



# 14<sup>th</sup> SPC Heads of Fisheries Meeting

14–17 June 2022



Pacific  
Community  
Communauté  
du Pacifique

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Information paper 8

## SPC member request management system

FAME

## Introduction

1. The 12th SPC Heads of Fisheries, Outcome item 8c, requested The Pacific Community (SPC) Fisheries, Aquaculture and Maritime Ecosystems (FAME) division to continue to ensure that FAME priorities are aligned with member needs. The meeting noted the ambitious work programme and highlighted the need for SPC FAME to further prioritise SPC members' requests, particularly considering the current COVID-19 context.
2. The 13th SPC Heads of Fisheries noted the results of the online explorer which included country specific reporting information, and the development of a member request tracking system.
3. In 2021, SPC FAME began implementing a trial of a member request tracking system, which records the SPC member requests for support and tracks the actioning of the requests using a request protocol.
4. This protocol establishes the process by which a formal request for assistance should be submitted by SPC members and processed by FAME. It also details any actions, issues and/or changes taken by FAME staff.
5. This protocol and the member request tracking process are open to revision and will be adapted as both SPC and members trial and assess this system.

## Definition of key steps

6. **Official member request:** an official letter or email addressed to SPC and submitted to the Director General or FAME Director and copied to the [fame\\_support@spc.int](mailto:fame_support@spc.int) providing details of the assistance requested by the SPC member.
7. **Official letter or email:** a letter (scanned or electronic), or email, with the official government letterhead template, detailing the member's request, including the priority area(s), specific technical needs requiring SPC support, the duration or expected timeframe, key contacts, and other relevant information, usually signed by a SPC member representative.
8. **SPC Member Representative:** a person who works for a SPC member and holds valid credentials to submit a request on their behalf. This will be determined by the SPC member, but usually includes the Minister, Permanent Secretary/Secretary, or fisheries agency Director.
9. **Request aligned with member priorities and needs:** the details of the request mention the relevant national or regional level priority or need.
10. **Emergency:** Request to SPC FAME for technical assistance in the event of critical natural disasters or other contingencies.

## Process

11. The official member request process has three stages:
  - Stage one: submission of an official member request
  - Stage two: Review of alignment of the request with SPC FAME's work areas and priorities and FAME's available resources to respond to the request
  - Stage three: Implementation and tracking of FAME's response to the request
12. In the first stage, a representative of the SPC member submits the request through an official letter or email to SPC's Director General or FAME's Director and copying the FAME team at [fame\\_support@spc.int](mailto:fame_support@spc.int).
13. The official letter or email should explain the type of assistance needed and note the category, or categories, of assistance requested:
  - Respond to an emergency or natural disaster.
  - Make progress towards national priorities.
  - Make progress towards regional priorities.
  - Respond to an emerging issue of the SPC member.
14. The official request should also outline the urgency of the assistance being requested.
15. The SPC member representative will receive an acknowledgement of receipt of the request.
16. If the request is not submitted through an official letter or email and/or does not provide sufficient information under the categories of assistance listed above, the representative of the SPC member will be notified of the missing elements and asked to resubmit the request with the missing information. Assistance will be provided to submit an adjusted request.
17. If the request is properly submitted and provides the necessary information, the SPC FAME team will proceed with the second stage of the process, which includes:
  - Review of the strategic alignment of the request against SPC FAME's work programme priorities, which includes:
    - a. SPC Strategic Plan
    - b. FAME Business Plan
    - c. Existing projects
  - Review of available FAME resources to cover the request:
    - a. Funding available under existing projects or programmes
    - b. Availability of FAME staff with appropriate expertise
    - c. FAME's capacity to respond within the expected timeframe

18. If the request meets the second stage criteria, the representative of the SPC member will be advised by SPC FAME what can be done, how and by whom. If there are no available resources within SPC FAME to provide an effective response to the request, alternatives will be evaluated, such as outsourcing or support from external partners.
19. The SPC official response to the request will be sent by FAME's Director or Deputy Director. This response will include the outcome of FAME's ability to respond to the request, expected timeframe to provide a response to the request and the FAME staff member(s) that will be covering the response to the request.
20. The third stage of the process consists of actioning the requested support. This will vary depending on the duration, resources, and other considerations of each individual request. FAME staff will liaise with the SPC member's counterparts to action the request.
21. Documentation of the status of the request will be maintained by FAME staff in the Member Request tracking system.
22. Throughout the process described in this protocol, the SPC member representative will be informed about the status of the request. By 2023, SPC FAME plans to have a specialized website in which SPC members can directly consult the status of their requests.
23. SPC member representatives will be guided throughout the implementation of this protocol by the SPC FAME team. The feedback provided by SPC members on the member request tracking system are requested to help make improvements to the process and tool.
24. An infographic of the member request process is attached to this Information Paper.

# 14TH HEADS OF FISHERIES MEETING

## OFFICIAL MEMBER REQUEST PROCESS



FIRST STAGE - SPC MEMBER

WHO

SPC Member

WHAT

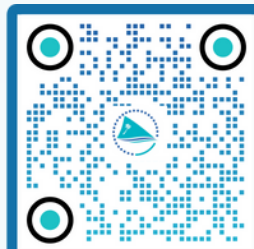
Sends an official letter or email detailing the request to **SPC** and **CC FAME\_support@spc.int**

and

The request should outline the type of assistance needed and note the category, or categories, of assistance requested:

- An emergency or natural disaster
- SPC Member national priorities
- Regional priorities
- Emerging issue of the SPC Member

✗ Criteria not met



FAME EMAIL

The representative of the SPC Member will be informed about the missing elements of the request and will be assisted to adjust the request.

✓  
Criteria met

SUBMISSION

SECOND STAGE - SPC

WHO

SPC FAME division

WHAT

Reviews if the request is aligned with priorities detailed in:

- SPC Strategic Plan
- FAME Business Plan
- Existing programmes/projects' scope of work

Reviews if the following resources are available:

- Funding under existing programmes or projects
- FAME staff with relevant expertise on the subject of the request
- FAME's capacity to respond within the expected timeframe

✗ Resources not available

Explore options such as outsourcing support or external partners

✓  
Criteria met

REVIEW

THIRD STAGE - SPC

WHO

SPC FAME division

WHAT

- Advises SPC Member on what can be done, when, how and by whom.
- Executes the response to the request.
- Liases with SPC Member relevant counterparts.
- Documents status of the request.
- Reports outcomes of the request.



IMPLEMENTATION