



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.

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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. 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](#).

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

Guidance: Information management functions of an inter-agency AAP/CCE working group

This guidance document aims to articulate the role of an Information Management Officer in supporting a CCE working group (WG), and to enable a common understanding of the information management functions and needs. This also serves to orient an AAP/CCE Coordinator as to the information management tasks that they may need to complete, in the event that an Information Management Officer (IMO) is not available or deployed. Available in [English](#).

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 21 emergency-vulnerable countries, as follows: [Afghanistan](#), Bangladesh, [print & interactive](#), [Chad](#), [Colombia](#), [Dominica](#), [DRC](#), [Ethiopia](#), [Guinea](#), [Haiti](#), [Indonesia](#), [Ivory Coast](#), [Kenya](#), [Mozambique](#), [Nepal](#), [Niger](#), [Pakistan](#), [Philippines](#), [Somalia](#), South Sudan, [print & interactive](#), [Yemen](#), and [Zimbabwe](#). [Access all of the the Media and Telecommunication Landscape Guides](#). We are currently looking to update these, and will soon. Be publishing media landscape guides to **Fiji** and **Vanuatu** – watch this space.

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

Basic technical training in Communication, Community Engagement and Accountability (CCEA)

This is an introductory CDAC Network course in the use of CCE tools and techniques. It gives participants a foundation knowledge in the use of community communication and community engagement in humanitarian programming, particularly with regards to the benefits of two-way communication and better accountability. This course is recommended for those with limited or no experience of communicating with communities. Participants may come from national and international NGOs, UN agencies, governments, donors and private sector actors involved in or planning to become involved in communicating with communities. Participation is encouraged from staff from all response sectors as these crosscutting skills are applicable all work involving affected people. It is also suitable for emergency deployment roster/surge staff. Topics covered include:

- two-way communication between humanitarian actors and affected people
- including participation in humanitarian response
- the use of complaints and feedback mechanisms
- engaging in collaboration across humanitarian sectors to provide coordinated communication
- providing information in appropriate forms to disaster-affected peoples
- gathering data and accountability information in an effective and appropriate way

This course can also provide a lead into the advanced technical training course outlined below. Please contact the [CDAC Network](#) for more information.

Advanced Technical Training in CCEA

This Advanced Technical Training has been designed for field and technical staff who have completed the CDAC Network basic technical training in community engagement (see above), and for senior staff or those on deployment rosters with awareness of CCE, but who need a deeper knowledge to increase the effectiveness of programme outcomes. Alongside more advanced practical training in the topics covered in the basic course, the training also includes:

- Information and accountability needs assessments
- Pre-response planning
- Resource mobilisation when using CCEA
- Implementation of CEA campaigns
- Monitoring and evaluation and how it can be integrated into preplanning and ongoing programming

The training focuses on how better CCEA can improve trust and accountability with all stakeholders, and how accomplishing this facilitates the leveraging of available resources to increase the impact of a response. Please contact the [CDAC Network](#) for more information.

Training for senior in-country CCE coordinators

The coordination of Communication, Community Engagement and Accountability (CCEA) among implementing partners has often been highlighted as a key success factor in the successful implementation of community engagement and accountability. However recent CDAC Network [research](#) has noted that the soft skills needed to undertake coordination more effectively are wide-ranging and subtle, and not always easily learned. This training has been developed in response to this research and is designed to give people who will work in CCEA coordination, or for surge personnel who will need to do so at short notice, the key skills they will need when acting as coordinators, so they can build more resilient cooperative embedded partnerships in community engagement. These skills are:

- To understand and be able to use the soft skills needed to effectively coordinate communication and community engagement
- Use cooperative tools and techniques to facilitate coordination and enable collective action
- Confidently facilitate a communication and community engagement working group to achieve results effectively and efficiently
- In-country CCEA coordinators with these skills have been shown to be of great benefit to a humanitarian response in helping all parties to work together so that affected people have a better understanding of and involvement in the response.

Bespoke advanced training in CCEA

While the Advanced Technical Training in CCEA will improve skills, the CDAC Network is also able to develop and deliver bespoke training for organisations looking for training tailored specifically to their needs. Examples could include creating training tailored for work involving climate resilience, specific groups of vulnerable people, sectorial-focused work or for training to be integrated within a wider programme of capacity development. Please contact the [CDAC Network](#) if you would like us to develop specific and specialised CCE training for your work.

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](#)

Online CDAC e-learning course: Communication is aid

An introductory, and free, 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 training is hosted on the Kaya portal by the Humanitarian Leadership Academy, this course can be taken on its own or as a precursor to other courses. **Find out more:** <https://kayaconnect.org/course/info.php?id=768>

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

Improving the Response to COVID-19: Lessons from the humanitarian sector around communication, community engagement and participation

As the world grapples with successive waves of the COVID-19 coronavirus, what lessons can we learn from other health emergencies and humanitarian crises to develop a more effective and accountable response to the pandemic? This paper outlines some of the learning gained in the humanitarian aid sector in accountability around two-way communication, community engagement, and the participation of vulnerable people, and how this can be applied to support this current response.

[Read Improving The Response To Covid-19: Lessons From The Humanitarian Sector Around Communication, Community Engagement And Participation](#)

Framework for Assessing Success of National CCEA Platforms

Over the past few years, we have been discussing evaluations. We know, anecdotally, that locally-led national CCEA platforms streamline communication, widen community engagement, improve accountability and positively impact a response. But we needed to better understand how exactly it did so. With this in mind, we contracted an international M&E expert to develop for us a framework for success. [Read the Framework for Assessing Success of National CCEA Platforms](#) (available in both English and French).

Collaborating locally and globally on a national CCEA platform in Burkina Faso

In late 2019, CDAC undertook a scoping mission to assess the status, current strengths and needs related to response-wide CCEA in Burkina Faso. Following the recommendations from the resulting [situational analysis](#), CDAC, with funding from H2H Network's H2H Fund, which is supported by UK aid from the UK government, began operations to support the inception and integration of a common services approach to Accountability to Affected People (AAP), communication and engagement with communities to enable enhanced accountability, community acceptance, trust building and a more effective response in Burkina Faso. Piloting an innovative method of local leadership and international mentorship, the Burkina Faso national platform provided a new framework for CCEA localisation. [Read the case study](#) (available in both English and French) and [Watch a brief video introduction to the work of the platform](#)

Imagining a World Beyond White Privilege & Is Technology Broken?

At the end of October 2020, we were joined by many hundreds of humanitarians, communication and tech enthusiasts, futurists, policymakers and donors as we radically re-imagined digital humanitarian policy to make it more centred around community agency, knowledge and needs.

With more than 30 panellists from across six continents bringing their diverse expertise and experiences to bear on the responsible and ethical use of emerging technologies within humanitarian systems, the discussion was inspiring, challenging and provoked much discussion around ensuring that technological futures do not exacerbate past inequalities. Over two documents, we have summarised the main themes discussed during the CDAC 2020 Annual Public Forum, *Accountability in the Age of the Algorithm: Championing Pathways to Inclusion in Tech-Driven Futures*, namely:

Part 1: Imagining a World Beyond White Privilege

Part 2: Is Technology Broken? Making Technology Inclusive, Fair and Accessible

Both reports distil a wealth of insight, inspiration and experience. [Read now.](#)

The journey to build Fiji's national communication platform

Fiji's population of 900,000 are geographically isolated, and climatically vulnerable. Tropical cyclones are battering the Fijian archipelago with greater frequency and severity, and it is one of the most geologically active countries on earth. Fiji's national platform, funded by the Australian Department of Foreign Affairs and Trade, was established in early 2018. That the platform had strong support from the Fijian

National Disaster Management Organisations has been critical to its success, building on structures that were already in place in order to activate national capacity across a diverse geographical area. [Read the case study](#) and [Watch a brief video introduction to the work of the platform](#)

Building a government-led CCE platform in Vanuatu

Like Fiji, Vanuatu is climatically vulnerable, and geologically active. Tropical cyclones, earthquakes, volcanoes and the threat of tsunamis make this this Pacific archipelago the country most prone to natural disasters in the world. The Vanuatu government is well aware of the threat, and in recent years has made great strides to work with the international community to reinforce preparedness and resiliency. Also funded by the Australian Department of Foreign Affairs and Trade, in the two years since it was established the national platform has already been tested. In April 2020 Severe Tropical Cyclone Harold ran straight into Vanuatu during the COVID-19 pandemic – necessitating a rapid and complex response, and innovative community engagement activities. [Read the case study](#) and [Watch a brief video introduction to the work of the platform](#)

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 communities 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 the 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. **Radjo 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](#)

4. RECENT CDAC NETWORK BLOGS

- [How to get an emergency radio station on air within 72 hours of a crisis](#) – December 2020
- [How hard-fought lessons from the last decade of humanitarian assistance in crisis situations can help the global response to COVID-19 be more responsive to the needs of real people on the ground](#) – November 2020
- [Not remotely possible: Why community engagement can't be done from afar – even in a pandemic](#) – August 2020
- [Ensuring CCE/AAP expertise into the future](#) – July 2020
- [Communicating in times of crisis in Burkina Faso](#) – June 2020
- [Engaging with communities in Burkina Faso in the time of COVID-19](#) – May 2020
- [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 Hironnelle 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

The Rest and the West: How Western governments can get back in touch with their own citizens in the COVID-19 response by applying the same humanitarian principles they require others to adopt – December 2020

COVID-19 has shown that even countries with strong economies and well-established health and social protection networks struggled to cope with the pandemic. Their efforts to mitigate the effects of the virus were often hampered by the struggle to communicate the continually changing pandemic measures being put in place. With the impending need to start a global COVID-19 vaccination campaign just as further waves of coronavirus are rising again around the world, what can we learn from other health emergencies and humanitarian crises to deal with this one?

[Watch the webinar in full](#)

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. [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 lead 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 [2019](#)
- 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](#)