COMMUNICATION AND COMMUNITY ENGAGEMENT TOOLS AND RESOURCES

All of these resources and more are available at: www.cdacnetwork.org

This document lists tools and resources created, or curated, by the CDAC Network that are available to your organisation to build capacity for communication and community engagement. They can be divided into the following categories:

1. TOOLS AND GUIDANCE
2. TRAINING RESOURCES ON COMMUNICATION AND COMMUNITY ENGAGEMENT
3. SURGE CAPACITY
4. RESEARCH, LEARNING AND ASSOCIATED CASE STUDIES
5. RECENT CDAC NETWORK BLOGS
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1. TOOLS AND GUIDANCE

Collective Communication and Community Engagement in humanitarian action: How to Guide for leaders and responders

The *How to Guide* brings together decades of best practice in supporting communities and affected populations fully participating in the humanitarian assistance they receive. The guide describes the **framework**, **minimum actions and services** for communication and community engagement, and the vision for a **collective approach**. It provides **practical guidance** on implementing the minimum actions and services, setting up national, multi-stakeholder platforms and providing leadership, championing and advocacy for change in this area. It is based on action research into a number of initiatives and organisations as well as gap analyses and recommendations for strengthening and scaling practice. The guide is intended primarily for practitioners and leaders working in national and international humanitarian and media development organisations as well as other entities involved in preparedness, response and recovery. Currently available in **English**, **French**, **Portuguese** and **Spanish**. This document will soon also be available in **Arabic**.

Communication is aid – animation

In any emergency, be it natural disaster or man-made, people's lives are turned upside down. Knowing what's happening, where to go for assistance and who to call for help is crucial to their survival and recovery. This animation provides a short

introduction to the concept of communication as aid. Available in **Arabic**, **English**, **French** and **Portuguese**.

Assessing Information and Communication Needs: A Quick and Easy Guide for Those Working in Humanitarian Response
This tool provides guidance on steps humanitarian responders can take to assess and determine how to enhance communication with and among communities at different stages of an emergency. Five key questions are suggested, including explanations of why these questions should be asked, and how agencies could act on this data to improve communication in humanitarian response. A 'Pocket Guide' is also included, which is designed for field practitioners and can be printed on one double-sided sheet of paper. Available in **English** and **Nepali**.

Suite of Common Needs Assessment Tools
These tools were developed in a partnership between BBC Media Action, International Media Support (IMS) and Internews. They are a suite of common tools for conducting communication needs assessments following a disaster. **Download**. The suite of common tools includes:
- A Guidance Note on Using the CDAC Network Common Communication Needs Assessment Tools
- Questionnaire for Use with Affected Population
- Humanitarian Responder Questionnaire
- Media Station Profile Questionnaire

Message Library
The Message Library is an online searchable database of messages, organised according to the type of threat that acts as a reference for those wanting to disseminate critical information to affected populations in an emergency. The Message Library, originally developed by infoasaid, has been developed in collaboration with different UN clusters working in humanitarian response. It can be used both as a disaster preparedness tool and following the outbreak of an emergency. Translators without Borders has contributed a wide selection of translations to the Message Library, which now exists in: Arabic, Chinese, English, French, Hindi, Bahasa Indonesian, Portuguese, Spanish, Somali, Swahili. Extracts, with translations relevant to particular crises such as the Ebola outbreak in West Africa, Nepal Earthquake, and the Burundian Unrest in 2015, exist in Krio, Temne, Mende, Nepali and Kurundi respectively. **Visit the Message Library**.

Rumour has it: a practice guide to working with rumours
Effective management of rumours is critical in disasters. This practice guide draws on the experiences of agencies and documents approaches, practices and tools to assist those working with rumours. It is aimed primarily at humanitarian programme managers and field staff to provide them with practical tips on how to work with rumours in their response programmes in a way that is achievable amid competing demands. Part one focuses on the theory behind rumours; part two explains the key steps and considerations to identifying and addressing rumours; and part three

examines different roles and responsibilities in working with rumours. Available in **Arabic**, **English** and **French**.

Media Telecommunication Landscape Guides
The Media and Telecommunication Landscape Guides are online guides that provide comprehensive and detailed information on the media and telecommunications landscape across 20 emergency-vulnerable countries. As part of CDAC Network's work with preparedness response in Bangladesh and South Sudan, Media and Telecommunication Landscape Guides were also developed. **Access the Media and Telecommunication Landscape Guides**.

Innovation labs
In order to ensure innovation works more effectively for people affected by humanitarian crises we spent two years working with the Start Network supporting four innovation labs – in Bangladesh, Philippines, Jordan and Kenya – among underserved communities at risk of or facing recurrent and protracted crises such as drought, typhoon, flooding and conflict. The labs supported local, scalable solutions to protect communities living in disaster-prone environments and advance innovation in the sector by involving people in crisis at all stages of the process. During the process, we generated a series of tools and guidance for those looking to support scalable local innovations, and to instil issues around safeguarding for those new to the humanitarian and development sectors.
1. **Innovation Labs Briefing Paper**
2. **Identifying viable business models in crisis environments** – available in Arabic, Bengali, English and French
3. **Support models for humanitarian innovation**
4. **Community-centred design and humanitarian innovation** in Arabic and English
5. Download **Safeguarding training tools for people new to humanitarian work**

Service Directory
The Service Directory is a static brokering platform that provides those working in humanitarian response with information about various tools and services at their disposal to help them communicate better with communities. There are a range of resources available that fit a variety of different needs, from managing SMS online for data collection to managing information following a disaster. **View**

2. TRAINING RESOURCES ON COMMUNICATION AND COMMUNITY ENGAGEMENT

E-learning course: Communication is aid
An introductory, three-hour e-learning course that introduces the concept of communication as aid. It takes participants through a number of interactive scenarios to teach the basic elements of how to engage and provide information for affected communities and establish communication mechanisms for dialogue. This is a 2018 update to the course originally developed through the BBC Media Action and Internews *infoasaid* project. Hosted on Kaya by the Humanitarian Leadership

Academy, this course can be taken on its own or as a precursor to other courses.
Find more and take the e-learning course

Technical Training and Facilitators' Notes: communication and community engagement in humanitarian response
Modular in format and normally run face-to-face over five days, this course takes managers and field staff through the theory and practice to ensuring communication and community engagement are a predictable, consistent and resourced element of emergency preparedness and response. It develops the knowledge and skills to: provide information for people affected by disaster to save lives and mitigate risk; set up mechanisms for two-way communication between humanitarian actors and the people they seek to serve so that humanitarian programmes are informed by communities, enable their participation in humanitarian response and enable them to hold actors to account when something isn't right; enable communication between disaster-affected people themselves to keep people connected to each other; and, engage in collaboration across different humanitarian actors, with different humanitarian actors to harness different experiences, skills and expertise.
Download the Training Pack and Facilitators' Notes for this course

Advanced technical training: communication and community engagement in humanitarian response
The advanced technical training is for two primary audiences: i) field and technical staff who have completed the technical training and whose work requires a more in-depth knowledge of communication and community engagement, and ii) senior staff or those on deployment rosters, who need to have a deeper knowledge of communication and community engagement. It covers a number of subjects including needs assessments, planning, resource mobilisation, implementation, monitoring and evaluation. **More information about the Advanced Training**

Briefing Module
In this two-hour module participants receive an overview of what communication and community engagement is, why it is important and how it feeds into improving accountability and participation. **Download the briefing module**

3. SURGE CAPACITY
Humanitarian communication and media roster
The Humanitarian Communication Roster is a roster of expert personnel in humanitarian communication managed by NORCAP for the CDAC Network. It aims to ensure that CDAC Network Members and other humanitarian responders can rapidly access communication experts to enhance their preparedness and emergency response activities to meet the information and communication needs of those affected by crisis. **More about the humanitarian communication and media roster**

CDAC expert pool
The CDAC expert pool comprises of experts in communication and community engagement to support the delivery of its three strategic aims for 2018-2021.

Consultants can include: individual expert consultants, consultancy companies, think tanks, academic and research institutions. If selected, consultants will be approached to consider specific short-term assignments. The pool will complement the work of the small CDAC Secretariat team and will enable CDAC to have additional capacity at short notice from individuals who are fully conversant with CDAC's strategy and related activities and whose expertise is proven to be of high quality. This pool is separate to the Humanitarian communication and media roster, listed above. **More about the CDAC expert pool**

4. RESEARCH, LEARNING AND ASSOCIATED CASE STUDIES

Accidental and intentional innovation: valuing what's there – May 2019
Humanitarian Innovation. Some look to it as the future of an overburdened sector. Some, more sceptical, might claim the very term is an oxymoron. Others see it as a distraction, or a further division between the powerful and powerless in emergency contexts. Undoubtedly, many are still struggling to know what exactly it means. All of this and more was thrown open for discussion on May 7, 2019, when humanitarian practitioners gathered at the Thomson Reuters Foundation in London at the CDAC Network event '"Accidental and intentional innovation: valuing what's there" to discuss the role, rhetoric and risks of community and global innovation in the fields of Communication and Community Engagement (CCE) and Accountability to Affected Populations (AAP). Download the **background paper** to the event. Read the **summary of the discussions**. Download the **full report**.

DEPP Innovation Labs Briefing Paper – February 2019
The Disasters and Emergencies Preparedness Programme (DEPP) Innovation Labs is a two-year programme that aims to foster, and eventually scale up, innovations that address key problems faced by disaster-prone communities. The programme, coordinated by the CDAC Network and Start Network, has established 'lab' spaces in disaster-prone com-munities in Bangladesh, Jordan, Kenya and Philippines. Here, lab staff work directly with disaster-affected communities to identify, design and develop promising innovations in disaster preparedness. These labs have created the space for experimentation, community participation and new forms of interaction with external partners that may not be possible in traditional top-down programmes. Many of the innovators are from the community themselves, with limited experience and knowledge of developing and scaling innovations, but with knowledge of local issues and priorities. Lab staff have developed unique and comprehensive packages of support to help build capacity and to guide these innovators through the process. **Download**

Real-Time Evaluation of Communicating with Communities Coordination in the Rohingya Response – November 2018
The Rohingya response was one of the first to integrate Communicating with Communities at the outset of the crisis. But it also proved one of the most challenging environments for communications that humanitarian agencies and workers had encountered. This evaluation assesses how coherently, competently and adequately communication and community engagement was embedded in the response through inter-agency coordination structures. **Download**

'From Words To Action' Communication & Community Engagement In Humanitarian Action – Africa Regional Workshop Report – November 2018
This report summarises the outcomes of the Africa regional workshop held by the Communication and Community Engagement Initiative (CCEI) in Nairobi in May 2018.More than 60 participants from across the African continent working for the UN, the Red Cross/Crescent movement, NGOs (including media development agencies) and Government were in attendance. **Download**

A learning review of Communications and Community Engagement during the Hurricane Maria Response in Dominica – September 2018
Hurricane Maria is regarded as the worst natural disaster in the history of Dominica. Given the strength of the hurricane, the impact on the state and role of the diaspora in information dissemination, this was a new operating environment for many humanitarian actors, including CDAC Network members present on the ground. This review was commissioned to reflect on experiences of communication and community engagement during the response, and for shared learning. It highlights examples of good practice, lessons learned and where and why challenges arose. It also makes recommendations on how communication and community engagement can be improved in Dominica and elsewhere. **Download**

Hearing the Roar! Digital inclusion and community voices beyond the humanitarian-development divide – July 2018
Report from the CDAC Network Annual Global Forum in 2018. Participants acknowledged the communication environment is now one where hierarchical 'business as usual' approaches are demonstrably less effective and on the wrong side of history. The resounding sentiment in the room was that if humanitarian and development agencies are to be relevant in a world where a woman drawing water at a well has a device that enables a conversation with the world, there has to be wide, systemic change. **Download**

Preparing the ground for better dialogue, better information, better action: lessons from communicating with communities in emergencies – May 2018
This report is a summary of actionable learning drawn from CDAC Network's experience in strengthening preparedness for communication and community engagement in Bangladesh, South Sudan and the Philippines. The report is intended for those working in the design or delivery of humanitarian programmes. Some points are considerations for those seeking to strengthen community engagement in their work, others relate more broadly to collaborating around shared goals, or implementing initiatives to strengthen knowledge and skills. **Download**

Independent evaluation of the CDAC Network's work under the Disasters and Emergencies Preparedness Programme – April 2018
The CDAC Network DEPP project set out to improve the delivery of humanitarian assistance through improved two-way communication with disaster-affected populations. The project developed communication and community engagement initiatives, products and approaches in Bangladesh, South Sudan and the Philippines

through in-country working groups and national platforms that managed local projects through a flexible funding mechanism. **Download**

Learning from experience: Shongjog's journey to a multi-stakeholder platform influencing the adoption of communication and community engagement in Bangladesh – September 2017
Shongjog (meaning 'linkages' in Bangla) is a platform of more than 30 disaster response stakeholders in Bangladesh chaired by the national government that advocates for and coordinates activities on communication and community engagement in humanitarian response and preparedness in Bangladesh. Reviews of the platform conducted in 2016 and 2017 capture some of the emerging achievements as two-way communication and information sharing begins to gain traction in national and local humanitarian circles in Bangladesh. It also explores the operational characteristics and issues being grappled with by a collaborative venture such as Shongjog, navigating the inevitable challenges presented by joint action.
Download

The authenticity challenge to the Participation Revolution': The 12 Essentials for System Change – May 2017
On the first anniversary of the World Humanitarian Summit, the CDAC Network and Steering Committee for Humanitarian Response (SCHR) gathered more than 110 humanitarian workers, thinkers and leaders to debate the 'authenticity challenge' to the Participation Revolution: how to engage affected communities and recognise them as decision makers in humanitarian response. The Forum demonstrated an overwhelming desire to see more participation by affected people in decision-making. However, it was clear also that most international agencies are struggling to make it work. The final judgement about whether organisations are 'participation ready', and whether engagement is 'authentic', can only come from the communities themselves. **Download**

Policy Paper: The Role of Collective Platforms, Services and Tools to support Communication and Community Engagement in Humanitarian Action – April 2017
This policy paper outlines the potential role of collective platforms, services and tools to support communication and community engagement in humanitarian preparedness and response. It describes benefits, gaps and challenges in current approaches. It highlights existing frameworks and commitments and provides a brief overview of good practice. Finally, recommendations are proposed to highlight and enable 7the operationalization of collective platforms, services and tools. Available in **Arabic**, **English**, **French** and **Spanish**

Policy Brief: The Role of Collective Platforms, Services and Tools to support Communication and Community Engagement in Humanitarian Action – April 2017
This Policy Brief summarises the Policy Paper above, outlining the benefits of collective action, the barriers to collective approaches, and key recommendations for humanitarian actors. Available in **English**.

'Voices of Refugees' – July 2016

Research undertaken by BBC Media Action and supported by DAHLIA that highlights refugees' overarching need for timely and accurate information about what will happen next, as well as information on how to keep themselves safe in their current situation. Refugees also expressed a need to be listened to and participate in dialogue in their own language, as well as psychosocial support. They also gave suggestions on how their information and communications needs could be met. This research was funded by a grant from UK Aid through the Start Network and commissioned by the CDAC Network. A short **film** for viewing on a mobile phone was made to accompany the report and was shortlisted for an Amnesty International Media Award in 2016. **Download**

Are You Listening Now? Community Perspectives on Communicating with Communities During the Nepal Earthquake Response – August 2016
Humanitarian responders are increasingly investing in communication and community engagement, including experimenting with new technologies and media, as they explore ways to better reach affected populations. At the same time there is a sense that the 'added value' of these activities, and particularly how affected communities perceive them, is still often poorly understood. This study begins to fill that knowledge gap. It focuses on the international response to the powerful earthquakes that struck Nepal on 25 April 2015, and again two-and-a-half weeks later on 12 May. It aims to better understand what, if any, benefits and outcomes the many communication activities initiatives implemented in Nepal following the earthquakes have had for affected people, from their perspective. **Download**

Typhoon Haiyan Learning Review – November 2014
The CDAC Network Learning Review of the humanitarian response to Typhoon Haiyan, which struck the Philippines in November 2013, examines initiatives aimed at improving communication with communities, and the coordination of these initiatives. The review captures examples of good practice, gaps and suggestions for improvement in 'communication with communities' programming and coordination, and makes recommendations to OCHA (who funded the review) the CDAC Network and donors. **Download**

There are three case studies associated with this review:
1. **Radyo Abante: A Collaborative Commitment to CwC & Accountability** – November 2014
   This case study describes how a humanitarian radio station was set up and used during the response to Typhoon Haiyan in the Philippines. **Download**
2. **Radyo Bakdaw: Accountability and Media In response to Typhoon Haiyan** – November 2014
   This case study describes the role of a humanitarian radio station in getting communities' questions answered, providing psycho social support and building community resilience in the response to Typhoon Haiyan in Guiuan, the Philippines. **Download**
3. **Consolidating Community Feedback through CwC and AAP Technical Working Groups in the Philippines** – November 2014

This case study describes how Communicating with Communities (CwC) and Accountability to Affected Populations (AAP) staff worked together through technical working groups to try and ensure community feedback was acted upon in the response to Typhoon Haiyan in the Philippines. **Download**

Typhoon Bopha Learning Review – October 2014
This report outlines what happened during the response, documents enabling and impeding factors to Communications with Communities (CwC) work in this context, and highlights examples of good practice and lessons learned. It discusses the added value of the CwC coordination and activities undertaken, and examines perceptions of OCHA's role in CwC coordination at field level. 47 key informants, including staff from local government, local media, OCHA and other humanitarian actors were interviewed for the review, which was undertaken between July and September 2013. **Download**

Working Paper: Communicating with Communities and Accountability – October 2014
This short paper explores what is understood by 'communicating with communities' (CwC) as an approach, and considers its relationship with accountability. Many CDAC Network Members were engaged in the development of this paper (as interviewee, peer reviewer or in follow-up discussions) alongside key initiatives and stakeholders external to the CDAC Network, including HAP, CDA and SCHR. The paper highlights the synergies and differences between the two concepts and proposes next steps for how the two concepts can co-exist to benefit and strengthen humanitarian action. **Download**

CDAC Haiti Learning Review – May 2012
In the immediate aftermath of the January 2010 earthquake in Haiti, the CDAC Network undertook its first ever ground initiative. This initiative, which came to be known as CDAC Haiti, was funded largely through the Office for the Coordination of Humanitarian Affairs' (OCHA) Emergency Relief Response Fund (ERRF) with some additional short-term funding in 2011 from the global CDAC Network and the World Health Organisation (WHO). This Learning Review documents CDAC Haiti's activities, assess achievements, and contribute knowledge about what worked, what didn't, and why. A key component of the Review is the identification of lessons from humanitarian coordination in communications that can be drawn for other emergency operations. The Review was conducted between October 2011 and January 2012. **Download**

5. RECENT CDAC NETWORK BLOGS

- **Resources for those responding to COVID-19** – 16 March 2020
- **The complexity of communicating in conflict: the case of Burkina Faso** – 17 February 2020
- **CDAC brings systematising communication and engagement with communities to HNPW 2020** – 17 February 2020

- **World Radio Day 2020: Radio – resilient technology for disasters** – 13 February 2020
- **Climate change the greatest national security threat for Fiji, as the country strengthens disaster preparedness** – 14 January 2020
- **The use of radio to facilitate women's rights and empowerment in Niger** – 18 November
- **Sources and circulation of information in the DRC - the case of North Kivu** – 12 November 2019
- **Innovative technology connecting hard-to-reach populations in Vanuatu** – 12 November 2019
- **Putting Communication at the heart of Humanitarian Response to the Venezuela Migration Crisis** – 28 September 2019
- **Perceptions of community engagement in the Cyclone Idai response** – 26 August 2019
- **Communication is key to overhaul safeguarding** – 31 July 2019
- **Innovation only works for people if participation is core** – 30 July 2019
- **Learning from communities in Nepal** – 4 June 2019
- **Tools and resources for the Mozambique response** – 4 June 2019
- **Local media analysis highlights voices of Ebola affected communities** – 29 May 2019
- **Innovation is pushing communication and community engagement mainstream** – 28 May 2019
- **Photo story: Communicating with communities in Mozambique** – 27 May 2019
- **Is your innovation really people smart?** – 13 May 2019
- **Building resilience and health in cyclone affected Gorongosa, Mozambique** – 26 April 2019
- **Radio saves lives: How Radio Nhamatanda helps people survive cyclone Idai** – 17 April 2019
- **Drought warning information service for northeast Kenya farmers** – 11 March 2019
- **World Radio Day: Fondation Hirondelle and the ICRC present a guide to radio communication in a humanitarian context** – 12 February 2019
- **Sunda Strait Tsunami Response: tools for communications and community engagement** – 23 December 2019
- **Building a disaster reporting app with communities in the Philippines** – 20 December 2018
- **Is a human-centred design approach to aid shifting decision power?** – 26 November 2018
- **There's no place for hierarchy in safeguarding** – 18 October 2018
- **Do humanitarian agencies really NEED to be accountable to communities?** – 21 May 2018
- **The Last Hurdle? Removing communication with communities 'competitive disadvantage'** – 18 April 2018
- **If we want a community-led model we need to organise ourselves for that** – 17 April 2018

- **Behind the buzzwords, 'innovation', 'participation' and 'localisation'** – 3 April 2018
- **Bringing networks together for collective community engagement – Humanitarian Networks and Partnerships Week 2018** – 19 March 2018
- **Disaster radio - pushing the envelope on World Radio Day** – 5 March 2018
- **Community-led innovation is all about communication** – 6 February 2018
- **"They hear us. They listen to us." – Community members respond to World Vision's feedback and complaints mechanisms** – 31 January 2018

For all CDAC Networks news and blogs, visit www.cdacnetwork.org

6. WEBINARS AND SEMINAR REPORTS

Podcast: Antonio Zappulla – May 2019
Antonio Zappulla, the new CEO of Thomson Reuters Foundation and keynote speaker at the CDAC Event Accidental and intentional humanitarian innovation: valuing what's there in London in May 2019 sits down with Martin Dawes to talk about trust in the media, fake news, the data privacy, localisation, reforming capitalism and the future of media development organisations. **Listen**

Podcast: Abhik Sen – May 2019
Abhik Sen, the Head of Innovation and Partnerships at the Commonwealth Secretariat and panellist at the CDAC Network event Accidental and intentional humanitarian innovation: valuing what's there in May 2019 talks about humanitarian innovation. But what does innovation mean? And is the current focus on innovation in the humanitarian sector helpful? And where does this leave ideas and solutions that come from the South? **Listen**

Podcast: Sir Brendan Gormley – May 2019
Humanitarian and community engagement pioneer, Sir Brendan Gormley, the chair of the board of the CDAC Network for the past seven years, talks about the state of the humanitarian system, the developments in communication and community engagement in the past ten years, and the challenges and solutions facing the humanitarian sector in the years to come. **Listen**

Webinar: Putting communities in control of evaluations: the participatory video approach – October 2018
Does humanitarian assistance make a difference to affected communities? This question is usually captured in NGO project evaluation reports and done by expert consultants without much direction from and involvement of communities to evaluate the projects that are meant to serve them. A new tool has the power to shift this. In 2017 as part of CDAC Network's UKaid-funded Disasters and Emergencies Preparedness Programme (DEPP), InsightShare partnered with ActionAid to explore how participatory video could be used to enable disaster affected communities to evaluate humanitarian projects. Together they carried out a six month-pilot project that focused on the experiences of two communities in Northern Bangladesh during the 2016 floods. In this webinar project leads discuss the outcomes. **Watch**

Podcast: Refugees and Social Media- the Lebanon Story – April 2017
The refugee crisis in the Middle East has been a huge driver of innovation for aid agencies. In Lebanon there are more than a million Syrians. Many have taken to using social media to receive information, encourage, support and warn their compatriots of scams. Helping this process, and making sure that information flows presents daily challenges to the UNHCR agency. here more from the agency's Communicating with affected people specialist Joseph Sargi in this podcast. **Listen**

Podcast: 'In Ebola, we struggled for Funds' – February 2017
In a crisis local organisations will be the first to give advice and respond to need. But they struggle for cash even when their national disaster goes international. At the World Humanitarian Summit a Liberian Health Worker told how she tried to mobilise behind the efforts to control Ebola, but was repeatedly rebuffed. **Listen**

Podcast: How to get a Dari Translator in a European Migrant Crisis – February 2017
Language can be a massive barrier for aid workers. Easy assumptions about what is understood in 'French' or 'English' parts of Africa can mean that engagement is disabled, and may even lean to dangerous misunderstandings. In Europe there is a chronic shortage of Dari, Somali or Farsi translators for the ongoing refugee crisis. Rebecca Petras works for the organisation Translators Without Borders, which has a track record of finding innovative ways to find solutions and overcome language barriers. **Listen**

Podcast: 'Its Essential'- Communication with Communities in Conflicts – February 2017
When there is fighting and other threats it may be impossible for international agencies to go to places of greatest need. Research highlighted in this podcast, that was previewed at the World Humanitarian Summit, says in such circumstances it is essential that local communities are involved. **Listen**

Social Media in Emergencies – December 2013
This seminar was led by Anahi Ayala Iacucci of Internews and Gregory Barrow of WFP. The report from the day is separated into two sections: the first section explains why Social Media is useful in emergencies, and the second uses information from case studies and several simulations to examine the challenges of using Social Media in emergencies. **Download**

Humanitarian Broadcasting – July 2013
On 23 July 2013, the CDAC Network hosted a 101 Seminar on Humanitarian Broadcasting. The Seminar was led by Jacqueline Dalton and Robert Powell of BBC Media Action, and focused on how radio and television can save lives, reduce suffering and strengthen the work of the wider humanitarian relief effort during humanitarian crises. This report provides a short overview of what Humanitarian Broadcasting is, and why it is important to relief efforts. The second half of the report pulls out key lessons, which include important questions, considerations and helpful pointers for effective Humanitarian Broadcasting. **Download**

Using SMS in Humanitarian Response – June 2013
Laura Walker-Hudson of SimLab, at the time Frontline SMS, led this half-day seminar, titled 'Community Interaction, Data Gathering and Information Management using SMS'. The aim of the seminar was to explain why SMS is useful in emergency response situations, and how it can be deployed most effectively. This report highlights content from the presentation and draws out key learning from the day.
Download

Humanitarian Financing – July 2013
On 2 May 2013, the CDAC Network hosted a seminar, led by Robert Smith of OCHA, on humanitarian financing mechanisms, particularly different funding streams managed by OCHA with an explanation of how funding could be accessed for CwC. This report details the mechanisms of these funds, specifically: Central Emergency Response Fund (CERF), Common Humanitarian Fund (CHF) and Emergency Response Fund (ERF) and how NGOs can access them, including avenues of the Consolidated Appeal Process (CAP) system. **Download**

7. ABOUT THE CDAC NETWORK
The CDAC Strategic Plan 2016-2021- Leading Communication with Communities in Crisis Now, and into the Future

Annual Report 2018

Annual Report 2017-18

Annual Report 2016-17

Fanning the Flame: The CDAC Network – A Movement for Change
This report charts the story of the CDAC Network from the first meeting that established the organisation in 2009 to the Network's first Members' Council in May 2014. It tells the story of the Network's formative years; a time of forming and storming as the diverse Membership set about building a movement for fundamental change in the way the humanitarian sector operates. **Download**