

7.5 - Emergency Support Response Team (ESRT) Reception Centre Management Audit

Audit Objective: To determine whether ESRT plans for and operates reception centres to effectively support displaced persons.

Audit Scope: All 2023 and May 2024 reception centre activations.

Overall Conclusion: ESRT plans for and operates reception centres to effectively support displaced people.

Recommendations to ESRT:

1. Identify and document the full list of responsibilities and training requirements for key roles during a reception centre activation.
2. Provide home position supervisors with sufficient information of ESRT's expectation of their oversight, and access to the reception centre shift information.
3. Implement a post-activation process that evaluates activations for lessons learned and tracks implementation of identified opportunities for improvement.