



## **Joint CDAC Network and Ground Truth Solutions**

### **Scoping Mission Report for Fiji**

For the Project:

*'Operationalising Localisation and the Participation Revolution: Communications Preparedness and Accountability for Disaster Response in Fiji and Vanuatu'*

**July 2018**

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The Joint CDAC-GTS Scoping Mission was undertaken by the following team:

Jacinta Isaacs, Regional Communication and Community Engagement Specialist, CDAC Network  
Michael Sarnitz, Senior Programme Manager, GTS  
Rebecca Hetzer, Senior Programme Analyst, GTS  
Yaseen Ayobi, GTS regional consultant  
Railala Tavui, GTS local researcher

If you have any questions in relation to this report, please contact:

Angela Rouse [angela.rouse@cdacnetwork.org](mailto:angela.rouse@cdacnetwork.org)

Michael Sarnitz [michael@groundtruthsolutions.org](mailto:michael@groundtruthsolutions.org)

### About CDAC Network and Ground Truth Solutions

Established in 2009, **CDAC Network** is a growing platform of more than 30 humanitarian, media development, social innovation, technology, and telecommunication Member organisations, dedicated to catalysing the ability of communities to connect, access information, have a voice and leadership in humanitarian emergencies. CDAC achieves its strategic aims on communication and community engagement through the pillars of: Convening and Collaboration; Capacity Strengthening; Advocacy; Research and Learning; and, Innovation. For details, see: [www.cdac.network.org](http://www.cdac.network.org)

**Ground Truth Solutions** provides humanitarian agencies with direct feedback from people affected by crisis. Using *Constituent Voice™ (CV) methodology* it amplifies the voices of those affected allowing organisations to systematically integrate this vital information into their programmes. Accurate, unbiased information, collected on the ground and in real time, allows aid agencies to take better decisions and to provide the right support. Those in need of assistance and protection are better served, where their views are fully taken into account. And donors can use the information to track how and where their support is making a difference. For details, see:

<http://groundtruthsolutions.org/about/methodology/>

## EXECUTIVE SUMMARY

In May-June 2018, CDAC and GTS undertook a joint scoping mission to Fiji and Vanuatu to enable in-country design of the project around two outcome areas:

**Outcome 1:** *Building on existing structures, two platforms for communication and community engagement (CCE) are pre-positioned and lead to better preparedness and response.* It will involve the pre-positioning of a communication and community engagement platforms in Fiji, which will have the potential for regional influence, and one in Vanuatu with a national and local focus.

**Outcome 2:** *National and local responders are better prepared to systematically listen and respond to the perceptions of people impacted by crises and to adapt programming accordingly.* It involves capacity development on systematic collection, analysis and sense-making of feedback from affected communities on key dimensions of humanitarian performance, aimed at national and local organisations in both Fiji and Vanuatu.

This report is specific to Fiji. A separate report for Vanuatu will be available in early August 2018.

**Summary:** The CDAC and GTS national and international scoping team reviewed relevant secondary data and held over 30 bilateral meetings in Suva from 30 May to 30 June 2018 with a range of stakeholders.

During the scoping mission, the NDMO has expressed an interest in hosting the CCE platform within the NDMO. The project still requires the formal approval of the Permanent Secretary, Fiji Ministry of Rural and Maritime Development and National Disaster Management. Australian DFAT Post in Suva is supporting the facilitation of this process. Another co-lead for the platform has yet to be agreed upon. An appropriate co-lead may include the Ministry of Health, the Ministry of Education, or the Police community engagement unit, for example. Key support roles could be filled by organisations that promote CCE/Accountability to Affected Populations (AAP) as an integral part of their work. For example, Oxfam in the Pacific, UNOCHA, IFRC or UNICEF. Key stakeholders include consortiums and organisations already working collectively, such as AHP partners, Fiji Facility CSO responders' pool, the Fiji Business Disaster Resilience Council and FemLINKPacific.

Through bilateral meetings and workshops it became clear that there is substantial capacity and capability among responders in various stages of the feedback cycle. Stakeholders have found conducting and operationalising coherent analysis, dialogue, and course correction measures" more challenging. Dialogue and adaptation currently takes place in an organic and ad-hoc basis rather than as part of a systematic progression of data analysis, limiting the value of data collection tools deployed and containing the potential to learn lessons across organisations.

During the mission, a number of organisations in Fiji and the region supported the move towards working collaboratively on a collective CCE platform. In addition, a number of organisations agreed to engage with the project on

strengthening their community engagement data and feedback capabilities, including: Habitat for Humanity Fiji, Action Aid (Vanuatu), ADRA (Vanuatu), and Youth Challenge (Vanuatu). Lessons learned about the use of this methodology will be shared with the NDMO.

At the time of the scoping mission, a number of opportunities for CCE policy and practice advancement became apparent including the review of Fiji's **National Disaster Management Act** (1998) and **National Disaster Management Plan** (1995) to ensure lessons learned from recent cyclones are incorporated into the new legislative agreements for disaster management in the country. Others are highlighted in this report.

It is clear that after TC Winston in 2016, and TCs Keni and Josie in 2018, many communities are motivated to address disaster preparedness. This energy for improvement was equally apparent in response actors. In July 2018, with the cyclone season in Fiji over, this is a good opportunity to engage with government and other stakeholders in CCE preparedness and response. The following scoping mission recommendations can serve as an entry point (*details of each recommendation can be found on Pages 20-24*):

**Recommendation 1:** Support the implementation of the National Disaster Management Plan through a functioning Communication and Community Engagement Platform.

**Recommendation 2:** Have national ownership and leadership from the start.

**Recommendation 3:** Build on existing structures and ways of working

**Recommendation 4:** Articulate the shape and function of a National Fiji Platform drawing from national and international good practice

**Recommendation 5:** Pre-position resources to enable preparedness and rapid response.

**Recommendation 6:** Explore the establishment of a common feedback mechanism appropriate to the Fiji context.

**Recommendation 7:** Scale up efforts to influence policy and practice on CCE at all levels.

**Recommendation 8:** Build on the current momentum for a more systematic CCE approach.

**Recommendation 9:** Adopt a flexible, iterative approach to implementation.

**Recommendation 10:** Adopt approaches that enable local leadership and the involvement of government, CSOs and communities.

**Recommendation 11:** Expand level and depth of engagement on CCE working at subnational levels and with the private sector.

# 1. INTRODUCTION

## 1.1 Overview

In April 2018, CDAC Network and Ground Truth Solutions received joint project funding from the Australian Government Department of Foreign Affairs and Trade (DFAT) from the project: '*Operationalising Localisation and the Participation Revolution: Communications Preparedness and Accountability for Disaster Response in Fiji and Vanuatu.*'

The 12-month disaster preparedness project, which started on 01 May 2018 and ends on 30 April 2019, seeks to address two critical needs in times of crisis:

- i) That affected communities are meaningfully engaged throughout the humanitarian preparedness and response phase and have access to life-saving information and communications capacities to enable their leadership.
- ii) That the humanitarian response is systematically informed by and adapts to the views, perceptions and priorities of affected communities based on an analysis – at regular intervals – of a representative sample of their views.

In June 2018, CDAC and GTS undertook a joint scoping mission to Fiji and Vanuatu to enable in-country design of the project around two outcome areas:

**Outcome 1:** *Building on existing structures, two platforms for communication and community engagement are pre-positioned and lead to better preparedness and response.* It will involve the pre-positioning of a communication and community engagement platforms in Fiji, which will have the potential for regional influence, and one in Vanuatu with a national and local focus.

**Outcome 2:** *National and local responders are better prepared to systematically listen and respond to the perceptions of people impacted by crises and to adapt programming accordingly.* It involves capacity development on systematic collection, analysis and sense-making of feedback from affected communities on key dimensions of humanitarian performance, aimed at national and local organisations in both Fiji and Vanuatu.

While both outcomes are complementary to the achievement of the overall project goal, CDAC Network will lead on Outcome 1 and Ground Truth Solutions will lead on Outcome 2.

This report presents key findings as well as recommendations for Phase II and III of the project.

## 2. SCOPING STUDY METHODOLOGY

### 1.2 Key exploratory areas

The scoping mission aimed to:

- Understand existing **capacities, needs, challenges and opportunities** for communication and community engagement (CCE) at the 'collective' level
- Explore approaches to implementation of CCE that enables **local leadership** and the involvement of **government, CSOs and communities**
- Identify possible national platform **leadership and supporting** roles
- Gain an understanding of existing **feedback practices** and generate ideas to better shape humanitarian programming and responses around community feedback
- Develop a draft **implementation plan** to 30 April 2019, for further consideration (an action plan is presented separately).

### 1.3 Methods

The CDAC and GTS national and international scoping team reviewed relevant secondary data and held over 30 bilateral meetings in Suva from 30 May to 30 June 2018 with a range of stakeholders. Representatives from organisations and programmes interviewed had both a national and a regional focus, some of which support both Fiji and Vanuatu as part of their activities. They included the following:

Entity
<b>GOVERNMENT</b>
Fiji NDMO
Fiji Bureau of Statistics
<b>DFAT/ FIJI FACILITY</b>
Australian High Commission, Fiji
Fiji Support Facility
<b>RED CROSS</b>
Fiji Red Cross Society
IFRC
<b>NATIONAL NGOS</b>
Live & Learn FIJI
FemLINKpacific
Ramakrishna Mission

Women in Fisheries Network (Board member)
<b>UN AGENCIES</b>
OCHA Office for the Pacific Islands
UNICEF Pacific
WFP/Emergency Telecommunications Cluster
UNDP Pacific
WHO
UNISDR
<b>INTERNATIONAL NGOS &amp; THEIR LOCAL PARTNERS</b>
Care International
Plan International Australia
Oxfam in the Pacific
Save the Children

Australian Volunteers International (AVI)
Habitat for Humanity Fiji
ADRA
ADRA / CAN DO Network
<b>REGIONAL ORGANISATIONS/ PROGRAMS</b>

Pacific Islands Forum Secretariat (PIFS)
RedR
<b>MEDIA/ TELECOMMUNICATIONS</b>
Pacific Media Assistance Scheme (formerly), now with UNDP
Digicel

The GTS team and their local researchers facilitated a half-day scoping workshop in Suva on community engagement and feedback mechanisms. The outcomes of the workshop have been integrated into this report. The full Scoping Workshop Report is available on request.

### 3. FINDINGS

This section focuses on key findings around existing capacities, gaps/needs, challenges and opportunities for communication and community engagement at the 'collective' level. Insights gathered from documentation relating to learning from disaster preparedness and response measures in Fiji (and the region) over the past 5 years have been integrated throughout this section. This is not an exhaustive list and additional lessons learned may be relevant.

#### 3.1 National and Regional Frameworks for Communication and Engagement

Fiji's new **National Humanitarian Policy for Disaster Risk Management**<sup>1</sup> was approved by Cabinet in August 2017 and includes a focus on the need for information management and communication systems that enable the rapid and coordinated flow of information to communities as well as the need to gather feedback on community concerns, as outlined by the following thematic priorities:

*3.2(a) Upgrade NDMO national information management and communication systems and ensure qualified staff to rapidly gather, exchange, analyse and transmit data and information between NDMO, Ministries, Divisions, and the Fiji Cluster System. Integrate the NDMO information management system with Ministerial sectoral information management systems.*

*3.2(c) Develop guidelines on the production of NDMO Sitreps and public messaging as the official Government information source in disaster risk*

<sup>1</sup> Ministry of Rural and Maritime Development and National Disaster Management, Government of the Republic of Fiji 2017, Fiji National Humanitarian Policy for Disaster Risk Management, <http://www.ndmo.gov.fj/images/National%20Humanitarian%20Policy%20for%20Disaster%20Risk%20Management.final.pdf>, pages 4 -5

*management, including guidelines to avoid confusion arising through non-Government reporting Agencies.*

*3.2(d) Examine and improve national warning, update, and communication systems to communities through Government Ministries and Authorities, media, a national Public Emergency Broadcast system, and community messaging networks.*

*3.2(e) Develop a media strategy and guidelines to harmonise national community and public warnings, messaging, advocacy and awareness building on disaster risk management and humanitarian action, and gather feedback on community concerns.*

*3.3(a) Prioritize local capacity building and national leadership in implementation of all disaster risk management and humanitarian actions, and promote sustainable traditional farming practices.*

*3.3(b) Map communities to ensure they have reliable disaster risk management plans and systems, including warning and communication systems, evacuation sites/ centres, contingency plans, protection and referral mechanisms.*

This policy framework provides guidance to collective action focused on Communication and Community Engagement. NDMO provides **strong national leadership** during disaster responses, and this is also reflected in the Policy.

The regional **Framework for Resilient Development in the Pacific 2017-2030**<sup>2</sup> which was endorsed by the Government of Fiji in 2016, supports an 'all stakeholder' approach and the active engagement of communities, vulnerable groups, civil society and the private sector. It notes that "*National and regional resilience to disasters starts with empowering all persons within communities to respond to disasters and climate change, rather than only those traditionally or culturally charged with leadership responsibilities*". Its guiding principles are particularly strong on participation and include the need to:

- Prioritise the needs and respect the rights of the most vulnerable, including but not limited to women, persons with disabilities, children, youth and older persons, and facilitate their effective participation in planning and implementation of all activities.
- Integrate gender considerations, advocate and support equitable participation of men and women in the planning and implementation of all activities.
- Build on and help reinforce cultural and traditional resilience and knowledge of communities, who should be engaged as key actors in designing plans, activities and solutions that are of relevance to them.

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<sup>2</sup> Framework for Resilient Development in the Pacific 2017-2030, Voluntary Guidelines for the Pacific Island Region (September 2016)

The regional Framework outlines priority actions by National and Subnational Governments and Administrations that includes ensuring “*communication infrastructure and two-way communication channels are available to affected people in disasters through channels that are used within the country and communities*”. It calls on the Private Sector to “*Support community preparedness and emergency response, such as using mobile and radio technologies as tools/platforms for raising awareness and education, and for early warning and alerts, to ensure messaging and the availability of humanitarian services reaches communities including vulnerable groups.*”

These National and Regional commitments and principles were echoed during the **Joint Platform For Disaster Risk Management and Climate Change Roundtable Meeting** in Suva in October 2017<sup>3</sup> and at the **Pacific Civil-Military Disaster Response Coordination Workshop** in Suva from 21-23 May 2018, a meeting co-hosted by the Governments of Fiji and Australia.

### 3.1.1 Potential Opportunities

At the time of the scoping mission, Fiji's **National Disaster Management Act** (1998) and **National Disaster Management Plan** (1995) were being reviewed to ensure lessons learned from recent cyclones are incorporated into the new legislative agreements for disaster management in the country.<sup>4</sup> The International Federation of Red Cross and Red Crescent Societies is contributing to the review in partnership with the Fiji Red Cross Society.

A **Pacific Resilience meeting** will most likely take place in Fiji in October 2018 – a forum for Pacific governments to share good practices and innovation and therefore it could be a good opportunity to raise awareness about the potential for a National Communication and Community Engagement Platform and the need for more systematic feedback mechanisms.

## 3.2 Leadership in preparedness and response

During Fiji’s worst Tropical Cyclone (TC) – TC Winston - in 2016, the emergency response was led by the Government of Fiji, through the National Disaster Management Organisation (NDMO) and Divisional, Provincial and District authorities. This was operationalised via the country’s National Cluster System - and its designated eight line ministries - with the support of national and international partners, military forces, foreign military assets and the private sector. Inter-cluster coordination was facilitated by the NDMO Permanent Secretary with the support of the Pacific Humanitarian Team (PHT) and UNOCHA.

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<sup>3</sup> See the report at <https://www.sprep.org/attachments/Publications/CC/joint-platform-cc-drm-report-2017.pdf>

<sup>4</sup> <http://bsrp.gsd.spc.int/index.php/2018/05/21/fiji-government-reviews-national-disaster-management-act-plan/>

The National Communications Cluster was led by the Fiji Ministry of Communications, with the support of the United Nations World Food Programme (WFP), lead agency of the Global Emergency Telecommunications Cluster (ETC)<sup>5</sup>. Other members of the Communications Cluster include UNICEF, UNDP, OCHA, UNISDR, Fiji Red Cross, the Fiji Business Disaster Resilience Council, Vodafone and Digicel.

Limited emergency communication services were provided by the Communications Cluster directly. Given the strong capacity of the private sector in Fiji, the restoration of commercial communication services provided responders and communities with access to systems for communications<sup>6</sup>.

The Government has recently expanded the tsunami siren system on the Suva peninsula as part of a community alerting early warning system. Tonkin + Taylor, a private company from New Zealand, was awarded a contract in 2017 to design an integrated early warning system for Fiji, Tonga and Vanuatu<sup>7</sup>.

A number of respondents noted that there was good NGO coordination during the 2018 response to TCs Keni and Josie.

### 3.2.1 Potential Opportunities

During the scoping mission, the Director of the NDMO has expressed an interest in hosting the CCE platform within the NDMO. The project still requires the formal approval of the Permanent Secretary, Fiji Ministry of Rural and Maritime Development and National Disaster Management. Australian DFAT Post in Suva is supporting the facilitation of this process.

Another co-lead has yet to be agreed upon. An appropriate co-lead may include the Ministry of Health, the Ministry of Education, or the Police community engagement unit, for example.

Key support roles could be filled by organisations that promote CCE/Accountability to Affected Populations (AAP) as an integral part of their work. For example, Oxfam in the Pacific, UNOCHA, IFRC or UNICEF.

Key stakeholders include consortiums and organisations already working collectively, such as AHP partners, Fiji Facility CSO responders' pool, the Fiji Business Disaster Resilience Council and FemLINKPacific (see more details in Annex 1).

## 3.3 Communication and community engagement expertise and practice

Civil society organisations in Fiji have significant experience **communicating with and seeking feedback from communities** through a range of formal

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<sup>5</sup> ETC 2016, Fiji – Tropical Cyclone Winston – Lessons Learnt Summary / July 2016

<sup>6</sup> ETC 2016, Fiji – Tropical Cyclone Winston – Lessons Learnt Summary / July 2016

<sup>7</sup> <https://www.tonkintaylor.co.nz/news/2017/6/cresting-the-wave-ews-success-for-tplust-in-fiji/>

and informal channels. Many have strong existing relationships with communities and have the capacity to respond rapidly to emergencies. Some NGOs are starting to explore how to do CCE in a more meaningful and systematic way.

A number of critical capacities exist at the interface between national and international response actors and the communities, including:

- The Fiji **Ministry of iTaukei Affairs** is tasked to look after the wellbeing of the communities through a partnership with NGOs working through the Provincial Council. It has allowed an integrated rural approach to address rehabilitation<sup>8</sup>.
- The church has a structure in place to reach out to communities. In some communities, **church elders** may be more influential than village elders<sup>9</sup>.
- Digicel can **survey vulnerable and affected areas** and gather information to assist post disaster. When TC Pam hit, Digicel worked with UNDP and other local organisations to produce a survey to find out what the most urgent needs were. Digicel was able to then provide governments with information the same day about who had access to drinking water and how many days of food were left, by region. The government could then direct their support via regions<sup>10</sup>.
- After TC Winston, Digicel worked with SPC and UNDP in Fiji to get communication up and running on the third day. Examples of **text messages** included “go out and get water”, or “boil your drinking water”. The messages were basic for greater engagement and understanding<sup>11</sup>.

Some UN agencies and INGOs actively **promote CCE as part of their routine work** (such as UNICEF<sup>12</sup>, IFRC<sup>13</sup> and Oxfam in the Pacific) and may have the capacity to play a key role in supporting the establishment of a collective CCE platform at the country and regional level.

### 3.4 Data collection and feedback systems

Through bilateral meetings and workshops it became clear that there is substantial capacity and capability among responders in various stages of the feedback cycle. Stakeholders have found conducting and operationalising coherent analysis, dialogue, and course correction measures” more challenging. Dialogue and adaptation currently takes place in an organic and ad-hoc basis rather than as part of a systematic progression of data analysis, limiting the

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<sup>8</sup> Joint Platform For Disaster Risk Management and Climate Change Roundtable Meeting Report, Holiday Inn, Suva, Fiji, 4 - 5 October 2017, <https://www.sprep.org/attachments/Publications/CC/joint-platform-cc-drm-report-2017.pdf> , page 52

<sup>9</sup> Ibid, page 52

<sup>10</sup> Ibid, page 46 - 7

<sup>11</sup> Ibid, page 47

<sup>12</sup> UNICEF 2017, Putting People at the Centre of Humanitarian Action, <http://unicefinemergencies.com/downloads/eresource/docs/Accountability%20to%20Affected%20Population%202017-03-15%20Reps%20Note%20-%20Putting%20People%20at%20the%20Centre%20of%20HA.pdf>

<sup>13</sup> ICRC and International Federation of Red Cross and Red Crescent Societies 2016, A Red Cross Red Crescent Guide to Community Engagement and Accountability (CEA): Improving communication, engagement and accountability in all we do, <http://media.ifrc.org/ifrc/wp-content/uploads/sites/5/2017/01/CEA-GUIDE-2401-High-Resolution-1.pdf>

value of data collection tools deployed and containing the potential to learn lessons across organisations.

### 3.4.1 Challenges, Gaps, Needs

There was broad agreement among stakeholders that:

- Community engagement processes are complex to navigate, and the role of local knowledge in community consultations and data collection is vital and enables trust, respect, and profound ownership in the community.
- Data collection tools, methods, and approaches used by organisations vary greatly. These include formal and informal tools such as Talanoa (inclusive, participatory, and transparent dialogue), focus group discussions (FGDs), surveys, feedback boxes, and other systematic evaluations. There is potential for collaboration between organisations to invest in coordinated feedback tools where deemed relevant and appropriate. This would make coordination and communication easier and reduce the burden on communities to respond to the same questions repeatedly by multiple agencies.
- Currently, not all organisations follow systematic steps or sequences to link the stages of the feedback mechanism from design to data collection, analysis, dialogue, and adaptation. These steps are sometimes carried out in an ad-hoc and fragmented manner.
- There is a series of capacity gaps regarding analysis, dialogue, and course correction. The attainment of appropriate data analysis, dialogue, and course-correction skills is key to operationalising feedback processes that would enable actors and organisations to systematically listen, manage disasters, and adapt programming accordingly.
- Existing feedback mechanisms can be hindered by limited participation by women and other groups that may be disproportionately disadvantaged, such as children, youth, and people that are lesbian, gay, bisexual, transgender and intersex (LGBTI), due to cultural issues that restrict their participation.
- Time, money, and resources are consistently identified as key challenges limiting the operationalisation of feedback and participation especially among National NGOs and in some cases, International NGOs.
- Digital data collection tools such as Kobo collect (online and offline mobile data collection tool) have been used in previous disasters but there is limited information about the effectiveness, efficiency, and impact of using the tool and how the information and feedback was followed up.
- At the sector level or cluster level, the use of a number of different structures and templates, and the lack of standardised assessments and data collection tools make the response to this feedback difficult to coordinate.

- Most agencies would benefit from further training in data analysis, dialogue, and course correction in the feedback cycle so that these organisations move towards standardised tools and processes allowing for wider use and better coordination of responding to the feedback.

### 3.4.2 Potential Opportunities

During the scoping mission, a number of organisations in Fiji and the region supported the move towards working collaboratively on a collective CCE platform. In addition, a number of organisations agreed to engage with the project on strengthening their community engagement data and feedback capabilities, including: Habitat for Humanity Fiji, Action Aid (Vanuatu), ADRA (Vanuatu), and Youth Challenge (Vanuatu). While building on existing feedback practices by local actors, GTS will strengthen their participatory approaches by training them on the most useful aspects of the Constituent Voice™ (CV) methodology. Lessons learned about the use of this methodology will be shared with the NDMO.

The CV methodology leads agencies through a community feedback cycle from designing feedback tools, to collecting feedback, analysing the data, engaging in dialogue and considering programme adaptation in a systematic way, as well as encouraging agencies to repeat the cycle frequently. Repetition is vital to accountability as iterative feedback gathering reveals perceptual shifts and allows for community-inspired programme adaptation. GTS uses perceptual surveys and quantifies satisfaction through a Likert scale. Open-ended questions help identify key gaps in the assistance and provide information on how to close those gaps. Often the greatest challenge in closing the feedback loop lies in agencies acting on feedback and communicating findings back to the communities they serve. The CV cycle provides them with a process to follow and GTS has tools for various stages to document actions and progress.

It is anticipated that GTS's work with partners in Fiji and Vanuatu will provide the broader humanitarian community with lessons learned from the process to help stimulate demand for systematic community engagement within other organisations, clusters and National Disaster Management Offices (NDMO).

When established, the CCE Platform will be encouraged and supported to explore the potential for a common feedback mechanism as part of a disaster preparedness measure.

## 3.5 Collective ways of working

A range of **coordination mechanisms, consortiums and collective initiatives** are bringing diverse groups of stakeholders together, at the national and regional levels, many with strong potential to support a more systematic approach to communication and community engagement. These include (See Annex 1 for details of each as well as Regional collectives):

- i) *Fiji National Communications Cluster and the Fiji Inter-Cluster*

- ii) *Fiji Women's Weather Watch* - FemLINKpacific's women-led community media platform (Community radio; SMS text messages; Social media)
- iii) *Fiji Business Disaster Council (FBDC)* - the national body that will assist businesses coordinate with Government in disaster response and recovery, and improve their business continuity and preparedness.
- iv) *Australian Humanitarian Partnership<sup>14</sup> (AHP) Fiji Country Committee*. AHP Partners in Fiji include Plan International Australia, Care International, Habitat for Humanity Fiji, Live And Learn, Save The Children, Fiji Disabled People's Federation (FDPF) and The Adventist Development and Relief Agency (ADRA).
- v) *Church Agencies Network Disaster Operations (CAN DO) Network*. The CAN DO Network is coordinated by ADRA in Fiji and is part of the AHP. The Northern division is being coordinated by the Catholic Church, the Central division by the Anglican Church, the Eastern by the Seventh-day Adventist Church and the Western division by the Methodist Church. The network has a broad reach and is in the process of setting up SOPs.
- vi) *INGO Humanitarian Network*. Established during TC Winston, it also includes local NGOs. Oxfam chairs the INGO Humanitarian Network in Fiji.
- vii) *Fiji Program Support Facility ('the Facility')* – including CSO Responders Pool. The Australian Government established the Facility to implement its health, governance, civil society engagement and emergency preparedness and response programs in Fiji.
- viii) *U-Report - RapidPro SMS based communication platform and data collection tool*. UNICEF is working with NDMO and DRR officers at the divisional level to establish an SMS based communication platform and data collection tool using RapidPro with *Turaga ni Koro* (village headmen).
- ix) *GeoBingAn* - a crowdsourced mobile application which allows individuals to report disasters such as floods, landslides and tsunamis as well as their needs like water, power, shelter, and medicine during emergencies via their smartphone or by text message.
- x) *Fiji DRM Geoportal - Geospatial data sharing platform for Disaster Risk Reduction*. In pilot phase. Includes a range of maps, including of village locations.
- i) *An Interagency Taskforce on the Elimination of Violence against Women - Toll-free help lines*. It comprises representatives from the Fiji Police Force, civil society organisations and United Nations agencies

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<sup>14</sup> <http://dfat.gov.au/aid/topics/investment-priorities/building-resilience/humanitarian-policy-and-partnerships/Documents/ahp-factsheet.pdf>

and has supported the establishment of two toll-free help lines for Child Help and Domestic Violence Help.

- ii) *Sectoral Clusters* - Some clusters are working particularly well (eg Education, WASH, Health and food security clusters) largely due to the presence of dedicated focal persons.

### 3.5.1 Potential Opportunities

The **Fiji Cluster system is currently being redeveloped/ revitalised**, therefore, clarity on roles is still emerging. This is a critical time to be exploring collective approaches to systemic CCE and how this feeds into the Fiji Cluster system at national and sub national levels.

As of January 2017, the Fiji Inter-Cluster has overall coordination responsibility for nine sectoral Clusters (Education; Food Security & Livelihood; Health & Nutrition; WASH; Shelter; Safety & Protection; Logistics; Communication; and Infrastructure). However, the sectoral Cluster configuration may change during the development of the Fiji Cluster Guidelines.<sup>15</sup>

### 3.5.2 Challenges, Gaps and Needs

The following themes emerged from discussions with stakeholders, when addressing challenges, gaps or needs for CCE at the 'collective' level:

- i) *Improved coordination, reduced duplication*

Many stakeholders suggested that both **internal coordination and communication** (within the government system) and **external coordination and communication** (to partners and communities outside the government system) could be improved at National, Divisional and District levels, including coordination with civil society. In addition, strengthening the link between the National Emergency Operations Centre (including the military and the police) and the **Fiji cluster system** (including civilian sectors such as health, education, WASH) would also better prepare stakeholders to respond during disasters.

Some stakeholders noted the need to improve capacity for **information management** at NDMO, including the capacity to **analyse and communicate data**. Building relationships and **trust** between organisations will also encourage information sharing.

One stakeholder noted that the Emergency Telecommunication Cluster did some initial assessment in support of the government during TC Winston, however, the stakeholder noted that they did not receive the outcome of the assessment so it was difficult to ascertain the impact to radio broadcasting facilities. It was

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<sup>15</sup> Ministry of Rural and Maritime Development and National Disaster Management, Government of the Republic of Fiji 2017, Fiji National Humanitarian Policy for Disaster Risk Management, <http://www.ndmo.gov.fj/images/National%20Humanitarian%20Policy%20for%20Disaster%20Risk%20Management.final.pdf>, page 9

unclear **which agency was responsible for Coordinating CwC work** during the emergency. One stakeholder shared the following lessons learned:

- *Without clear coordination it is difficult to get assistance from the right agency or even offer assistance.*
- *CwC did not seem to make it into the flash appeal – why was the profile of CwC so low?*
- *Prepositioning equipment in the region made it possible to offer support quickly.*

These lessons learned highlight the importance of activating a more systematic mechanism to **CCE/ CwC at the national level, sharing the results of assessments and circulating the lead focal points** and their contact details both nationally and internationally.

Interactive, accessible and publically available **mapping of Who is doing What Where**, as well as mapping of **NGOs' community networks** and communities with disaster management committees could improve coordination for CCE at the community or District level. For example, understanding which NGOs have access to active networks of volunteers such as Girl Guides or Red Cross volunteers and where they are located could provide a useful pre-positioned resource for disaster risk reduction. The NDMO is looking to register NGOs at the District level and this could also improve coordination.

*ii) Advocacy for CCE*

Stakeholders have diverse understandings of CCE/ AAP/ CwC – some are advocates and it is part of their routine work. For others, these are new concepts requiring advocacy, dialogue and a shift in thinking. **Participatory, technical training on CCE** adapted to the Pacific context would be beneficial for many stakeholders.

Creating **opportunities for dialogue** within organisations, within and between clusters, within an overall response and with communities may also enable stakeholders to close the 'feedback loop' and ensure that community feedback informs decision-making. Communication products such as infographics that enable **advocacy with key decision makers** at each of these levels may assist.

Similarly, advocating for an **increased focus on disaster preparedness** across the sector, as opposed to disaster response, would also be beneficial.

*iii) Increased understanding of community's information needs and preferred communication channels*

Some stakeholders noted the importance of understanding the **information needs of specific vulnerable groups<sup>16</sup> and how communities receive information** so that messages could be tailored accordingly and appropriate, trusted channels selected.

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<sup>16</sup> Vulnerable groups may include women, men, boys, girls, LGBGTI, people with disability, those in flood or cyclone affected areas, maritime, interior or coastal communities

Another suggested the importance of understanding **community perceptions** for example in relation to alternative hygiene practises (use of seawater, ash or sand for handwashing). **Formative research** and interactive mapping of the **media landscape and communications infrastructure** may assist here.

One stakeholder suggested that developing a shared **database of trainers or researchers** who are able to do formative research would help ensure that messages are informed by audience's information needs.

*iv) More effective, targeted and responsive messaging*

Stakeholders suggested that messaging should:

- Be timely, accurate and evidence-based
- Be developed with the participation of communities
- Respond to rumours, dispel misinformation
- Easy for communities to understand (some messaging is very technical and may not be easily understood)
- Be standardised and pre-approved by the government and the relevant cluster
- Be developed in relation to common scenarios (such as a flood or cyclone)
- Have the ability to be adapted quickly to the local context during a crisis

Developing a library of pre-approved, contextually appropriate **messages, collating and reviewing Information Education and Communication (IEC) materials<sup>17</sup> together**, and pooling resources to review and **pre-test draft messages** with communities and stakeholders and share results may ensure messages are more effective.

*v) Other needs*

One stakeholder noted the need for **good quality structural assessments, involving communities**. They also emphasised the importance of **linking disaster preparedness to development programming** as almost all their beneficiaries are disaster affected. Indeed, many of the needs identified in relation to communication, participation and community engagement have been recurring themes in conferences and workshops since 2015 – see Annex 2 for more details.

Finally, once feedback has been collected from communities and analysed, stakeholders emphasised the importance of **communicating it back to the community**.

### 3.3 Key considerations for CCE at the collective level

A number of recurrent themes emerged when discussing CCE at the 'collective' level:

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<sup>17</sup> IEC materials may include videos, booklets, posters, billboards, SMS text messages, TV ads, ads before movies, for example. Tools, SOPs or best practises could also be included in the database.

### 3.5.3 Working with partners, and in challenging locations

Stakeholders noted that the lack of a **systematic information flow** from the Government/ NDMO to NGOs and to communities, meant that communities sometimes received **inconsistent or contradictory** information. This challenge is also mentioned in the Fiji National Humanitarian Policy for Disaster Risk Management. One stakeholder noted that it was difficult to know which Government source of information to rely on – the Ministry of Information or the NDMO? Other stakeholders noted that there is **territoriality and competition** between NGOs and Government, but there are positive examples of progress in this area.

Stakeholders noted that the information flow to **remote/ maritime areas and informal and peri-urban settlements** is challenging, particularly given that mobile networks can be jammed following disasters. For organisations based outside of Suva, it can be challenging for them to plug into the Suva-based cluster system and be kept abreast of the latest information.

### 3.5.4 Limited resources

One stakeholder noted that in both Fiji and region, practitioners spend **8 – 10 months of the year responding to disasters**, so there is limited time to do preparedness work. Small teams mean people perform many roles at one time.

At the regional level, Pacific Humanitarian Team (PHT) communications staff tend to focus on their own organisation's priorities (such as health or WASH for example) and have limited time to provide support to other PHT clusters.

### 3.5.5 Staff turnover and decision makers, power dynamics at community level

Stakeholders noted that the **turnover of staff and decision makers** at community and organisational levels means that knowledge is often lost. There tends to be a **lack of documentation and institutional memory** in many organisations. Involving a range of people, including *Turaga ni Koro* and Provincial Administrators when working at the community level helps to address this challenge.

It is also important to be aware of the **power dynamics within communities**, as this can mean that some marginalised or most affected groups go unheard during village meetings (for example, women, youth, LGBGTI, elderly, poor).

### 3.5.6 Closing the 'feedback loop'

For many organisations, the **analysis of and acting upon feedback received from communities** can be challenging – some organisations are exploring how to analyse and share feedback internally, including scheduling opportunities for internal dialogue and reflection. One stakeholder was considering how to ensure reports and articles are read and acted upon, and noted that communities feel a lack of trust when feedback is not acted upon.

While some stakeholders are individually collecting feedback from communities, a systemic, collective approach to feedback does not currently exist at the national level.

Other relevant and common challenges noted at the regional level include:

- *An absence of **articulated roles and responsibilities** between disaster management agencies*
- *A lack of coordination to leverage opportunities to practice/simulate **multi-agency responses** (both practical and desktop), including civil society, and testing interoperability at a national and regional level*
- *The limited number of **purpose-built emergency operations centres** which can accommodate whole of government/NGO partners to facilitate holistic responses coordination<sup>18</sup>.*

### 3.5.7 Bridging the humanitarian-development divide

There are many opportunities to integrate disaster risk resilience into regular programming, crossing the so called humanitarian and development 'divide.' Creating links to the development sector involves broad engagement with donors and programs outside the humanitarian sector. A starting point could be to explore linkages with DFAT's health and education programs, managed by the Fiji Support Facility.

Documentation relating to lessons learned revealed the following opportunities:

- There is a lot of **potential for collaboration** between telecommunication companies, stakeholders and government. For example, Digicel can send users to a landing page to access videos or questions and answers. During disasters, Digicel can stop spam SMS and ensure that messages going out contain only correct and relevant information<sup>19</sup>.
- Digicel can push out messages by **location, gender, age and type of handset**. Digicel adapts the language of the messages sent according to the geographic context of the community<sup>20</sup>.
- Digicel has an auto dialler to assist with a threat, where it will ring until a person picks it up. It could then say "get to higher ground" or "wait" etc<sup>21</sup>.

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<sup>18</sup> Pacific Civil-Military Disaster Response Coordination Workshop Meeting Communiqué, 21-23 May 2018. In the capacity of supporting the Pacific to better prepare for and respond to natural disasters and crises, the Governments of Australia and Fiji co-hosted a Pacific Civil-Military Disaster Response Coordination Workshop in Suva from 21-23 May 2018.

<sup>19</sup> Joint Platform For Disaster Risk Management and Climate Change Roundtable Meeting Report, Holiday Inn, Suva, Fiji, 4 - 5 October 2017, <https://www.sprep.org/attachments/Publications/CC/joint-platform-cc-drm-report-2017.pdf> , page 47

<sup>20</sup> Joint Platform For Disaster Risk Management and Climate Change Roundtable Meeting Report, Holiday Inn, Suva, Fiji, 4 - 5 October 2017, <https://www.sprep.org/attachments/Publications/CC/joint-platform-cc-drm-report-2017.pdf> , page 47

<sup>21</sup> Joint Platform For Disaster Risk Management and Climate Change Roundtable Meeting Report, Holiday Inn, Suva, Fiji, 4 - 5 October 2017, <https://www.sprep.org/attachments/Publications/CC/joint-platform-cc-drm-report-2017.pdf> , page 47

## 4. RECOMMENDATIONS

- 4.1 Support the implementation of the National Disaster Management Plan through a functioning Communication and Community Engagement Platform.** Continue to explore the possibility of hosting the CCE platform with the NDMO, including seeking approval and endorsement from the Permanent Secretary, Fiji Ministry of Rural and Maritime Development and National Disaster Management.
- 4.2 Have national ownership and leadership from the start.** Continue to explore appropriate lead and co-lead of the platform and supporting roles as appropriate, in consultation with the NDMO, maintaining a close working relationship with government to ensure ongoing relevance. An appropriate co-lead may include the Ministry of Health, the Ministry of Education, or the Police community engagement unit, for example.
- 4.3 Build on existing structures and ways of working:** Explore re-establishing the CwC Working Group (active during TC Winston) to lay the foundation for the establishment of a multi-stakeholder platform on CCE and build support for a collective approach, ensuring it reflects the needs in Fiji. The Working Group should include a mix of national and international entities that are active in promoting CCE/ AAP as part of their routine work.
- 4.4 Articulate the shape and function of a National Fiji Platform drawing from national and international good practice.** The collective platform, services and tools will vary according to the different Fiji contexts, needs and capacities. The platform should at a minimum:
- Undertake **preparedness** actions to ensure that response actors, particularly local and national response actors, are well-placed to integrate communication and community engagement in a response.
  - Ensure the coordination of information to the people affected and the **collection and analysis of overall feedback data**, including data collected and shared by individual organisations or clusters, in order to highlight trends to inform activities.
  - Act as a service to existing and emerging National (and possibly Regional) humanitarian architecture, particularly those that support government-led and localised responses.
- 4.5 Pre-position resources to enable preparedness and rapid response.**
- The Platform should at a minimum have a Coordinator with coordination and mediation expertise and strong communication skills.
  - Platform participant organisations that receive donor 'core' funding should be encouraged to earmark internally a minimum amount for CCE to enable their active participation in the Platform to enable a collaborate response.
  - Targeted funding using a flexible funding model for 'collective' communication and community engagement activities should be

established so that it can absorb and sustain preparedness measures and capacity strengthening activities. Local NGOs should have access to such funding.

#### **4.6 Explore the establishment of a common feedback mechanism appropriate to the Fiji context.**

Individual organisations should continue to implement and fine-tune their organisational feedback mechanisms. At the Platform level, participants, national and international, working with local communities, should identify how to implement an appropriate common feedback mechanism that reduces the burden on communities affected by crisis while at the same time ensures that their feedback influences critical humanitarian decisions at the leadership level.

Such a common feedback platform should go beyond agencies sharing with each other the feedback they individually receive or collect from the people they support. Rather, a common feedback mechanism should include a single mechanism for feedback collection at the response-wide level managed by a central independent entity or coordination body embedded in the response-wide decision-making structure, to make sure data adequately represents community perceptions.

#### **4.7 Scale up efforts to influence policy and practice on CCE at all levels.** The scoping mission identified a number of entry points:

- Feed best practice on CCE into the review of the Fiji **National Disaster Management Act** and National Disaster Management Plan including legislation to ensure all mobile operators support disaster communications.
- The **Fiji Cluster system is currently being redeveloped and revitalised**, therefore, clarity on roles is still emerging. This is a critical time to be exploring collective approaches to systemic CCE and how this feeds into the Fiji Cluster system at national and sub national levels.
- Support the implementation of outcomes from key meetings through a CCE approach including the outcome of the **2018 Pacific Civil-Military Disaster Response Coordination Workshop Meeting**. Meeting delegates agreed to a series of next steps/opportunities to support nationally-led responses, including:
  - Identify regular opportunities to bring together the civil-military/police community to *continue to build mutual understanding*.
  - *Identify opportunities to practice **whole of government, multi-agency and civil society responses** at the national and regional level, both through tabletop and simulation exercises.*

- *Donors and humanitarian community consider how their preparedness and response work can facilitate and support **intra-regional response***<sup>22</sup>

A collective CCE platform could provide an opportunity to support intra-regional responses (the Pacific supporting the Pacific) and whole of government, multi-agency and civil society collaboration and coordination.

**4.8 Build on the current momentum for a more systematic CCE approach.** After TC Winston in 2016, and the 2018 TCs Keni and Josie, many communities are **motivated** to address disaster preparedness. This energy for improvement is equally apparent in response actors. In July 2018, with the cyclone season in Fiji over, this is a good opportunity to engage with government and other stakeholders in **preparedness**.

A **Pacific Resilience meeting** will most likely take place in Fiji in October 2018 – a forum for Pacific governments to share good practices and innovation and therefore it could be a good opportunity to raise awareness about the potential for a CCE Platform and a more systematic common feedback mechanism to support community resilience efforts.

**4.9 Adopt a flexible, iterative approach to implementation.** Reflect on and integrate lessons learned each month into project implementation the following month.

**4.10 Adopt approaches that enable local leadership and the involvement of government, CSOs and communities.**

*a) General approach*

- Invest time in building relationships as a priority
- Engage at appropriate levels of government, work through existing local structures and systems, build on existing capacities and link the project to national policies and frameworks
- Build flexibility into project implementation
- Provide regular opportunities for joint reflection and review of lessons learned, and feed lessons back into project implementation
- Listen, understand and respect local culture and ways of working
- Establish a Programme Steering Committee or country-level Working Group to provide contextually appropriate strategic direction and guide project implementation
- Ensure both work streams have enough in-country capacity available to ensure regular and ongoing face-to-face meetings and follow up, and continue to consult throughout the project cycle
- Recognise that the process of consultation is as important as the content of discussions
- Lead and alternate focal points help to ensure sustainability

*b) Specific approaches that enable the involvement of Government*

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<sup>22</sup> Pacific Civil-Military Disaster Response Coordination Workshop Meeting Communiqué, 21-23 May 2018.

- Plan for government procedures to take some time
- Provide relevant background information prior to meetings to enable people to prepare and participate in informed decision making

*c) Specific approaches that enable the involvement of CSOs*

- Encourage joint/ collaborative initiatives (where relevant)
- Provide practical, tailored mentoring and capacity building when necessary
- Provide relevant background information prior to meetings to enable people to prepare and participate in informed decision making

*d) Specific approaches that enable the involvement of Communities*

- Emphasise the importance of targeting and pre-testing messages and communications materials to ensure messages are comprehensible to communities
- Emphasise the importance of the participatory development of communications materials with communities to ensure relevance and ownership
- Produce communication products in local languages – Hindi, Fijian, Chinese
- Involve vulnerable groups and their representatives – people with disability, LGBGTIQ, elderly, youth, women
- Ensure data collected from communities includes the perspectives of vulnerable groups and is disaggregated accordingly
- Work through local governance structures (Turaga ni Koro / women’s representatives) and work to support these structures where they do not exist (eg women’s groups)

**4.11 Expand level and depth of engagement on CCE.** Working at **subnational levels** (for example, at Divisional/ District levels or with cities) and with the **private sector** may also present strategic opportunities as these are less crowded spaces with fewer organisations seeking to engage at these levels.

## Annex 1 - National and regional coordination mechanisms, consortiums and collective initiatives

<b>NATIONAL LEVEL</b>	
Fiji National Communications Cluster	<p>During TC Winston, the emergency response was led by the Government of Fiji through the NDMO and Divisional, Provincial and District authorities. This was operationalised via the country's National Cluster System - and its designated 8 line ministries - with the support of national and international partners, military forces, foreign military assets and the private sector. Inter-cluster coordination was facilitated by the NDMO Permanent Secretary with the support of the PHT and OCHA.</p> <p>The Communications Cluster was led by the Fiji Ministry of Communications, with the support of the United Nations World Food Programme (WFP), lead agency of the Global Emergency Telecommunications Cluster (ETC)<sup>23</sup>. Other members of the Communications Cluster include UNDP, OCHA, UNISDR, Fiji Red Cross, the Fiji Business Disaster Resilience Council, Vodafone and Digicel.</p> <p>Limited emergency communication services were provided by the Communications Cluster directly. Given the strong capacity of the private sector in Fiji, the restoration of commercial communication services provided responders and communities with access to systems for communications<sup>24</sup>.</p> <p>The Government has recently expanded the tsunami siren system on the Suva peninsula as part of a community alerting early warning system. Tonkin + Taylor, a private company from New Zealand, was awarded a contract in 2017 to design an integrated early warning system for Fiji, Tonga and Vanuatu<sup>25</sup>.</p>
Australian Humanitarian Partnership <sup>26</sup> (AHP) Fiji Country Committee	<p>AHP Partners in Fiji include Plan International Australia, Care International, Habitat for Humanity Fiji, Live And Learn, Save The Children, Fiji Disabled People's Federation (FDPF) and The Adventist Development and Relief Agency (ADRA).</p> <p>AHP is encouraging collaborative approaches among AHP partners including a recent successful joint grant application to the UK based START Network, enabling AHP partners in Fiji to replenish their supplies after TCs Keni and Josie (April 2018).</p>
INGO Humanitarian Network	Established during TC Winston, it also includes local NGOs. Oxfam chairs the INGO Humanitarian Network in Fiji.
Church Agencies Network Disaster	The CAN DO Network is coordinated by ADRA in Fiji and is part of the AHP. The Northern division is being coordinated by the Catholic Church, the Central division by the Anglican Church, the

<sup>23</sup> ETC 2016, Fiji – Tropical Cyclone Winston – Lessons Learnt Summary / July 2016

<sup>24</sup> ETC 2016, Fiji – Tropical Cyclone Winston – Lessons Learnt Summary / July 2016

<sup>25</sup> <https://www.tonkintaylor.co.nz/news/2017/6/cresting-the-wave-ews-success-for-tplust-in-fiji/>

<sup>26</sup> <http://dfat.gov.au/aid/topics/investment-priorities/building-resilience/humanitarian-policy-and-partnerships/Documents/ahp-factsheet.pdf>

Operations (CAN DO) Network	Eastern by the Seventh-day Adventist Church and the Western division by the Methodist Church. The network has a broad reach and is in the process of setting up SOPs.
Fiji Program Support Facility ('the Facility') – including CSO Responders Pool	<p>The Australian Government established the Facility to implement its health, governance, civil society engagement and emergency preparedness and response programs in Fiji.</p> <p>The Facility provides grants and supports coordination among CSOs such as Ramakrishna Mission, Foundation for Rural Integrated Enterprises and Development, Ra Naari Parishad, Partners in Community Development Fiji, Save the Children Fiji, femLINK Pacific, World Wide Fund for Nature – Pacific Program, Medical Services Pacific, Oxfam in Fiji, Empower Pacific, Transcend Oceania, Church Agencies Network Disaster Operations (CAN DO), Habitat for Humanity Fiji and Live and Learn Environmental Education, as well as with AHP partners in Fiji.</p>
Fiji Business Disaster Council (FBDC)	<p>FBDC is the national body that will assist businesses coordinate with Government in disaster response and recovery, and improve their business continuity and preparedness. It was launched in May 2016 at a special session for the Connecting Business Initiative (CBI) at the World Humanitarian Summit (WHS) in Turkey. Its members currently represent about 60 – 70% of the workforce in Fiji.</p> <p>CBI is a global multi-stakeholder initiative led by the United Nations Office for the Coordination of Humanitarian Affairs, United Nations Office for Disaster Risk Reduction and the United Nations Development Programme (UNDP).</p>
<p>Fiji Women's Weather Watch - FemLINKpacific's women-led community media platform</p> <ul style="list-style-type: none"> <li>• Community radio</li> <li>• SMS text messages</li> <li>• Social media</li> </ul>	<p>At the heart of this system is community radio, linking a network of women leaders<sup>27</sup> and correspondents to real-time information via SMS alerts<sup>28</sup> as well as Viber<sup>29</sup> and Facebook groups. Weather updates and DRR messages as well as the NDMO's response and recovery plans are shared through the network.</p> <p>The system is a two-way information system enabling network members to provide real-time situation updates and to share their priorities during the early warning preparedness stage. Media partners can then amplify the key messages and recommendations from women-led assessments. FemLINKpacific advocates for the need to appoint women to disaster management committees and ensure evacuation centres and responses are safe and inclusive.</p> <p>The system is coordinated from femLINK's regional hub based at its Suva community media centre. It can be operated from a desktop or mobile device.</p>
U-Report - RapidPro SMS	UNICEF is working with NDMO and DRR officers at the divisional level to establish an SMS based communication platform and data

<sup>27</sup> The rural women's database currently consists of 519 members (as at June 2018).

<sup>28</sup> The bulk SMS database currently consists of 379 subscribers (as at June 2018).

<sup>29</sup> The Viber group includes 59 participants (as at June 2018) – this group includes only those women who own a smart phone and can afford to purchase internet data to enable their participation.

based communication platform and data collection tool	collection tool using RapidPro with <i>Turaga ni Koro</i> (village headmen). It could be used both before and after emergencies to provide early warning/ preparedness messages and collect data relating to damage assessments. The back end has already been integrated with the Digicel and Vodafone networks and some bulk SMS text messages relating to disaster preparedness were disseminated last year.
GeoBingAn	GeoBingAn is a crowdsourced mobile application which allows individuals to report disasters such as floods, landslides and tsunamis as well as their needs like water, power, shelter, and medicine during emergencies via their smartphone or by text message. It has been piloted with the NDMO, coordinated by ADB, and funded by the Government of Japan <sup>30</sup> .
Fiji DRM Geoportal - Geospatial data sharing platform for Disaster Risk Reduction	In pilot phase. Includes a range of maps, including of village locations. Coordinated by UNESCAP, and funded by the Government of Japan <sup>31</sup> .
Toll-free help lines	An Interagency Taskforce on the Elimination of Violence against Women comprises representatives from the Fiji Police Force, civil society organisations and United Nations agencies. The Taskforce has supported the establishment of two toll-free help lines: Child Help Line (1325) and Domestic Violence Help Line (1560). During TC Winston, the Fiji Government launched a toll free National Crisis Intervention Helpline, operated by Lifeline Fiji.
<b>REGIONAL LEVEL</b>	
Pacific Humanitarian Team (PHT) Communications Group, coordinated by UNOCHA	<p>The PHT Communications Group was reactivated in 2017 and is cross cutting, supporting all PHT Clusters. It includes focal points from UN agencies, an NGO representative (Oxfam), PIANGO and the IFRC.</p> <p>The PHT Communications Group has started to develop joint key messages for disaster preparedness and response. It currently meets quarterly or more frequently when the need arises, and supports NDMO communications teams in the region, upon request to the UN Resident Coordinator. The PHT Communications Group also provides support to World Humanitarian Day events.</p> <p>The PHT Communications Group includes the same members as the UN Communications Group.</p> <p>UNICEF led the CwC Working Group which was active during the TC Winston response.</p> <p>The primary function of the regional Cluster Support Teams is to support the national clusters or sectoral working groups where</p>

<sup>30</sup> For more information see:

[http://gisconference.gsd.spc.int/images/2017\\_Presentations/Day\\_1/Session\\_4/03\\_Openmaptool\\_for\\_Fiji\\_ND\\_MO\\_27112017.pdf](http://gisconference.gsd.spc.int/images/2017_Presentations/Day_1/Session_4/03_Openmaptool_for_Fiji_ND_MO_27112017.pdf), <https://www.youtube.com/watch?v=olyQktZmes> or

<https://reliefweb.int/report/fiji/crowdsourced-mobile-application-track-disasters-tested-first-time-fiji>

<sup>31</sup> <http://www.fijigeoportal.gov.fj/>

	<p>they exist. Where they do not, the Cluster Support Teams are still able to provide coordination and technical support related to their sector, as needed and under national leadership<sup>32</sup>.</p> <p>In addition, the PHT communicates and collaborates with its wider network through its email groups, online information systems and the annual Pacific Humanitarian Partnership (PHP) meeting. UNOCHA serves as the Secretariat for the PHT and the primary focal point for communication with the PHT, as well as for all general coordination and information management matters<sup>33</sup>.</p> <p>During or prior to a disaster that may require external support, the government of an affected country can request assistance from the PHT through the UN Resident Coordinators either in Fiji or Samoa, or through UNOCHA<sup>34</sup>.</p>
Australian Humanitarian Partnership (AHP)	<p>A five year (2017-2022), AUD \$50-million partnership between the Department of Foreign Affairs and Trade (DFAT) and six peak Australian NGOs and their consortium partners:</p> <p>CARE Australia (partnering with Live &amp; Learn), Save the Children Australia, Caritas Australia (lead consortium partner in the CAN DO network – see below), Plan International Australia (partnering with ActionAid, ChildFund Australia, International Medical Corps UK, CBM Australia and Australian Volunteers International), OXFAM Australia (partnering with ABC International Development, CBM Australia and Habitat for Humanity Australia), World Vision Australia.</p>
Church Agencies Network Disaster Operations (CAN DO) Network	<p>The CAN DO Consortium was formed in 2016 in the interests of collaboration and coordination in the humanitarian sector to enhance community resilience to disaster and conflict. The consortium consists of Act for Peace, The Adventist Development and Relief Agency (ADRA), The Anglican board of Mission, Anglican Overseas Aid, Australian Lutheran World Service, Transform Aid International, Uniting World and Caritas Australia.</p>
FemLINKpacific’s Women’s Weather Watch	<p>Regionally, FemLINKpacific works with:</p> <ul style="list-style-type: none"> <li>• Global Partnership for the Prevention of Armed Conflict (GPPAC) Pacific Regional Network/ Transcend Oceania (GPPAC Fiji)</li> <li>• Shifting the Power Coalition, Pacific Disability Forum</li> <li>• Action Aid Vanuatu (Vanuatu)</li> <li>• Nazarene Centre for Rehabilitation (Bougainville)</li> <li>• Vois Blong Mere (Solomon Islands)</li> <li>• Talitha Project (Tonga)</li> </ul>
Pacific Resilience Partnership (PRP) Taskforce	<p>The Taskforce is working towards the effective implementation of the Framework for Resilient Development in the Pacific (FRDP) 2017 – 2030. It aims to adopt an inclusive, multi-stakeholder and</p>

<sup>32</sup> Pacific Humanitarian Team 2017, The Pacific Humanitarian Team: From Commitment to Action.

<sup>33</sup> Pacific Humanitarian Team 2017, The Pacific Humanitarian Team: From Commitment to Action.

<sup>34</sup> Pacific Humanitarian Team 2017, The Pacific Humanitarian Team: From Commitment to Action.

	whole of government approach. Solomon Islands currently represents Melanesia on the Taskforce.
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## Annex 2: Lessons learned on CCE during 2015 – 2017

Documentation relating to lessons learned revealed the following gaps or needs:

- There is a need to **identify all communication structures that are active** and from that identify which communication structure is active enough to be utilised in order to mobilise and disseminate information to communities<sup>35</sup>.
- There is a need to use **existing traditional structures** to communicate with affected communities when responding to disasters, and to be able to **find out what is really needed** on the ground instead of clothing and water, as was always assumed<sup>36</sup>.
- When aiming to increase understanding of climate variability and climate change, it is essential to ensure communication is **culturally relevant**, explains scientific concepts in a **local context**, and uses **local language and expression** that is easily understandable by all levels of the community<sup>37</sup>.
- There is a need to **allow Pacific voices to define themselves** and what it means to be resilient. This is achieved by **gathering voices and representatives** from across the Pacific to get a consensus on what it means to be resilient. It has been identified that there is a mismatch between traditional and international views<sup>38</sup>.
- **Programme, network or consortium approaches** can provide a shared framework for multiple agencies and governments working within one location<sup>39</sup>.
- The **pooling of technical and sectoral expertise, knowledge of the Pacific and extended networks** enables input from far and wide<sup>40</sup>.
- It is important to build **strategic partnerships and continually engage with stakeholders** such as grassroot community and women's groups, private sector stakeholders, national and provincial governments, regional technical agencies, non – government organisations (NGOs) and international development partners<sup>41</sup>.
- **Engagement and consultation** with many stakeholders from the start of the project enables wider ownership of communication products. **Consulting and testing** helped give the audience a greater sense of ownership of the end products<sup>42</sup>.

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<sup>35</sup> Joint Platform For Disaster Risk Management and Climate Change Roundtable Meeting Report, Holiday Inn, Suva, Fiji, 4 - 5 October 2017, <https://www.sprep.org/attachments/Publications/CC/joint-platform-cc-drm-report-2017.pdf> , page 52

<sup>36</sup> Joint Platform For Disaster Risk Management and Climate Change Roundtable Meeting Report, Holiday Inn, Suva, Fiji, 4 - 5 October 2017, <https://www.sprep.org/attachments/Publications/CC/joint-platform-cc-drm-report-2017.pdf> , page 57

<sup>37</sup> Pacific Community 2015, Compendium of Case Studies on Climate and Disaster Resilient Development in the Pacific, [http://gsd.spc.int/frdp/assets/case\\_studies\\_pacific.pdf](http://gsd.spc.int/frdp/assets/case_studies_pacific.pdf) , page 15

<sup>38</sup> Joint Platform For Disaster Risk Management and Climate Change Roundtable Meeting Report, Holiday Inn, Suva, Fiji, 4 - 5 October 2017, <https://www.sprep.org/attachments/Publications/CC/joint-platform-cc-drm-report-2017.pdf> , page 57

<sup>39</sup> Pacific Community 2015, Compendium of Case Studies on Climate and Disaster Resilient Development in the Pacific, [http://gsd.spc.int/frdp/assets/case\\_studies\\_pacific.pdf](http://gsd.spc.int/frdp/assets/case_studies_pacific.pdf) , page 1

<sup>40</sup> Ibid, page 15

<sup>41</sup> Ibid, page 1

<sup>42</sup> Ibid, page 15

- It is important to **engage local governments** otherwise a project will run the risk of not addressing resilience, or identifying what is already working<sup>43</sup>.
- There is a need to focus on **clarifying roles and responsibilities** and strengthening communication channels at all levels for strengthened disaster preparedness and response<sup>44</sup>.
- The **sustainability** of community disaster preparedness can be enhanced through **guidelines, manuals, committees and involvement of local stakeholders**, such as private sector, women's groups and community-based organizations<sup>45</sup>.
- **Awareness raising** is an important factor for encouraging governments and especially local communities to continue to invest not only financially, but also in kind labour for disaster preparedness<sup>46</sup>.
- Using **social media in an engaging way**, as the VOU Dance Group has done is a very cost effective means to mobilise resources and aid. VOU has the second highest number of hits in Fiji on its Facebook page and one of their dance videos has more than 100,000 hits<sup>47</sup>.
- There is a need to ensure that communicating with communities and other public information services are **inclusive of sexual and gender minorities**. Inclusive information services provide an opportunity to share information with sexual and gender minorities, to reassure them that they are considered part of the community, and sends a message to the rest of the community that sexual and gender minorities should be supported like anyone else<sup>48</sup>.
- There is a need to strengthen the role of the **national Communications Cluster as a central coordinating group** for emergency response relating to telecommunications bringing together private sector, humanitarian (UN, NGOs), military and NDMO stakeholders. Broader multi-stakeholder attendance at Communications Cluster coordination meetings would improve sharing of information<sup>49</sup>.

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<sup>43</sup> Joint Platform For Disaster Risk Management and Climate Change Roundtable Meeting Report, Holiday Inn, Suva, Fiji, 4 - 5 October 2017, <https://www.sprep.org/attachments/Publications/CC/joint-platform-cc-drm-report-2017.pdf> , page 52

<sup>44</sup> Pacific Community 2015, Compendium of Case Studies on Climate and Disaster Resilient Development in the Pacific, [http://gsd.spc.int/frdp/assets/case\\_studies\\_pacific.pdf](http://gsd.spc.int/frdp/assets/case_studies_pacific.pdf), page 37

<sup>45</sup> Ibid, page 55

<sup>46</sup> Ibid, page 55

<sup>47</sup> Joint Platform For Disaster Risk Management and Climate Change Roundtable Meeting Report, Holiday Inn, Suva, Fiji, 4 - 5 October 2017, <https://www.sprep.org/attachments/Publications/CC/joint-platform-cc-drm-report-2017.pdf> , page 58

<sup>48</sup> Oxfam Australia 2018, Down by the River: Addressing the Rights, Needs and Strengths of Fijian Sexual and Gender Minorities in Disaster Risk Reduction and Humanitarian Response, [https://www.edgeeffect.org/wp-content/uploads/2018/02/Down-By-The-River\\_Web.pdf](https://www.edgeeffect.org/wp-content/uploads/2018/02/Down-By-The-River_Web.pdf), page 12

<sup>49</sup> ETC 2016, Fiji – Tropical Cyclone Winston – Lessons Learnt Summary / July 2016