



# Timor-Leste: Floods

## UN Resident Coordinator's Office (RCO)

### Response Summary (April – December 2021)

This report is produced by UN RCO Timor-Leste in collaboration with Government and humanitarian partners.

## SUMMARY

Heavy rains across Timor-Leste precipitated by Cyclone Seroja from March 28th to April 4th resulted in flash floods and landslides affecting all 13 municipalities to varying degrees, with the capital Dili and surrounding low-lying areas worst affected. A total of 41 fatalities were recorded (including 14 missing people, presumed dead), 22 of which in Dili. In total, 31,029 households were affected – of those 82 % in Dili - while 4,522 were damaged across the country. At its peak on April 8, 15,876 people were sheltered in evacuation centers. Due to the COVID-19 pandemic, State of Emergency was introduced, as well as sanitary fencing in various municipalities. The pandemic exacerbated the socio-economic and health situation, impacting those most vulnerable the hardest.

The humanitarian response focused on providing uninterrupted delivery of essential services; protecting the most vulnerable groups, ensuring access to assistance and protection from violence; supporting people affected to rebuild their lives and livelihoods in a safe and sustained manner (including families who have had to re-locate); and supporting rehabilitation of critical public infrastructure to restore public services. To strengthen response coordination and mobilize additional resources to fill critical funding gaps, the Government, with support from the UN and other humanitarian partners launched the [Floods Response Plan/Joint Appeal](#) on June 2. Since the launch, a number of humanitarian partners announced additional support.

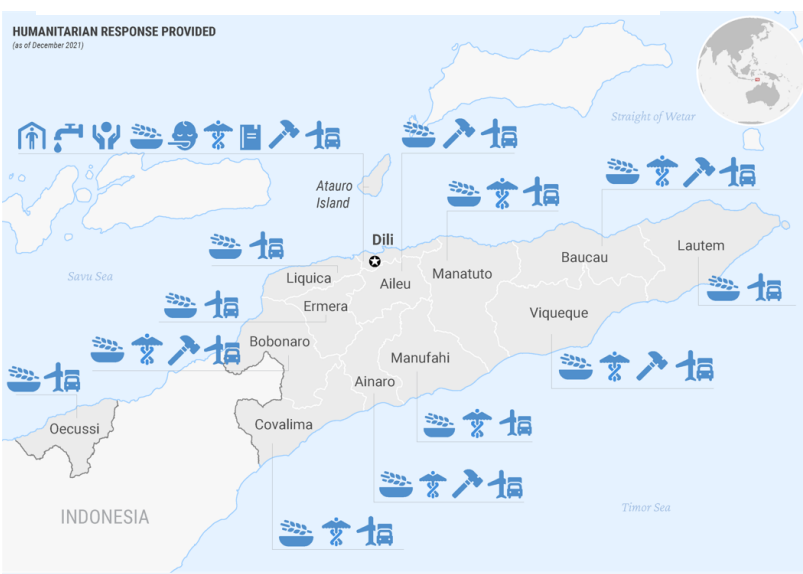
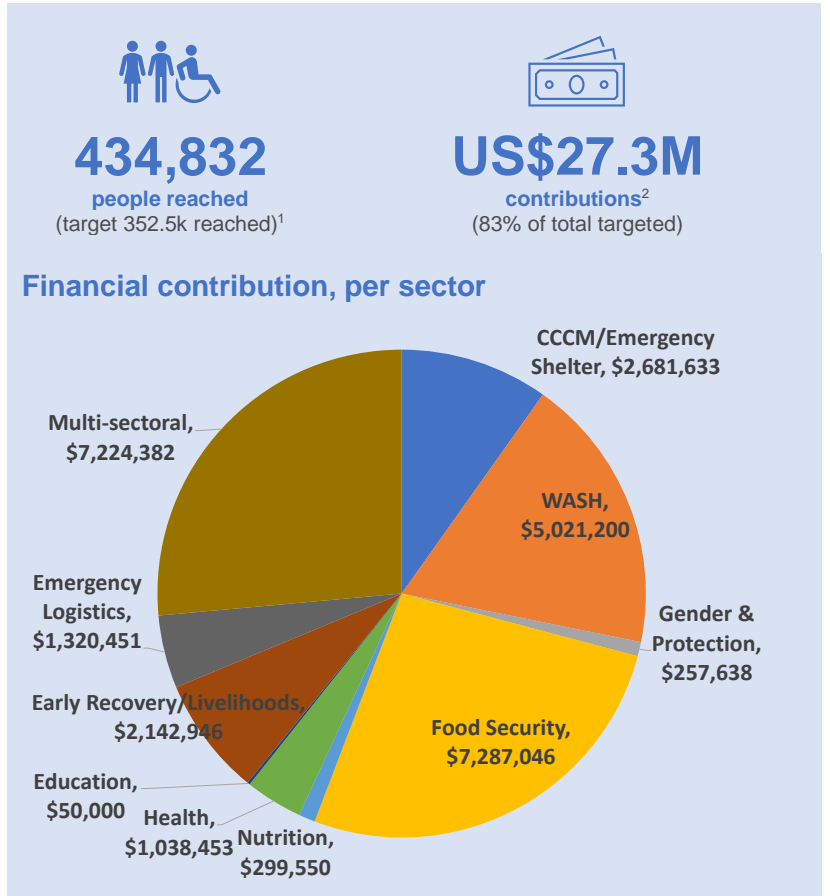


Photo credit: Michael Silveria

<sup>1</sup> The total number of people reached is compared with target as per Joint Appeal. People reached includes direct and indirect beneficiaries. Note double counting may occur.  
<sup>2</sup> Donors include: ADRA, American Employee Association, ANZ, Asian Development Bank, Australia, Association of Chinese Enterprises in Timor-Leste (AEC-TL), A-Smart Holdings Ltd & Vico Construction of Singapore, Brazil, Care International, China, European Union, Fundação Oriente, Japan/JICA, New Zealand, Portugal, Republic of Korea, Santos, Singapore, Spend it Well, Start Fund, The Asia Foundation, United Nations, United States/USAID.

## HUMANITARIAN RESPONSE



### Camp Coordination and Camp Management (CCCM) / Emergency Shelter

**Sector Lead & Members:** Secretariat of State for Civil Protection, Ministry of Social Solidarity and Inclusion, IOM, CVTL, IFRC, Mercy Corps, CARE, Caritas, Plan International, Oxfam, UNICEF, UNFPA, Catholic Relief Services, The Asia Foundation, World Vision

The CCCM/Emergency Sector responded rapidly to address the immediate needs of the affected population in evacuation facilities and in the community. Based on the assessment and emerging needs – including from the rapid Displacement Tracking Matrix (DTM) - the sector distributed non-food items (NFIs), supplies, tents and tarpaulin to temporarily displaced people both in and outside of the evacuation centers, whose houses had been partially damaged or totally destroyed.

To ensure that families could return home safely, the sector provided cleaning kits to affected households to help **clean flooded homes**, while youth and adolescents were mobilized to support the cleaning of streets and houses. Households were supported with construction materials to **reconstruct and rebuild damaged** homes, with Safer Housing Guidelines to guide affected families to rebuild homes. To support the safe return home, community dialogues were conducted in evacuation centers identifying main obstacles to **households' ability to return home**. The sector partners coordinated closely to ensure cohesion in terms of targeting and means of assistance (material or cash).



**580**

**households** received shelter tool kits and cleaning kits, to support the safe return home from evacuation centers



**446 households**

received construction materials (timber, roofing sheets, nails), and labour cost support, for the reconstruction and rebuilding of their homes



**1,038 families**

supported with tents and tarpaulin

**People reached: 11,604** (out of 25,000 targeted)



## Water, Sanitation and Hygiene (WASH)

**Sector Lead & Members:** Ministry of Public Works/BEE Timor-Leste, Ministry of Health, Dili Municipality, UNICEF, CVTL, Mercy Corps, Plan International, Partisipa, UNDP, WFP, WHO, Private Sector, WaterAid, JICA, ADRA, FHTL, EWB

The WASH Sector increased access to water and sanitation services for flood-affected people. The sector installed water tanks, handwashing stations and temporary toilets in evacuation facilities and in public areas. Marooned communities in Tasi Tolu were also supported with access to safe water. This response was important to prevent outbreaks of diarrhea and other diseases, particularly in the midst of the COVID-19 pandemic.

In addition to the immediate response, the sector also continued interim WASH services to those left in a few evacuation centers, until they were relocated.

The sector consistently carried out **joint monitoring and assessments** in flood-affected communities to distribute clean water until the damaged systems were restored. Communication for **behaviour and social change** around handwashing and good hygiene practices were also promoted in evacuation centers and communities.

 <b>44 million</b> liters of clean water <small>filled by BEE TL through 229 water tanks in evacuation facilities &amp; affected communities; regularly monitored; a portable water filter with capacity to filter up to 136,800 liters of water was handed over to BEE TL</small>	 <b>170</b> units of temporary toilets <small>installed in 10 evacuation centers benefiting 4,000 people</small>	 <b>200</b> temporary handwashing stations <small>distributed reaching 4,000 people</small>	 <b>200,000</b> Aquatab tablets for water purification <small>distributed including, 1 mobile nomad water purification unit, 4 Sky Hydrant water purification filters</small>
--	--	--	--

**People reached: 23,000** direct, 352,553 indirect (out of 352,553 targeted)



## Food Security

**Sector Lead & Members:** Ministry of Agriculture, Secretariat of State for Civil Protection, WFP, FAO, UNDP, UNICEF, World Bank, Mercy Corps, CRS, World Fish, Care International, TOMAK, Oxfam, World Vision, Plan International, Blue Ventures, AVANSA, Child Fund, Caritas, CCT, The Asia Foundation, ADRA, MDF, AI-Com, SAPIP, NLC, Embassy of New Zealand, Embassy of Australia, JICA, USAID, Embassy of Portugal, GIZ, EU, ADB, Embassy of Japan, KOICA, Embassy of China

The Food Security Sector responded to the urgent need to meet the food security needs particularly of the most vulnerable groups – those displaced, returnees and those already in need (nursing mothers, children, the disabled and elderly). The sector supported the Government-led response in the **provision of nutritious food assistance** in the evacuation centers and affected communities. To provide an accurate picture of the severity of the floods on agricultural production and food security, and to ensure that timely and appropriate actions can be taken to minimize the impact of the shocks on the affected population, the **Food Security Assessment** was conducted. Additionally, the sector continued to monitor food prices on a fortnightly basis.



**Food Security Assessment Mission**  
was conducted to analyze the impact of the floods on harvest, particularly in all municipalities outside of Dili



**887 MT of nutritious food** (hot meal and dry food including rice, beans, and oil) distributed to evacuation centers and affected communities reaching 25,109 households



**Nutritious standard food basket** redesigned for Civil Protection and Government Workplan

**People reached: 138,097** (out of 50,000 targeted)

## Nutrition

**Sector Lead & Members:** Ministry of Health (MOH), Ministry of Agriculture and Fisheries (MAF), UNICEF, Maluk Timor, Fundsan Alola, PHD, TOMAK, World Vision, CRS, Child Fund, WHO, WFP

The Nutrition Sector ensured the affected population’s continued access to quality, curative nutrition services through the most appropriate modalities. In collaboration with the Health Sector, systematic identification, referral and treatment of acutely malnourished cases were achieved. The sector provided a **healthy and diversified diet** to people in the evacuation centers, particularly focusing on the needs of most vulnerable groups - under-5 children and pregnant and lactating women. Nutrition screening was conducted for children 0-59 months and pregnant women in all evacuation facilities using CHC catchment. **Treatment** was provided to children and pregnant women that were found to be suffering from severe acute malnutrition (SAM).

The sector supported monitoring of adherence on appropriate support for **Infant and Young Child Feeding (IYCF)** during emergencies in evacuation centers, as signed by the DGPS MOH, taking necessary actions, including onsite counseling.



**484 children** screened in 22 evacuation centers for malnutrition & treatment provided



**67 pregnant women** screened for malnutrition & treatment provided



**668 mothers** in 22 evacuation centers received counseling & information promoting IYCF



**57 MT diversified complementary food items** for children 6-59 months & pregnant & lactating women distributed in 22 evacuation centers (including rice, mung beans & eggs); 37 MT High Energy Biscuits (HEB) distributed

**People reached: 1,152** (out of 1,500 target)





 **Health**

**Sector Lead & Members:** Ministry of Health (SNAEM, I.P. and SSM Dili), WHO, UNICEF, UNFPA, IOM, Maluku Timor, PRADET, HAI, CVTL, MSTL, SABEH (Saude Ba Ema Hotu), DFAT, EU

The Health Sector ensured the **provision of essential health services to affected people** and prevented the spread of water-, vector-borne and skin diseases. To urgently **prevent the spread of COVID-19** in evacuation facilities, masks and hand sanitizers were distributed. Water testing was conducted in flood affected communities and disease surveillance was strengthened. A rapid health facility assessment was conducted in 30 healthcare facilities to assess capacities and needs.

A Mobile Maternity Clinic and Mobile Health Clinics were established to **provide integrated outreach and medical consultations** for affected communities. To ensure safe patient handling, ambulance nurses, midwives and drivers gained more knowledge on safe patient handling. To support mental health, a psychological support package was developed and implemented through a mental health hotline and group of counselors.



**80,000**

**IDP individuals** received masks, hand sanitizers & IEC materials for COVID-19 prevention & control



**4,342**

**consultations** conducted for acute respiratory infection (ARI), skin diseases, acute gastritis, diarrheal diseases & hypertension



**501 women**

of reproductive age, pregnant mothers, & breastfeeding women, received support through Mobile Maternity Clinic

**People reached: 160,000** (out of 192,860 targeted)

 **Education**

**Sector Lead & Members:** Ministry of Education, Youth and Sport, UNICEF (co-lead), Plan International (co-lead), WFP, Child Fund, Care International, HANDS, Portuguese Embassy, Oxfam, World Vision, Timor-Leste Coalition for Education (TLCE)

The Education Sector focused on addressing psychosocial and learning needs of affected children, including through the provision of learning materials, WASH materials and safe drinking water to affected schools. To ensure safe learning, disposable masks, hand sanitizers were used in the **Child Friendly Spaces (CFS)** in evacuation centers. The School Readiness Manual - which included daily learning activities - were printed and distributed for use by volunteers and supervisors. Items such as “school in a box” packages and nutritious snacks were delivered to 95 children in evacuation centers.

The Education Sector also supported continued learning through the provision of learning materials, including online medium (Eskola ba uma).



**1,500 children in Child**

**Friendly Spaces (CFS)** in 13 evacuation centers and communities benefited from recreational kits, ECD kits, learning materials for psychosocial support, and learning activities



**Continued learning** supported through provision of learning materials, including online (Eskola ba Uma)

**People reached: 51,884** (out of 51,200 targeted)



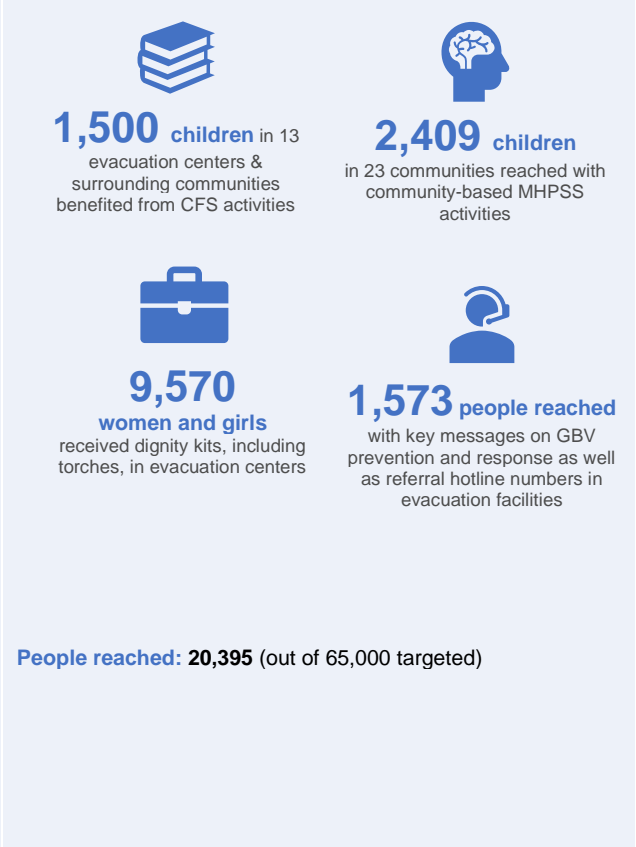
## Gender & Protection

**Sector Lead & Members:** MSSl, SEll, DNPCC, PNTL, UNICEF, UN Women, UNFPA, UNDP, IOM, UNESCO, Rede Feto, CARE International, Mercy Corps, Plan International, Arcoiris, Oxfam, Commission on the Rights of the Child, Alola Foundation, Ba Futuru, FOKUPERS, World Vision, ChildFund, Scouts, Black Angels, Alumni of Youth Parliament, Fundação Oriente, The Asia Foundation (Nabilan), TLPDP, Maluku Timor, PRADET, Health Alliance International, ALFeLa, JSMP, ADTL, Belun, CRS, CODIVA

The Gender and Protection Sector focused on mitigating all forms of violence which is typically exacerbated in emergencies, due to the disruption of services and community life, separation of families and limited access to referral services. Key child protection and Gender Based Violence (GBV) messages, essential services numbers, referral numbers, mental health support and COVID-19 hotlines were disseminated widely in evacuation centers. Support was provided to operators of the national hotline for mental health.

Through the Child Protection sub-sector response, **Child Friendly Spaces (CFS)** set up in 13 evacuation centers provided access to free and structured play, recreation and leisure packages to support children’s mental health. As assessments indicated cases of violence against children, the CFS model expanded to provide Mental Health Psychosocial Support (**MHPSS**) in 23 communities in Dili. 85 volunteers were trained to deliver parenting education session in the CFS to the parents of those children participating in MHPSS activities. Food and NFIs, including hygiene kits, were delivered to children.

The **Gender Based Violence (GBV)** sub-sector advocated for ensuring that site assessments are gender and disability sensitive, applying the principle of Leaving No One Behind (LNOB). Dignity kits were disseminated to meet basic hygiene and safety needs of women and girls. To increase safety in evacuation centers, the National Police of Timor-Leste (PNTL) special investigators were trained to investigate sexual assault, child abuse and domestic violence. They visited the evacuation centers to inform on how to report GBV cases to the police. To further increase safety, lightning devices were provided in evacuation facilities, for example in toilets. A **Code of Conduct** was developed to guide workers on preventing sexual exploitation, abuse, harassment and violence in evacuation centers, COVID-19 quarantine facilities and isolation centers.





## Early Recovery & Livelihoods

**Sector Lead & Members:** Secretariat of State for Civil Protection, Ministry of Finance, Ministry of State Administration, SEFOPE, Ministry of Agriculture and Fisheries, Secretary of State for Environment, UNDP, UN Women, JICA, Plan International, Oxfam, Mercy Corps, Catholic Relief Services, Child Fund Australia, Adventist Development and Relief Agency, CARE, UNESCO, ILO

The Early Recovery and Livelihoods Sector ensured that support was provided to households whose livelihoods and homes had been damaged and/or destroyed. The sector led the **Household and Building Damage Assessment (HBDA)** covering the flood impact on both infrastructure as well as on livelihoods. The sector also led the multi-sector inter-agency **Post-Disaster Needs Assessment (PDNA)** with the Vice Prime Ministers Office, line-ministries, and partners. It is estimated that the total damage and loss due to the flood amount to approximately US\$307.7 million.

To support livelihoods and early recovery, the sector actors provided agricultural inputs (tools,seeds etc.), building materials, and other NFIs to affected households. A cash-for-work programme was implemented to stimulate local recovery and rehabilitation across 42 aldeias in Dili. Projects on value chains and kitchen gardens were strengthened in Viqueque, and agriculture training and recovery activities were promoted in Bobonaro and Baucau.



**5,411**  
persons engaged in  
emergency  
employment  
opportunities

through a cash-for-work  
programme, stimulating  
local recovery &  
rehabilitating  
42 aldeias in Dili



**>37,000**  
individuals  
received  
agriculture inputs,  
tools, seeds, etc.  
to help to re-build  
homes and livehoods  
most severely  
damaged by floods



**Household and  
Building Damage  
Assessment  
(HBDA)** covering  
building damage &  
livelihoods impact of  
the flooding, assessing  
860 households &  
commercial buildings

**Post-Disaster  
Needs  
Assessment  
(PDNA)** evaluating  
the value of physical &  
economic loss &  
identification of human  
recovery needs

**People reached: 28,700** (out of 28,700 targeted)



## Logistics

**Sector Lead & Members:** Secretariat of State for Civil Protection, MSSl, WFP, CARE, World Vision, Oxfam, Plan International, UNICEF, UNFPA, IOM, New Zealand

As access and logistical constraints persisted, the key strategy of the logistics sector remained focused on filling sectoral logistics needs and gaps faced by programmatic sectors in the Cyclone Seroja response, enabling them to implement sectoral response plans and reach people in need across the country.

The logistics sector supported the immediate response through the provision of crucial logistics services and materials to all sectors. A total of 496MT/4375m<sup>3</sup> of relief cargo was transported on behalf of 7 organizations (Government, NGOs, development partners & UN) which included food, medical items, and NFIs such as shelter materials and family and hygiene kits to shelters and affected communities. Transport services were made available into 2021 to support ongoing recovery efforts.

The sector supported coordination efforts and the sharing of relevant logistics information. Three inter-agency rapid aerial assessments were conducted over 10 districts to assess infrastructural and agricultural damage. Information products produced included various logistics maps.

The sector enhanced the logistics capacity of Government and humanitarian partners as part of recovery and subsequent preparedness efforts. This included financial support to Government lead agencies to facilitate the local procurement of emergency food items, and the transportation of nutrition items (37mt of HEB) to health facilities across the country.

To further strengthen recovery and preparedness efforts, the sector continues to support lead agencies with technical guidance and support, and undertake a national Logistics Capacity Assessment in support of preparedness efforts.



**496 MT** of food and NFIs transported to emergency shelter locations in Dili and affected communities across the country



**13 relief & charter flights** brought in by multiple development partners, supporting medical & NFI needs (including family & hygiene kits, medical supplies & PPE)



**121 MT** of relief items, medical supplies, nutritious foods, high energy biscuits, vaccines & humanitarian passengers brought in through WFP, DFAT & New Zealand flights

**Organizations supported: 14**



For further information, please contact:  
**Kanako Mabuchi**, Head of UN Resident Coordinator's Office, [kanako.mabuchi@un.org](mailto:kanako.mabuchi@un.org), Cell +670 7836 6905  
**Alexandre Tilman**, Development Coordination Officer, [alexandre.tilman@un.org](mailto:alexandre.tilman@un.org), Cell +670 7852 0005  
**Hanna Stenbacka Köhler**, Monitoring & Evaluation Lead, [hanna.kohler@one.un.org](mailto:hanna.kohler@one.un.org), Cell + 670 7836 6573

For media inquiries, please contact:  
**Ahmed Saleem**, Communications Officer, [mohammed.saleem@un.org](mailto:mohammed.saleem@un.org), Cell +670 7836 6904