

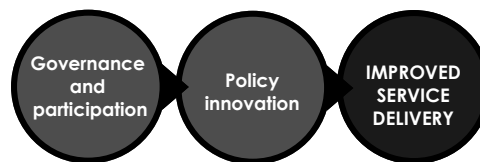


# ZEESM Project Newsletter

Vol. 1 | August 2017

## Supporting Inclusive and Sustainable Development in Oé-Cusse Special Administrative Region

The UNDP is working with authorities in Oé-Cusse to operationalize the Special Administrative Region (SAR) and the Special Zones for Social Market Economy (ZEESM) and to strengthen institutional capacity to deliver services to the people of Oé-Cusse. The framework for UNDP's support to Oé-Cusse SAR and ZEESM is built around two components: 'governance' and 'sustainable and innovative development'. The programme focuses on policy innovation to improve service delivery in key areas of development for the region: tourism, business development, agriculture and health.



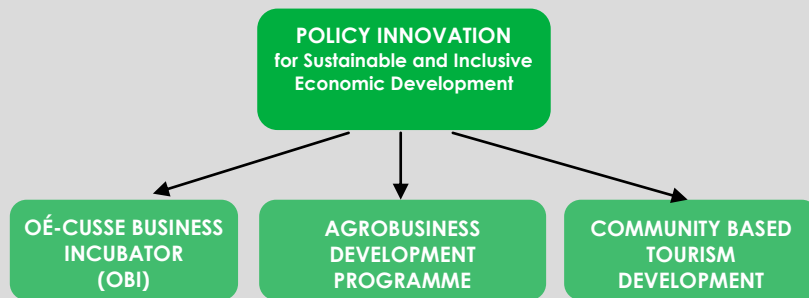
### What's inside?

- 1** | **NEW LAUNCHING:**  
The Oé-Cusse Business Incubator (OBI)
- 2** | **COMMUNITY BASED TOURISM:**  
First set of meetings in Oesilo and Fonte Sagrada
- 3** | **SUCCESS STORY:**  
Improving Health Care through data collection
- 4** | **COMMUNICATION:**  
Web Development
- 5** | **PROCUREMENT:**  
Training session and new materials

UNDP is supporting **local economic development** processes in Oé-Cusse by accompanying the territories in the definition of economic participatory development strategies, based on the endogenous potentialities and resources as well as exogenous opportunity factors. The aim is to endow the territories with local capacities and to generate decent employment opportunities by promoting regional specialization.

In this manner, UNDP is providing support to Oé-Cusse local economic development in several areas:

1. Definition of priorities with the community
2. Leveraging existing assets and opportunities
3. Skills and technical assistance



## LAUNCHING OÉ-CUSSE BUSINESS INCUBATOR

### Launching of the Oé-Cusse Business Incubator



Last 16<sup>th</sup> of June the Oé-Cusse Business Incubator was launched by the President of ZEESM TL & RAEOA, Dr. Mari Alkatiri, on behalf of the Regional Secretariat of Tourism and Commerce, Inácia da Conceição Teixeira.

Aiming to foster sustainable livelihoods in the region, ZEESM TL has launched the Oé-Cusse Business Incubator (OBI) with the purpose of helping develop micro,

small and medium businesses and build regional business capacity. Under the heading of "Stop thinking, start building", this initiative is a ZEESM sponsored programme that seeks to speed up the growth and success of startup and early stage companies, while supporting entrepreneurs in gaining access to funds —either internal funds or through external sources.

#### DEMOGRAPHIC GAP

During the launching, Dr. Alkatiri took the opportunity to address the demographic gap which means that more women than men in Oé-Cusse are between 15-49, the most economically active age group.

Currently, the OBI is located at the Secretariat of Tourism, Industry and Commerce, to foster networking among entrepreneurs and their OBI specialists. Undoubtedly, this is the ideal place where entrepreneurs can receive pro-active, value-added support,

**Dr. Alkatiri addressed that more women than men in Oe-Cusse are between 15-49, the most economically active age group**

and access to critical tools, information, education, contacts, resources and capital that may otherwise be unaffordable, inaccessible or unknown.

## WHY OBI WILL MAKE THE DIFFERENCE?

Business Incubator Statistics demonstrates that this tool can increase chances for success of local business. According to NBIA Survey, **87% of graduate entrepreneurs from Business Incubators are still in business after 5 years.** In addition, this study shows that 84% of graduates stay in the community they were incubated and is a good investment for the government and the company since in the long term will generate more tax revenue than it cost. For that reason, ZEESM TL committed to developing an inclusive business that will lead an inclusive growth at the same time it can deliver sustainable solutions that alleviate poverty at scale.



## Who benefits from the Business Incubator and how?

### WHO

- Associations and groups
- Cooperatives
- Small and médium enterprises (SMEs)
- Individual entrepreneurs (new or already working)

### SERVICES

#### Access to Capital

- Seed Fund through a "Competition of innovative ideas"
- Guarantee found for loans

#### Mentoring and training

- Assesment of needs, strengths and weaknesses of each entreprise or business idea
- Practical business skills training and tolos
- One-on-one mentorship from skilled coaches on market Access, financial and administrative skills and improved production
- Networking and group work with fellow entrepreneurs

## OBI GOALS

- ✓ To promote a business enabling environment.
- ✓ To develop small and medium business in Oé-Cusse by supporting prioritized value chains in the territory.
- ✓ To increase employment and income generation by promoting access to capital, knowledge and market local business

## WHY INCLUSIVE BUSINESS?

Inclusive business can deliver sustainable solutions that alleviate poverty at scale. When a pro-poor intervention depends on grants, its scale is limited by funds and donor decisions. However, when a pro-poor opportunity generates profit for a business, it can grow, evolve and adapt in new markets.

INCLUSIVE BUSINESS

=

DRIVER OF INCLUSIVE GROWTH

**"87 %of graduate entrepreneurs from Business Incubators are still in business after 5 years"**

**"By prompting access to capital, markets and knowledge, we will help set up an encouraging environment for local entrepreneurs"**



## Communities in Oé-Cusse take a leadership role to develop sustainable tourism



All the members of the community in Oesilo area actively participated in the workshops were many new ideas emerged to promote tourism in the region.

One of the fundamental elements of sustainable tourism development is that the government and tourism industry take into consideration the views and aspirations of the host community. By being directly involved in development of tourism, community is more likely to become an active partner and take a particular role in the ownership and sustainability of initiative. In Timor Leste government has set tourism development as one of its prime

sectors for diversifying the economy and community based tourism as a tool for inclusive development.

With this direction UNDP is providing technical support to Regional Secretary for Community Tourism RAEOA – ZEESM TL in Oé-Cusse, Timor Leste, and working together with locals from remote areas of Fonte Sagrada, Bobocase and Oesilo to develop community based tourism.

### MORE THAN 100 PEOPLE

After successful implementation of planned activities, in which more than 100 people have actively participated, working groups will be the carriers of two newly developed tourism products, while with support of OBI, at least 4 new tourism businesses and services will be developed. In 2018, Oé-Cusse will be able to offer travel packages potential visitors in Fonte Sagrada and Oesilo.

### METODOLOGY

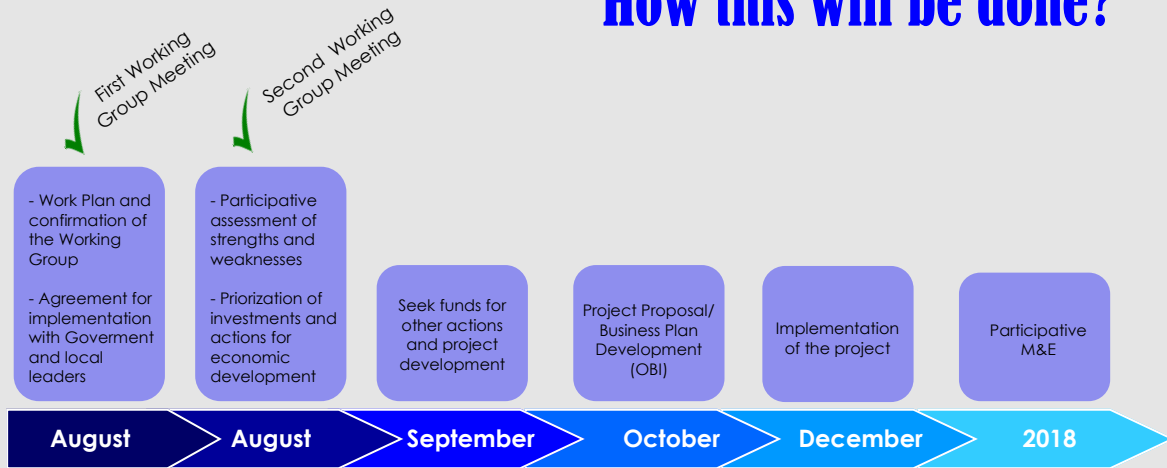
#### Community Empowerment through establishment of Working Groups

- Stakeholders from private sector, community, education, NGO's and ZEESM TL, with equal representation of women and men.
- These members will seek to agree on common vision of the development of the region, keeping in mind environmental protection.
- They will detect needs, prioritize actions and concur in investments to make them reality.

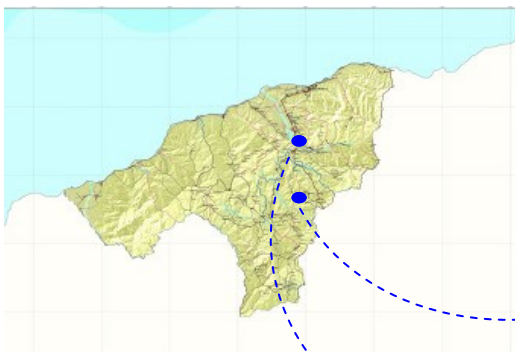


Working groups must have equal representation of women and men.

# How this will be done?



**“Community based tourism means that travelers come and share knowledge and experiences with the local people, whereas both the traveler and the host learn ”**



**Fonte Sagrada**



**Oesilo**

## DARWIN-DILI YACHT RALLY



During the last week-end of August, contestants from the Darwin-Dili Yacht Rally took the opportunity to meet the local communities in Fonte Sagrada and Oesilo.

Regional Secretary of Community Tourism, RAEOA-ZEESM TL, hosted complementary guided tours with the aim of piloting community based tourism packages in Oé-Cusse region and assessing needs and expectations of tourist, when visiting the destination. Furthermore, the team also observed the responsiveness and interaction of communities with the visitors and potential needs for capacity building.

## Bringing positive changes to health care in Oé-Cusse through improved data collection

The Secretary of Health in ZEESM TL with UNDP and Ministry of Health support has implemented a training session for Timorese health management information system officers in order to improve existing data management and reporting system that guarantees evidence based decision making

The Secretary of Health in ZEESM TL, Lusía Taeki, in collaboration with UNDP Public Health Manager, Joel Okello, has been responsible for leading this team with two main goals: identify barriers to adequate data collection of the current data management system and propose steps toward the strengthening of the district health information system.

**“Data is like a bell that sounds a warning and corrective action has to be taken as a result”**

With a large experience in the field of Public Health, Okello's intervention is part of an attempt to improve the web based district health information system for ZEESM TL. Currently, Okello is a UNDP International Volunteer supporting the ZEESM's Secretary of Health in Oé-Cusse. As a Public Health, Monitoring and Evaluation expert, Okello is specialized in strengthening health management information systems –especially district based systems–, an area he implemented five years ago in 34 districts in Uganda. In Oé-Cusse, his work is focused on carrying out an assessment of the current data management systems and jointly developing a strategy to improve data collection with district and health facility based staff.



In total, eight health management information systems officers attended the training sessions.

### TRAINING SESSIONS

In total, eight health management information system officers from the district hospital and community health centers attended the training session facilitated by Dr. Murali Krishna that took place on 4<sup>th</sup> and 5<sup>th</sup> of July 2017 in Oé-Cusse.

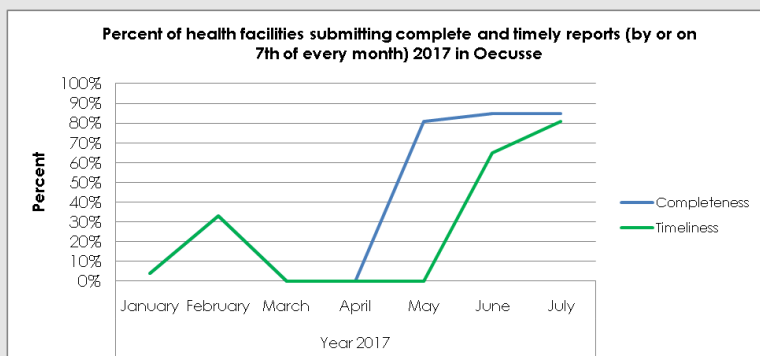
During the training, Okello highlighted the importance of health care data being available to improve decision making process of the Timorese government and health officials. “The health data system faltered in the past, with poor quality data that is unsuitable for decision making”, claimed Okello, and added: “Without quality data defined by timeliness, completeness and accuracy, evidence based decisions cannot be made. Data is like a bell that sounds a warning and corrective action has to be taken as a result”. Overall, this personnel training is a part of an ambitious project aimed at ensuring that health care decisions and

investments are based on timely, complete and accurate information.

After reviewing the current data management and reporting system, ZEESM TL with the support of UNDP Public Health Manager based in Oé-Cusse, came to the conclusion that staff capacity enhancement, Internet access, availability of data collection tools and reporting forms at health facility were the key constraints where they should concentrate all effort. For this reason, the system is now based on dedicated staff, called Health Management Information system (HMI), whose job is to gather and verify the data before updating the database.

Monthly reporting forms have also been distributed to all 22 health facilities in Oé-Cusse. Mentoring of health staff on data management will continue to ensure that gains observed in the last two months are sustained.

### Timeliness and completeness of reporting (January-July 2017)



**HMIS reporting was haphazard before the refresher training conducted at the beginning of July 2017. However, with the training and mentoring of health information system officers conducted prior to the training, improvement in reporting rates based on complete Outpatient and Inpatient reports has improved**

# COMMUNICATION WEB DEVELOPMENT



— OÉ-CUSSE AMBENO & ATAURO | TIMOR-LESTE —



**AUGUST 16, 2017: THE ENTIRE ATONI YOUTH MEET FOR THE FIRST TIME IN AN EVENT AIMED TO CREATE NETWORKS FOR YOUTH DEVELOPMENT**  
The event, organized by the Regional Youth Centre of Oé-Cusse and supported by the National Secretary of Youth and Sports in collaboration with ZEESM TL, has gathered nearly 100 youth people from Haasae, Oeú, Nibak and Peneh/Veasae districts. For the first time, a nunggal [...]

**AUGUST 16, 2017: COMMUNITIES IN OESILO AND FONTE SACADA TAKE A LEADERSHIP ROLE ON THE DEVELOPMENT OF SUSTAINABLE TOURISM IN THEIR LOCALITIES**  
In total, over 100 people have actively participated in four workshops organized by ZEESM TL, in collaboration with UNDP where many new ideas have emerged. This work constitutes the first phase of an ambitious community-based tourism project that will develop two travel packages [...]

**AUGUST 2, 2017: CONTESTANTS FROM THE DABWIN DILI YACHT RALLY LEAVE OÉ-CUSSE AFTER THOSE ENJOYABLE DAYS FILLED WITH ADVENTURE AND CULTURAL IMMERSION**  
The participants, coming from Australia, New Zealand and the United States, specially appreciated the hospitality of the abor people and expressed hopes for promising future of the tourism in the region. In the evening of 2nd of July, approximately, the crew of Antaresa and Madani [...]

A user orientated website that gives the citizens and residents of Oé-Cusse direct access to current information on activities, achievements and goals of ZEESM TL when and where they need it has been created.

Created with citizens in mind the concept, design and content were created to ensure ease of access. The website, www.ZEESM.tl is multilingual, with versions in Tetum, Portuguese and English and was created in conjunction with UNDP. Pages are clearly laid out, easy to navigate. Search boxes are on every page, along with clouds of key words that lead to summaries of information on those items, a tradition dropdown menu was also included.

**“Our website news pieces are filled with accurate information and easy to upload: it is great to see an informed debate spread from our website across social media”**

João Roberto C. V. Soulé, RAEOA - ZEESM TL Marketing Adviser

Aware that some citizens live in areas with poor internet connections, the UNDP website designer, Anne Kennedy, increased speed by focusing the photos without compromising quality, ensured links opening in new tabs and using short pages.

# PROCUREMENT TRAINING SESSION



The Zeesm Procurement unit is an example of effective capacity development. Poor knowledge and understanding of processes and standards can often lead to a perception of lack of transparency and efficiency in public sector delivery. Since 2015, the procurement unit has implemented several actions: a

procurement strategic plan; SOPs development in line with national regulation; training to all staff in the SOPs and procedures to ensure transparency and effectiveness in procurement; develop a procurement unit with skilled staff; and procured items and launched large international tenders.

## DURING JUNE 2017

A Procurement training on the new Procurement Manual/SOPs for the SAR/ZEESM Procurement staff was delivered by International Procurement Advisor in June. Scenario cases were also presented during the training to provide hands-on training to local procurement staff, demonstrate the best practice and refresh their professional knowledge.

For more information about the ZEESM Project please contact:

Laura Fiorotto, UNDP & ZEESM TL Project Manager  
UNDP mail: maria.fiorotto@undp.org  
Mobile: +670 7723 1969

