

A photograph of an ANZ bank branch with a queue of people waiting outside. The ANZ logo is visible on a blue sign above the entrance. A semi-transparent text box is overlaid on the image.

# Cash and Vouchers in the Pacific

Investments & Results to Date on Cash Preparedness



# Pacific Cash Preparedness Partnership :



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## A Closer Look

### Use evidence base to:

- Advocate with government
- Raise awareness on CTP
- Source funding
- Coordinate & disseminate

### Set up core operational components :

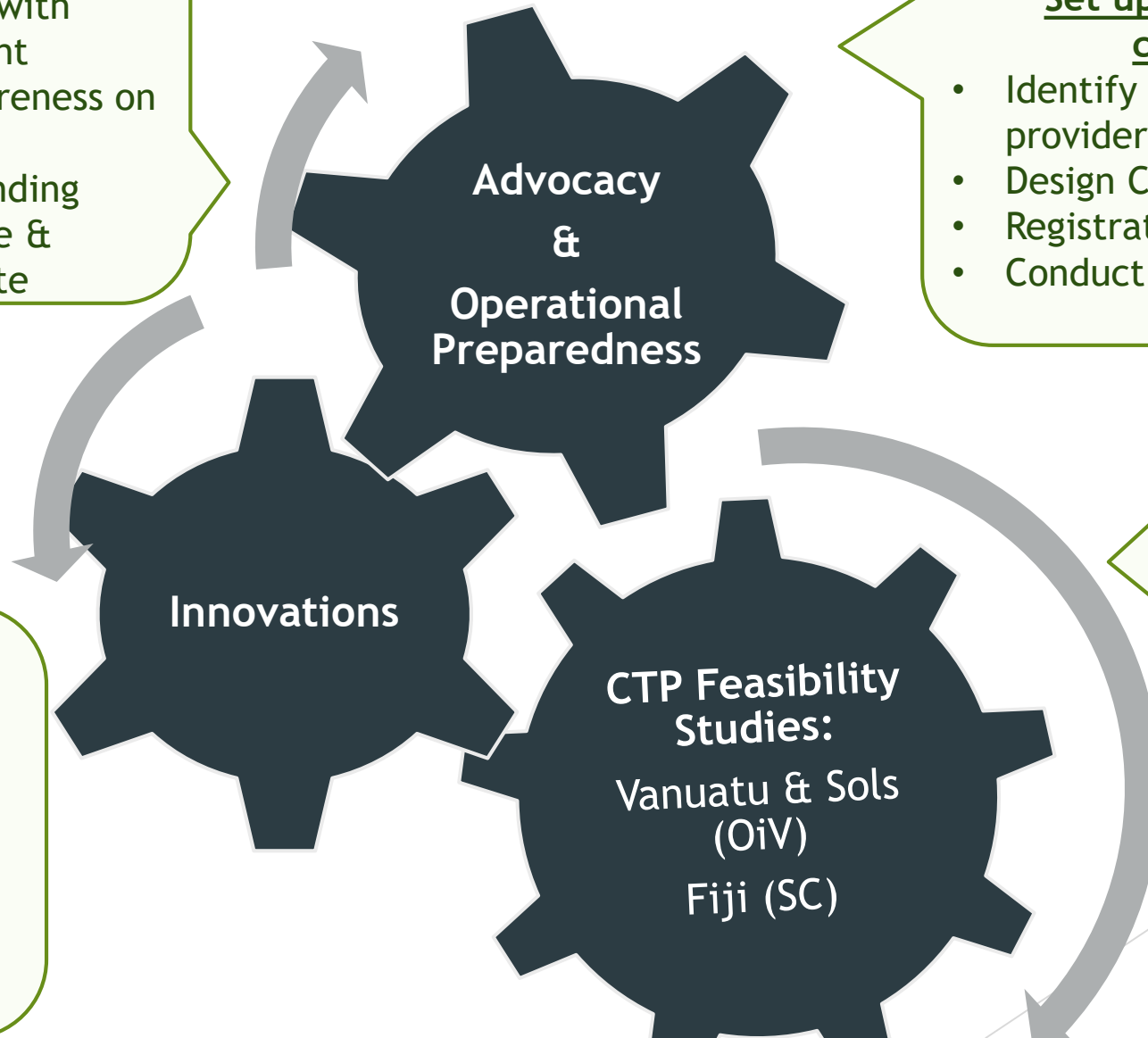
- Identify financial service providers
- Design CTP options
- Registration & enrolment
- Conduct CTP pilot

### Create a context-specific evidence base

- Consult communities to understand where/how cash is used and accessed
- Generate feasibility maps
- Assess appropriateness of CTP
- Analyse markets & trader capacity and dynamics

### Blockchain/Digital tech solutions

- Database
- Coordination platform
- Web payment platform



# If not, why not?



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Cash transfers are a tool to provide financial assistance to people to purchase essential items to meet their needs in local markets. CTP can be combined with other assistance; it is more flexible and more direct, which decreases cost.



Public-Private partnerships - are central to CTP. We partner with the local banking sector to deliver assistance - and can contribute to financial inclusion goals.



Oxfam has been delivering assistance via cash transfer programming since 2005, in over 40 countries - solid institutional expertise  
(CTP by other partners - in 70+ countries globally)



This is the next generation of humanitarian assistance:

- US\$ 2.8 billion delivered via cash transfers in 2016, now \$4.7 billion
- Rigorous evidence shows faster and more cost-effective delivery + positive impacts on recipients and surrounding markets
- Major donors have agreed on cash as a means of delivering humanitarian assistance

# Comparative Advantages



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- ▶ **Rapid transfer of assistance - reduces logistics cost**
  - ▶ Still needs coordination with private sector for supply chain planning (esp. vouchers)
- ▶ **Boost to local markets and economy**
  - ▶ Formal - vouchers - partial market impact (selected vendors)
  - ▶ Formal & Informal sectors - cash (mobile money, bank account) - full market impact
- ▶ **High possibility of integrated financial inclusion approaches**
  - ▶ Allows recipients to spend and save over time
  - ▶ Recipients can “carry” bank account with them elsewhere if they move
  - ▶ Links to National Financial Inclusion Strategy 2018 - 2023 - progress to banking targets
- ▶ **Very conducive to a coordinated, multi-sector assistance and approach**
  - ▶ Multipurpose cash grants for basic needs (food, livelihoods activities, shelter, WASH)
  - ▶ Unrestricted (or few restrictions) on vouchers used for basic goods across sectors
- ▶ **Strong private sector presence - coordinated approach with private sector suppliers and vendors**
- ▶ **Easier transition from relief to recovery**
  - ▶ Modify transfer amounts without changing delivery systems
  - ▶ Different partners - such as government - can use same partner and same delivery system

**TC Pam  
(food)  
\$1 : \$3 ratio**



**Ambae  
Response  
(Cash)  
\$1 : \$0.28  
ratio**

# Investing in Cva – what to look for & lessons



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Regulatory environment & compliance : Central & Reserve Banks

Best Practice: Local stakeholders engaged, government agreements,  
no “cash in hand”

Country presence & implementation capacity: community  
connections - to strengthen relationships, awareness & monitoring  
(NGO value-add)

Private Sector engagement & relationship - complementary capacity  
to deliver

Major donors in CVA - engaged across the spectrum of stakeholders  
(ex. Syria, Bangladesh, Philippines)

# Spotlight on Vanuatu: 2018



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**Nationwide, in-depth study** on the feasibility, appropriateness and receptiveness to cash-based approaches in Vanuatu - First study of this kind in the Pacific Region

**Rapid progress and stakeholder interest to-date**, including endorsements from National Statistics Office, Ministry of Agriculture, NDMO, Reserve Bank. Oxfam agreements with: DLA, Sanma & Shefa Provinces, ANZ Bank, National Bank

**Consultation, Advocacy & Awareness** are at the core of the approach: interviews, focus groups, market analysis & private sector service provider assessments

**Cash Transfer Working Group (key stakeholders)** established, including local banks, chamber of commerce, INGOs, church networks, civil society groups and local NGOs to disseminate results & form a partnerships base for preparedness & piloting

**Now: 7-strong cash response team, research, response, innovation**

**Ambae Response: First multi-purpose grant programme in the Pacific**



STEP 1:  
Research.  
build a case & evidence base

# Feasibility Studies – first in kind approach



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- ▶ 2 Completed in Vanuatu, Fiji (SC) + 1 now ongoing in Solomon Islands
- ▶ Builds a strong evidence base - using a contextualised approach
- ▶ First methodology globally to use a statistical scoring system based on **perception-based and market-based indicators** → community voices are captured
- ▶ **Cross-country capacity built** - Vanuatu team has trained and is now leading team of 10 enumerators in Solomon Islands. Are able to share and teach from their own experience.
- ▶ **A replicable model** - high potential to scale, update, improve

## ACCESS

Access is defined as the extent to which households utilise and have access to an active and functioning market, and financial services to meet their needs.



## MARKET CAPACITY

Market capacity is measured based on the proximity of markets, density and frequency of market activities, availability of stocks and goods, impacts of disasters on vendors.



## ACCEPTANCE

Acceptance is measured based on the positive and negative perceptions of CVA as disaster assistance by respondents, including perceived tensions and benefits of CVA.



## APPROPRIATENESS

Appropriateness is defined as the extent to which CVA is a means of meeting needs and addressing existing gaps in the delivery of humanitarian assistance.



**OVERALL CASH AND VOUCHER FEASIBILITY**



National Feasibility Scores & Analysis

Scoring formulas & calculation method

National-level maps of each indicator score (4), down to island level

Provincial breakdown & analysis  
(map, indicators, secondary charts/data)

Private sector capacity assessment  
(incl national fsp assessment)

A CVA “atlas” for Vanuatu



## VANUATU CASH TRANSFER FEASIBILITY ASSESSMENT

Oxfam in Vanuatu  
February 2019



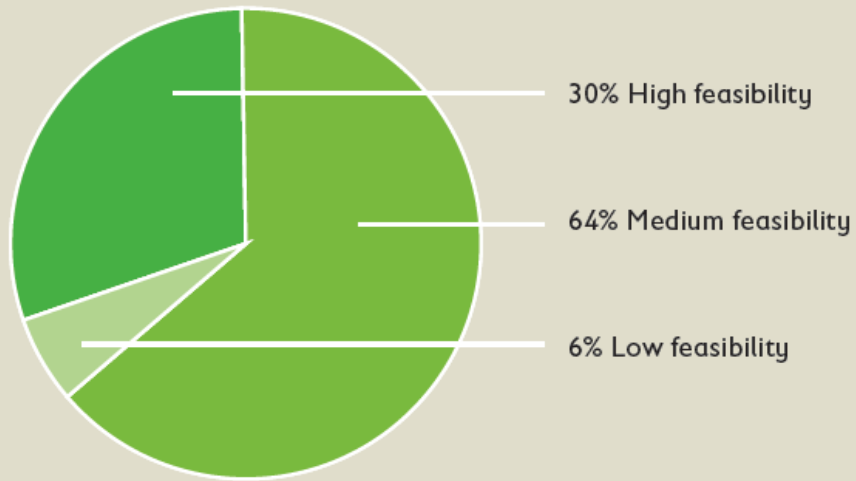
# Methodology & scoring



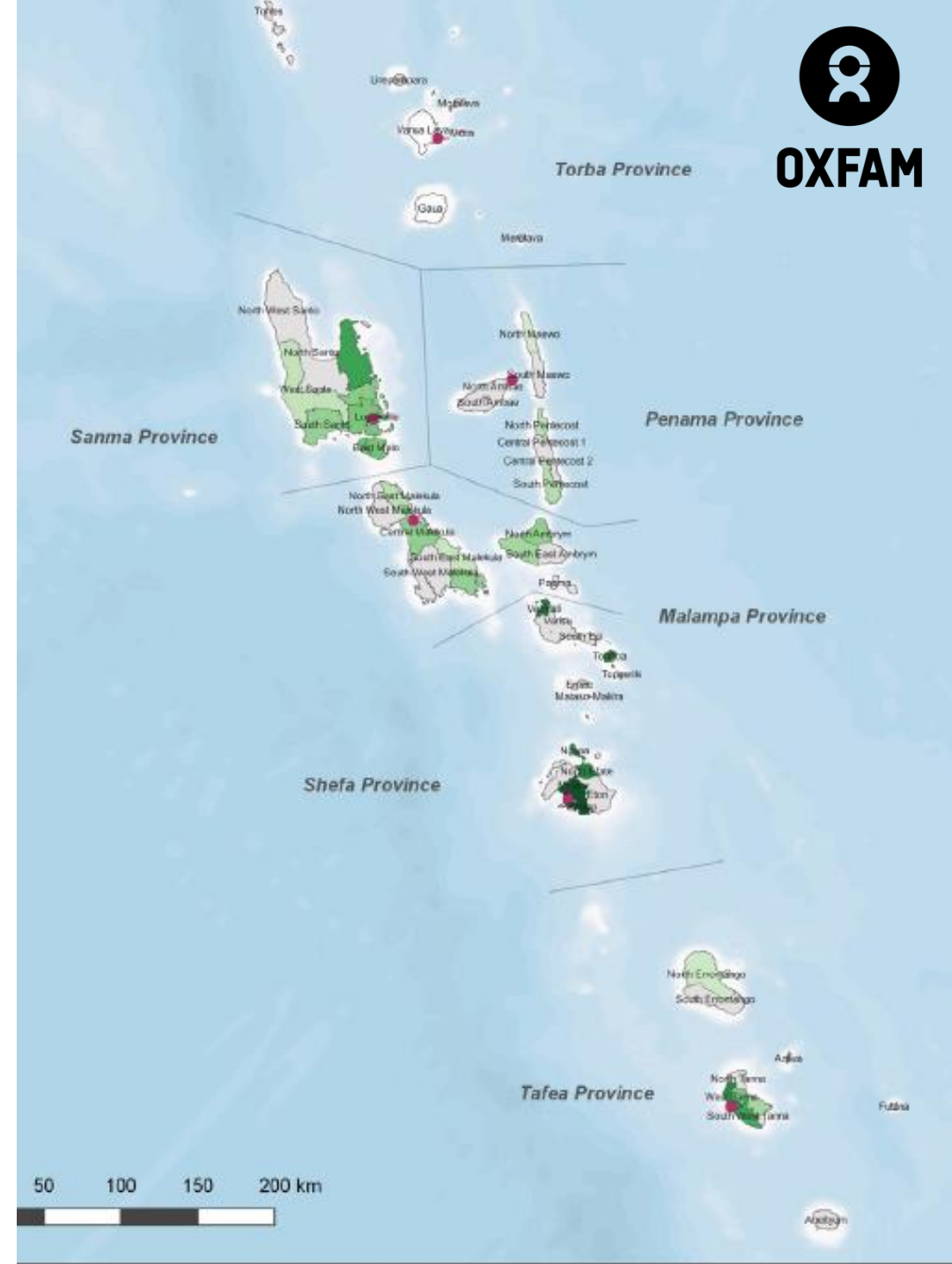
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<b>HIGH</b> (3.21 - 4.80)	The most enabling environment for CVA in Vanuatu. Multipurpose, unconditional cash transfers.
<b>MEDIUM</b> (1.61 - 3.20)	Market recovery measures and a slow/phased introduction of cash modalities over an extended period, and income generating activity grant programs during the recovery phase of an emergency.
<b>LOW</b> (0 - 1.60)	The least enabling environment for CVA in Vanuatu. Low feasibility should be treated as a proxy indicator for the delivery of in-kind assistance.

**CVA FEASIBILITY LEVELS IN SURVEYED LOCATIONS VANUATU**



1,536 surveys, 13 islands, 6 provinces, 5 teams, 3 months



Feasibility Study – Solomon Islands



# Methodology

## Cash Transfer Feasibility Study in Solomon Islands



AHP Disaster READY

- Assessment (August – October 2019) -

### FIELD-BASED ASSESSMENT



**TOTAL NUMBER OF HOUSEHOLD SURVEYS 400**  
(quantitative household level interviews including people with disability, even number of female and male respondents)



**TOTAL NUMBER OF SMALL VENDOR SURVEYS: 80**



**TOTAL NUMBER OF STORE OWNER SURVEYS 110**



**TOTAL NUMBER OF FOCUS GROUP DISCUSSION 13**  
(qualitative sex-segregated focus group discussions with elderly, small vendor, working-age people, people with disability)

### PRIVATE SECTOR ASSESSMENT



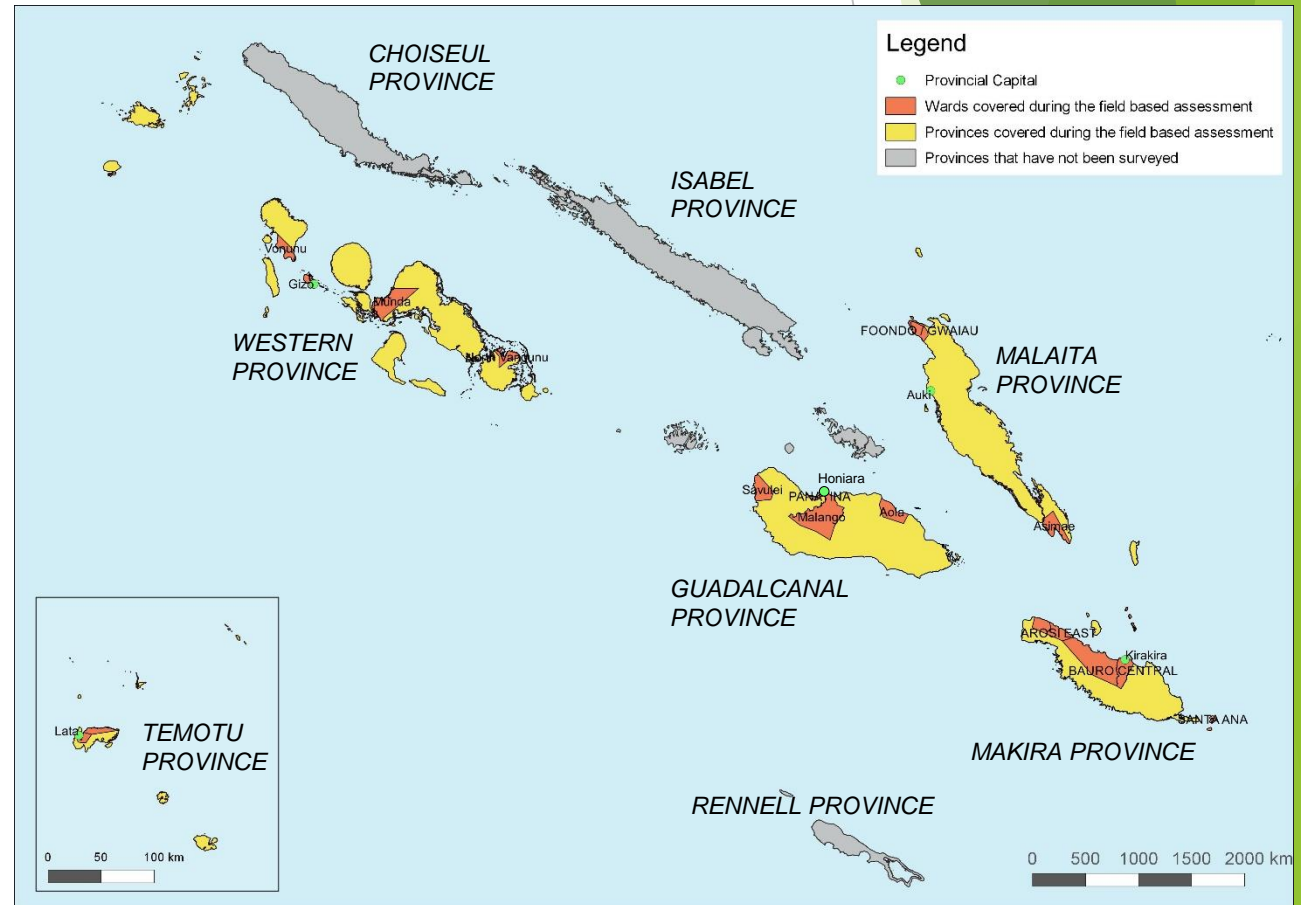
**9 consultations with Financial/Cash Delivery Operators (incl. Telecommunication Provider)**



**3 consultations with Supply-side (Grocery/Food)**



Consultation with Central Bank, NDMO, Ministry of Commerce, Industry, Labour and Immigration and provincial market manager





STEP 2:  
respond.  
Evidence in action



# Ambae Displacement Scenario : Appropriateness of CTP Approaches

## CTP Feasibility Study Data - rapid analysis

Survey Type	Santo	Efate
Household	234	202
Small Vendors	51	64
Store/Shops	49	48
Market Observation	15	19
Focus Groups	55	42

Access



Appropriateness



Acceptance



Market Capacity\*



High relative to other islands, but requires private sector planning

# CASH TRANSFER PROGRAM LOT 2 AMBAAE RESPONSE

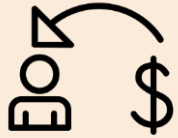


Multi-Purpose Cash Grants for Livelihoods  
recovery :  
Oct 2018 – march 2019  
(\$2.4 m – MFAT, MACP)



# Ambae Volcano: Oxfam Cash Transfer Programme Approach in Sanma Province

## ▶ Cash Transfer Type: Multipurpose grants



- ▶ Dignity and flexibility of choice for recipients
- ▶ Can use cash to purchase in local markets and shops for fresh foods, household items, non-perishable goods, school fees - and contribute to local vendors.
- ▶ Well adapted to diverse needs of displaced families
- ▶ Regular distribution and post-distribution monitoring to assess use of cash and reduce fraud

## ▶ Total population targeted: 2,759 evacuee families and 520 host families



- ▶ 17,000 full support grant provided to evacuee households
- ▶ 7,000 Small support grant to host community households
- ▶ 3 month assistance period - followed by assessment of status & additional needs

## ▶ Grant/transfer amount:



- ▶ Based on VNSO household expenditure data (HIES)- 25% of minimum for displaced households
- ▶ Host households: 9% - 10% of minimum HH expenditure

## ▶ Delivery model: Partnership with ANZ bank and NBV Bank



- ▶ Delivery of pre-printed cheques to each family (one per family)
- ▶ Flexible choice to cash out or deposit money
- ▶ Financial literacy training provided to communities
- ▶ High Private Sector involvement (Financial Services)

## Evidence

- ✓ National Cash Transfer Feasibility Study
- ✓ Includes 403 surveys in 34 communities in Santo
- ✓ High feasibility scores for Santo so far
- ✓ Markets, Financial Services, and community

## Coordination

- ✓ Vanuatu Cash Working Group
- ✓ VCCI - private sector
- ✓ Field study partners include YCV, VCC, Dept. Local Authorities
- ✓ VHT

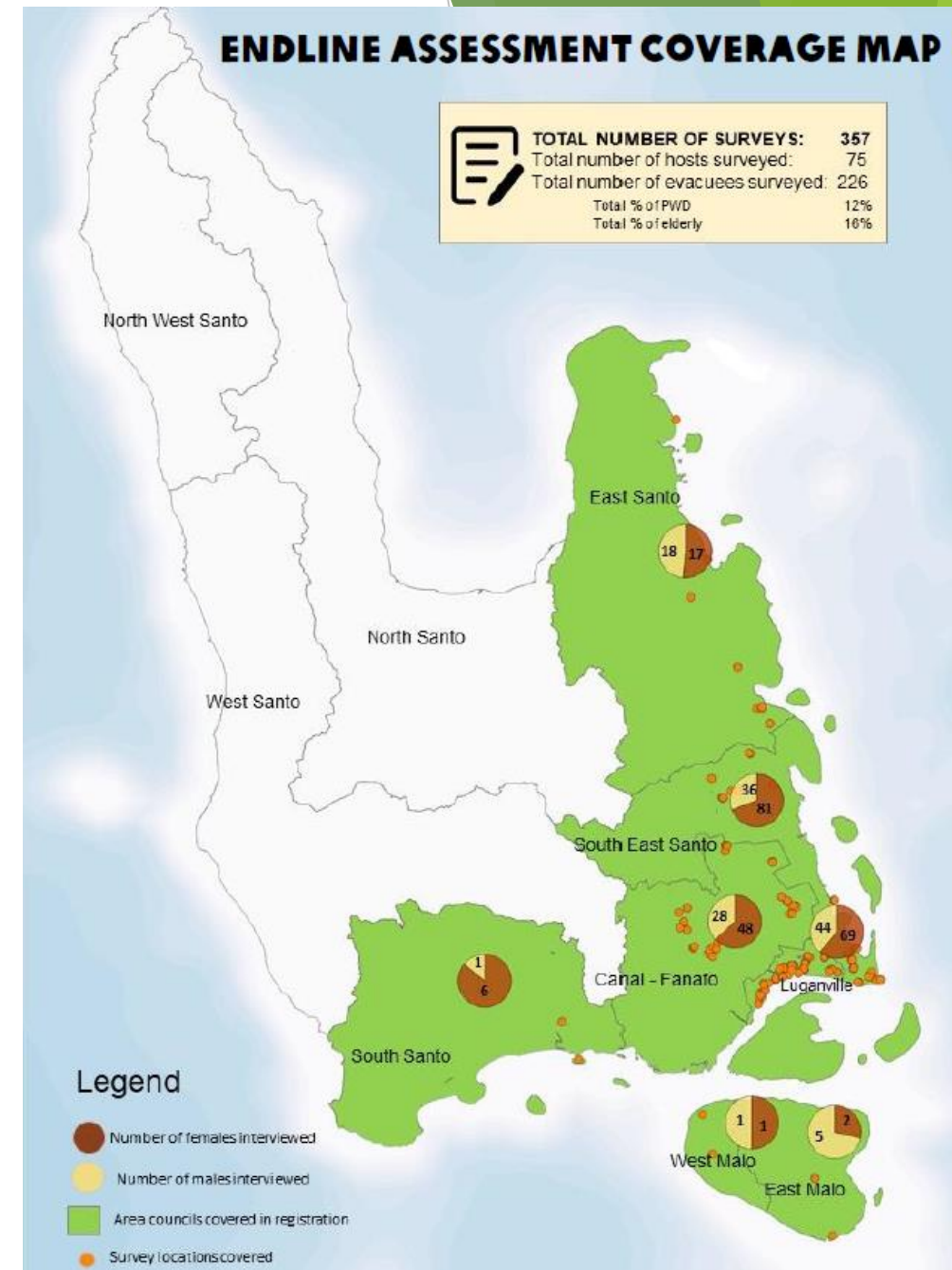
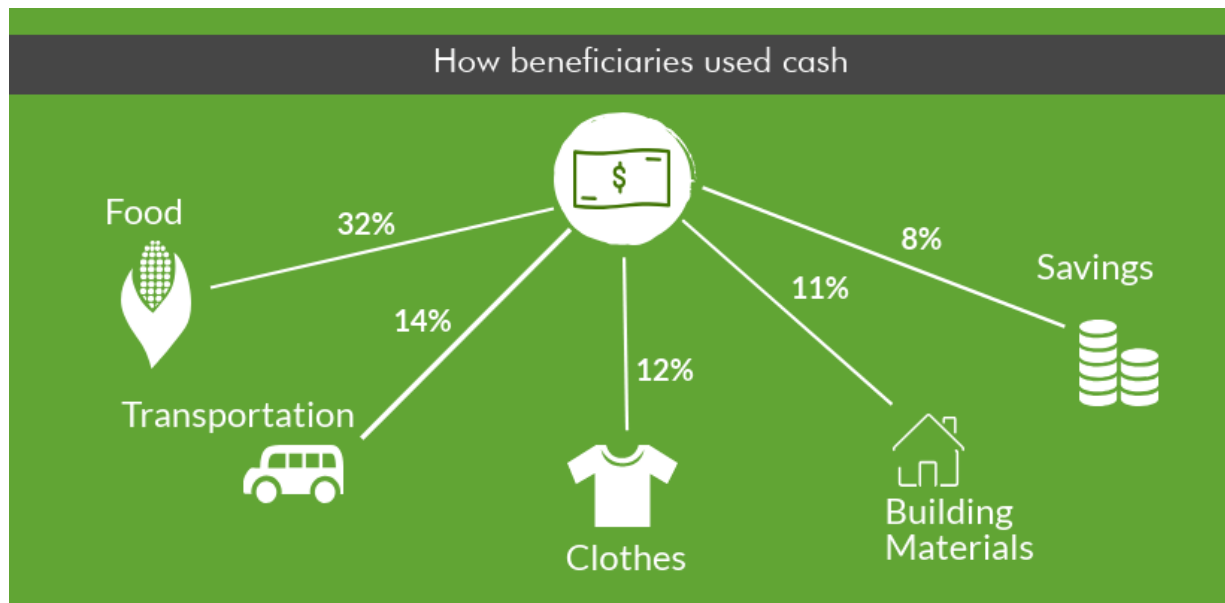
## Partnerships

- VDPA, Vanuatu Red Cross
- Sanma Province
- Local Banks



# Results – Multiplied impact

- ▶ Over 13,000 people assisted (over 80% of displaced pop)
- ▶ 14% increase in evacuees engaged in livelihoods activities
- ▶ 16% decrease in livelihoods “stress” (negative coping strategies)
- ▶ 33% increase in evacuees living on their own (purchased) land
- ▶ 12% increase in access to savings
- ▶ 98% reported improvement in ability to meet basic needs





STEP 3:  
innovate.

Faster, cheaper, easier & transparent

# The UnBlocked Cash Project



Use Technology to  
Make CVA:

- ✓ Faster
- ✓ Cheaper
- ✓ More  
transparent
- ✓ Easier to deliver
- ✓ For all

# The Unblocked Cash Project Is:

- An embedded approach (preparedness)
- Community Economic Empowerment
- Advanced Tech Designed for Localization
- Unique: flexibility, user-centred design, open
- Goes “beyond the branch” (FSP)



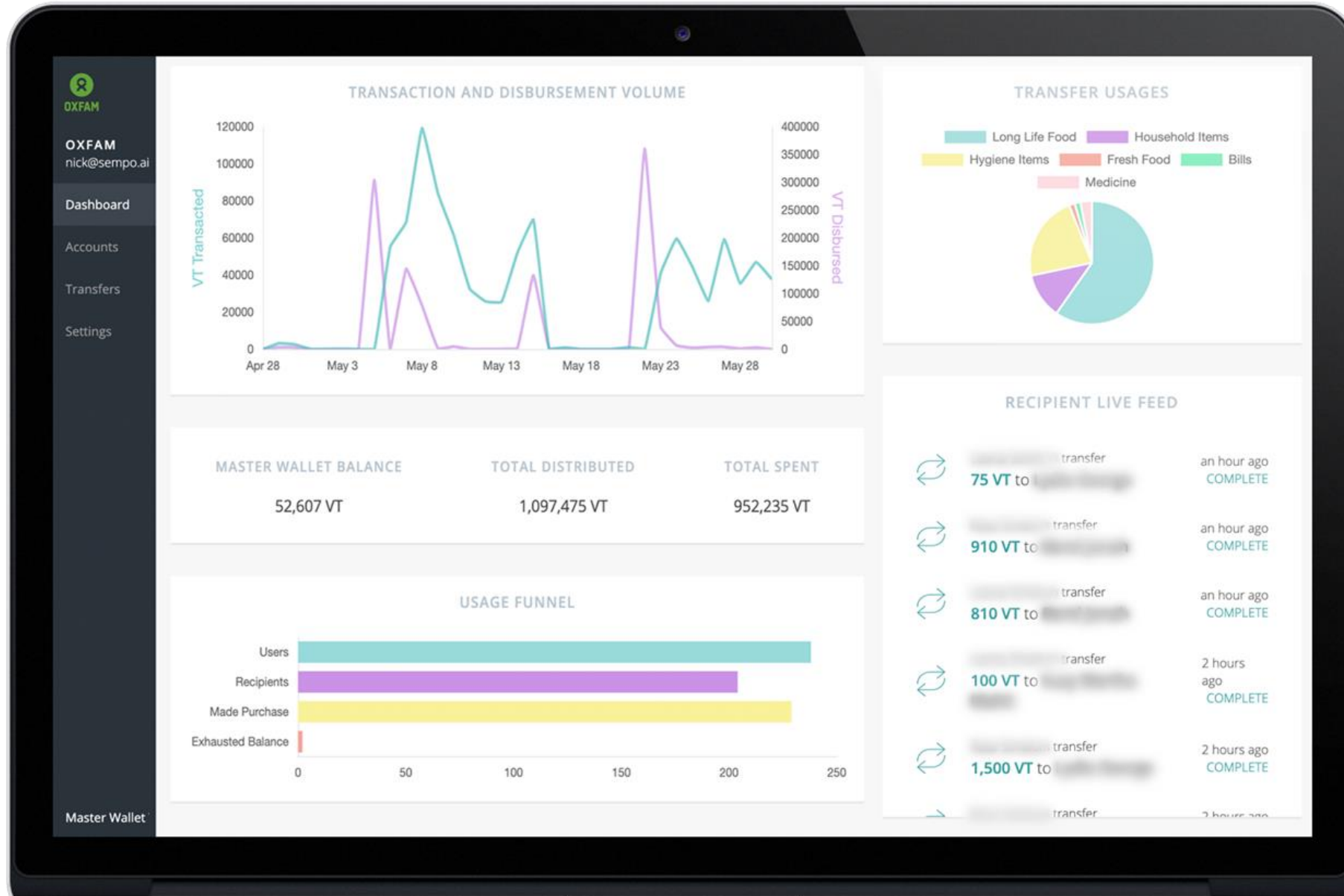


- ✓ 2 communities in peri-urban Port Vila
- ✓ 187 recipients (1209 total, families incl.)
- ✓ 29 vendors - small shops, schools, fresh foods
- ✓ Single mothers, widows, people with a disability and LGBTQI+
- ✓ 4,000 Vatu each = \$ 50 AUD
- ✓ 1 week to shop
- ✓ Over 1,500 transactions



**OXFAM**

# Instant traceability & transparency



**What's  
being  
bought**

**By who,  
where,  
when**



# Outcomes

## Register & Receive

Before: > 1 hour

Now: < 6 minutes

## Satisfaction

Before: 92%

Now: 98%

## Set-Up time

Before: 1.5 months

Now: 2 weeks

Transaction fees: >2% → 60%+ reduction

## Additional Highlights

- ✓ **FASTER: Vendor payments weekly**
- ✓ **Small vendor support → economic recovery**
- ✓ **First Global Example: community-based development of a blockchain solution - more inclusive, more robust**
- ✓ **A young, tech-savvy team - youth employment and empowerment**
- ✓ **Works offline - low infrastructure settings**
- ✓ **Only 30% had used a smartphone - simple UX = digital inclusion**





A group of people, including men, women, and children, are gathered outside a building with a corrugated metal roof. The scene is set in a rural area with lush green trees and vegetation. The people are engaged in various activities, some standing and talking, others looking towards the building. The overall atmosphere is one of a community meeting or a public gathering.

# Challenge: Card Authentication and Security

**Lesson: Community Trust**  
Use existing trust networks.  
People trust each other more than institutions



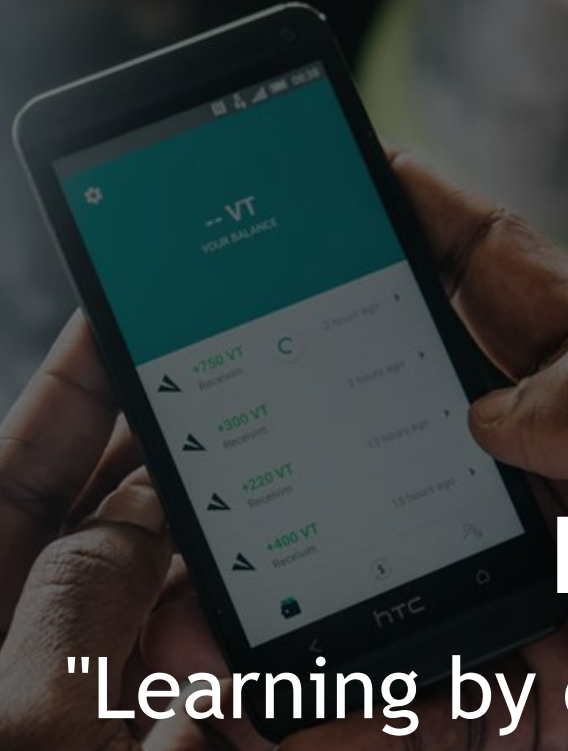
**Challenge:**

**Repayment of smallest vendors**

**Lesson: The Super Vendor**

Leverage larger vendors to facilitate “cash out” for all. More empowering, more accessible, and less

**Challenge:**  
Community familiarity  
with tech



**Lesson: Digital Access**

"Learning by doing" improves capacities,  
digital inclusion & literacy

# Next Steps: Pilot Phase II

**WHERE: Tanna**

**WHO: 1000 recipients. 100 vendors**

**WHAT: Confirm usability & test scalability**

**WHEN: January - May 2020**

**HOW: Seeking Partnerships**

**ALSO: Blockchain Education & Learning**