian (SDA)	<a href="mailto:bencana_op@yahoo.com">bencana_op@yahoo.com</a> <a href="mailto:bencana_op@yahoo.com">bencana_op@yahoo.com</a>	0816782698 08118888842 08119206999



7	Economy	Coordinator: Ministry of Agriculture Co-Coordinator: Ministry of Cooperatives and SMEs	<u>Kementan:</u> Rika A. Rasmi Kurniawatisari Anton Yuli H. Bakar  <u>KemenKop dan UKM:</u> M. Subkhan Pariaman Sinaga Dewi Lestari w.	<a href="mailto:rika.shinju@yahoo.com">rika.shinju@yahoo.com</a> <a href="mailto:rasmi.razak@yahoo.com">rasmi.razak@yahoo.com</a> <a href="mailto:Nia_kurniawatisari@yahoo.com">Nia_kurniawatisari@yahoo.com</a>  <a href="mailto:yul_bakar@yahoo.com">yul_bakar@yahoo.com</a>  <a href="mailto:subkhan.kemdnkop@gmail.com">subkhan.kemdnkop@gmail.com</a> <a href="mailto:pariamansinaga@msn.com">pariamansinaga@msn.com</a> <a href="mailto:restrukturisasi.manajemen@gmail.com">restrukturisasi.manajemen@gmail.com</a>	08128226853 081372047321 089606266009 08164802479 021-7817611  085695340048 08111863956 08161617993
8	Early Recovery	Coordinator: Ministry of Home Affairs	Dany IP Hartono	<a href="mailto:danang.ins@gmail.com">danang.ins@gmail.com</a>	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 (Kementerian Kesehatan)  
Kementerian Sosial (Kemensos)  
Kementerian Koperasi dan UKM  
Kementerian Pekerjaan Umum dan Perumahan Rakyat (Kemen PU dan PR)  
Kementerian Pendidikan Dan Kebudayaan (Kemendikbud)  
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 Perlindungan Sosial

#### INTERNATIONAL ORGANIZATIONS AND FOREIGN NON-GOVERNMENT ORGANIZATIONS

Aliansi Masyarakat Adat Nusantara  
CARE  
Disaster Resource Partnership (DRP)  
Dompot Dhuafa  
Handicap International  
Humanitarian Forum Indonesia (HFI): an interfaith forum consists of 13 members:  
CWS (Church World Service), DMC (Disaster Management Center) Dompot 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

PUSKRIS (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)

